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2025 BUDGET BRIEFING NOTE

Public Consultations on the 2025 Budget

1. ISSUE/BACKGROUND

In October 2024, Mayor Chow and Councillor Carroll, Chair of the Budget Committee, invited public input on the 2025 budget and support for intergovernmental funding and collaboration. Coordinated by the City Manager's Office with the Chief Financial Officer and Treasurer, City Manager, and supported by staff from multiple divisions, the consultation invited residents to:

- learn about City services, the City's budget; and the funding relationship with the federal and provincial governments;
- discuss the current and 2025 fiscal challenges and pressures;
- identify which City services they would increase or decrease the budget for and why; and,
- provide input and recommend actions they or the City could take to achieve long-term financial goals.

2. EXECUTIVE SUMMARY

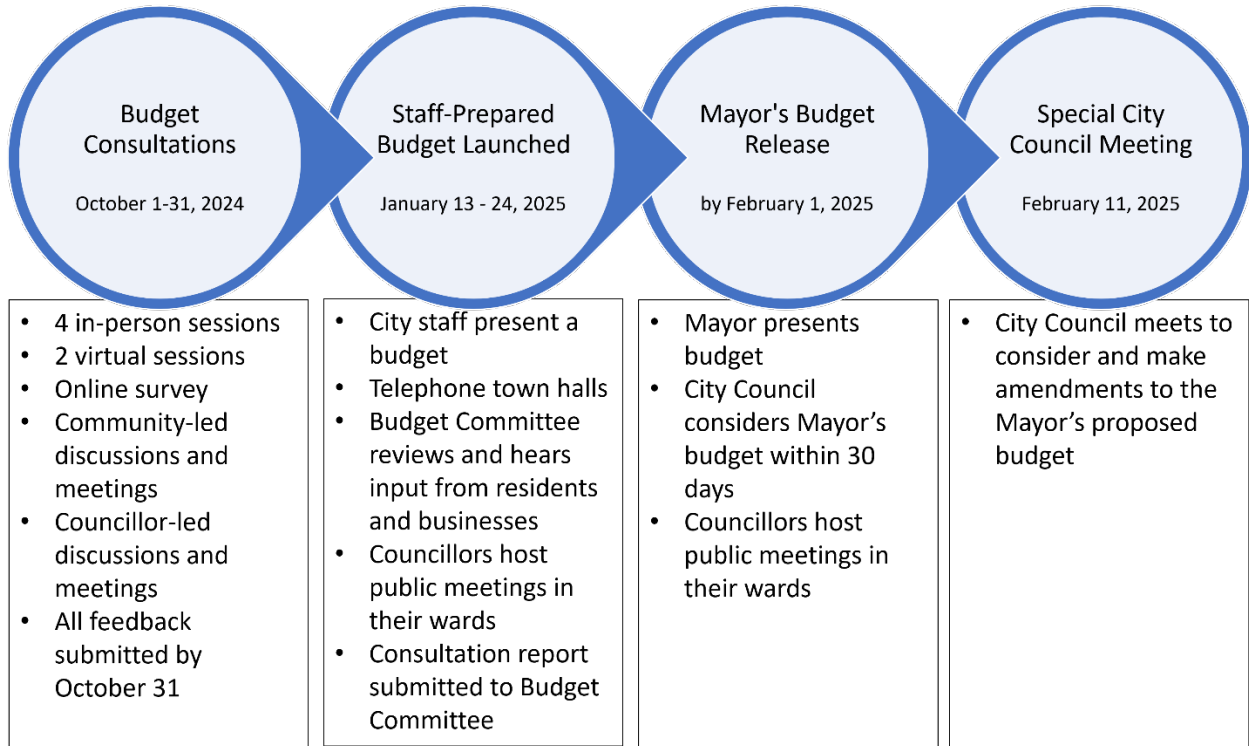
The 2025 Budget consultation was designed to build on the success of the 2024 budget consultations. The consultation period commenced October 1, 2024 and engaged the services of external vendors and partners to provide support to public meetings and directed outreach to Black, Indigenous and equity-deserving communities.

Consultation as Part of the 2025 Budget Process

The consultation was timed to engage the public as part of the City's annual budget process prior to launch of the budget on January 13, 2025. The purpose of the consultation was to gain insight into residents' ideas to inform the development of the proposed 2025 budget.

This report will support Council Members' consideration of public input along with public deputations, input from councillor town halls and submissions to the Budget Committee that occur during the budget process. Figure 1 summarizes the consultation and review process for the 2025 Budget.

Figure 1: 2025 City Budget Milestones.



Opportunities for Public Participation

By providing a range of online, virtual, in-person and community-led opportunities, residents were invited to engage in ways that suited their circumstances and ability to participate as follows:

- An online survey available between October 1 and October 31, 2024 that included:
 - multiple questions on City services, public priorities, and federal and provincial support;
 - open-text question for resident's ideas on important actions the City can take;
 - availability in 12 languages: English, French, Chinese-simplified, Chinese-traditional, Farsi, Korean, Portuguese, Russian, Spanish, Tagalog, Tamil and Urdu;
 - Participation:
 - 12,001 people responded to the online survey.
 - 9,165 responses received for open-text question.
- Six facilitated City-led sessions held between October 19 and October 30:
 - 4 in-person sessions in locations across Toronto;
 - 2 virtual sessions;
 - Participation:
 - 763 people participated in the in-person and virtual meetings.
- Community discussions to increase engagement with Indigenous, Black and equity-deserving residents:
 - Coordinated by Albion Neighbourhood Services, the Toronto Youth Cabinet and Toronto Aboriginal Support Services Council (TASSC);

- Supported with funding from the City, participant materials and kits;
- Participation:
 - 12 group discussions with 191 residents from Black and equity-deserving communities occurred between October 7 and October 30.
 - The Toronto Youth Cabinet hosted a session with 140 youth on October 25.
 - Toronto Aboriginal Support Services Council is currently undertaking a self-determined approach to 2025 budget engagement.

Major Themes of Public Input

The qualitative analysis process focused on identifying recurring ideas through the documented participant comments and ideas, and synthesizing the insights shared during the conversations into themes. The findings were then sorted into the four themes of the consultation, Making Life Affordable, Getting Toronto Moving, Providing Community Services, and Keeping People Safe.

1. Major themes of what residents identified as most important to them for the 2025 budget include:
 - **Making Life Affordable:** participants called for alleviating cost-of-living challenges in housing, transit, childcare, and food. Many emphasized the need for affordable housing and programs for poverty reduction, including support for seniors, people with disabilities, and others who face these challenges disproportionately.
 - **Getting Toronto Moving:** participants highlighted the importance of expanding and improving the transit system to provide reliable, accessible, affordable and safe transit service. Many also suggested the need for improving transportation infrastructure and traffic management.
 - **Providing Community Services:** City-funded services such as parks, community centers, libraries, and cultural initiatives were recognized as essential to many residents. Participants identified the need for diverse and multicultural programming for all ages, expanding parkland and recreation centers, as well as environmental and climate action programs such as protecting tree canopy and building resilience against extreme weather.
 - **Keeping People Safe:** participants expressed the importance of feeling safe, citing a perception of increased crime. Many called for greater investment in violence prevention initiatives and proactive measures to address crime and enhance safety in their neighbourhoods. Participants suggested reallocating some police funding to community crisis services, and to community- and gender-based approaches, with an emphasis on youth and addressing gun violence. Some suggested allocating more funds to prevent car theft and improve 911 and paramedic response times.
2. Survey respondents most frequently identified:
 - affordable housing and shelter services, TTC/Wheel-Trans and environmental and climate action programs as funding priorities for the budget.
 - police services, support for business, and animal services as areas to deprioritize funding support for.
3. A large majority of residents agreed that the Provincial and Federal governments should pay their fair share of funding for municipal services and programs. Many suggested the need for provincial support to fund the running and the construction of the TTC and maintaining roads

and buildings. Participants also identified the need for federal support on housing, shelters and refugee support and flood protection, as well as sharing a portion of the existing HST.

4. A majority of residents expressed a strong willingness to take action with their neighbours to support Toronto through engaging other levels of government.
5. Participants indicated that they welcomed the opportunity to discuss budget priorities and appreciated the multiple options to participate.

This briefing note summarizes key observations and themes across the consultation methods to date, and while it represents a significant number of participants the data cannot be assumed to be statistically representative of Toronto's population.

Consultation Metric Comparison

Table 1 outlines key metric comparisons between the consultations for the 2024 Budget in 2023 and for the 2025 Budget this year. Compared with last year's metrics, both the online survey and the City-led meetings attracted more participants.

Table 1: 2024-2025 Metric Comparisons.

Table 1	Consultation on 2024 Budget	Consultation on 2025 Budget
Timeline	November 1-30, 2023	October 1-31, 2024
Online Survey Responses	10,802	12,001
City-Led Meetings	8 meetings (5 in-person, 3 virtual)	6 meetings (4 in-person, 2 virtual)
City-Led Meeting Participants	661	763
Community-Led Meetings (to-date)	15 meetings	13 meetings
Community-Led Participants (to-date)	314	331 (including 140 youth)

Advertising and Promotion

An extensive communications and advertising strategy promoted the multiple opportunities for the public to participate. Communications tactics included print, online and out-of-home advertisements, traditional radio, organic and paid social media, a Councillor toolkit, articles in City e-newsletters and a webpage on toronto.ca/budget. Ads were translated for media outlets serving newcomers and communities for whom English is not a first language. Additional social media ads were geo-targeted in mid-October, to reach areas of the city where survey responses were low.

Media interest was significant, generating 448 stories between October 1 and 31, with a reach of more than 416 million people. Media coverage peaked following a media launch event on October 2 and again following a media availability with Mayor Chow and Councillor Carroll at the first public session. Media coverage sentiment is measured as neutral, positive, or negative and neutral is factual, news articles. Coverage remained overwhelmingly neutral at 98 per cent with 2 per cent negative.

Report Appendices

- Appendix 1: Themes & Sample Comments
 - 1A: Major Themes from Online Survey
 - 1B: Major Themes from City-Led In-Person/Virtual Sessions
 - 1C: Major Themes from Community-Led Discussions
- Appendix 2: Presentation Materials
- Appendix 3: Online Survey Questions

3. KEY OBSERVATIONS FROM CONSULTATION

Coordinated by the City Manager's Office with the Chief Financial Officer and Treasurer and supported by staff from multiple divisions, the consultation invited residents to learn about the municipal government and the City budget, discuss their ideas for addressing Toronto's financial challenges for 2025 and identify actions the City and public could take to secure longer-term sustainable funding for Toronto across all orders of government.

Since the goal of the consultation was to offer the public multiple options to learn and share their ideas discussions and input varied by how participants chose to engage, whether they submitted their feedback online or in-person, at a City-led or community-led process or if they provided multiple, detailed or short, focused feedback. This briefing note summarizes key observations and themes across the consultation methods to date, and while it represents a significant number of participants the data cannot be assumed to be statistically representative of Toronto's population.

Across all consultation activities, participants were asked to comment on:

- What is most important for the 2025 budget.
- Thoughts on federal and provincial funding to support the City.
- How residents can help Toronto achieve its long-term financial goals.

Appendix 1 provides examples of public input, organized by themes.

Services Identified by Participants as Most Important for Additional City Investment

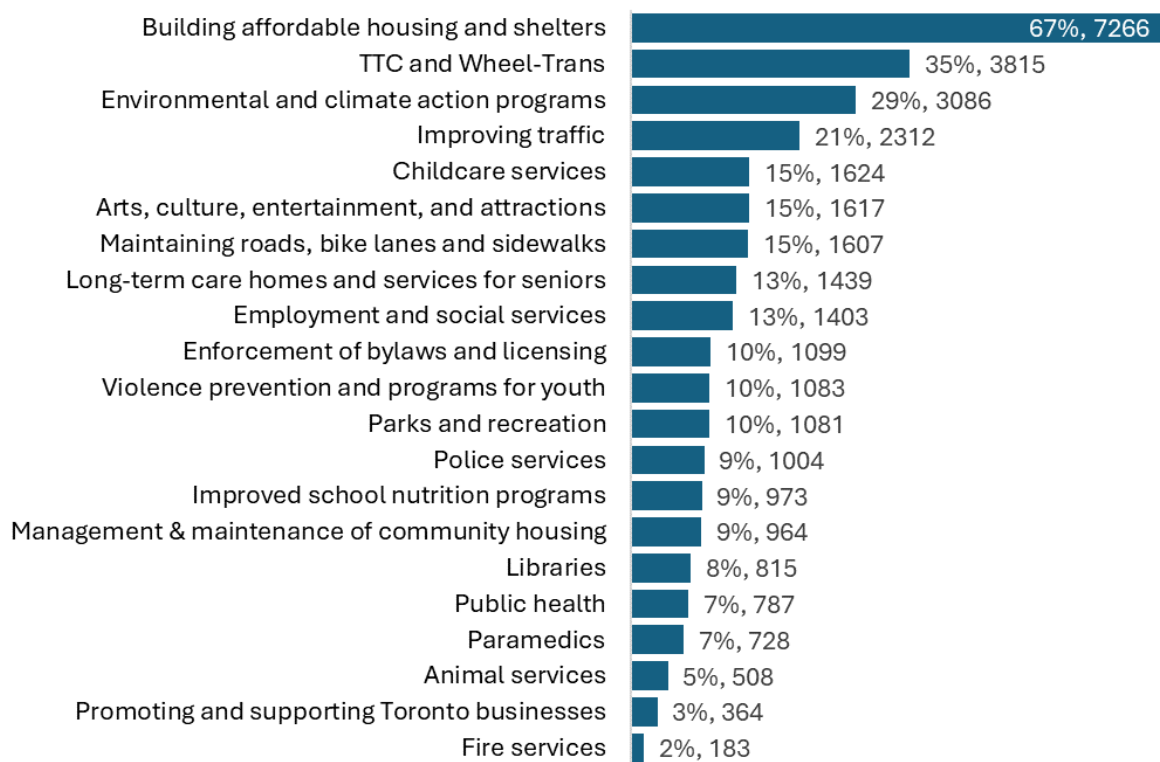
Participants were able to prioritize a City service as a candidate to receive additional funding. Figure 2 shows the City services selected by respondents. Appendix 1 provides a sample of comments and summarized themes from participants.

1. **Building affordable housing and shelters** was the City service chosen by the most respondents as the service that was the most important for additional investment. 67% of survey respondents identified this service as their priority. Respondents suggested that the cost-of-living crisis being primarily attributed to housing and rental prices, and that providing affordable, stable housing will help reduce homelessness and make Toronto safer. In the community-led discussions, housing needs and priorities emerged as a key area for increased investment.
- **TTC and Wheel-Trans** was the next most frequently mentioned priority for increased funding in the survey and in the public meetings. Respondents suggested that a more expansive and accessible transit system will increase ridership and reduce traffic congestion, and improvements on public transportation will also improve safety and help people access more employment opportunities.

- While the top two priorities remained the same as for the 2024 Budget, **Environmental and climate action programs** surpassed Police Services and became the third most commonly identified priority for increased funding this year from the survey and the public meetings. Respondents suggested that tackling climate change can help reduce budgetary pressures, such as costs of infrastructure repair and maintenance.

These themes were consistent at both the City-run public sessions and the community-led discussions. The community-led discussions also prioritized **employment** initiatives as requiring additional investment. Appendix 1C summarizes the community-led participant input.

Figure 2 - City service selected by survey participants (% , number of participants) for increased investment.



In the City-led and community-led meetings, participants shared diverse perspectives on which services to allocate more funding to, for example:

- the construction and maintenance of affordable housing through policies addressing the entire housing spectrum, including both rental and ownership through innovative models.
- programs for eviction prevention and protecting tenant rights, as well as emergency shelters and supports for those experiencing homelessness.
- all day-to-day aspects of the transit system, to improve the system's reliability, accessibility, availability, travel times, fare affordability, staffing, and safety.
- basic amenities in the transit system, including bus shelters, clean washrooms and wi-fi across more of the system.

- violence prevention initiatives, youth services, mental health supports and a larger presence of social workers.
- traffic safety measures like traffic wardens, protected bike lanes, wider sidewalks, and greater investment in congestion reduction strategies.
- poverty reduction initiatives and programs serving seniors, people with disabilities, and others who face challenges disproportionately.
- affordable and accessible childcare services, such as more subsidies and more childcare centres at workplaces.
- improvement of transportation infrastructure, including road repairs and winter maintenance, accessible wayfinding signage, and the infrastructure to support sustainable travel modes, like bike share and electric vehicle charging stations.
- improvement of community services, such as more diverse programs in libraries, more accessible and better maintained parks, as well as expansion of parklands and recreation centers.
- supporting small businesses, job training programs, arts and culture programs, and employment opportunities for marginalized groups like youth, newcomers, and individuals with disabilities.
- more emergency shelters and improvements to the quality of existing emergency shelter facilities.
- employment programs and financial supports for entering employment sector.
- climate actions to help with resilience against extreme weather, renewable energy, biodiversity, and sustainable jobs creation.
- public health priorities such as better mental health and addictions support, cleaner indoor air quality, and more resources for elderly care and healthcare training.

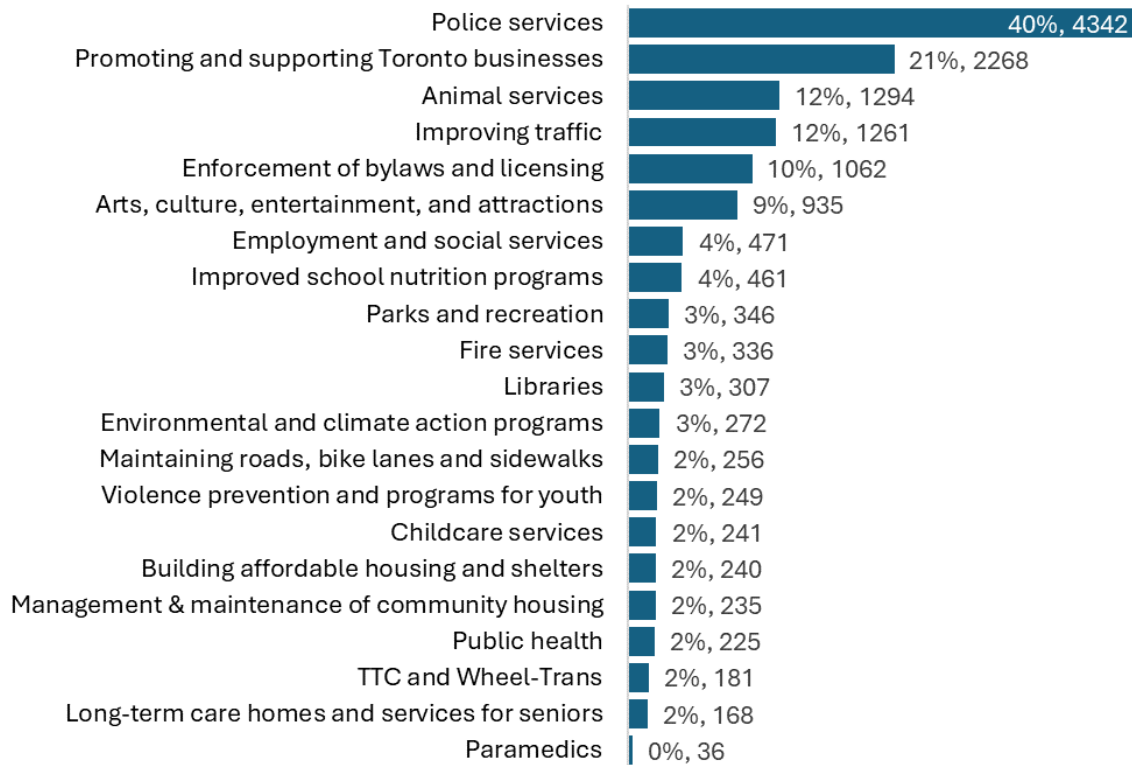
Services Identified by Participants for Reduced City Investment

The online survey allowed respondents to choose and rank three services as candidates to receive less City funding. Figure 3 shows the City services selected by respondents in the survey. In the community-led discussions, participants generally expressed hesitation about seeing any service reductions. Appendix 1 provides a sample of comments and summarized themes from participants.

- **Police Services** was most frequently mentioned for decreased funding. Respondents suggested that some of its funding can be used more efficiently, and some can be redirected to social services and crime prevention programs.
- **Promoting and Supporting Toronto Businesses** was the second-most frequently mentioned service for reduced funding for survey respondents. Respondents suggested that large businesses and chain stores with high revenues should receive less incentives while small local businesses should receive more support.

- While the top two priorities remained the same as those identified for the 2024 budget, **Animal services** surpassed Arts, culture, entertainment, and attractions and became the third most commonly identified for funding decrease this year for survey respondents. Community-led discussion participants also identified Animal services as an area of potential funding reduction, and reduction to arts funding.

Figure 3: City service selected by survey participants for decreased investment (% , number of participants)



In the City-led and community-led public meetings, participants made recommendations on how to make trade-offs and ways to bring in more revenue to equitably fund essential municipal programs and services through the City's budget, for example:

- Some participants noted that the City should reduce redundant efforts across divisions and seek as many efficiencies as possible within existing revenues before increasing taxes and fees.
- Some participants suggested reallocating police funding to community services that can help address systemic socioeconomic issues, such as violence prevention programs, and some remarked that police spending could be more efficient and transparent.
- Some participants noted the need to ensure timely completion and management of new construction and state-of-good-repair projects.

- Some participants recommended raising parking and vehicle registration fees to encourage use of other travel modes, installing more speed cameras, implementing road or downtown congestion tolls, and ensuring robust and consistent enforcement of the driving and parking regulations.
- Some participants proposed progressive taxation through property taxes, development charges and the vacant home tax, where more expensive properties are taxed at a higher rate. However, participants also emphasized that there must be transparency to Torontonians around how the taxes and user fees levied against them contribute to City services and infrastructure.

Geographical Comparisons

The top 4 priorities for increasing the 2025 City Budget were in alignment across the city. Table 2 demonstrates the top priorities separated by the four geographical areas of Toronto.

Table 2: Top priorities for increased investment by geographic area.

Area	Top 5 Priorities to Increase Investment
Etobicoke York	1. Building affordable housing and shelters 2. TTC and Wheel-Trans 3. Improving traffic 4. Environmental and climate action programs 5. Long-term care homes and services for seniors
North York	1. Building affordable housing and shelters 2. TTC and Wheel-Trans 3. Improving traffic 4. Environmental and climate action programs 5. Police services
Scarborough	1. Building affordable housing and shelters 2. TTC and Wheel-Trans 3. Improving traffic 4. Environmental and climate action programs 5. Childcare services
Toronto and East York	1. Building affordable housing and shelters 2. TTC and Wheel-Trans 3. Improving traffic 4. Environmental and climate action programs 5. Childcare services

The top priorities for decreasing the budget were also in alignment across the city, except for Toronto and East York. Table 3 demonstrates the top priorities separated by the four geographical areas of Toronto.

Table 3: Top priorities for reduced investment by geographic area.

Area	Top 5 Priorities to Reduce Investment
Etobicoke York	1. Police services 2. Promoting and supporting Toronto businesses 3. Arts, culture, entertainment, and attractions 4. Animal services 5. Enforcement of bylaws and licensing

North York	<ol style="list-style-type: none"> 1. Police services 2. Promoting and supporting Toronto businesses 3. Arts, culture, entertainment, and attractions 4. Animal services 5. Enforcement of bylaws and licensing
Scarborough	<ol style="list-style-type: none"> 1. Police services 2. Promoting and supporting Toronto businesses 3. Arts, culture, entertainment, and attractions 4. Animal services 5. Enforcement of bylaws and licensing
Toronto and East York	<ol style="list-style-type: none"> 1. Police services 2. Promoting and supporting Toronto businesses 3. Animal services 4. Improving traffic 5. Enforcement of bylaws and licensing

Participant Input on Intergovernmental Relations and Funding

The consultation provided participants with information about the roles of each order of government and listed services that are within the Provincial and Federal governments' responsibilities, including housing and emergency shelters, highways, public safety, refugees, health and transit. Participants were asked whether they agreed or disagreed that the other levels of government should pay more for the services that are their responsibilities.

There was strong consensus that the provincial and federal governments should bear the costs of services they are responsible for:

- 90% of survey respondents either agreed or strongly agreed that the Provincial government should pay a fair share for services that are their responsibility (Figure 4).
- 91% of survey respondents participants either agreed or strongly agreed that the Federal government should pay a fair share for services that are their responsibility (Figure 5).

The top priorities for support from the provincial government by participants include funding the operations of the TTC, funding TTC construction and maintaining roads and buildings (Figure 6). On the support from the federal government, participants identified housing, shelters and refugee support, flood protection, and sharing a portion of the existing HST as the most important (Figure 7).

The consultation also included a question asking participants what action they would take to engage the provincial and federal governments to support Toronto. Over three-quarters (77%) of participants expressed willingness to sign petitions and over half (53%) of participants expressed willingness to meet with their local Member of Provincial Parliament (MPP) and Member of Parliament (MP) (Figure 8).

Figure 4: Survey agreement with the statement that the Provincial government should pay for services that are their responsibilities (% , number of participants)

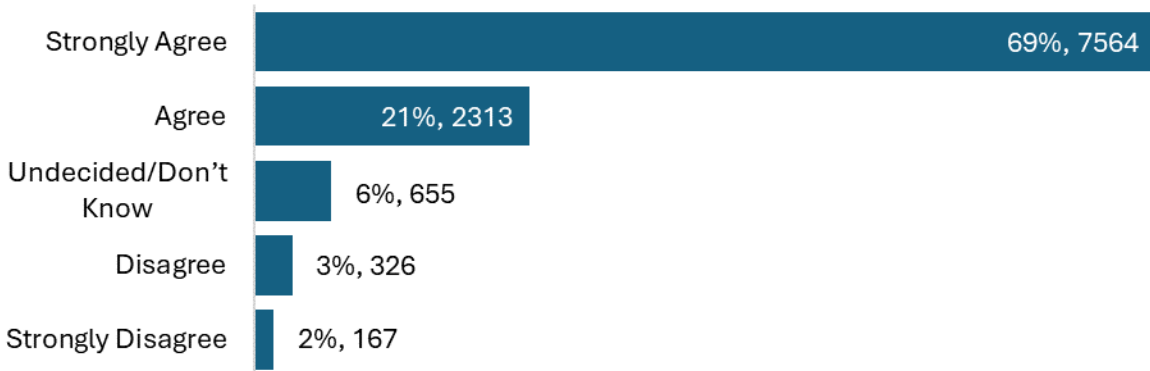


Figure 5: Survey agreement with the statement that the Federal government should pay for services that are their responsibilities (% , number of participants)

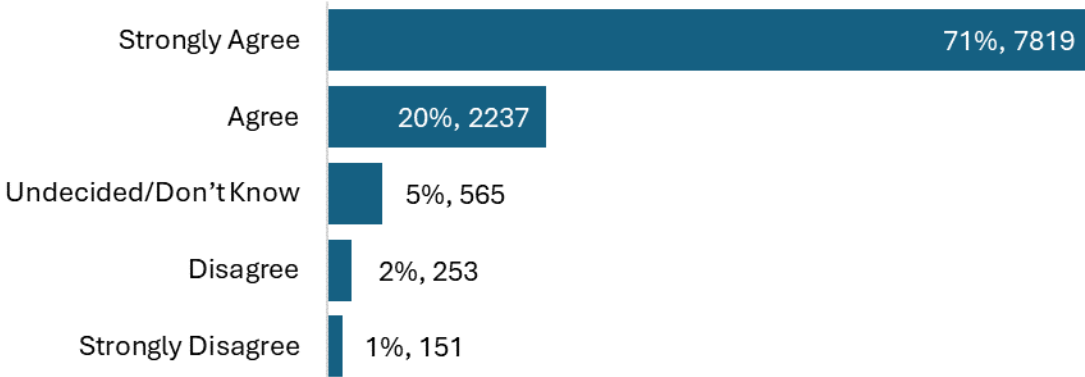


Figure 6. Top ranked items participants want the provincial government to provide greater support for.

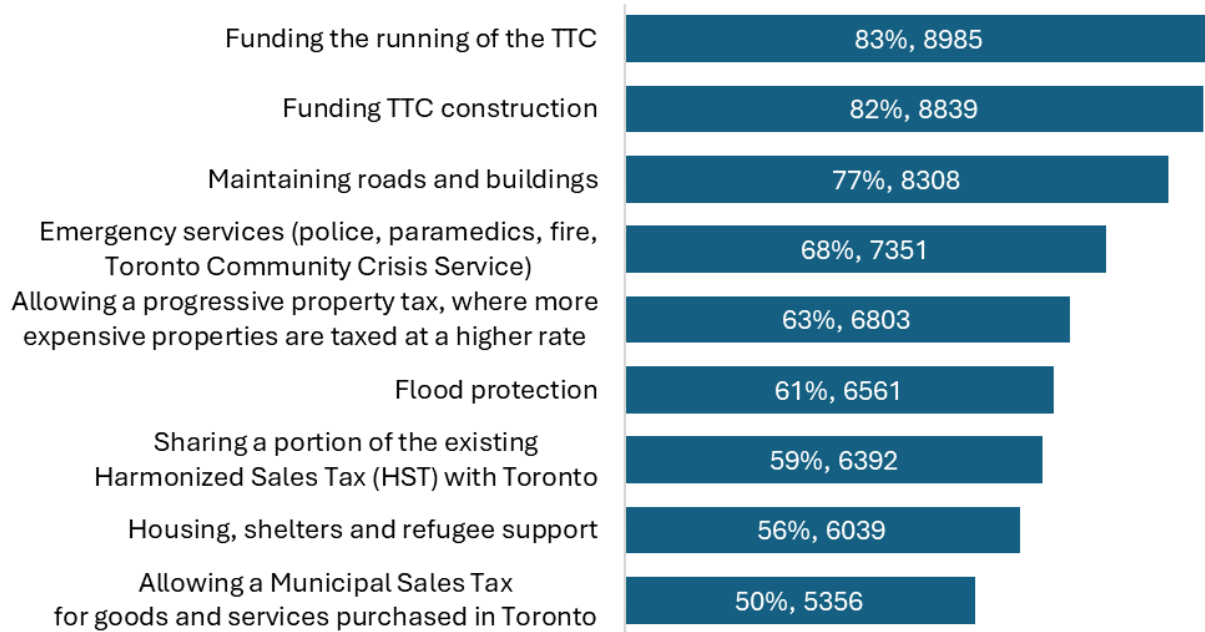


Figure 7. Top ranked items participants want the federal government to provide greater support for.

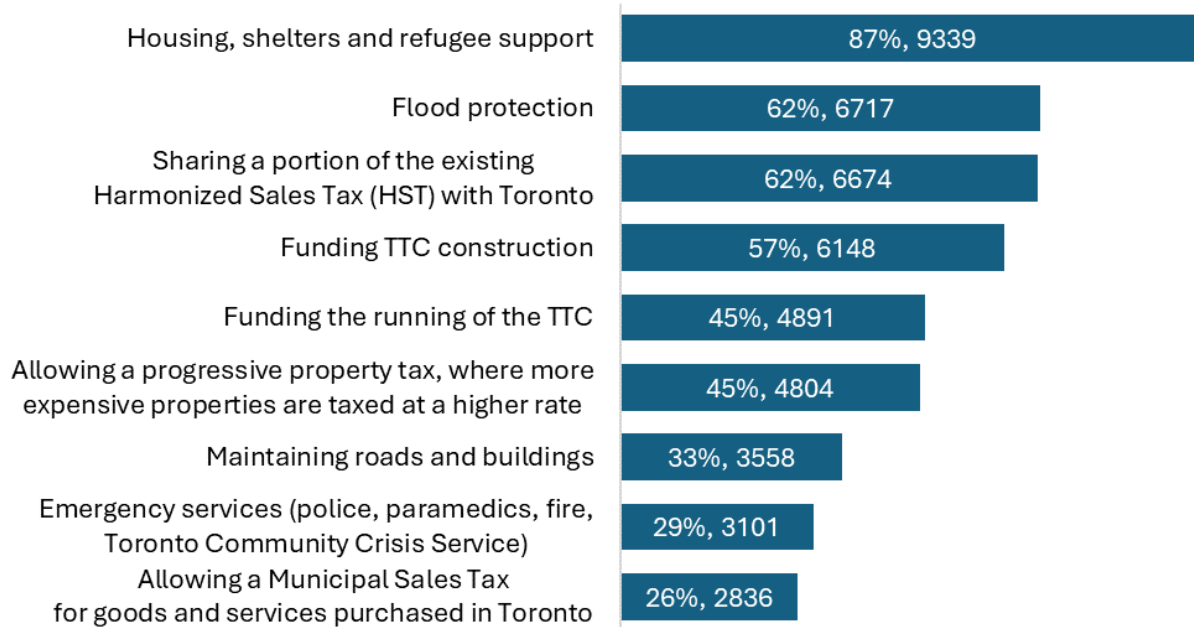
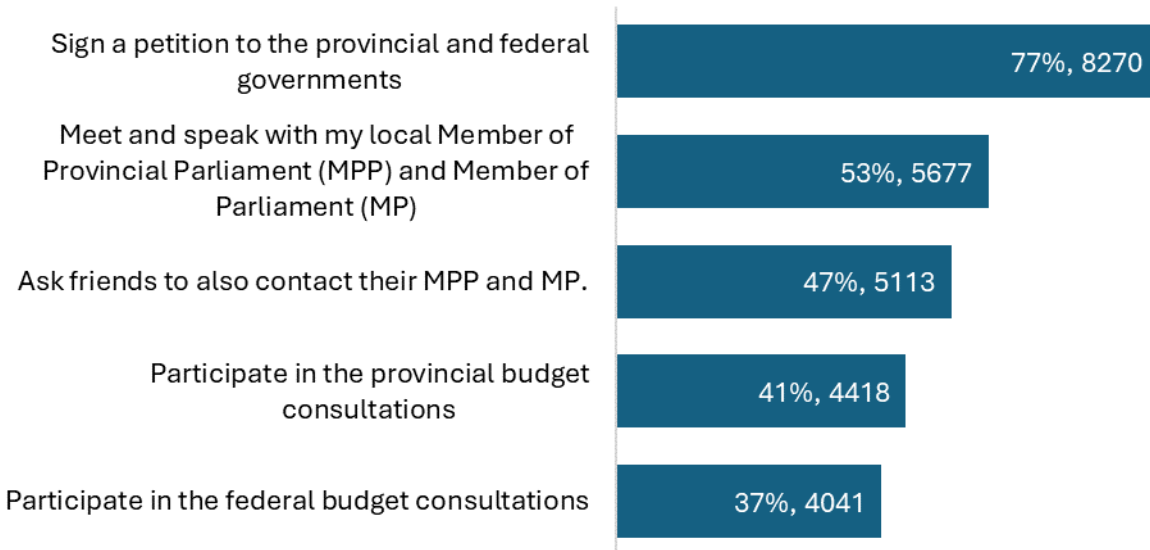


Figure 8. The actions survey respondents indicated they would take to engage the provincial and federal governments.



In the meetings, participants shared several ideas on how the other orders of government could support the City directly, by funding City-administered services and infrastructure, and indirectly, for example, through programs under federal or provincial purview that relieve pressure on City services. These included contributing financially to the construction and state-of-good-repair of the City's capital infrastructure (including housing, transit, shelters, and healthcare facilities), and supports for refugee, newcomer, and poverty reduction (including the Ontario Disability Support Program and Ontario Works). The majority of participants in the community-led discussions agreed that the federal and provincial governments should provide greater financial support to the City of Toronto. They emphasized the importance of these governments fulfilling their responsibilities by fully funding the services under their jurisdiction in future City budgets.

Actions that participants proposed for engaging with the provincial and federal governments on municipal budget issues included contacting elected officials, signing petitions, staging protests, volunteering with neighbours in local groups or advocating alongside labour organizations, and participating in federal or provincial budget consultations.

Actions the City Should Take

The online survey included an open-text question for resident's ideas on important actions the City can take to make Toronto affordable, liveable, and equitable. 9165 responses were recorded. Based on the frequency of open text responses, the following themes were identified as the priority actions the City should take to make Toronto affordable, liveable and equitable for all:

1. Increase affordable housing;
2. Improve public transit and infrastructure;
3. Improve social services and community support;
4. Provide more economic measures;
5. Invest in environmental and climate action initiatives;
6. Improve government efficiency and accountability;

7. More intergovernmental collaboration;
8. Encourage and support more community engagement.

Appendix 1A provides a sample of comments taken directly from the open text question, grouped by the most commonly identified themes listed above.

Community Engagement

The community-led discussions also explored participants' willingness to engage in various forms of community involvement. Participants expressed interest in meeting with elected City officials, organizing events with residents and elected officials, participating in further community consultations and other forms of community organizing. Many participants expressed a desire to form community coalitions or organize events where elected representatives could come to their neighbourhoods.

4. CONSULTATION METHODS AND PARTICIPATION

The City Manager's Office, in collaboration with external consultant LURA Consulting, designed the public engagement and consultation to provide accessible information and support broad participation.

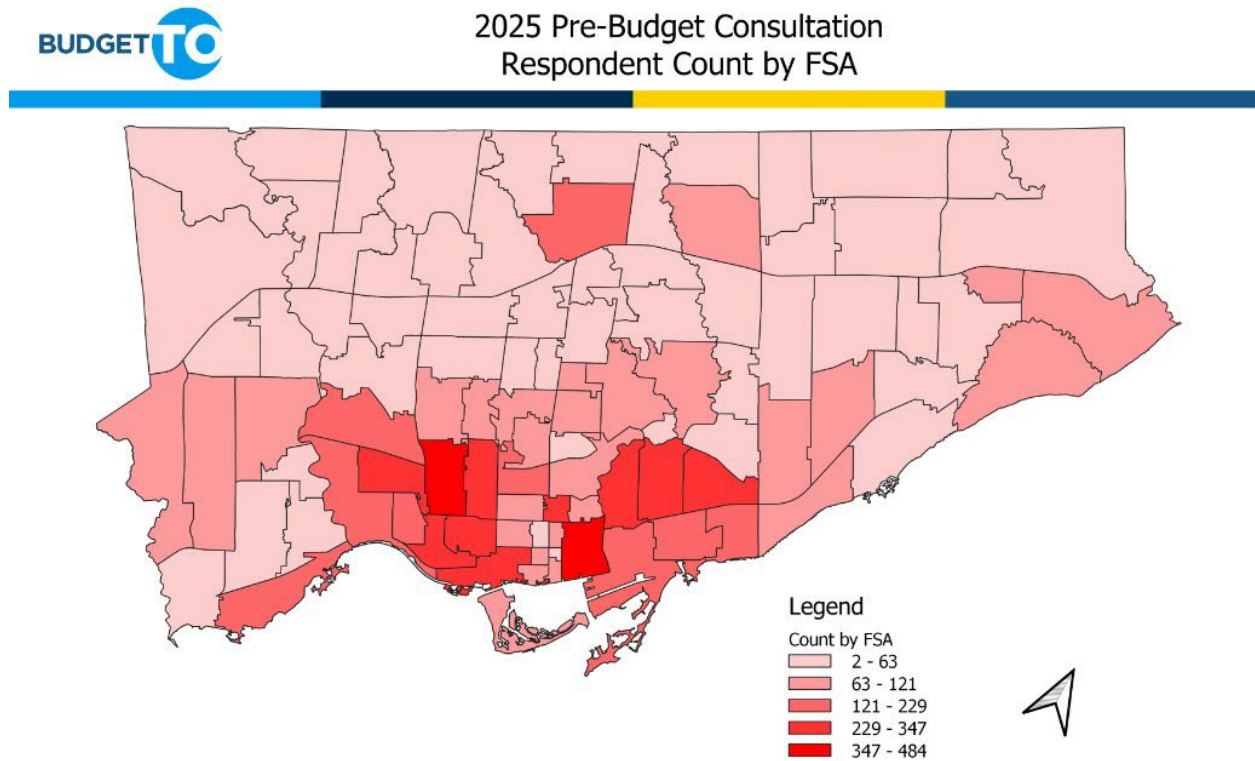
The City's website and a presentation delivered by the Budget Committee Chair and the City's Chief Financial Officer and Treasurer at each public session described how the City is funded and how ongoing intergovernmental and economic issues have contributed to the significant financial challenges the City is facing. See Appendix 2 for copies of the presentation materials.

Online Survey

Residents were invited to respond to the key questions and contribute their ideas for making Toronto more affordable, livable and equitable, through an online survey. The survey was offered in 12 languages that are most commonly used by Toronto households, including English, French, Chinese-simplified, Chinese-traditional, Farsi, Korean, Portuguese, Russian, Spanish, Tagalog, Tamil and Urdu.

The online survey received 12,001 responses; 249 participants responded in languages other than English. Half (51%) of the participants had not participated in budget consultations in the past. Insights from these responses are provided in the Observations section of this report. The questions from the online survey are in Appendix 3.

Figure 9: Map of count of survey respondents by first three digits of postal code (FSA)



Public Meetings

Between October 19 and 30, the City hosted 4 in-person and 2 virtual sessions for residents to meet the Mayor, Budget Chair, and City staff, ask questions and discuss their priorities with other attendees and participating Members of Council.

Each meeting began with a presentation by Councillor Shelley Carroll, Chair of the Budget Committee, and Chief Financial Officer and Treasurer, Stephen Conforti, that provided an overview of operating and capital budgets, how property tax dollars and revenues generally flow between the City and other levels of government, the ongoing factors that have contributed to the financial pressures facing the City in 2025, and highlights from the 2024 City Budget. Residents at tables and virtual breakout rooms were then invited to share their feedback on priorities and concerns and ask questions of City staff and Members of Council, who moved between tables and breakout rooms to listen and respond. External facilitators, in collaboration with City staff, led the conversations and encouraged a participatory process that allowed attendees to actively participate in discussions and feedback documentation. At least one City staff was specifically dedicated to each group conversation (in-person and virtually) to actively listen and take notes. Participants were also encouraged to provide anonymous feedback through the online survey. Following the group conversations, a facilitator reconvened all participants for a “report-back” where the Mayor, Councillor Carroll and/or facilitators shared highlights from group conversations for all attendees to hear.

There was demonstrably a wide variety of ages, backgrounds and lived experiences amongst meeting participants, however, detailed demographic information was not collected at the sessions.

Multiple accommodations helped mitigate barriers to equitable and accessible participation in the public meetings. In-person public meetings were held at physically barrier-free venues and featured American Sign Language (ASL) interpreters. The Scarborough and Toronto / East York in-person events also had Mandarin interpretation for group conversations.

The two virtual meetings were hosted on the Zoom Meetings platform and featured the availability of live automated captioning in English and many other languages.

Table 4 shows participation for each meeting. A two-hour session was offered on each date, and there were weekday, weekend, mid-day, and evening times to offer flexibility.

Table 4: Participants in City-led public meetings.

Event	Total Participants
North York Memorial Hall, Oct 19, 12pm-2pm	185
Virtual (Zoom), Oct 23, 7pm-9pm	67
Scarborough Civic Centre, Oct 24, 7pm-9pm	171
Rose Avenue Jr. Public School, Oct 27, 12pm-2pm	115
Etobicoke Olympium, Oct 28, 7pm-9pm	105
Virtual (Zoom), Oct 30, 7pm-9pm	120
Total Participants	763





Images from City-led public meetings.

Public Meeting Evaluation

For each of the City-led meetings, participants were asked to provide their feedback on the meeting through a paper or online form and to indicate whether they were participating in the City’s Budget consultation process for the first time. Approximately half (44%) of the meeting attendees that submitted an evaluation form indicated that they had not participated in City Budget consultations in the past, as shown in Figure 10.

The evaluation forms indicated high levels of satisfaction with the in-person or virtual public meetings, with the lowest level of agreement being 7 out of every 10 attendees indicating that “I feel that my views were heard”, as demonstrated in Figure 11.

Figure 10. Meeting attendee response to “Have you participated in a City of Toronto Budget consultation process in the past?”

Previously participated in a budget consultation

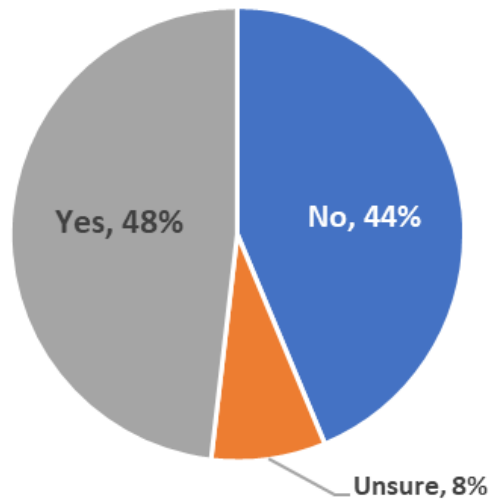
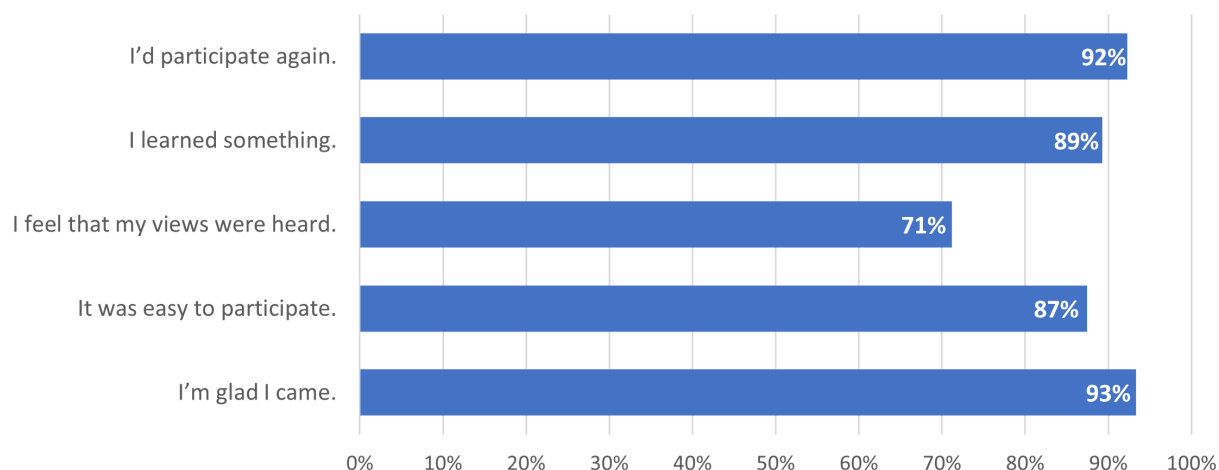


Figure 11. Meeting attendee response to “Please state your level of agreement with each of the statements below.”



Community-Led Discussions

Supporting participation from Black, Indigenous and equity-deserving residents was a priority objective of this consultation; ensuring voices and perspectives are heard, and to build awareness and interest in the annual City Budget process. The City provided resources to Albion Neighbourhood Services to support community and resident groups to lead local consultations and to promote the online survey and public meetings, in coordination with the City's Community Coordination Plan (CCP). The City also provided resources to the Toronto Youth Cabinet to support youth engagement, and to the Toronto Aboriginal Support Services Council (TASSC) to support engagement with Indigenous organizations and individuals. In addition, one to two Ambassadors from the community-led meetings attended each of the City-led meetings to share perspectives from and represent their communities. Albion Neighbourhood Services and Social Planning Toronto provided 10 Ambassadors with comprehensive training on how to prepare for the public consultation and how best to reflect the needs of their community, which they heard in their community-based consultation.

Table 5 outlines the community-led meetings. Further details from the Toronto Aboriginal Support Services Council engagement are forthcoming.

Table 5: Community-led meetings.

Geographic-specific Community Cluster	Date	Format	Participants
South Etobicoke	Oct 7	In person	14
Black Creek / Humber Summit	Oct 11	In person	12
East York / Don Valley	Oct 11	Virtual	12
South Scarborough	Oct 15	In person	9
York / Weston / Pelham	Oct 18	In person	12

North York	Oct 21	In person	13
Downtown East	Oct 21	In person	15
Downtown West	Oct 22	In person	21
North Scarborough	Oct 24	In person	11
North Etobicoke	Oct 30	In person	25
Population-Specific Community Cluster / Partner	Date	Format	Participants
Newcomer (FCJ Refugee Centre)	Oct 16	In person	25
Toronto Youth Cabinet	Oct 25	In person	140
Black Resilience (Federation of Black Canadians)	Oct 28	Virtual	22
Toronto Aboriginal Support Services Council (TASSC)			TBD
Total participants:			331 + 10 Ambassadors & TASSC

Demographics

The survey included optional demographic questions. Respondents to the survey reported they were participating from across the city, with the greatest response rate from Toronto and East York. Although the other areas of the city were underrepresented in the survey, the number of public meeting participants in these areas increased from last year (Table 6).

The survey respondents were from a diverse range of age groups, but the 30-39 age bracket was overrepresented and the 10-19 age bracket was underrepresented. The respondents reported a variety of gender identities and racial backgrounds, indicating that the consultation reached diverse demographic groups. Female respondents were slightly overrepresented in the survey.

Compared with the socio-demographic characteristics of survey respondents last year, this year's survey had:

- an increase of 1,315 respondents who self-identified as visible minorities. However, visible minorities were still underrepresented compared to the visible minority population of Toronto.
- an increase of 889 respondents who self-identified as living with disabilities, and the percentage of respondents living with disabilities was largely in proportion to the percentage of the population of Toronto.

- a decrease of 1,166 respondents who self-identified as a member of the 2SLGBT+ community.
- an increase of 64 respondents who self-identified as indigenous to Canada. Similar to last year, the survey achieved good representation of respondents from Indigenous communities.

As was the case for the 2024 budget consultation, there was a wide variety of ages, backgrounds and lived experiences among meeting participants in this year’s consultation. Detailed demographic information was not widely collected at the public in-person and online sessions. Information about where within Toronto participants live was not collected at the public meetings, so it is possible that feedback recorded at certain locations could have been provided by participants who attended a public meeting at a venue not local to them. Table 6 provides a summary of metrics by geographic location.

Table 6. Participation by geography comparison.

Area	Consultation on 2024 Budget		Consultation on 2025 Budget	
	Survey respondents	City-led public meeting participants	Survey respondents	City-led public meeting participants
Etobicoke York	844	80	715	105
North York	1,222	87	1,061	185
Scarborough	870	142	951	171
Toronto and East York	6,510	161	6,791	115
Location unspecified	1,356	191	2,483	187
Total	10,802	661	12,001	763

Attachments:

Appendix 1: Themes & Sample Comments

1A: Major Themes from Online Survey

1B: Major Themes from City-Led In-Person/Virtual Sessions

1C: Major Themes from Community-Led Discussions

Appendix 2: Presentation Materials

Appendix 3: Online Survey Questions

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Date: December 20, 2024

Appendix 1: Themes & Sample Comments

1A: Major Themes from Online Survey

This table includes a sample of ideas submitted through the online survey on the question: What is the most important action the City needs to take to make Toronto affordable, livable and equitable for all?

NOTE: table includes comments as they were submitted by survey respondents, and that represent the range of issues and ideas submitted. Comments are noted verbatim, as submitted by respondents. Public input will also be posted on the City's Open Data Portal in 2025.

Theme	Sample Comments from Online Survey
Affordable Housing and Shelters	<p><i>Affordable housing:</i></p> <ul style="list-style-type: none"> • Ensure there's enough housing built for everyone by completing all processes in a timely manner while adhering to laws, policies, etc. As much as housing is a luxury, it's a human right as well. • Build affordable housing, maintain existing subsidized housing, and provide support to help homeless people get off the street • More regulation on housing to make it less of a commodity; focus on housing as more affordable; less development-focus, more walkable health-focus for all of us in everything the city does; encourage people to share and work toward the common good. • Disincentivize using real estate as an investment, so homes can be purchased by people who want to live there instead of landlords trying to maximize profits. • Development of for-profit housing with substandard living spaces and uncontrolled high pricing should be banned. • Building a ton of housing, including Missing Middle–style developments in single-family residential areas, and making sure transportation infrastructure development keeps pace with this growth • Affordable housing and limitations on ownership of multiple properties, especially by corporations. • City literally needs to fight developers and landlords. With whatever it is taxes, bylaws, we have a 40-year housing deficit and we need to do something serious asap. • The city of Toronto needs to take action on affordable housing. With the rise of immigrants, asylum seekers and the cost of living, it's becoming increasingly difficult for young Canadians to afford shelter. This needs to be addressed by the city of Toronto as soon as possible. • Reduce overall rental costs landlords can charge their tenants so it makes housing more affordable. Ie cap rent for a 1-bedroom apartment at \$1500, \$2000 for a two bedroom and so on <p><i>Support for renters:</i></p> <ul style="list-style-type: none"> • Rent should be capped. There should be laws governing the amount of rent landlords can charge. It is unethical at times. • Build much more affordable and social (rent geared to income) housing. • Build more rental units and decrease rent hikes. Stop people from turning profits from air bnb when there are homeless families that can't afford apartments. Don't allow the building of condos without a portion going to affordable housing

	<ul style="list-style-type: none"> • For me as a renter in the city, ask the city to maintain a reasonable percentage of yearly rental increase imposed on landlords. 2.5% has been manageable in my case. It's tight as a senior on fixed pension amounts but it's manageable. It just has to be okay in order to live in Toronto. • Make real estate a less attractive investment. Anyone with more than one property in the city should pay an outrageous tax that they cannot pass to renters. • Ensuring landlords do not hold rental units off the market if they do not lease them within a certain period of time, otherwise the rent drops by \$100 a month until its rented. • Building more affordable rental units such as co-ops would help reduce the number of homeless encampments in parks, reduce the number of the homeless on the TTC and reduce reliance on food banks. It might also reduce drug use and violence because newly homeless people feel helpless and angry. It might also reduce some youth violence if they had a more stable home life and didn't have to move often or live in shelters. • There needs to be rent stabilization, an end to renovictions, and adequate access to cooling. Toronto rent prices are obscene, the buildings are in poor states of repair, and the landlords are neglectful and often times abusive. The City needs to step in. <p><i>Shelter support:</i></p> <ul style="list-style-type: none"> • Help house the homeless - encampments are not a solution to income disparity or mental health issues. • Prioritize housing for the average Torontonians, rather than focusing on affordable, community, refugee, etc. housing. Let the supply of regular housing increase naturally and thus lower the intense demand on that housing. • Shelter and support services for homeless and vulnerable people • Increase low-income housing and shelter space with wraparound social services including support for substance use. • Building more shelters to avoid encampments. Better support for people going through addiction issues. Better enforcement of laws on streets for bicyclists (in terms of following the rules especially the food delivery drivers) and loud bikers/cars. • More homeless shelters, drug intervention programs
<p>Transit and Transportation</p>	<p><i>Improve public transit:</i></p> <ul style="list-style-type: none"> • Making the TTC more affordable, reliable (dedicated bus and streetcar lanes, making an updated subway system number one priority) will help on so many levels, with congestion, climate and affordability. A good alternative to driving in the city is the only answer to so many issues • Focus on repairing and maintaining the TTC bus/subway/streetcar fleet and take big steps to make this service more reliable and frequent. This will address public safety concerns, environmental/climate goals, and will help with traffic flow on the streets as better service means more people can turn to transit instead of using their vehicles. • Improve the TTC with less stoppages and closures. Don't increase the fare. People should feel as though taking transit always makes more sense than taking a car. • A modern, integrated transit system would have the highest bang-for-buck. It'd stabilize the housing crisis and promote new builds, decrease traffic, increase revenues, and distribute commerce across the city.

	<ul style="list-style-type: none">• Improve public transit subway access. We need more lines across the city and lines connecting the other regions of the GTA (Mississauga, Durham). We also need to expand highway access.• Improving the flow of all transportation (TTC and road vehicles). The TTC suffers from too many delays and the traffic on roads is appalling. <p><i>Improve transportation infrastructure:</i></p> <ul style="list-style-type: none">• We need more ways for folks to move around the city for work, I love how much you are investing in bike lanes and stop signs.• Fund, build, and encourage safe alternative transportation to automobiles. This will save lives, enable easier access to jobs/public amenities/social programs for those who can't afford their own vehicle, help combat climate change, and save people potentially thousands of dollars per year on transportation• Improve traffic, build transit and bike lane, more mixed-use zoning to increase density and improve access to business and amenities without having to travel far distances
Social Services and Community Support	<p><i>Social Services</i></p> <ul style="list-style-type: none">• Funding for social welfare programs, e.g., Food banks, temporary housing/shelters, job hunting/employment programs, skills training, supporting victims of domestic abuse/violence and vulnerable populations, etc.• Redistribution of the excessive police budget. Investment in community services and infrastructure. Investment into parks, libraries and other public and free spaces• Working with other levels of government to fix homelessness (including the provision of mental health, addiction services). we can't have people living in parks and on the streets - its shameful• Get homelessness and drug usage under control NOT through policing but through publicly funded mental health and rehabilitation centres as well as more affordable housing. Stop developing expensive condos and invest in affordable housing. <p><i>Child, Youth & Senior Support</i></p> <ul style="list-style-type: none">• Please consider classifying childcare as an essential service, similar to schools and health care. This will equal the playing field and encourage more individuals to choose this sector as a viable and respectable career option. Therefore, supporting more women in entering the work force and making an impactful financial contribution to their families and society.• Maybe look at what Europe is doing for some services, like bringing child daycare to seniors homes, house those in tents in empty buildings with security, perhaps dedicate some floors of hospitals and jails to the homeless. In my day arts and culture, libraries, were maintained with fundraising including patrons, get some patrons active.• Keeping the city clean with meaningful programs for community and youth engagement. This will make communities safer and vibrant, prevent rising violence and mental health issues in children• We need to help the most vulnerable of our citizens live safely and affordably in our city. <p><i>Inclusive Spaces</i></p> <ul style="list-style-type: none">• Invest in equitable spaces for marginalized groups. Hanlan's Point Beach is Canada's oldest queer space and has seen no significant investment by the city since 1962, as the beach and dunes have eroded into Lake Ontario. New bathrooms, new plantings, new showers!

	<ul style="list-style-type: none"> • Protect and create inclusive green spaces and “third spaces” where anyone can access free services including bathrooms showers and warm clean beautiful indoor space to gather, rest, commune, sit, read and watch/use media • Focus on making spaces more inclusive for minoritized groups. By doing this it will help to make spaces more inclusive for everyone. • Prioritize spaces for the marginalized - ex. keeping at-risk community hubs open, requiring REAL affordable housing in all new projects, etc.
<p>Economic Measures</p>	<p><i>Taxes</i></p> <ul style="list-style-type: none"> • Work with the province and Feds on enabling progressive property taxes on non-primary residences, reduced tax write-offs for non-corporate landlords, and better enforcement on money laundering, Airbnbs, and loopholes on foreign buying. Also incentivize more affordable purpose-built rentals. • Less street parking, tax people who have multiple properties at a higher rate • Higher taxes for Non-Resident property owners. • Increase taxes on those that have more. More taxes on businesses that make more money. Big business not on small businesses • Put a congestion tax on cars coming into the city. this can be used for making transit free, road maintenance, building efficiency programs (that lower the cost of heating and air conditioning and make homes healthier and safer), etc. • Offer tax incentives for companies to move their employees to fully remote work options. This is the solution to our traffic problems. Not building more highways. • Controlling the rent & sale prices of homes so that people can afford to live in this city. Reign in the home flippers and giant corporations that are buying everything up and making it unaffordable for the people who live here. <p><i>Spending Efficiencies</i></p> <ul style="list-style-type: none"> • Don't waste money on street name changes, institutions. Let students come in who generate income, less immigration of unemployed/ unqualified for employment.
<p>Environmental and Climate Action Initiatives</p>	<ul style="list-style-type: none"> • Focus on climate mitigation efforts. This includes investing in renewable energy, transit/bike paths, conservation, green buildings, affordable housing. • Include environmental considerations in the city planning process for new developments. I am not opposed to density, but we need to build access to nature opportunities at the same time. Otherwise we are creating a city where people won't ever see a tree or a bird. • Phase out the dirty Portlands Gas plant and transition to wind, solar and conservation. Power Toronto with 100% renewable power. Get people out of their cars and onto improved public transit. Build ubiquitous safe bicycle infrastructure. Make Toronto a truly green leader • Improve and repair Hanlan's Point Beach. It has been eroded due to actions taken in the past, and it's time to rectify the damage done to ensure that the beach and the community are protected and not eroded away. • Addressing both mitigation and adaptation to deal with the climate emergency is the top action area for making the City affordable, livable and equitable. The impact of the climate crisis is already being felt more by those living with low incomes; it will only get worse. And what we don't do now to reduce and manage flooding and other extreme weather events will cost more each year of delay • The world is about to become VERY hot with unpredictable, extreme weather. Let's save lives with heat pumps, cool spaces, maybe air conditioners (but heat pumps are better), free TTC in the case of an extreme heat event, more trees and green space, require permeable surfaces.

	<ul style="list-style-type: none"> • The most important action the city can take is repairing and improving Hanlan's Point Beach since it has a long history with community ties. As the city of Toronto continues to grow and change. We are losing more and more green/outdoor spaces to construction and big corp. In the long run preserving all the remaining historical green/outdoor spaces will make living in the city of Toronto better everyone. • Improve indoor air quality in public buildings, particularly in schools. An unhealthy population is at the heart of any action to make Toronto a better place to live.
<p>Government Efficiency and Accountability</p>	<p><i>Efficiencies and reallocations</i></p> <ul style="list-style-type: none"> • The city needs to cut the red tape, review its lengthy process and improve efficiencies • Toronto needs to focus on building a sustainable economy for its inhabitants. The citizens are living paycheque to pay cheque, which is unsustainable. The government needs to drive a greater economy for people to afford housing, education and other necessary services to drive the economy. The city should focus on necessities, not luxury services to ensure the well-being of its people. • Ensuring everyone has a home, food, and access to social supports. The city can't alone fix things like housing, cost of living, transit etc. but they can take further action to alleviate suffering of citizens while we advocate for fed/prov govts to do their fair share. • Allocate resources properly and put pressure on the provincial and federal government. • Plan complete communities from the origin point of planning. It's not good enough to make boxes with doors. We need schools and health services, community services and green space. • Balance the annual budget with the funds already collected - don't add additional programs that residents can't afford • To stop increased funding to police services. There is a lack of transparency as to why they still need more funding year after year when their services have not expanded and/or have been giving paid leave to officers that think they are above the law. <p><i>Accountability and Transparency</i></p> <ul style="list-style-type: none"> • End wasteful spending of taxpayers money! I've heard many stories from people who once worked for the government and they all speak of spending money on unnecessary things, such as office furniture, computers, cellphones, expense accounts... • Stop wasting money. Changing the name of Yonge Dundas Square is a good example. Suspending police officers with pay-for years!-is another. And do some proper PLANNING! Stop paralyzingly the city by doing/allowing so many construction projects to go on simultaneously. • Reduce government waste, increase transparency, deliver projects on time and show resolve when budgets/timelines aren't met • Transparency and investigations of corrupt government members.
<p>Intergovernmental Collaboration</p>	<p><i>Government support</i></p> <ul style="list-style-type: none"> • Receive support for newcomers from the federal and provincial government, continue to strengthen community-based programs, continue to invest in communities and small business that make Toronto go round. • Advocate for federal and provincial governments to meet their funding commitments and responsibilities and prevent housing speculation • Demand our fair share of funding from all levels of government - especially the province

	<ul style="list-style-type: none">• Pressure upper levels of government to provide more financial support, increase economic tools the city can use (taxes, tolls on roads). <p><i>Shared Responsibilities</i></p> <ul style="list-style-type: none">• Engage with other levels of government to ensure they pay their portion of important services like transit, affordable housing and healthcare.• Provide the services that the city is responsible for and not the ones that are the responsibility of the province and/or the federal government. The City can't be all things to all people, and it needs to cut back on its activities rather than expand them.• Advocate to the province for policy change. Most things that make the city unaffordable are controlled by them (rent control, healthcare, etc) Implement called to actions made by social advocacy groups on housing, transit and poverty reduction.• Provincial and federal govts need to get their act together and support Toronto for things they are responsible for. Toronto needs to continue investing in infrastructure for people - bike lanes, parks, green and common areas. Province needs to fix the healthcare mess they are creating. People need politicians who care for them. I'm so tired to open corruption in the news and how everyone is trying to find ways to help out their friends or line their pockets at the expense of common folks.
Community Engagement	<ul style="list-style-type: none">• Educate Toronto residents about how much tax money goes to the Province and to the Feds and how much we get back. What other parts of the province and the country are supported by our tax dollars. Otherwise, getting money from the province and the Feds means nothing.• More engagement like this survey• Publicly acknowledge that are public services are not designed by all to serve all, and that we must work together to ensure they are designed by all to serve all. And create meaningful and ongoing collaboration between the City and the public to achieve this.• Genuine community engagement.• I think the city needs to speak to people living the daily realities of a Toronto that isn't always affordable, livable or equitable. Leave the ivory tower and talk to everyday citizens. Hear their stories. Listen to their ideas.• Listen to its residents. They are the experts on their needs.• Listening to it's populace, keep going with building low income housing, and working to increase the financial/taxation funds via the provincial and federal governments.

1B. Major Themes from City-Led In-Person/Virtual Sessions

This table includes a sample of ideas shared at the facilitated City-led virtual and in-person sessions. Ideas are paraphrased (not verbatim transcript) to summarize similar comments and themes. Service areas are grouped into four theme categories:

1. Making Life Affordable
2. Getting Toronto Moving
3. Providing Community Services
4. Keeping People Safe

Themes	Summarized Comments from In-Person/Virtual Sessions
Making Life Affordable	<p><i>Affordable Housing:</i></p> <ul style="list-style-type: none"> • Improving affordable housing policies (such as rent banks) • Implementing stronger rent control measures • Provide diverse housing options (e.g. RGI, social/community housing, and co-op housing) <p><i>Revenues and Taxes</i></p> <ul style="list-style-type: none"> • Sentiment for decreasing property taxes for middle-class, while increasing property tax for wealthier homes and businesses (progressive property tax) • If a tax increase is proposed, provide clarity of investment priorities for resident transparency and understanding • Ensure interconnectivity, communication and collaboration between City divisions to eliminate inefficiencies and save taxpayer money • Support for vacant home tax • Increase parking ticket prices to incentivize public transit use • Enforce stricter parking and speed regulations (e.g. speed cameras) • Implement a commercial parking levy • Implement road tolls and a downtown tax <p><i>Cost of Living</i></p> <ul style="list-style-type: none"> • Establish a universal basic income and living wage to support the city's cost of living • Provide food insecurity programs, such as food sovereignty initiatives, food banks, community kitchens/gardens, and support for local farmers • Develop programs to reduce costs for seniors and individuals with disabilities • Invest in the Poverty Reduction Strategy <p><i>Childcare</i></p> <ul style="list-style-type: none"> • Increase access to affordable childcare options (\$10 a day childcare) • Offer childcare services at work • Offer more childcare subsidies
Getting Toronto Moving	<p><i>TTC and Wheel-Trans</i></p> <ul style="list-style-type: none"> • Calls for more frequent and reliable TTC service, with a focus on increased safety measures and scheduled maintenance.

	<ul style="list-style-type: none">• Increase support for the TTC, especially in underserved communities impacted by service cuts.• Lower transit fares to make it more affordable.• Expand TTC service to reflect the 24/7 market economy. <p><i>Traffic and Road Infrastructure</i></p> <ul style="list-style-type: none">• Expedite transit capital projects.• Follow through with new projects, maintain street infrastructure, and expand public transit coverage with new routes/lines• Prioritize public transportation, including funding for TTC and bike lanes, and measures to prioritize bus movement and reduce car-related obstructions, especially in underserved areas.• Mixed opinions on bike lanes, with some advocating for building and maintaining bike lane infrastructure, others raising concerns that bike lanes will not alleviate their transportation needs and the negative impacts of removing a lane for vehicles and on-street parking• Ensure constant and quick street maintenance for all users (e.g. road repairs and winter maintenance)• Improve infrastructure to meet AODA goals by consulting with people with disabilities and their caregivers• Address frustrations with driving in the city, including gridlock, parking availability, and road conditions.
Providing Community Services	<p><i>Public Spaces and Parks</i></p> <ul style="list-style-type: none">• Recommendations for longer operating hours for public libraries and community centres• Enhance access to community centers and maintaining existing programs• Support for shared public third spaces• Maintain and provide clean public washrooms• Improve park management and maintenance• Hanlan's Point Beach naturalization and shoreline restoration (supporting and preserving space for 2SLGBTQ+ community) <p><i>Youth and Senior Programs</i></p> <ul style="list-style-type: none">• Support for youth education and recreation programs• Provide more senior, youth and young adult programs and community hub• Improve school nutrition programs• Provide financial support for educational materials• Expand newcomer support services (language services) <p><i>Business and Employment</i></p> <ul style="list-style-type: none">• Support for increased investment and incentives for locally-owned and small businesses• Increase employment opportunities (including jobs for youth, newcomers, and people with disabilities)• Invest in job training programs to support sustainable-related employment opportunities <p><i>Community Engagement</i></p> <ul style="list-style-type: none">• Support for more community involvement in City decision-making, with sentiment for better promotion of engagement activities

	<ul style="list-style-type: none"> • Increase civic engagement and education initiatives to ensure equity in public decision-making • Ensure accessibility during public/community engagements • Focus on advancing the City’s Reconciliation Action Plan <p><i>Public Health</i></p> <ul style="list-style-type: none"> • Support for improved access and availability of healthy foods and water (e.g. school meal programs) • Improve accessibility, availability, and affordability of senior healthcare services (e.g. long-term care facilities) • Invest in city-wide indoor air quality standards and ventilation of buildings • Increase mental health services and outreach programs • Support from provincial government to Improve wait-times for specialized doctors, services, hospitals, and surgeries <p><i>Arts, Culture and Entertainment</i></p> <ul style="list-style-type: none"> • Support arts and culture to drive economic growth • Increase funding for arts-based programs led by community and non-profits • Increase multicultural and diversity related events and programs <p><i>Climate Action</i></p> <ul style="list-style-type: none"> • Support for community gardens and green spaces across the City • Continue support for climate action initiatives (e.g. TransformTO) • Improve infrastructure for extreme weather resilience, including flood protection and sewer upgrades • Invest in affordable climate change mitigation and adaptation strategies • Address beach restoration and shoreline loss through renaturalization, tree planting, and erosion control (especially for Hanlan’s Point)
<p>Keeping People Safe</p>	<p><i>Police Services</i></p> <ul style="list-style-type: none"> • Support for decreasing police budget and redirecting funds to social/community services and programs • Increase support and awareness of Toronto Community Crisis Services • Provide transparency and communication regarding how police budget is spent • Address the rise of car theft <p><i>Violence Prevention</i></p> <ul style="list-style-type: none"> • Support for youth violence prevention and harm reduction programs • Address violence prevention through proactive, community-based approaches • Invest in more anti-racism policies and procedures including cultural competency training for staff • Increase resources for harm reduction programs to address the opioid crisis <p><i>Paramedic Services</i></p> <ul style="list-style-type: none"> • Improve access for Emergency Medical Services to buildings (paramedics and fire departments) • Find efficiencies to decrease wait times for paramedics and first-responders • Improve response times to 911 calls

1C. Major Themes from Community-Led Discussions

These tables include summaries of input shared through the community-led consultation meetings. This data is summarized by the community partner, Albion Neighbourhood Services.

Recommendations for Increased Investment	
Themes	Summarized Input
Housing Needs and Priorities	<p>Rent: Participants called for the establishment of rent caps across the city, as rental costs continue to rise to unsustainable levels.</p> <p>Affordable Housing: There was a strong emphasis on the need to increase the availability of affordable housing, particularly through new developments that set a realistic low-income threshold. Participants also highlighted the importance of maintaining high standards for the quality of affordable housing, noting that many older developments have galled into subpar conditions. The shortage of affordable housing in the city was identified as a key driver of the growing homelessness crisis.</p> <p>Emergency Shelters: Participants voiced the need for more emergency shelters to address the rising rates of homelessness, as well as improvements to the quality of existing facilities. Concerns were raised about the safety and conditions in some shelters, with several participants reporting them as unsafe.</p> <p>Equitable Allocation: There were specific issues raised at multiple consultations about discriminatory housing practices specifically experienced by Black residents. These experiences highlighted a need to increase and allocate a particular number of units to marginalized communities and equity-deserving groups, as well as ensure processes of accountability are made accessible to address housing discrimination.</p>
Employment	<p>Availability of Jobs: Participants who identified as newcomers, youth, or English-as-a-second-language speakers highlighted additional barriers to accessing stable, well-paying employment. Those facing these challenges emphasized the need for enhanced employment support to help them secure stable positions or improve their job readiness. As well as financial provisions to alleviate the cost of entering the employment sector.</p> <p>Salaries: Participants expressed concerns about stagnant wages in the face of rising living costs. The lack of salary increases has made it increasingly difficult for individuals to manage the growing expenses associated with daily life.</p>
Community Safety and Violence Prevention	<p>Crime: Many participants shared a growing sense of insecurity within their communities, citing a perception of increased crime. They expressed a strong desire for the City to take more proactive measures to address crime and enhance safety in their neighborhoods.</p> <p>Violence Prevention Programs: Rather than focusing on reactive services and programs, participants advocated for greater investment in violence prevention initiatives. Specifically, they called for increased funding for youth services, mental health support, and a larger presence of social workers to address underlying issues and reduce violence.</p>

Recommendations for Decreased Investment	
<p>Note: When asked about areas where the City of Toronto should decrease its investment, residents generally expressed hesitation about seeing any service reductions. When facilitators explained that responses were requested as part of these exercises to help inform decision-makers about possible areas for reallocation, the below emerged as the top three responses from communities.</p>	
Themes	Summarized Input
Police Services	<p>Comparatively Unnecessary High Budgets: Participants noted that the police budget continues to increase annually, despite the existence of other critical priorities, such as affordable housing. Some participants argued that the funding allocated to police exceeds the value or quality of services provided. Concerns were also raised about unequal access to police services, with some communities reportedly receiving better support than others.</p> <p>Lack of Accountability: Participants shared a perspective of experienced lack of accountability for police actions, particularly regarding the harsh treatment of marginalized communities.</p> <p>Divestment of Funding: Participants advocated for redirecting a portion of the police budget toward violence prevention programs facilitated by community organizations, which they felt would better address the root causes of crime and improve community safety.</p>
Animal Services	<p>Divestment of Funds: While acknowledging the importance of animal services, participants suggested that funding should prioritize human-centered needs, such as childcare, over animal-related services.</p> <p>Private Responsibility for Pets: Participants emphasized that pet owners should bear primary responsibility for the care and well-being of their animals, reducing the reliance on public funding for these services.</p>
Arts Funding	<p>Divestment of Funds: Participants acknowledged the value of art and culture but emphasized that other critical areas of the budget, such as housing, healthcare, and food security, require more immediate and substantial investment.</p> <p>Cost Reduction: Some participants expressed concern about the City's spending on large-scale projects like the 2026 FIFA World Cup Games and other high-cost initiatives, suggesting that these projects drain resources from essential services. Rather than eliminating arts programs, services, or events entirely, participants recommended exploring alternative funding sources, such as partnerships with local businesses.</p>

Appendix 2: Presentation Materials

A Multi-Year Journey BUDGET TC

We're now on a multi-year journey.



Last year we faced a \$1.8 billion shortfall. Our challenges were too great to be solved in one year.

What we've done:

- Planned a stronger **multi-year approach** to further improve the City's financial stability
- Moved forward with important actions from the updated **Long-term Financial Plan**
- Secured a **New Deal** with the provincial government which helps with highways, transit, housing and shelters.

What we need to do:

- Prioritize critical front facing services
- Find more ways to save money and be more efficient.
- Secure long-term funding from the provincial government

Operating and Capital Budgets BUDGET TC

We must balance our budget every year.

Operating Budget

- Single Year Plan to deliver City services and programs.
- Cost of providing services such as:
 - recreation programs
 - waste and recycling collection
 - child care
 - public health
 - emergency services (police, fire, paramedics, Toronto Community Crisis Response)
 - park maintenance
 - bylaw enforcement
 - transit operation

10 Year Capital Plan & Budget

- Multi-Year Plan for renewal and creation of the capital assets needed to deliver City services.
- Total costs of constructing, improving or extending the useful life of:
 - buildings and equipment
 - roads and transit networks
 - water and wastewater facilities
 - computers and information systems
 - other major assets & infrastructure

Municipalities must balance their budgets. Cities cannot spend more than they have.

Toronto Faces Unique Challenges



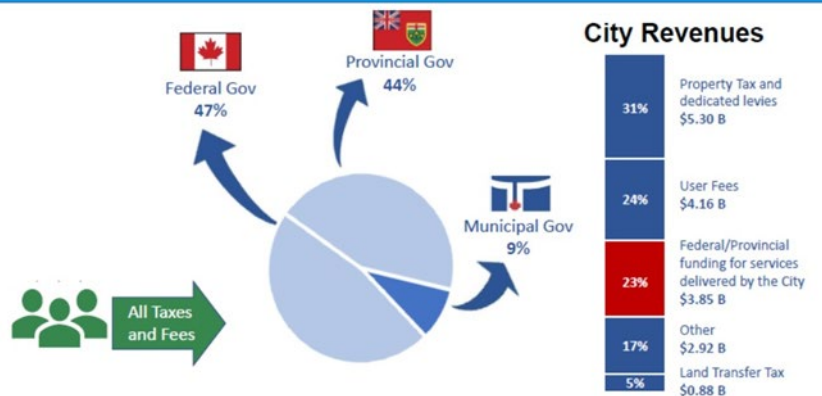
The largest city in Canada.

- Toronto has more than 3 million residents, with an average increase of 62,800 people per year.
- Operates the largest public transit system in Canada.
- Supports more shelter beds per capita than any other Canadian city.
- Delivers extensive public health, social and community service programs.

We continue to pay for services that are within the federal and provincial responsibilities.

- The City pays for services that are within the federal and provincial responsibilities.
- Provincial services include housing, settlement and social services.
- As a result, the City must pay for these services.

Where Your Taxes and Fees Go BUDGET TC



Appendix 3: Online Survey Questions

BudgetTO: Getting What Matters To You

The City of Toronto is working hard to deliver world class services, build more affordable housing and get our city moving.

The 2024 budget made much needed investments to improve public transit, fix our roads, extend library hours and open pools and park washrooms earlier than ever, while also tackling a \$1.8 billion shortfall.

Despite this progress, the City still faces financial challenges in 2025 and must make important budget decisions. We need your input to make a budget that delivers on your needs, while building a strong financial future for our city.

Through this survey, we want to hear from you about:

- What is most important to you for the 2025 budget.
- Your thoughts on federal and provincial funding to support the City.
- How you can help Toronto achieve its long-term financial goals.

Your feedback is anonymous. Results will be shared with the Mayor, members of City Council and the public.

Question 1

During last year's budget consultations, people highlighted funding for affordable housing and shelter services, community safety and transit services as their top priorities.

The 2024 budget then delivered millions in funding for new rent-controlled homes and empowering renters while funding the Scarborough busway, TTC service improvements, and improvements to emergency services (fire, paramedics, police and the [Toronto Community Crisis Service](#)).

In 2025, I think the City should increase the budget for the following services:

(Select top three choices and rank in order of importance to you. 1 is the most important.)

- Animal services (such as animal shelters and adoption)
- Arts, culture, entertainment, and attractions
- Building affordable housing and shelters
- Childcare services
- Employment and social services (such as distributing Ontario Works, training and skills development programs)
- Enforcement of bylaws and licensing (such as tenant protection, noise and property standards)
- Environmental and climate action programs (such as flood protection, building energy and tree canopy)
- Fire services
- Improved school nutrition programs, so kids can get a good meal, and take the pressure off busy parents.
- Improving traffic

- Libraries
- Long-term care homes and services for seniors
- Maintaining roads, bike lanes and sidewalks
- Management and maintenance of community housing
- Paramedics
- Parks and recreation
- Police services
- Promoting and supporting Toronto businesses
- Public Health (such as food safety and healthy baby programs)
- TTC and Wheel-Trans
- Violence prevention and programs for youth
- Other, please specify: ___

Question 2

During last year's budget consultations, people identified areas to decrease or move funding. The City identified \$620 million in savings and efficiencies in the 2024 budget.

In 2025, I think the City should decrease the budget for the following services:

(Select top three choices and rank in order of importance to you. 1 is the most important.)

- Animal services (such as animal shelters and adoption)
- Arts, culture, entertainment, and attractions
- Building affordable housing and shelters
- Childcare services
- Employment and social services (such as distributing Ontario Works, training and skills development programs)
- Enforcement of bylaws and licensing (such as tenant protection, noise and property standards)
- Environmental and climate action programs (such as flood protection, building energy and tree canopy)
- Fire services
- Improved school nutrition programs, so kids can get a good meal, and take the pressure off busy parents.
- Improving traffic
- Libraries
- Long-term care homes and services for seniors
- Maintaining roads, bike lanes and sidewalks
- Management and maintenance of community housing
- Paramedics
- Parks and recreation
- Police services
- Promoting and supporting Toronto businesses
- Public Health (such as food safety and healthy baby programs)
- TTC and Wheel-Trans
- Violence prevention and programs for youth
- Other, please specify: ___

Despite being responsible for more than 60% of the services and infrastructure that residents rely on each day, the City only receives 9% of all the tax dollars you pay to all governments (including federal, provincial and city governments).

Last year, Torontonians agreed that the federal and provincial governments need to do more to support Canada's largest city.

Question 3

The City of Toronto pays for many services that are the provincial government's responsibility including housing, emergency shelters and transit. The cost of these provincial services puts a large burden on the City's finances.

Should the provincial government pay for all the services in Toronto they are responsible for in 2025 and beyond?

(select one)

- Strongly Agree
- Agree
- Undecided/Don't Know
- Disagree
- Strongly Disagree

Question 4

The City of Toronto continues to pay for services that are within the federal government's responsibilities. These services include housing, transit and refugee settlement. The cost of these federal services puts a large burden on the City's finances.

Should the federal government pay for all the services in Toronto they are responsible for in 2025 and beyond?

(select one)

- Strongly Agree
- Agree
- Undecided/Don't Know
- Disagree
- Strongly Disagree

Question 5

Which of the below do you think that the provincial and/or federal government should provide greater support for in Toronto?

(select all that apply)

	<u>Provincial Government</u>	<u>Federal Government</u>
Funding TTC construction	<input type="checkbox"/>	<input type="checkbox"/>
Funding the running of the TTC	<input type="checkbox"/>	<input type="checkbox"/>
Emergency services (police, paramedics, fire, Toronto Community Crisis Service)	<input type="checkbox"/>	<input type="checkbox"/>
Flood protection	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining roads and buildings	<input type="checkbox"/>	<input type="checkbox"/>

Housing, shelters and refugee support	<input type="checkbox"/>	<input type="checkbox"/>
Allowing a Municipal Sales Tax for goods and services purchased in Toronto	<input type="checkbox"/>	<input type="checkbox"/>
Sharing a portion of the existing Harmonized Sales Tax (HST) with Toronto	<input type="checkbox"/>	<input type="checkbox"/>
Allowing a progressive property tax, where more expensive properties are taxed at a higher rate	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify: __	<input type="checkbox"/>	<input type="checkbox"/>

Question 6

What actions would you take with your neighbours to engage the provincial/federal government to get what you want?

(select all that apply)

- Meet and speak with my local Member of Provincial Parliament (MPP) and Member of Parliament (MP)
- Ask friends to also contact their MPP and MP.
- Participate in the provincial budget consultations
- Participate in the federal budget consultations
- Sign a petition to the provincial and federal governments
- Other, please specify: __

Question 7

What is the most important action the City needs to take to make Toronto affordable, livable and equitable for all?

Optional Demographic Questions

The following questions will help us understand the needs of different population groups in Toronto. All results will be kept confidential and only shared as group totals, not individual answers. The questions are voluntary, and you can select 'prefer not to answer' for any question you don't want to answer.

Question 8:

Have you participated in any part of the City of Toronto budget process in the past? This could be through attending a meeting, completing a survey, participating in community activities, etc.

- Yes
- No
- Not sure
- Prefer not to answer

Question 9:

Which age group are you in?

- Under 10
- 10-19
- 20-29
- 30-39
- 40-54
- 55-65
- 65+
- Prefer not to answer

Question 10:

Gender identity is the gender that people identify with or how they perceive themselves, which may be different from their sex assigned at birth. What best describes your gender? Please select one only.

- Woman
- Man
- Trans woman
- Trans man
- Gender non-binary (including gender fluid, genderqueer, androgynous)
- Two-Spirited
- Not listed, please describe: _____
- Prefer not to answer

Question 11:

Indigenous people from Canada identify as First Nations (status, non-status, treaty or non-treaty), Inuit, Métis, Aboriginal, Native or Indian. Do you identify as Indigenous to Canada? Please select one only.

- Yes
- No
- Prefer not to answer

Question 12:

- Which race category best describes you? Please select one only.
- Arab, Middle Eastern or West Asian (examples: Afghan, Armenian, Iranian, Lebanese, Persian, Turkish)
- Black (examples: African, African-Canadian, Afro-Caribbean)
- East Asian (examples: Chinese, Japanese, Korean)
- First Nations (status, non-status, treaty or non-treaty), Inuit or Métis
- Latin American (examples: Brazilian, Colombian, Cuban, Mexican, Peruvian)
- South Asian or Indo-Caribbean (examples: Indian, Indo-Guyanese, Indo-Trinidadian, Pakistani, Sri Lankan)
- Southeast Asian (examples: Filipino, Malaysian, Singaporean, Thai, Vietnamese)
- White (examples: English, Greek, Italian, Portuguese, Russian, Slovakian)
- More than one race category or mixed race, please describe: _____
- Not listed, please describe: _____
- Prefer not to answer

Question 13:

Disability is understood as any physical, mental, developmental, cognitive, learning, communication, sight, hearing or functional limitation that, in interaction with a barrier, hinders a person's full and equal participation in society. A disability can be permanent, temporary or episodic, and visible or invisible.

Do you identify as a person with a disability? Please select one only.

- Yes
- No
- Don't know
- Prefer not to answer

Question 14:

Please provide the first three characters of your postal code (e.g., M5H)