

July 6, 2022

To the City Clerk:

Please add my comments to the agenda for the July 6, 2022, Economic and Community Development Committee meeting on item 2022.EC31.21, Downtown East Action Plan - Implementation Progress and Next Steps

I understand that my comments and the personal information in this email will form part of the public record and that my name will be listed as a correspondent on agendas and minutes of City Council or its committees. Also, I understand that agendas and minutes are posted online, and my name may be indexed by search engines like Google.

#### CF Toronto Eaton Centre – Comments

As many of you are aware, CF Toronto Eaton Centre (owned and operated by Cadillac Fairview) generates approximately \$80 million in property taxes annually for the City, but more importantly, we at CF are constantly reinvesting in our complex to ensure that the shopping centre and office towers remain attractive to new retail/food concepts, major employers, consumers, students and tourists.

Prior to the pandemic we, along with the Downtown Yonge BIA and other local businesses, have been calling on municipal and provincial officials to take a holistic approach to safety & wellbeing in the area and unfortunately, many of the issues we faced in 2019 are now heightened, threatening the recovery of our clients' businesses and the long-term success of Downtown Yonge.

The main issues are mental health, substance abuse, homelessness and poverty. Each of these issues are intertwined and require the appropriate level of social services and wrap around supports. In the absence of these actions, we are dealing with extremely challenging situations on a daily basis at the centre, both from an operations/safety standpoint and financially.

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HOME OF  
TEAM CANADA

Below is a summary of issues that have occurred in the past two weeks, and are reflective what we have been facing for the last few years:

- A troubled individual entered a high-end retail store, began throwing items and screaming at staff. Our security team intervened, but the retail clients were traumatized and closed the store for the remainder of the day, resulting in lost sales.
- A young couple was chased down James Mews, they had their phone stolen and were sexually assaulted. Our Security team intercepted to help the individuals.
- We have a Daycare operator where a parent dropping off their child was kicked in the back as she was waving goodbye to her child. Our team responded and requested EMS attendance.
- Our fire exits and back halls are frequently accessed by individuals who are seeking privacy to consume/smoke illegal substances. These individuals often linger leaving behind unsafe trash such as needles or bodily fluid instead of seeking a washroom for such matters.
- Trinity Church encourages use of the site as a place for rest and sleep. Unfortunately, this results in mentally ill individuals or people under the influence negatively impacting the patio for our restaurant client Mercato and Daycare operator Mothercraft. Issues include individuals exposing themselves, yelling at patrons panhandling and spitting at patrons on the patio.

As you can see from this most recent snapshot, the issues are ongoing and a heavy burden on our clients, Security & Operations teams, who have increased their patrol and cleaning schedules/locations due to unauthorized access and illegal behaviour.

Cadillac Fairview has a long history of supporting and assisting with social programs in the area and we respectfully and urgently request that the City commit resources to tackling these complex issues in order to ensure the long-term success of Downtown Yonge. We would be happy to meet and discuss these matters with the City and other stakeholders.



Sincerely,

Sheila Jennings, General Manager  
CF Toronto Eaton Centre