## Public and Stakeholder Consultation

Table 1 provides a timeline of the both the public and internal stakeholder engagement that took place between 2022 to 2024.

| Summary of the Stakeholder Engagement from 2022 to 2024 |                                    |   |  |
|---|------------------------------------|---|--|
| Engagement<br>Period                                    | Type of<br>Engagement              | Results   |  |
| Oct 2022 to June<br>2023                                | Internal and external stakeholders | <ul> <li>Introduction the objectives of the Approach<br/>to Public EV Charging.</li> <li>Online survey to follow up.</li> <li>Webinar and workshop for City staff</li> <li>11 one-on-one and small group meetings.</li> </ul> |  |
| Sept 1 to 30, 2023                                      | Public                             | <ul> <li>A study website and online survey were<br/>launched (TOPublicEVCharging.ca).</li> <li>2,728 surveys were completed.</li> </ul>   |  |
| Sept 2023   | Public                             | <ul> <li>Two virtual public meetings with a Q&amp;A period.</li> </ul>  |  |
| Feb to March<br>2023                                    | External stakeholders              | <ul> <li>10 workshops with various stakeholder<br/>groups followed by online surveys</li> </ul>   |  |
| Feb 2024  | Internal<br>stakeholders           | <ul> <li>One internal hybrid virtual and in-person<br/>workshop.</li> </ul>   |  |
| March 2024  | Public stakeholders                | <ul> <li>Three virtual webinars followed by a Q&amp;A.</li> </ul>   |  |

Table 1: Timeline of Public, Internal and External Stakeholder Engagements

## Internal Stakeholders

Table 2 provides a list of internal stakeholders who will have an active role in the implementation of the Approach to Public EV Chargers to 2030.

Table 2: List of Internal Stakeholders

| Internal Stakeholders            |                            |  |  |  |
|----------------------------------|----------------------------|--|--|--|
| City Planning                    | The Atmospheric Fund (TAF) |  |  |  |
| Corporate Real Estate Management | Toronto Building           |  |  |  |
| CreateTO                         | Toronto Community Housing  |  |  |  |
| Economic Development & Culture   | Toronto Hydro              |  |  |  |
| Environment & Climate            | Toronto Parking Authority  |  |  |  |
| Exhibition Place                 | Toronto Public Library     |  |  |  |
| Fire Services                    | Toronto Transit Commission |  |  |  |
| Fleet Services                   | Toronto Zoo                |  |  |  |
| Municipal Licensing & Standards  | Transportation Services    |  |  |  |
| Parks, Forestry & Recreation     |                            |  |  |  |

Internal stakeholder feedback included the following:

• Charger type preference (Levels 1, 2, and 3). Level 1 and 2 chargers are sufficient for most EV users, while Level 3 were preferred by VFH drivers and other corporate vehicles without a centralized or accessible charging hub.

- Level 3 is preferable in areas where parking is limited or subject to rush hour restrictions for parking.
- Location with consideration to accessibility, user safety, susceptibility to vandalism, and electrical capacity.
- Streamlining processes for installation of EV chargers, including permitting, utility upgrades, and developing turnkey solutions to expedite and incentivize installation.
- Concerns for the high cost of installation and unpredictable return on investment.
- Concerns for feasibility of the install, related to property management and energy capacity, for most surveyed they have never installed an EV charger before.
- The importance of charger accessibility and ensuring the state of good repair, to build confidence in charger access, reliability, and availability. Internal stakeholders noted that fast chargers in Toronto are often out of service with no indication of the error or a timeline of when they will be ready for use.

## External Stakeholders

Targeted external stakeholders included businesses, associations, non-governmental organizations, and prospective site hosts such as gas stations, commercial, real estate properties, multi-residential buildings, health centres, schools, VFH, and corporate fleets.

| Table 3: List of External Stakeholder |
|---------------------------------------|
|---------------------------------------|

| External Stakeholders                |                                       |  |  |
|--------------------------------------|---------------------------------------|--|--|
| EV charging companies & gas stations | GTHA municipalities                   |  |  |
| Fleet operators                      | Waterfront Toronto                    |  |  |
| Vehicle-for-hire owners/operators    | Toronto Region Conservation Authority |  |  |
| Property owners & managers           | Infrastructure Ontario                |  |  |
| Public sector institutions           | Ontario Ministry of Transportation    |  |  |
| NGOs                                 | Transport Canada                      |  |  |
| Automotive industry                  | Natural Resources Canada              |  |  |
| Ontario Vehicle Innovation Network   | The public                            |  |  |

General feedback from these consultations include:

- Attractive amenities with parking for a positive customer experience: shopping centres, grocery stores, convenience stores, fast-casual restaurants, and coffee shops.
- High traffic and high-density areas.
- Available power and utility permitting.
- Favourable power economics: cost of power, monthly fees, and demand charges vs. projected revenue (existing tariffs).
- Availability of incentives in the area.
- Plan for deployment that makes sense for 4 to 5 years.
- The importance of leveraging existing partnerships.

In general, representatives from EV charging providers noted that their clients/site owner focus on high use areas, e.g. higher net worth areas, shopping plazas, etc. Areas currently without high usage are deprioritised. In general, the principle that is understood is that chargers need users to be successful, and therefore it is difficult to distribute chargers equitably across cities.

Challenges identified by EV charging providers include:

- Sites with forecasted high utilization can change quickly with other chargers being deployed nearby which impacts a providers' return on investment.
- The permitting process can be frustrating and increases the timeline to install, especially when working with multiple entities and waiting for utility upgrades.
- Electrical capacity and identifying sites with capacity.
- Electricity rate structure in Ontario should be examined. For large sites, electricity demand charges are a big consideration in determining whether they should be deployed.

## **Public Consultation**

Public consultations took place during September 2023 and comprised of four in-person public meetings in each of the Community Council areas, two virtual public meetings, and an online survey that was open from September 1 to 30 (2,728 surveys were completed).

A diverse group of public stakeholders were consulted in person and through use of an online engagement platform. Analysis of the feedback provided in the platform looked at links between geographic location of respondents, the respondents' relationship to EVs (owner, prospective owner, or carshare), housing type (apartment, townhouse, detached, etc.), and whether the respondent lives in a co-op, co-housing, rental property, or owned property.

The public offered some of the following feedback via the online survey and through the online engagement platform:

- High costs to install and operate at-home chargers.
- Uncertainty as to whether respondents would be able to charge at home.
- The importance of charger accessibility and availability for personal user safety, but also to build confidence in public charger access and reliability.
- The desire for more public chargers than what currently exist, preferably more Level 2 and Level 3 chargers.
- Concern for barriers to installation, including cost to install, operate and navigating the charger installation process.
- The need to explore harmonization of public EV charging efforts across the GTHA and other local municipalities.
- Ensure EV-readiness of the utility providers, as well as support for site assessments and feasibility studies for prospective sites.
- Preference of carshare participants to use more EVs if available
- Interest in other forms of micromobility, such as electric bicycles and electric cargo bikes.

The feedback was consistent in terms of uneasiness in adoption because of perceived barriers in getting started with both charging and charging availability. However, in general, the consultations showed interest and support for EV purchase.