

Attachment 1

CaféTO 2021 Public Survey Result Summary

General

The CaféTO survey was launched on August 23, 2021 and closed on September 19, 2021. Information about the survey was distributed on City of Toronto social media, through direct communication to CaféTO operators and all local BIAs and hospitality industry stakeholder organizations.

Overall, 10,174 surveys were completed. The survey consisted of three separate streams, each targeting a specific stakeholder group with detailed questions.

- 192 surveys were completed by restaurant owners or operators
- 61 surveys were completed by other businesses located next to outdoor dining spaces
- 9,951 surveys were completed by members of the general public

Age of respondents

- 13% between the ages of 20-29;
- 66% between the ages of 30-54;
- 11% between the ages of 55-64;
- 9% over 65 years old; and
- 1% did not indicate their age.

Ability

- 2.5% identified as a person with a mobility disability
- 0.6% identified as living with blindness or low vision (not including correctable by glasses or contact lenses)

Business Owner/Operator Experience

Operators were asked about the benefits of opening an outdoor patio in 2021.

- 70% reported that their patio led to increased sales
- 67% said that their patio prevented their business from having to close
- 66% said it allowed them to gain new customers
- 66% said that is allowed them to retain staff that would otherwise have been let go
- 51% said that is allowed them to hire additional staff

67% of operators reported that their current staffing level is less than it was pre-pandemic, 16% said it was equal and 17% said they had more staff.

Operators reported that their average indoor capacity pre-COVID was 85 seats, while the average indoor capacity under current public health restrictions is 37 seats.

53% of operators reported that they had no permanent outdoor dining facilities before COVID-19, while those who had an outdoor patio pre-pandemic had an average of 33 seats. They reported that the average number of new seats created by their CaféTO installation was 27.

Of those who opened a new or expanded outdoor dining café in 2021, 86% were on public property and 14% were on private property.

Operators were asked about the importance of various aspects of the CaféTO program. They said:

Having a simple, straight forward process	1% not important 3% somewhat important 10% important 87% very important
The ability to serve alcohol on your café	6% not important 2% somewhat important 2% important 90% very important
The ability to expand a café in front of your neighbours	13% not important 2% somewhat important 16% important 62% very important
Affordable application and permit fees	1% not important 2% somewhat important 12% important 85% very important
Ability to install a platform/deck	34% not important 23% somewhat important 13% important 29% very important
For operators who opened a patio on private property, the ability to expand the patio in their private parking lot	12% not important 0% somewhat important 21% important 67% very important

65 survey responses were received by people who owned a non-restaurant business that was adjacent to or in the vicinity of a CaféTO installation. They were asked how their business was impacted by the CaféTO installation:

- 64% said it created vibrancy, much needed during the pandemic
- 41% indicated it removed customer parking in front of their store
- 30% said it brought more customers to the area and their place of business
- 36% said it removed loading space in front of their store
- 30% said it made their business harder to access

Of all business operators who responded to the survey, 75% indicated that they would prefer the curb lane be used for patios for outdoor dining. 7% indicated a preference for parking, 5% indicated a preference for dedicated loading and 4% indicated a preference for through traffic or bike lanes.

General Public Experience

9,921 survey responses were received from residents and visitors to Toronto. 90% of these respondents indicated they had been a customer on a restaurant patio while 59% said they had

travelled past a restaurant patio. 54% of respondents live, work or attend school near a restaurant patio.

In 2020 and 2021, the City paused requirements for notification when new café applications were made. Respondents were asked how important it is to them that they be notified of new applications for outdoor cafés and have an opportunity to comment. 71% of people said that it was not important for them, 19% said it was somewhat important and 10% said it was very important.

People were asked about their experience travelling around restaurant patios based on mode type.

As a pedestrian on the sidewalk	59% never a problem 27% mostly no problem 9% sometimes a problem 4% often a problem 1% no opinion/not applicable
As a cyclist on the road	29% never a problem 19% mostly no problem 10% sometimes a problem 5% often a problem 37% no opinion/not applicable
As a motor vehicle driver on the road	48% never a problem 18% mostly no problem 7% sometimes a problem 6% often a problem 21% no opinion/not applicable

Respondents who identified that they sometimes or often had a problem were asked to explain their experience. 93% of pedestrians who experienced problems indicated it was due to crowding of the sidewalk, making it difficult to pass, 73% of cyclists who experienced problems indicated it was due to the lack of space between the café enclosure and a vehicle in a café lane while 75% of motorists who had a problem indicated it was due to traffic delays caused by cafés.

People were asked what they liked and did not like about CaféTO. 89% of respondents liked that the program benefits local businesses, 88% of respondents like that it added more options for dining outside, 87% said that CaféTO adds to the vibrancy of the city and 76% like that it prioritizes people over cars. 46% of people said that dining next to moving and idling vehicles is not that pleasant, 22% said it makes sidewalks less accessible, 19% said it makes traffic more congested and 10% said it reduces the ability to get around the city by car/foot.

When asked what would have enhanced the CaféTO experience 48% said making them more attractive, 24% said making them more accessible and 15% said nothing.