
CaféTO 2021

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CaféTO - Overview

- CaféTO is a pandemic response program that was rapidly deployed in 2020 to support the restaurant industry in Toronto.
- CaféTO is built on the Council-approved Sidewalk Cafés, Parklets and Marketing Displays By-law (Chapter 742) which came into force in September 2019.
- Extensive consultation with the accessibility community was conducted during the preparation of Chapter 742 and staff incorporated the design guidelines that emerged from that work into the CaféTO Guidebook for operators.
- During a review of the 2020 program, staff have identified that additional enforcement and education is required to achieve better compliance with the CaféTO guidelines, which will be addressed in 2021.
- In addition, staff are proposing enhanced educational materials to illustrate the design guidelines that address accessibility issues in the CaféTO Guidebook for restaurant and bar operators.

TAAC Decision Letter at January 27 Executive Committee

City Council direct the General Manager, Transportation Services, in consultation with the General Manager, Municipal Licensing and Standards, and accessibility stakeholders, to develop accessibility guidelines and workshops, on the CurbTO and CaféTO programs, and report back on these initiatives to the Toronto Accessibility Advisory Committee by the end of the second quarter of 2021 or prior to implementation, such guidelines to include:

- a. uniform standards on the use of asphalt ramps;
- b. inspection and enforcement schedule; and
- c. standards of design of curb lane patios

CaféTO 2021 and Beyond

Staff proposed to Council that the CaféTO program continue to operate as a temporary program in 2021 and have forecasted a future report in Q4 2021 on the feasibility of continuing the CaféTO program based on information gathered during 2021, including:

- A request for an appropriate staffing complement should the program become permanent
- A proposed financial model including program fees
- Feedback from the accessibility community
- Any proposed changes to Chapter 742 (specifically café location and administration)



CaféTO - 2021 Guidebook

- The 2021 CafeTO Guidebook is currently in development and will be informed by ongoing feedback from the accessibility community.
- The Guidebook will be made available to restaurant and bar owner/operators when CaféTO registration opens at the end of February.
- The Guidebook is a dynamic document that can be updated and subsequently enforced at anytime throughout the café season, if required.
- The accessibility design criteria in Chapter 742 (Sidewalk Cafés, Parklets and Marketing Displays) that resulted from extensive consultation with the accessibility community are embedded in the CaféTO guidelines.

Accessibility Considerations

- The 2020 CaféTO Guidebook laid out clear accessibility requirements for operators aligning with Chapter 742 including:
 - Cane-detectable delineation
 - Colour-contrast
 - Accessible entrances
 - Minimum pedestrian clearway of 2.1 metres
- The rapid deployment of CaféTO in 2020 led to some accessibility issues in the right-of-way that require increased education and enforcement for café operators
- Staff are proposing several enhancements to the CaféTO Guidebook in 2021, including additional information for café operators with respect to accessibility issues

CaféTO – Accessibility Guideline Overview

- Accessibility design guidelines developed for Chapter 742 in 2019 were also included in the CaféTO Guidebook. Staff have reviewed the CaféTO Guidebook and identified potential areas for improved education and language for 2021 including:
 - Colour contrast of fencing/delineation equipment
 - Cane-detectability
 - Minimum pedestrian clearway requirements
 - Pedestrian clearway measurement information
- Staff are proposing several enhancements to the CaféTO program in 2021, including additional information and education in the CaféTO Guidebook for café operators with respect to accessibility issues and increased enforcement to ensure compliance with CaféTO guidelines

Guideline – Colour Contrast

- In 2020, the CaféTO Guidebook identified operator responsibility that colour contrast should be incorporated between fencing/delineation and the surrounding environment, but did not use strong language to this effect in all occurrences of this requirement in the Guidebook.
- In 2021, staff propose that the Guidebook indicate clearly that decorative fencing/delineators **must** incorporate pronounced colour contrast between the surrounding environment and bylaw officers will be specifically trained to enforce this requirement.

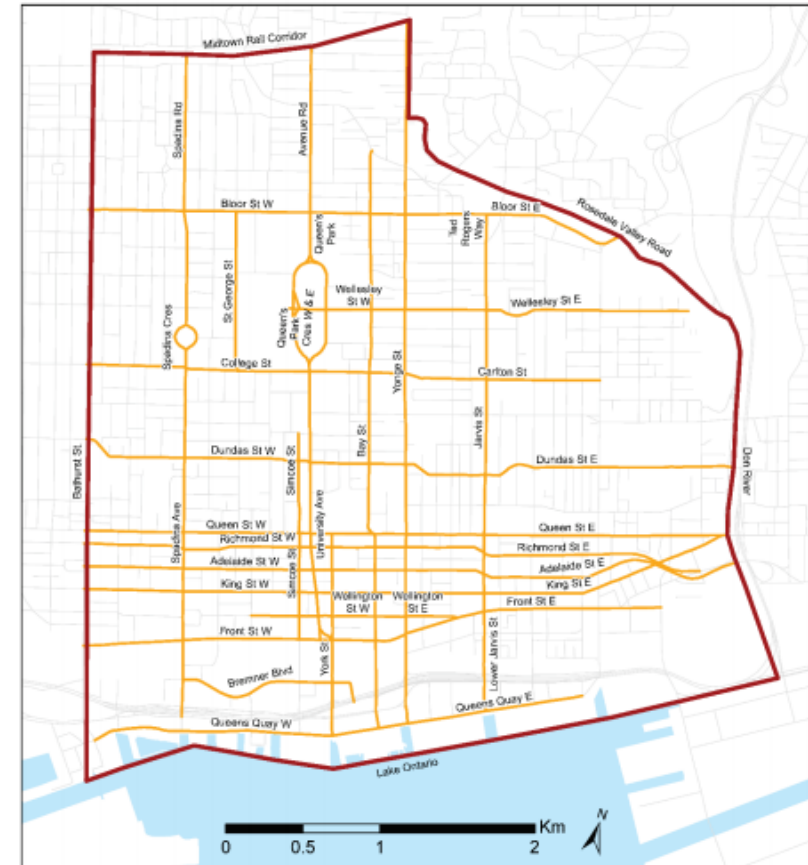
Guideline –Cane Detectability

- In 2020, the CaféTO Guidebook identified a definition of cane-detectability and incorporated the following guidelines:
 - Free-standing or self-supporting delineation items must not create a trip hazard or project into the pedestrian clearway
 - To ensure cane-detectability for people with low or no vision, delineation elements must be a contrasting colour to the sidewalk. One of the following must also be provided:
 - Non-solid delineation elements with a lower rail height between 77mm and 150mm above the sidewalk surface; or
 - Planter boxes with a solid, detectable base that are spaced no more than 0.3 m apart except for the accessible entrance
- In 2021, staff propose a continuation of this language with additional illustrative examples to increase operator understanding of this requirement

Guideline— Minimum Pedestrian Clearway Widths

- In 2020, in order to streamline registration, address short application turn-around times and ensure operators understood the importance of the minimum pedestrian clearway, staff implemented a city-wide 2.1 metre minimum pedestrian clearway
- For 2021, CaféTO guidelines will revert back to the original requirement of a 2.5 metre clearway for sidewalks that are 5 metres wide or greater in areas noted in the pictured map (and itemized in Appendix A in Chapter 742).

MAP 1: Downtown Streets for Pedestrian Clearway Purposes



Downtown Streets Where Wider Pedestrian Clearways Are Required for Sidewalks Wider Than 5 Metres

Legend

- Streets
- Other Streets/Roadways
- Downtown Plan Boundary
- Lake Ontario

Guideline— Pedestrian Clearway Measurements

- In 2020, café operators were advised to ensure that a minimum 2.1 metre clearway was maintained at all times. Language detailing the importance of maintaining a pedestrian clearway along with illustrative diagrams were provided.
- For 2021, staff propose an expanded section in the CaféTO Guidebook with additional guidance and direction on how to accurately measure the clearway, including specific instructions on including obstructions, deviations and other considerations in the overall pedestrian clearway width measurement.

Accessibility Education for Operators

- In 2020, the CaféTO Guidebook did not include specific information for café operators about incorporating accessibility within their café areas.
- For 2021, staff propose a new section in the Guidebook that details choices that café operators can make that will increase accessibility in their café areas. Potential topics could include:
 - Accessible furniture choices
 - Accessible seating arrangements
 - Appropriate use of the space around curb ramps
 - Advertising accessible washroom facilities
- Staff will also work with Economic Development and Culture to include accessibility focused newsletter articles for café operators throughout the café season in their communications with the business community.

Accessibility Information Promotion

- Given the novelty of the program in 2020, communication efforts were focused on ensuring that restaurant and bar operators had streamlined and fast access to critical information related to their participation in the program.
- For 2021, staff propose using City social media and other communication outreach channels to disseminate specific accessibility information throughout the year to keep accessibility requirements top of mind for café operators, BIA coordinators, and members of the public.

Curb Lane Cafés - Location Restrictions

- In addition to restrictions for sidewalk cafés associated with the pedestrian clearway, curb lane cafés cannot be located in:
 - Accessible parking areas
 - Wheel trans stops
 - Accessible boarding zones
- Streetcar stop relocations are also not accommodated for cafés in order to ensure accessible loading ramps are not blocked.
- These location restrictions will continue in 2021.

Curb Lane Café Enhancement - Decks and Platforms

- A significant program enhancement for CaféTO 2021 is permission for café operators to install a deck or platform in their café area if they meet the design criteria noted in Chapter 742. Precise details are still being confirmed for inclusion in the CaféTO Guidebook.
- Decks and platforms are required to be built with surfaces level with the sidewalk
- The platform must also be compliant with the standards for decks, platforms and ramps set out in the AODA and the Ontario Building Code.



Public Parklets

- The City installed 44 public parklets in BIA areas as part of the CaféTO program.
- Supply chain issues in 2020 limited the ability to offer a variety of intended furniture choices.
- In 2021, staff propose purchasing accessible picnic tables for BIA supported public parklet areas.



Curb Ramps

- In 2020, 379 asphalt curb ramps were installed by the City into CaféTO areas. The City will continue to install asphalt curb ramps into café areas where the operator is not installing a deck or platform. Enhancements proposed for 2021 include:
 - Installation of curb ramps when curb lanes are closed, prior to the placement of furniture by café operators
 - Uniform curb ramp design and installation methodology



Curb Ramps – Technical Specifications

- The width of the curb lane reserved for café operations does not provide enough space for an asphalt curb ramp with a 1:10 running slope as well as a landing space at the bottom of the curb ramp. Therefore, a steeper asphalt curb ramp slope is required for the temporary CaféTO program and the City is proposing the following specifications which takes this limitation into consideration:
 - 1:6 running slope. For a standard curb height of 150mm, this will result in a 1m long ramp
 - 1.0m wide
 - Flared sides with a 1:3 sideslope minimum and a width of 0.3m each
 - Yellow painted ramp edges
 - A proposed turning space of 1.525m, with a view to enlarge this space where lane widths allow
- The average curb ramp would therefore be 1m long and 1.6m wide after accounting for sideslopes but not accounting for landing space.

Enforcement Strategy and Schedule

- Enforcement of CaféTO areas will continue to encompass a two-pronged approach: complaint-driven investigations and proactive patrols.
- Municipal Licensing and Standards and Transportation Services are currently working together on a joint enforcement strategy and determining proposed schedules for proactive patrol work.
- A strategic approach with enforcement will allow officers to focus on:
 - Accessibility concerns
 - Ensuring café operators have successfully registered (many issues are with operators that are not official participants of the program)
 - Increased enforcement action for café operators that are not meeting CaféTO requirements

Enforcement – Proposed Improvements

- Proposed enforcement activity could include:
 - Focused enforcement resources scheduled in peak café operation windows (evenings and weekends)
 - Augmented training materials and opportunities for officers, including ongoing monthly training sessions to ensure emerging issues are communicated and addressed between the divisions
 - Refreshed literature for officers to distribute that illustrate CaféTO requirements, with a particular focus on accessibility issues
 - Heightened enforcement for accessibility issues (i.e. pedestrian clearway encroachments, presence of cane detectable delineation items)
 - Prioritization of proactive patrols in areas with a high volume of cafés and with known compliance issues

Complaints

- Staff want to ensure that members of the public understand how to submit complaints about specific café areas or provide feedback about the program generally in 2021. Some proposals include:
 - CaféTO communications campaigns that will include information about how to advise the city about issues they are experiencing with café operators or other program concerns
 - Increased promotion of communication methods (i.e. CaféTO email)
 - New and enhanced scripts for 311 Customer Service Representatives
 - Improved complaint distribution to enforcement officers and staff

Feedback Opportunities

- Staff understand that the accessibility community would like to be able to provide ongoing feedback on the CaféTO guidelines and concerns related to the program. CaféTO staff want to ensure that experiences with the program can be directly shared with program staff.
- Staff will continue to work with TAAC and other accessibility stakeholders to evaluate the temporary 2021 program, investigate design improvements throughout the year and make recommendations for potential permanent implementation in 2022 and beyond.

Questions and Feedback?

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