



ENGAGEMENT REPORT





A “good Downtown”

A Downtown to be proud of

A Downtown that connects to the rest of the city

A Downtown that is interesting and unique

A Downtown that looks into the future and preserves its heritage

A Downtown that moves and attracts people

**The Downtown for all:
inclusive, diverse, affordable,
sustainable, vibrant, and safe.**

CONTENTS

4 Introduction

- 4 About TOcore
- 4 About this Report
- 5 Downtown's Building Blocks
- 6 How We Engaged
- 7 Outreach by the Numbers
- 8 Survey at a Glance
- 10 For Youth, by Youth
- 12 What Happened When
- 13 How We Got Here

14 Downtown Vision

- 15 Draft Vision for Downtown 2041
- 16 Key Vision Themes

18 Building Block Specific Feedback

- 20 Buildings & Neighbourhoods
- 22 Parks & Public Spaces
- 26 Mobility
- 28 Community Facilities
- 30 Economy
- 32 Water & Energy

34 What's Next?

ABOUT TOcore

TOcore: Planning Downtown is a three-phase planning study led by City Planning in partnership with 13 other Divisions and several supporting agencies.

These partners include Transportation Services; Parks, Forestry & Recreation; Economic Development & Culture; Transportation Services; Environment & Energy; Toronto Water; Children's Services; Shelter, Support and Housing Administration; Toronto Employment & Social Services; Social Development, Finance and Administration; Toronto Public Health; Real Estate Services; Corporate Finance; and Financial Planning; as well as the Toronto Public Library; Toronto Transit Commission; Toronto Parking Authority; Toronto District and Toronto Catholic District School Boards; and Toronto Hydro.

The goal of this study is to develop a new plan to help shape the future of Toronto's Downtown. TOcore is in its second of three phases of work, which involves the development of draft policy directions that will form the foundation of a new Secondary Plan for the Downtown supported by infrastructure strategies and assessments. This marks a defining moment for Toronto as this new plan is a once-in-a-generation opportunity to make a new blueprint for our core.

ABOUT THIS REPORT

This report was prepared by Swerhun Facilitation and Studio Jaywall in association with the Canadian Urban Institute, Maximum City, Urban Strategies Inc, the Youth Engagement Strategy team, and John Beaucage — a team of consultants retained by the City to work on the TOcore Communications and Engagement Strategy.

This Engagement Report summarizes key feedback themes that emerged during stakeholder and public consultations held from April to September of 2016 as part of Phase 2 of TOcore.

The purpose of this report is to provide an overview of what we've heard to date through all engagement channels, including the online survey, community engagement toolkit responses, a stakeholder meeting, a public TOcore Expo, text messaging, Twitter, Planners in Public Spaces (PiPS), Toronto Planning Review Panel's feedback, Tumblr and email submissions. Appendices to this report contain some of the more detailed feedback.

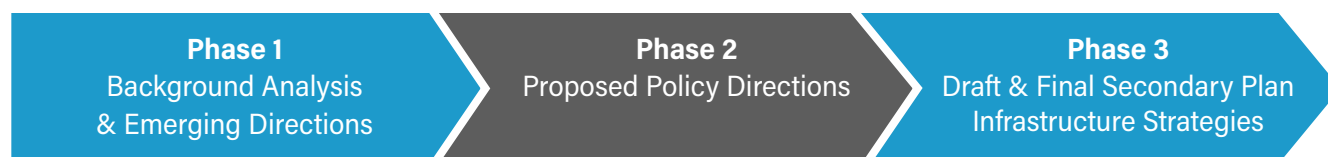


Photo by Jimmy Wu

DOWNTOWN'S BUILDING BLOCKS

The “Building Blocks” that make up Downtown must be part of the new vision for Downtown.

Downtown is a vibrant and complex place. It's full of tall buildings, neighbourhood spaces (like libraries and community centres) and many jobs and homes. It's also made up of the *spaces between buildings*, like streets, parks, sidewalks, and squares. Then there are the things we sometimes take for granted, like the pipes that carry our water and the wires that bring us power. All these things work together to make Downtown the vibrant place it is today. These elements are organized into seven different categories that guide the TOcore process.



Buildings & Neighbourhoods

How will we make sure buildings and neighbourhoods are great places to live, work, play and visit?



Parks & Public Spaces

How should we improve and connect parks and public spaces as Downtown grows?



Mobility

How will people walk, cycle, and take transit to travel to and around Downtown?



Community Facilities

How will we make sure people Downtown have access to the services they need?



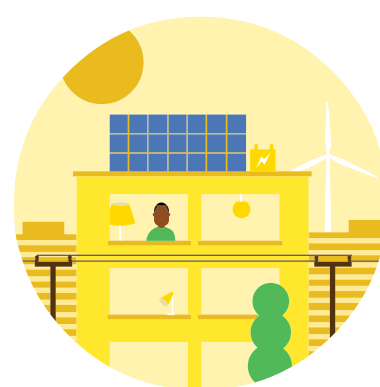
Economy

What can we do to make sure we have many kinds of jobs Downtown?



Water

How will our sewers and pipes keep up with all the new growth?



Energy

How can we plan for an energy-efficient future?

HOW WE ENGAGED

This report is the result of a broad five-month consultation process that engaged thousands of people who live, work, shop, play, study, invest, and use Downtown in many different ways.

Through this engagement process, the City sought to understand the "People's Story" of the Downtown. To do so, we asked the following four questions:

1. How do you use Downtown?
2. What prevents you from enjoying Downtown to its fullest?
3. How can the City make/keep Downtown great for all?
4. What is your vision for the future of Downtown?

We collected people's stories through the following channels:



Online Survey

1,431 participants
755 complete responses
www.toronto.ca/tocore



Text Messaging

267 text messages with advice/opinions received



Twitter

3,191 tweets with [#DTadvice](#) and/or [#TOcore](#) from 1,208 unique users



Tumblr

7 Downtown Stories with photos posted online
www.tocorestories.tumblr.com



Email

28 email submissions received, 431 newsletter subscribers



Favourite Places Map

1,500 responses



Toolkit

2,000 toolkits distributed
92 toolkits completed



Youth Engagement Activities

175 participants



Toronto Planning Review Panel

consultation with city-wide advisory group



Leaders Table

2 breakfast meetings with a large group of community leaders

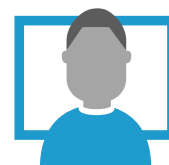


Stakeholder Workshop

75 stakeholders attended
95 worksheet comments
11 email submissions



Indigenous Outreach
ongoing consultation



TOcore Expo
1,400 visitors during 3-day open house

[@KovacsSasha](#) 🐦 Fresh air and better (faster, reliable, accessible) transit: my [#DTadvice](#) is to make it easier for all of us to get around.

[@nczorny](#) 🐦 Let's use [#Toronto](#)'s vast ravine system to help move people through the city. [#DTadvice](#) [#bikeTO](#) [#walkTO](#)

[@thePaulV](#) 🐦 Would like to see how [#TOcore](#) "neighbourhoods" could gently intensify & allow mixed uses. Otherwise ½ DT is a missed opportunity.

[@Nurse_Holly](#) 🐦 My advice: don't forget about your vulnerable populations. DT is for us all! Love u DT! [#DTadvice](#) [#CityofToronto](#)

[@MariAnneRamson](#) 🐦 Condos designed for families. More condos with schools in them. Affordable, available daycare & rec program spaces. [#DTadvice](#) [#TOcore](#)

OUTREACH BY THE NUMBERS

To raise awareness of TOcore and to encourage many different people to share their story, we used a variety of communications and outreach tools and methods, including:



Website

16,045 website visits
(April–August 2016)
www.toronto.ca/tocore



Avatars

16 avatars representing
different Downtown stories



YouTube

2 videos
31,453 views (April–August 2016)

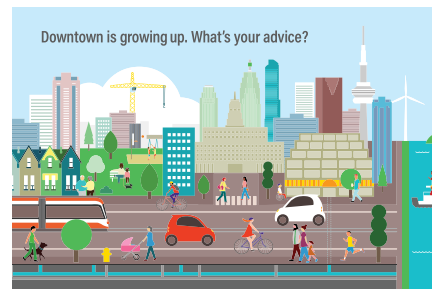


Planners in Public Spaces

5 events



Photos by City of Toronto



Postcard Flyer

2,000 postcards distributed



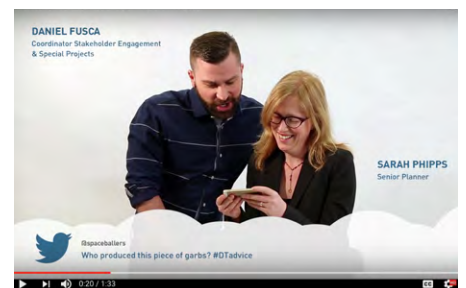
Bus Shelter Advertising

151 ad locations for 4 weeks



Video 1 - #DTadvice

28,637 YouTube views
www.youtube.com/watch?v=hP6_36p2vWg



Video 2 - Toronto Officials Read Your Mean Tweets

2,816 YouTube views
www.youtube.com/watch?v=5S1AKla8YUc

SURVEY AT A GLANCE

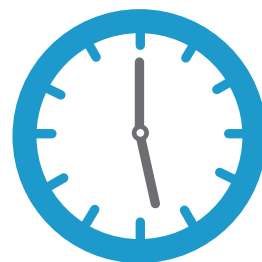
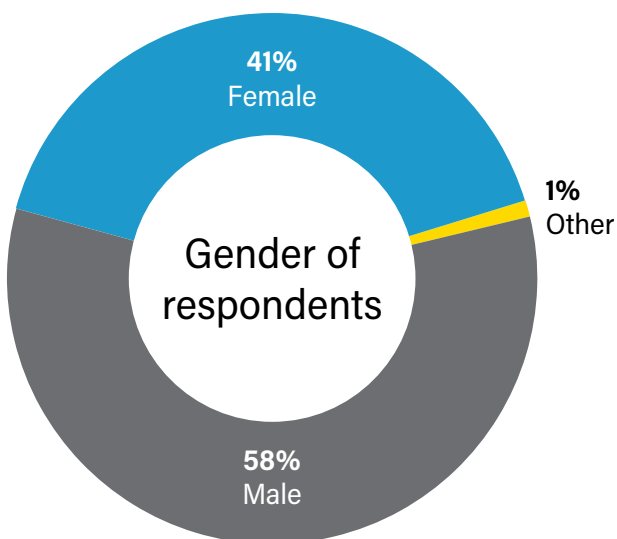
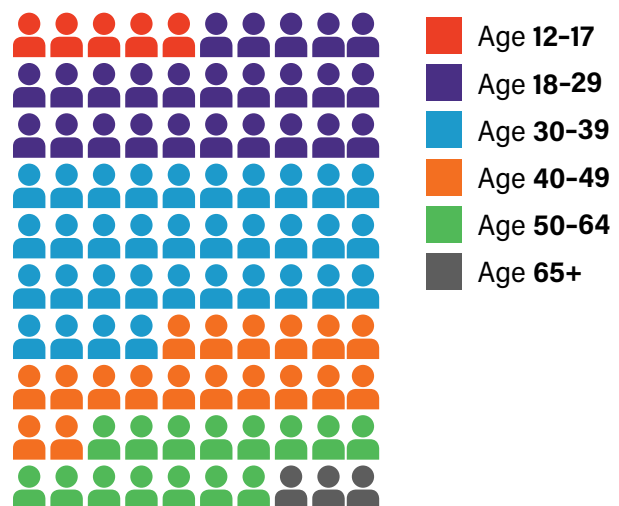
We received over 1,400 responses to our online survey. This is what we found:



1,431

total survey responses

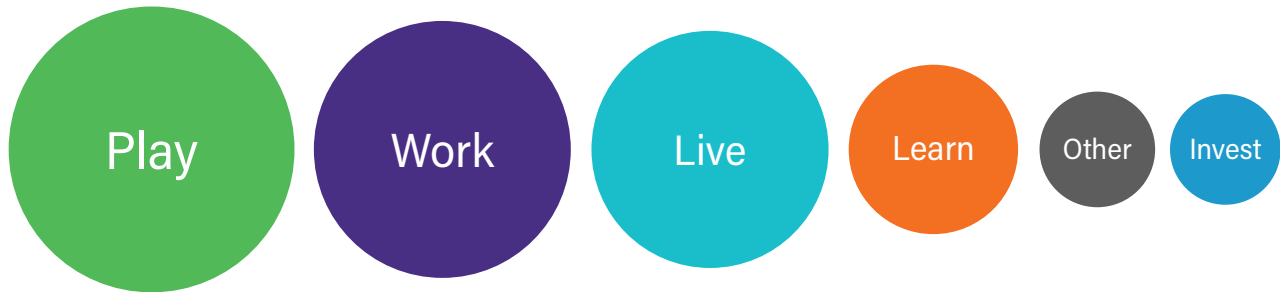
Age of respondents



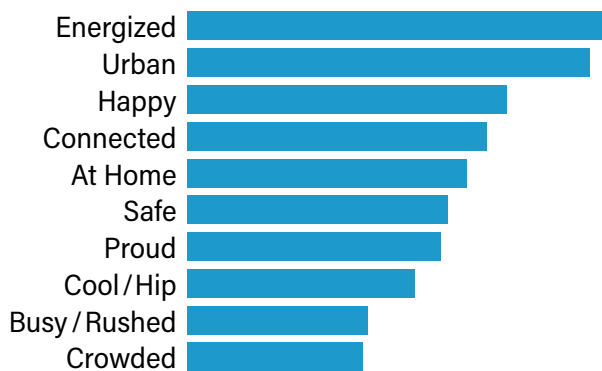
28

average time in minutes it took respondents to complete the survey

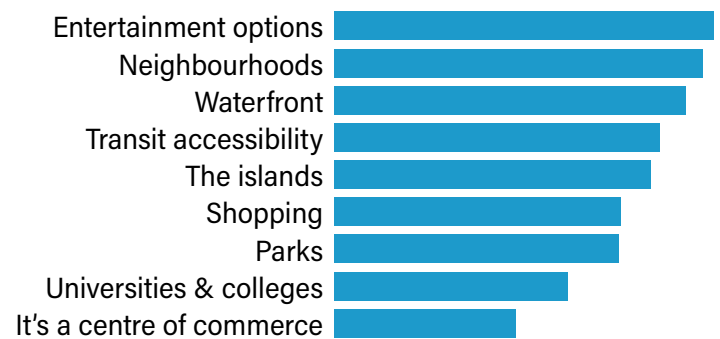
"What do you do Downtown?"



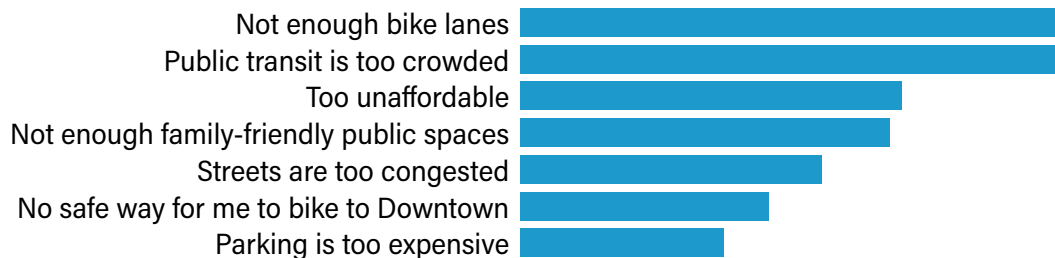
"Downtown makes me feel..."



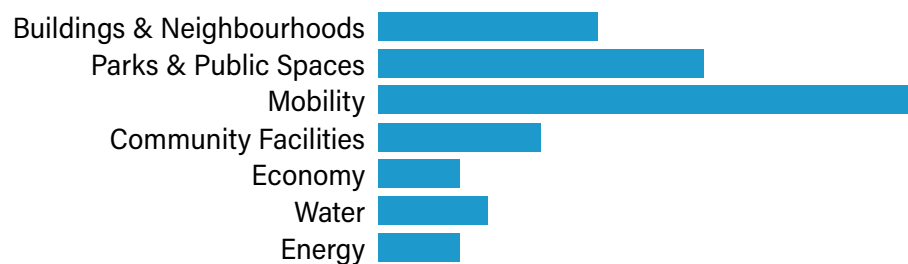
"What do you think are Downtown's best features?"



"What prevents you from enjoying Downtown to its fullest?"



"What things Downtown need improvement?"



FOR YOUTH, BY YOUTH

In an effort to operationalize City Planning's new Youth Engagement Strategy (YES), we worked with a Youth Engagement Team to design, run, and document engagement activities that provide T0core with a youth perspective.

175

people participated through online campaigns, surveys, and face-to-face interviews



Mojan



Jo

#CommuterSelfie Campaign

Mojan and Jo ran a campaign that used a Tumblr site to gather "selfie" photos and feedback from participants about their commuter stories. They also engaged with people in person at Yonge-Dundas Square.

www.commutersofto.tumblr.com

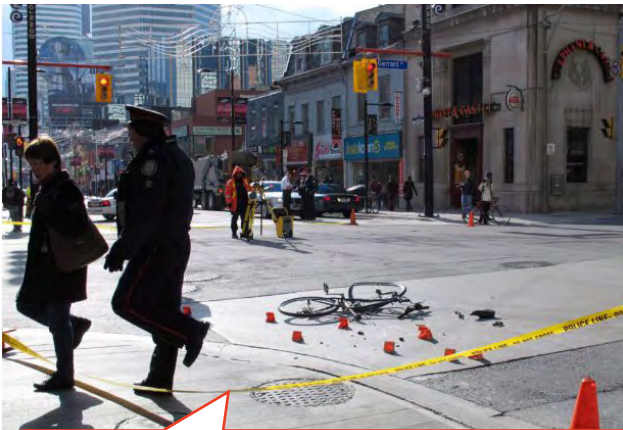


Photo by Margaret Harvey

"This is a photo of my bike after I was run over by a garbage truck. Painted bike lanes are not safe. Cyclists need their own infrastructure." – Margaret



Photo by Amanda Penrice

"My vision for the Downtown is one that is vibrant and lively with access to music, arts, recreation and can be easily accessed through innovative transit solutions." – Amanda



Photo by Erin Kang

"Walker, cyclist, transit-taker. Improve Downtown with more bike lanes, pedestrian walkways, and community gardens!" – Erin



Siva

Podcast

Siva recorded hour-long interviews with youth aged 18 to 29 who live within the boundaries of TOcore and who represent a variety of Downtown neighbourhoods, living situations, and perspectives. Edited versions of the interview recordings will be released as a podcast called *The City is Mine*.

www.tocorepodcast.tumblr.com



Suhal

Photovoice

Suhal conducted a photovoice research project. Photovoice is a process through which people can use photos to identify, represent, and enhance issues. Suhal used it to capture in photos and short blurbs how people perceive and interact with Downtown.

www.tocorephotovoice.com



"Toronto is a city full of life, multiculturalism, phenomenal views, and festivities."

– Hospital researcher, age 25

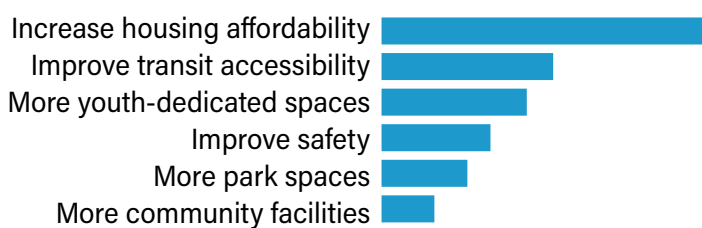


Zakariya

Surveys

Zakariya engaged people through a combination of online surveys and face-to-face conversations with people in the Lawrence Heights neighbourhood of North York.

Top six responses on ways to make Downtown great for young people:



Hiba

Photo Essays

Hiba engaged residents that are not included in the bounded area defined by TOcore — specifically people in the suburbs. Hiba combined photos of the participants with the feedback they shared to develop a series of photo essays based on their experience.



Photo by Masooma Ali (Instagram: @em_ali)

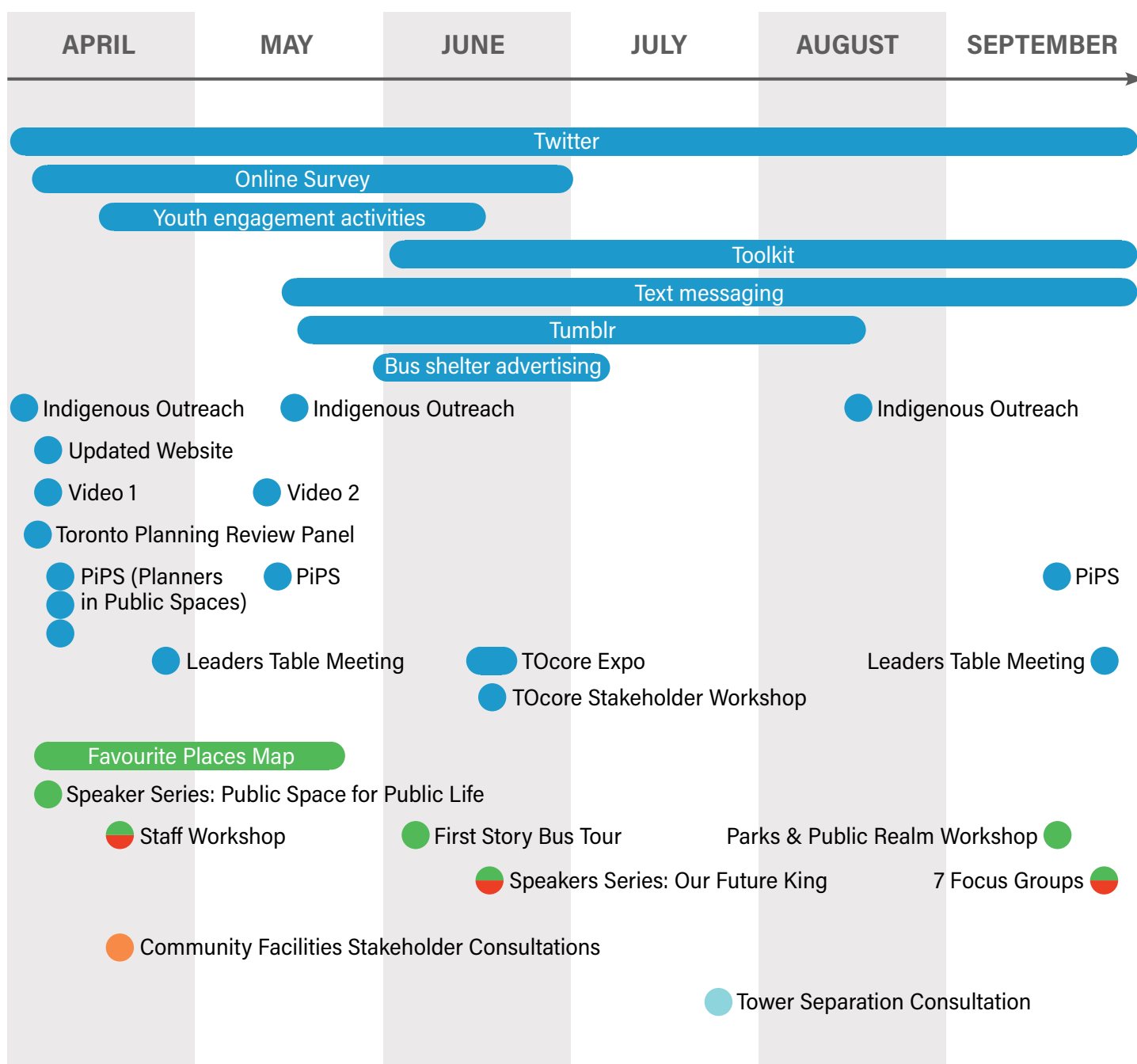
WHAT HAPPENED WHEN

Below is the timeline of TOcore Phase 2 engagement and outreach activities that happened between April and September 2016.

Summaries of the stories and insights collected through TOcore-wide engagement activities are captured in this report.

Topic of engagement/outreach

- TOcore-wide engagement
- Parks & Public Spaces
- Mobility
- Community Facilities
- Buildings & Neighbourhoods



HOW WE GOT HERE

Swerhun Facilitation produced the content of this report based on the feedback received from members of the public and stakeholders.

The feedback was collected by the City, Swerhun Facilitation, Youth Engagement Team, Maximum City and other members of the consultant team working on communications and engagement activities for TOcore.

The Swerhun team's methodology of summarizing key themes and findings is made up of the following steps:

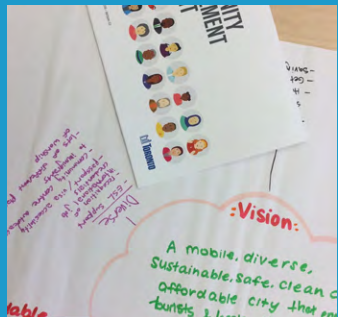
- 1.** We collected all summaries of TOcore communications and engagement activities generated between April and September of 2016.
- 2.** We analyzed the aggregated feedback and categorized it into five types of feedback:
 - » Descriptions of how people use Downtown
 - » Descriptions of barriers that prevent people from enjoying Downtown
 - » Advice on how City Planning could make Downtown great for all
 - » Feedback specific to technical work streams
 - » Descriptions of people's Visions for Downtown
- 3.** We then grouped this feedback into each of the seven Building Blocks and suggested Visions for Downtown.
- 4.** Finally, we highlighted common themes (see pages 16–17) and eliminated repeated messages.



Photo by City of Toronto

DOWNTOWN VISION

Photos by: Jimmy Wu; Maximum City; Studio Jaywall; Swerhun Facilitation



DRAFT VISION FOR DOWNTOWN 2041

The following draft vision is based on the summary of key themes that emerged from over 100 submitted vision statements and hundreds of collected people's stories about Downtown.

A Vision for a Downtown Like No Other: The liveable, connected, prosperous and resilient heart of Toronto

In 2041, Downtown Toronto is the thriving, connected heart of a successful and prosperous city-region. It is a place where Torontonians of all ages, incomes and abilities can live, work, learn and play, and where strong community ties make residents feel connected to one another and to the city beyond.

Downtown is liveable and residents enjoy a high quality of life. A range of housing options accommodate singles and families of diverse economic circumstances, and they enjoy access to a varied and extensive system of parks and public spaces that act as their outdoor living rooms.

These parks and public spaces bring people together and accommodate a range of activities year round. They include some of the world's most innovative parks that occupy overlooked areas such as under freeways and over rail corridors, as well as the spectacular waterfront parks that line Downtown's beautiful blue edge. The waterfront is fully connected to the rest of the city, with the physical barriers that once existed long gone.

Community facilities such as schools, recreation centres, libraries and daycares support and nourish residents of all ages, and there are programs and additional facilities to support the homeless and other vulnerable groups by offering housing and creating opportunity.

Varied and interesting streetscapes feature iconic architecture and an abundance of unique shops, restaurants and cafés that promote public life.

Most residents and visitors get around by foot or by bike, making the most of generous sidewalk space and a

comprehensive network of bike lanes. Or, they use one of the fast and reliable surface transit options that make it possible for so many of them to live without a car.

New buildings contribute zero net greenhouse gas emissions, making use of an expanded deep lake water cooling system and other new district and local energy solutions. A new focus on resiliency means Downtown is stronger and healthier than ever before, and better able to address the stresses of an unpredictable climate.

In 2041, Downtown Toronto's cultural scene reflects the diversity of the world's most multicultural city in its large and small cultural institutions, and is a vibrant, 24-hour place, with a rich live music scene and nightlife.

Festivals abound and public art is everywhere. It is a place sure of itself and of its future that also respects, celebrates and preserves its past, including its rich and layered history as a settlement and trade centre for the Huron-Wendat, Haudenosaunee, and the Mississaugas of the New Credit First Nation.

Downtown is also a place of great opportunity, a reflection of its status as a global hub of finance, commerce, innovation and creativity. Its enormous employment base and status as the home of so many world-renowned cultural, health and educational institutions help to make it the economic driver for the city, region and country.

In 2041, Downtown is a place that all Torontonians and Canadians can be proud of.

KEY VISION THEMES

In 2041 participants envision a Downtown with these qualities.

Community Facilities

support and welcome people of all ages, gender identities, abilities, income levels, and ethnicities in every neighbourhood • happy, healthy people & families • active seniors • engaged youth • no more homelessness • no one is left on their own to struggle with mental health issues, lack of food, shelter or employment

Buildings & Neighbourhoods

unique mixed use neighbourhoods • beautiful architecture • wide sidewalks • greenery • rich history & heritage • wide variety of housing options for all

Parks & Public Spaces

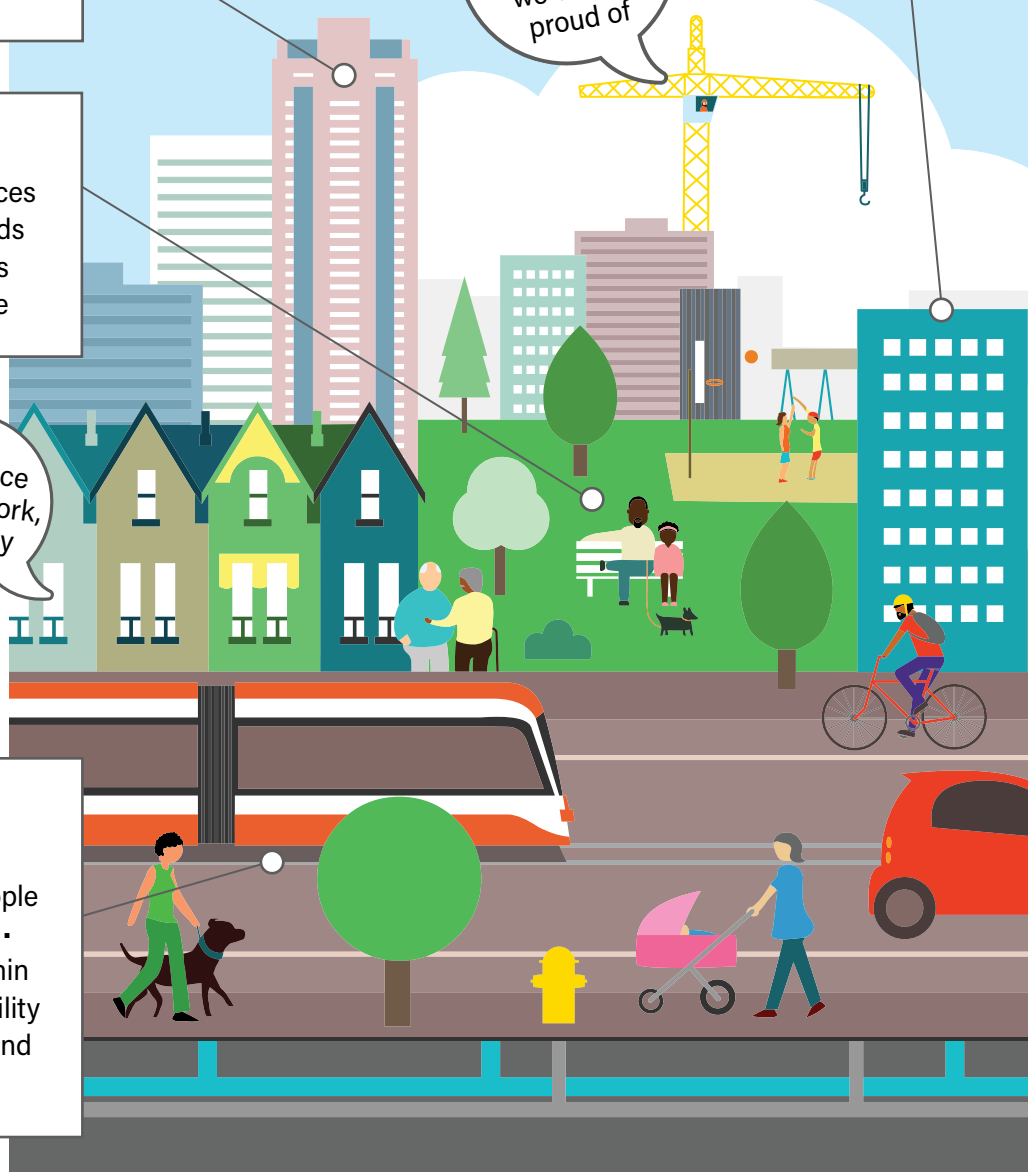
stunning & well-connected open spaces • green parks • trees • sun • flowerbeds • bring people together • Indigenous placemaking • not a concrete jungle

Mobility

vulnerable road users feel safe & comfortable • mobility focuses on people • affordable & reliable public transit • walkable • continuous bike lanes within and outside the core • numerous mobility options are shared, fully accessible, and environmentally responsible

The "good Downtown" – Downtown we can be proud of

The place to live, work, and play



Economy

centre of a Canadian global city • vibrant & diverse retail • world-class museums & theatres
• dynamic nightlife & food culture • thriving tourism • growing commercial lands • jobs for Torontonians • affordable for everyone

Downtown for all:
inclusive, diverse,
affordable, sustainable,
vibrant, safe

Water & Energy

sustainable, resilient Downtown
• clean air • clean water • smart technology & infrastructure

Look into
future &
preserve
heritage

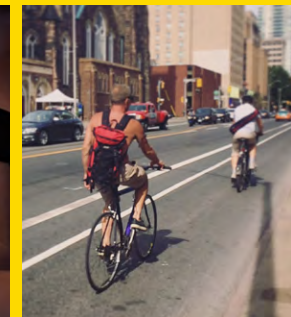
Move and
attract people,
connect to
rest of city

Stay
interesting
& unique

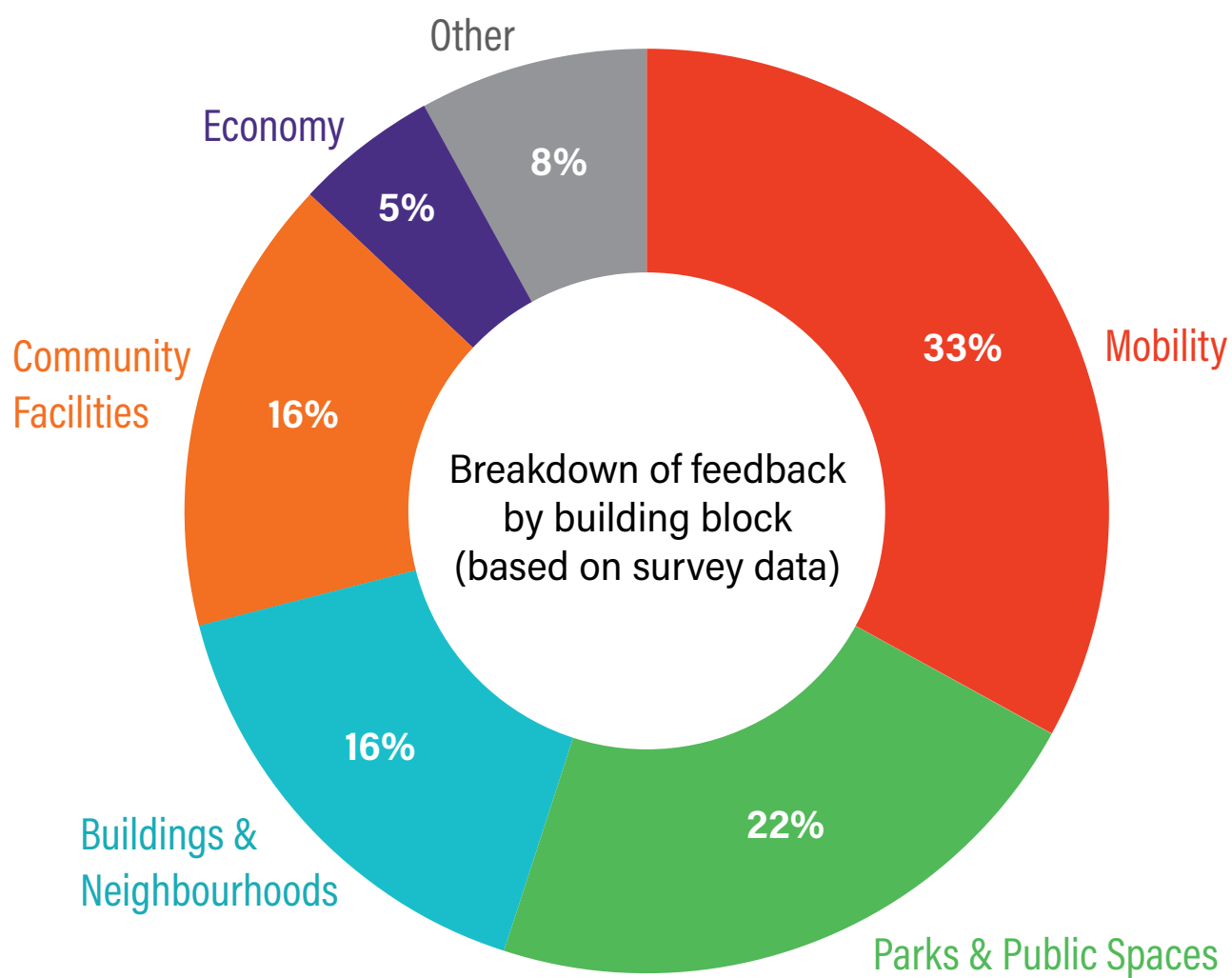


BUILDING BLOCK SPECIFIC FEEDBACK

Photos by: City of Toronto; Swerhun Facilitation; Studio Jaywall (2)



FEEDBACK BY BUILDING BLOCK



BUILDINGS & NEIGHBOURHOODS

The new Secondary Plan for Downtown will shape future growth and secure the physical and social infrastructure necessary for a high quality of life.



How participants said they “use” Downtown’s buildings and neighbourhoods:

- » Live close to work, restaurants, and other destinations
- » Visit different neighbourhoods
- » Enjoy green urban environment with a variety of architecture and activities
- » Grow up in Downtown towers and feel a sense of community

How participants said they’re prevented from enjoying Downtown’s buildings and neighbourhoods:

- » Increasingly unaffordable
- » Lack of housing options
- » Too crowded, crammed, and busy
- » Construction-related barriers
- » Loss of heritage buildings
- » Increasingly homogenous retail

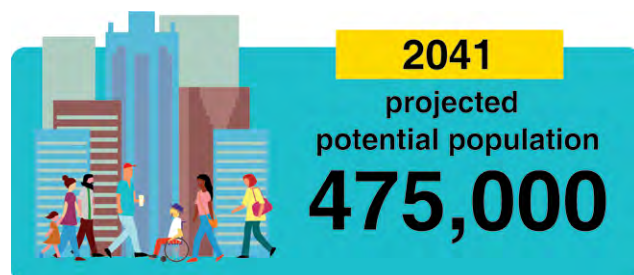
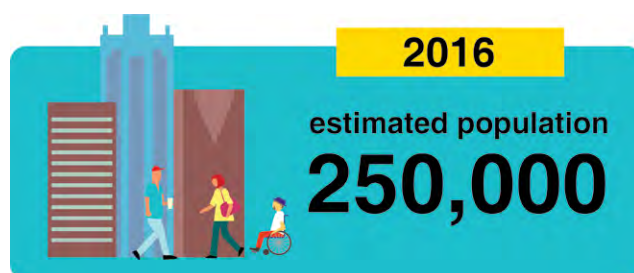
“Living Downtown, it was hard to ignore all of the developments happening in our neighbourhood. I’m now an active part of our neighbourhood association. We’re working with the city and with developers and with the local Business Improvement Associations. A positive vision for Historic Yonge (between Bloor and College) is beginning to emerge. We need to find ways to respect the past, but build that engaging future.”

“We live in a little condo and my toys are starting to pile up in my room. Sometimes mommy has to give away my toys when there is no place to store them. I don’t like that.”

“Downtown is now a residential and mixed-use area. These uses have to co-exist, so noise issues need to be addressed. Recreational and educational places are needed. There are families with children who need schools and playgrounds. There need to be more open spaces for gathering and playing informally, and more off-leash dog runs.”

66%

of households with children
live in mid-rise or tall buildings



Key Advice:

- » Ensure walkable, diverse, mixed-use finer grain neighbourhoods.
- » Ensure high-quality, diverse architecture that contributes to the city's character.
- » Ensure that new buildings, in particular new condominiums, are fully accessible and provide flexible spaces for public use.
- » Promote and secure affordable housing for all, including families with children. Support shared housing options and more co-ops that provide living spaces for youth, elderly citizens, artists, and musicians.
- » Preserve, protect, and maintain Downtown's heritage character and buildings.
- » Encourage more community engagement in and stewardship of neighbourhoods.
- » Enforce stricter compliance with existing zoning.



Photo by Vik Pahwa | <https://www.flickr.com/photos/vikpahwa/24193113320/>

PARKS & PUBLIC SPACES

The Parks and Public Realm Plan for Downtown will aim to improve the quality and connectivity of public spaces and identify parkland improvement and acquisition priorities within the intensifying core.



The types of Downtown parks and public spaces participants said they used most frequently:

- » The waterfront
- » Green spaces
- » Public parks
- » Schoolyards
- » Ravines

How participants said they're prevented from enjoying Downtown's parks and public spaces:

- » Difficult to access some parks and public spaces, such as Cherry Beach, Exhibition Place, and Don Valley
- » Too many rules and regulations that restrict what people can do in parks and public spaces
- » Often overcrowded, not maintained, and unsafe Downtown parks and public spaces
- » Not enough places for kids to play

"My vision for Downtown is that it continues to be a culturally vibrant place that is walkable and filled with unexpected delights. I would like to see more greenery and pleasant gathering spaces like Nathan Phillips Square in the future. More trees, flower beds, parkettes."

"Many condo owners in our area are young couples with dogs instead of children, and it is hard to find a place for the pets to play legally. We are obliged to break the law or pay for a professional dog walker to take our guy to a special dog playground some distance away."

"More public curated events in public squares."

"Needs to be more family-friendly, without hampering the parts that make living Downtown appealing. I'm years away from having children of my own, but I'd love to be able to raise a family Downtown. That means more multi-unit condos, townhouses, parks with playgrounds, schools and daycare spots!"

"Supply and demand will always keep Downtown expensive — but the solution for less private ownership and private amenities in a city is excellent public spaces. This includes streets and sidewalks."

121

parks Downtown,
covering 118 hectares

28%

increase in Downtown park space
and **45%** increase in Downtown
population, in the past 10 years

Key Advice:

- » Provide more public spaces that welcome and encourage people to gather and interact with one another. Provide spaces that are family-friendly and fully accessible.
- » Parks and public spaces Downtown should be well-connected.
- » Ensure ongoing investment in Downtown parks and public spaces. These spaces make Downtown liveable and desirable.
- » Parks and public spaces should be safe and clean. It is important that our green and open spaces are inviting and well-maintained.
- » Create more family-friendly public spaces with safe places for children to play and explore.
- » Bring more public art to Downtown — music and dance performances, art installations, and interactive art.
- » Design parks and public spaces for the most vulnerable users to ensure all users can access these places.
- » Make sure parks and public spaces are easily accessible by different modes of transportation, especially by transit and by foot.
- » In addition to parks, design and build more plazas and squares that could be used for public events.
- » Continue improving the waterfront.
- » Plan for spaces for dogs, including off-leash areas.

6%

of Downtown's land area
is currently parkland



Photo by City of Toronto

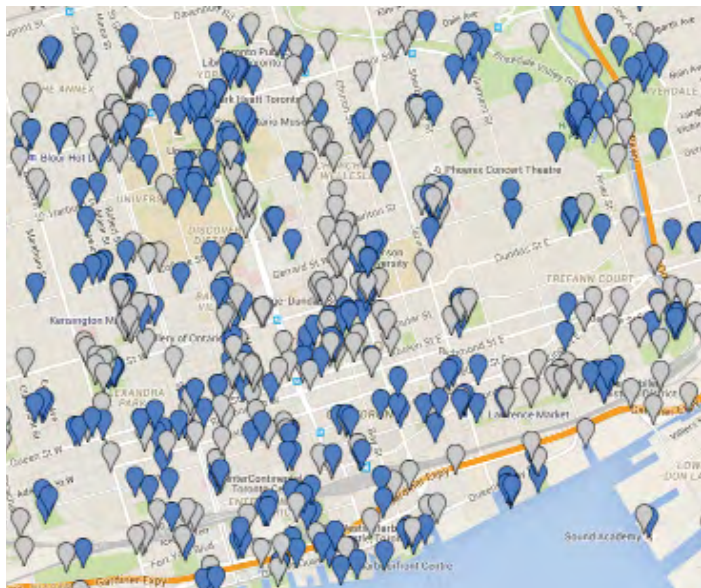
We asked about your favourite places and the qualities you cherish most in public spaces. This is what we heard.



Favourite Places

We received almost 1,500 responses through our online mapping tool and a series of pop-up workshops and online mapping engagement. Key clusters and recurring themes emerged.

1,500
responses



Map by Gehl Studio / Social Pinpoint



Photos by City of Toronto

"Kensington is the most friendly, welcoming, and fun place in the city. The food, coffee, and entertainment (especially in the summer) make this the best spot in Toronto."

Top 12 Qualities that Torontonians want in the public realm



Public Space for Public Life

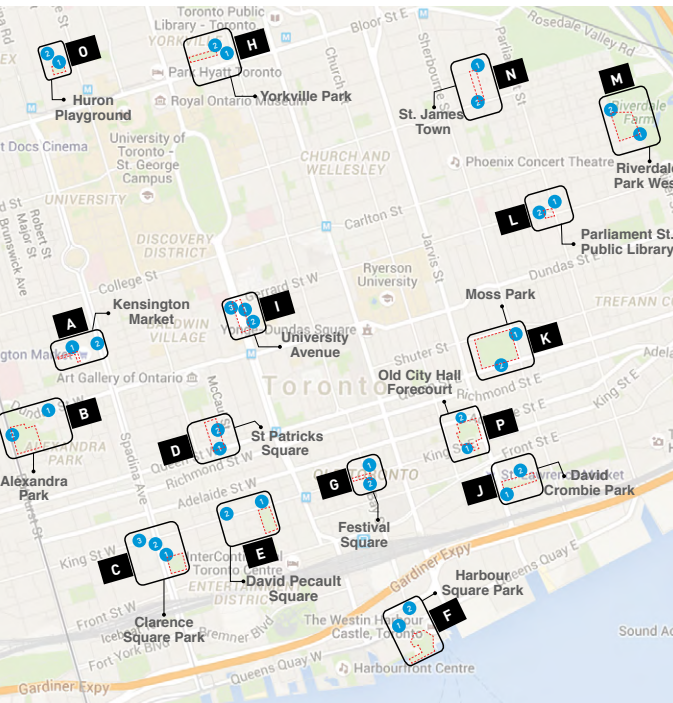
How do people move and stay in public space?

Over the past year, Parks, Forestry & Recreation partnered with Ryerson University to survey all of the Downtown parks in all four seasons. All 121 Downtown parks were surveyed during the summer of 2015, and almost 27,000 people were observed. Building on this, the City, with support from Gehl Studio and Park People, are carrying out a Public Space for Public Life Study in 16 zones in the Downtown. The Study is:

- » Observing how people use public space
- » Engaging the public in assessing the quality of public spaces
- » Providing insight on how public life can be fostered through the design of public spaces
- » Establishing a set of metrics to measure the effectiveness of investments in the public realm over time

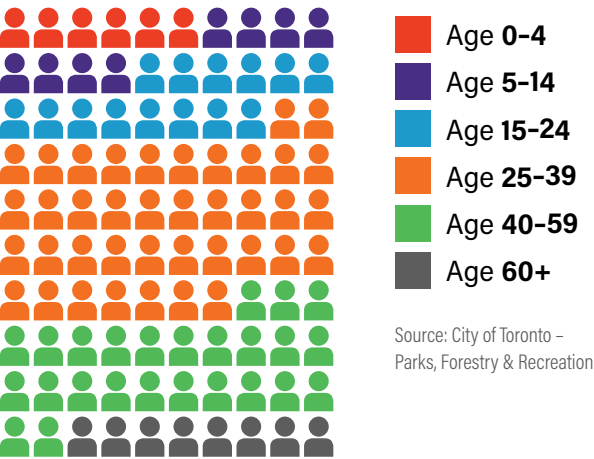
Public Space for Public Life: Zones and Counts

Over 50 volunteers are helping people move through space on foot and bicycle, document age and gender, and map stationary activity in 16 zones and over 45 specific spaces Downtown.



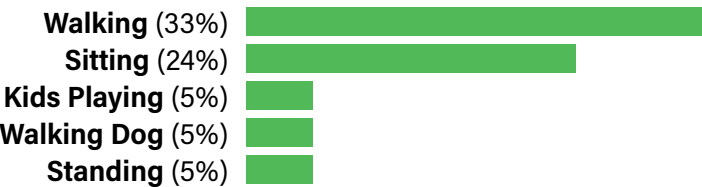
Map by Gehl Studio

Age breakdown of surveyed park users



Top 5 Activities in Downtown Parks

These were the top 5 activities observed in Downtown parks during the summer of 2015:



"I love the seclusion and enclosure of this space [Philosopher's Walk], and I love that you can sometime hear music escaping from the walls of the surrounding buildings."

"The flower gardens here [St. James Park] are incredible. I wish more of our parks had spaces like this."

"I love small pedestrian alleyways that connect streets. Toronto needs more of these! It's also great to have patios that overlook pedestrian lanes instead of car lanes."

MOBILITY

The Transportation strategy will prioritize walking, cycling, and surface transit, and identify networks and other improvements to address movement, connectivity and accessibility for the growing number of people living, working and visiting Downtown.



How participants said they move around Downtown:

- » Walk
- » Bike
- » Take transit to and from Downtown
- » Drive

How participants said they're prevented from moving around Downtown:

- » Congestion
- » Lack of safety and comfort on the roads
- » Environmental pollution
- » Unaffordability and gaps in public transit service

"I rent, don't have a car, have a TTC pass. Young kid, single parent. Getting around is tough. I'm learning to bike in town and it's very scary."

"Remove cars from King Street so that streetcars can move more efficiently."

"Increase safe mobility by foot, bike and public transit, especially to inclusive, family-oriented, fun, world-class destinations."

"Everything is within walking distance. Except to get to our place in the country, we hardly need a car. We're walking far more than we ever did in High Park."

"I live in Scarborough and choose to work Downtown. I enjoy the commute. The subways run smoothly, quick and efficiently. Also, I can get a little reading done on my way in."

"I live in Mississauga, far from Downtown Toronto. Because I live a considerable distance away, I rarely take the time to come here because of traffic."

"The drivers Downtown are very different, they seem to always be in a rush and angry. Horns are constantly being used and drivers speed through the streets. I hope Downtown will stay a safe place and drivers will slow down."

"More car-free zones, farmers markets, playful spaces, wider sidewalks, places to sit."

75%

of Downtown residents walk, cycle, or take transit to work

65,000+

daily riders on King Street, the busiest surface transit route in city

Key Advice:

- » Abandon car-centric planning and move to mobility that prioritizes people.
- » Continue working towards achieving the minimum grid for cycling, create more pedestrian-only zones, and designate some of the core streets for public transit use only.
- » Create safe conditions for moving around and getting to Downtown. Support seniors and children, people of all abilities, families and single people, pedestrians, cyclists, transit users, and drivers by investing in mobility infrastructure and traffic calming mechanisms.
- » Create policies that promote environmentally responsible transportation options.
- » Ensure connectivity within the Downtown core, between the Downtown and the rest of the city, and among all modes of transportation.
- » Invest in public transit improvements, such as reliability of services, affordability of fares, universal accessibility of the fleet, expansion of the network within and outside of the core, and 24-7 access.
- » Be responsive, flexible and adaptable to new technology. Introduce free wi-fi in public transit and install more electric car charging stations.

"We need bigger sidewalks, more bike lanes with more bike sharing, and decent transit priority for trams. So many people use these modes and it feels all the space is given to cars. As the last of the parking lots are repurposed, I hope there is a tipping point towards putting the sidewalks back to what they were."



Photo by Studio Jaywall

COMMUNITY FACILITIES

The Community Services & Facilities strategy for Downtown will respond to the needs of a growing and diverse population for recreation, child care, libraries, schools, and human services.



The community facilities and services that participants said they use most:

- » Child care
- » Schools
- » Community and recreation centres
- » Health and mental health centres
- » ESL classes and newcomer supports
- » Libraries
- » Employment supports
- » Shelters

How participants said they're prevented from enjoying Downtown's community facilities:

- » Lack of access to childcare
- » Unaffordable and unreliable public transit to get to community facilities
- » Lack of physical accessibility
- » Exclusion, as some places do not feel inclusive
- » Lack of safety

"It is easy for newcomers. If you need help, there are ESL schools, libraries, and community centres."

"I've lived in Toronto for a little bit more than a year. I came with my husband escaping from social and economic issues in my country (Venezuela). I find Toronto a wonderful city, but very expensive — especially housing. Rents are expensive but sales are even more."

"Help the homeless find shelters and employment, especially those around Yonge and Dundas."

"My vision is a Downtown with a mix of people and businesses. Liveliness. We are missing true mixed-income living. Co-ops. We need these back. The granularity of people who live in a co-op can make a bad area good, and a good area great!"

"Working Downtown, I've noticed that the diverse population includes many families with young children and also many seniors. It is vital to have affordable housing, good schools, playgrounds, recreation centres, and libraries to accommodate everyone."

23%

of Downtown households report incomes below \$20,000

200+

organizations provide services in 400 locations Downtown

Key Advice:

- » Keep Downtown diverse, safe, affordable and welcoming for all.
- » Ensure that TOcore policies are written in the context of the whole city, including city centres outside of the core and suburbs.
- » Promote social equity and diversity in all aspects of planning and design. Adopt the feminine lens. Increase visibility and services for the LGBTQ community.
- » Provide affordable and accessible public transit for those who use community services and those who provide them.
- » Invest in shelters with employment supports, food banks and health centres nearby to provide a safe place for homeless people, especially those with mental health and addiction struggles.
- » Provide more family-friendly services, including more subsidized child care, family-sized condominiums, playgrounds and recreation services for children, youth and seniors.
- » Ensure access to affordable healthy food choices.
- » Continue providing newcomer support services, in particular ESL classes.
- » Plan for more and better schools for the growing Downtown population. Ensure that school boards work together with libraries and community and recreation centres.
- » Continue keeping Downtown safe for all with a gentler police service.



Photo by City of Toronto

ECONOMY

The Office, Institutional & Creative Industry strategy will help to sustain a robust Downtown economy.



How participants said they benefit from Downtown's economy:

- » Work
- » Study
- » Visit hospitals
- » Go shopping
- » Visit places of interest
- » Come for nightlife

How participants said they're prevented from participating in Downtown's economy:

- » Unaffordable, expensive to enjoy and move around Downtown
- » Loss of small independent retail due to increasing rents

"Be way more creative with the jobs piece. Have a citizen/community think tank to encourage variety and inclusion."

"Invest in people, public spaces, and figure out how to keep it affordable."

"I love Downtown because, unlike where I live, you can easily walk to so many interesting shops and restaurants."

"I use Downtown as a place where I can go shopping at the Eaton Centre and other malls. Sometimes I bike there. I also go on the streetcars and subways. I have visited the CN Tower and the ROM. Best of all, I love to go watch the Raptors and Leafs at the ACC and the Blue Jays games at Rogers Centre."

"DT is the economic financial centre, iconic buildings, opportunities, lifestyle, where everything is, resources, ideas, connected, access, density, diversity."

"A global city. Innovator and cultural creator on the world stage."

"As neighbourhoods gentrify, I worry about smaller businesses being unable to pay the rent."

25%

of City's tax base is generated Downtown

33%

of Toronto's jobs are located Downtown

Key Advice:

- » Prioritize creating jobs and maintaining economic vibrancy.
- » Support local businesses. Encourage small, independent and unique retail, which will contribute to the vibrancy of Downtown.
- » Consider laneways for affordable retail space.
- » Invest in people. Establish programs that train and provide a hands-on experience for Torontonians, in particular youth.
- » Keep a great restaurant and bar scene.
- » Extend patios to animate streets and bring communities together. Ensure a diversity of food options.
- » Encourage nightlife. Extend last call and keep streets clean, safe, and well-lit for people to enjoy nighttime activities.
- » Ensure Downtown is a world-class centre for arts and culture. Hold more cultural events, free museum days, and music festivals. Bring in more street art.
- » Develop a comprehensive tourism strategy to attract Canadian and international visitors.



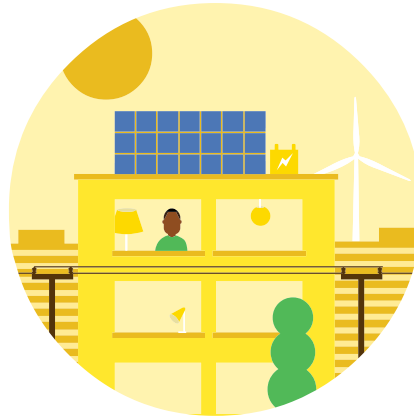
Photos by City of Toronto

WATER & ENERGY

An assessment of water infrastructure — water mains, sewers and storm sewers — will anticipate future population growth and establish long-term investment priorities.



An energy strategy for Downtown will address electricity demand, resilience to power outages and opportunities for local energy solutions.



Energy and water outcomes participants want to see:

- » Energy and water resilience and sustainability
- » Green infrastructure
- » Zero carbon emissions

Energy and water concerns raised by participants:

- » Air and water pollution
- » Climate change

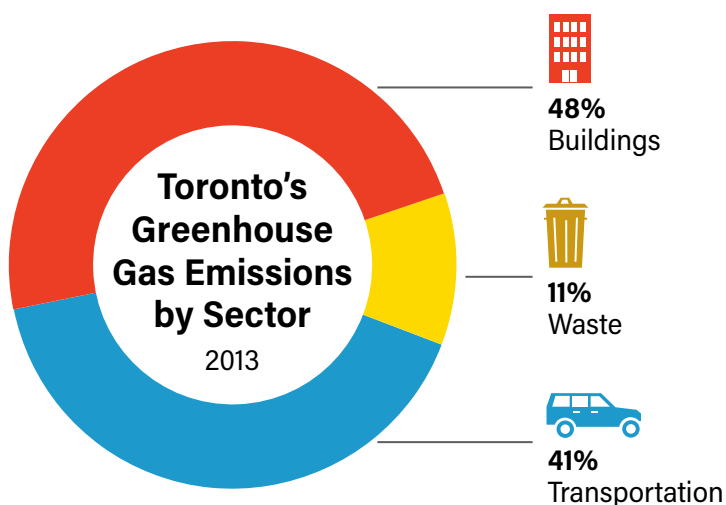
"Climate change should be the starting point for this discussion. Discussions about transit, retrofitting, and adaptable technology — all of them should be based on the climate change framework. Develop a climate change framework that is adaptable to conserve resources and greening the city by reintroducing natural cycles."

"Limit traffic to every second day or only part of the week."

"Ensure that Downtown is resilient. Encourage green infrastructure, innovative storm water management and low impact development in both public and private spaces. Meet the many living city objectives."

80x50

Toronto's climate change goals include decreasing greenhouse gas emissions by 80% by the year 2050, compared to 1990 levels.



Source: TransformTO, Environment & Energy Division, City of Toronto

Key Advice:

- » Promote the use of sustainable, renewable energy, materials, and systems, such as solar and geothermal power.
- » Encourage power generation and ownership at a neighbourhood scale.
- » Develop a climate change framework to guide all major city decisions, policies, and investments.
- » Encourage water and energy conservation in privately and publicly owned buildings Downtown.
- » Provide education about water and energy conservation.
- » Encourage the reuse, repurposing, and recycling of materials.
- » Create more community gardens and green roofs.
- » Encourage low impact developments.
- » Reduce carbon emissions and personal vehicle use.
- » Improve street infrastructure by installing more fountains, removing overhead wires, and reducing the amount of street poles.



Photo courtesy of Enwave



Photo courtesy of Toronto Hydro

WHAT'S NEXT?

Photos by: City of Toronto; Studio Jaywall (3)



WHAT'S NEXT?

The feedback collected from April to September of 2016 summarized in this report will help the City develop the proposed policy directions, a draft Downtown Secondary Plan and six infrastructure strategies and assessments, including:



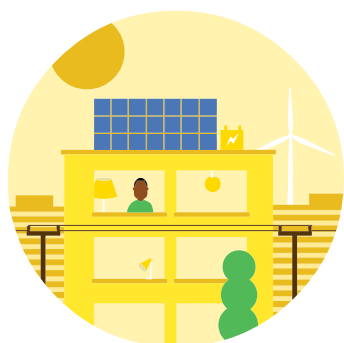
a Transportation strategy



a Parks & Public Realm Plan



a Community Services & Facilities strategy



an Energy strategy



an Office, Institutional & Creative Industry strategy



a Water assessment

City staff will submit the proposed policy directions to the Toronto and East York Community Council for review in November 2016. After City Council's review and recommendations, City Planning is looking to resume public and stakeholder consultations by presenting and seeking feedback on the policy directions to inform the development of a draft Downtown Secondary Plan.

So, stay tuned by visiting the TOcore website:

www.toronto.ca/tocore

"Make Downtown for everyone. Be the trendsetters that the world looks to as the example of how a city should function and work for its residents."