



2024 Curb Lane CaféTO Program

Executive Committee

Date: December 5, 2023

CaféTO - 3 Main Types of Outdoor Dining



1A. Sidewalk Café (Frontage or Flankage)

Located immediately adjacent to the wall of a bar/restaurant.



1B. Sidewalk Café (Small Frontage)

Single line of seating, with or without tables, along the frontage wall of a bar/restaurant.



2. Patios on Private Property

Located on private property – e.g. back / rear patios.



3. Curb Lane Cafés

Located on the street, generally in a parking lane directly adjacent to a curb.

Year-Round.

Permit Required.

Year-Round.

NO *Permit Required.*



Year-Round.

NO *Permit Required.*



May 1 – Oct 15

Permit Required.



Key Improvements – Curb Lane CaféTO Program

Program Element	2023	2024
 <p>Governance</p>	<p>3 divisions co-delivered the Curb Lane CaféTO program:</p> <ul style="list-style-type: none"> ○ Transportation Services (TS) ○ Ec. Development & Culture (EDC) ○ Muni. Licensing & Standards (MLS) <p>No designated “lead” division.</p>	<ul style="list-style-type: none"> • TS is the designated ‘lead’ division. • Responsibility for permitting transferred from MLS to TS to create a more streamlined application and review process. • EDC will continue to work closely with business operators and BIAs.
 <p>User Experience</p>	<ul style="list-style-type: none"> • Cumbersome, multi-step permit application and review process. • Permit application and review process not well understood by some operators. 	<ul style="list-style-type: none"> • Simpler user-centred application process. • Fewer steps, shorter-turnarounds and earlier decisions for applicants. • Concrete barriers may be painted / wrapped to improve their appearance.

Key Improvements – Curb Lane Caf to Program

2024	2023	Program Element
<ul style="list-style-type: none"> • Additional staff resources to be made available to support application in-take and reviews and provide better client support. 	<ul style="list-style-type: none"> • Caf�to became a permanent program with more requirements (e.g. charging / processing of fees; review of platform designs; etc). • Yet program was delivered without increased staff (relative to previous seasons), on a compressed timeline, resulting in delays which impacted operators. 	 <p>Resources</p>
<ul style="list-style-type: none"> • Installation of traffic safety equipment will begin May 1. • 90% of installations to be completed by May Long weekend • Installation to occur east-to-west across city, with "first in, first out" at end of the season. 	<ul style="list-style-type: none"> • Installation of traffic safety equipment did not begin until mid-May and continued into early June. • Operators not provided with sufficient notice to plan / budget effectively for opening of their curb lane cafes. 	 <p>Timelines</p>

Key Improvements – Continued

Program Element	2023	2024
 <p>Communication & Education</p>	<ul style="list-style-type: none"> • Communication to applicants insufficient. • Program requirements (application and platform) not well understood by operators. 	<ul style="list-style-type: none"> • Pre-approval (for 2024 season) notices issued to previous season operators by Nov. 30, 2023. • Improved pre-application period assistance, self-serve supports, webinars, and updated Guidebook with infographics.
 <p>Policy Changes (Municipal Code Chapter 742)</p>	<ul style="list-style-type: none"> • Application and permit fees charged for the first time (as part of permanent program). • Operators required to install (accessible) platforms in cafe space and submit platform plan for review. • To balance use of curb lane, new setback rules and requirements were introduced, which meant some businesses were denied permits for space used before. 	<ul style="list-style-type: none"> • Updates to Ch. 742 based on learnings from 2023 and program review: <ul style="list-style-type: none"> ○ Re-introduce “use of space” policy ○ TS (General Manager) discretion on set- backs with no safety issues ○ Use of commercial loading zones ○ Year-round cafés on King & Duncan Streets

Timelines for 2024 Curb Lane CaféTO Program

Activity	Timeline
Pre-approval notices issued to 2023 permit holders	By November 30 th - Completed November 20 th
Pre-application & education period	November 2023 – end of January 2024
Permit renewals and New permit applications	Open by mid-January 2024 Close by March 1, 2024
Platform designs due	March 25 to April 15, 2024
Installation of traffic safety equipment needed for operators to open curb lane cafes	90% complete by Victoria Day Weekend
Deadline for platform installation	June 1, 2024
Removal of Curb Lane café patio elements	By October 15, 2024
Removal of traffic safety equipment	October 15 to 20, 2024

Pre-Approval Notices (to 2023 Permit Holders)

The potential renewing operators fall into three categories:

Category 1:

Full pre-approval

204 operators

All letters sent Nov 20

Category 2:

Missing Temporary
Accessible Platform
Submission (or other)

105 operators

All letters sent Nov 20

Category 3:

Construction conflict with
OR without the opportunity
to operate a partial season

3 operators

All letters sent Nov 20



Cost and Benefits for Operators

Costs for Operators to Participate in the Curb Lane CaféTO Program in 2024:

- On average, an operator will pay \$7 per square foot per month for curb lane space with CaféTO vs \$38 per square foot per month for commercially leased space in the restaurant's interior

Low(er) cost solutions for platforms are now available:

- Average platform cost in 2023 was \$7,272 versus \$14,000 in 2022, due to lower lumber costs and new platform leasing solutions

City Grants to Operators for Platform Costs:

- CaféTO Property Improvement Program operated by EDC
- In 2023, 156 operators received funding totaling \$562,000
- Average grant amount = \$3,636
- Grants available again in 2024 as part of EDC's Main Street Recovery and Rebuild (MRRI) Initiative

Economic Benefit of the CaféTO program:

- In 2022, CaféTO patios delivered approximately \$203 million in economic benefits to the city (per a TABIA-led economic impact study).

Questions? 