

City of Toronto Complete Streets Guidelines  
Meeting Summary: Public Open House #1  
Central YMCA, 20 Grosvenor, Auditorium  
Thursday, June 18, 2015  
6:00 – 6:30 pm: Open House  
6:30 – 9:00 pm: Presentation and Discussion

## 1. Meeting Overview

On Thursday, June 18, 2015 the City of Toronto held the first Public Open House for its Complete Streets Guidelines. Approximately 15 people attended and actively participated in the meeting. The purpose of the meeting was to introduce the concept of Complete Streets, introduce Complete Streets Guidelines, and discuss the Draft Guiding Principles and Street Types for Toronto.

The evening began with an open house, which allowed participants to review display boards and ask questions of City Staff and the Consultant Team. Following the open house, the meeting included welcoming remarks from Ian Malczewski of Swerhun Facilitation, two presentations from Brent Raymond of DTAH, small group discussions and a plenary report back following each of the two presentations.

Participants shared feedback verbally, by submitting written feedback on worksheets, and through emails submitted after the meeting.

This Meeting Summary covers the main areas of discussion and written feedback submitted during and after the meeting. It is organized into the following sections and sub-sections:

1. Meeting Overview
2. Key Messages
3. Detailed Feedback
  - 3.1 Feedback about the Draft Guiding Principles
  - 3.2 Feedback about the Street Types of Toronto
  - 3.3 Other Feedback
4. Next Steps

Please note the detailed meeting agenda is attached as Appendix A.

Matthew Wheatley and Ian Malczewski of Swerhun Facilitation wrote this Meeting Summary and shared it with participants for review before finalizing it.

## 2. Key Messages

The following are the key points that emerged during the meeting. Readers should review them in concert with the more detailed feedback that follows.

**The Draft Guiding Principles generally look good.** Most participants said that they liked the Draft Guiding Principles and felt that they would be useful in helping to create unique and beautiful environments and promote a range of mobility choices.

**The emphasis placed on safety and vulnerable users is very important.** Participants were glad to see that the Draft Guiding Principles and presentation strongly promoted the safety for all users.

**Explain how the Draft Guiding Principles will be applied and implemented on streets in Toronto.** Participants wanted to know what kinds of projects the Draft Guiding Principles would affect (i.e. work underway or new projects). Some participants also asked if the Guiding Principles would end up creating new projects.

**The Draft Guiding Principles need to be flexible.** Participants said the Guiding Principles should be flexible enough to be implemented on a case-by-case basis in order to meet local needs and priorities of different streets.

## 3. Detailed Feedback

### 3.1 Feedback about the Draft Guiding Principles

Following the first presentation, participants were given the opportunity to ask questions of clarification and then asked to provide feedback on the Draft Guiding Principles. Responses from the City and Consultant Team are included after the questions.

#### Questions of Clarification:

- **Is there anything the City can do to influence where Canada Post puts their street furniture/super mailboxes?** Generally, municipalities have to accept federal and provincial utilities, but municipalities do have some say in where they are located. The City of Hamilton has taken Canada Post to court regarding this issue, and the City of Toronto is paying very close attention to the case to see how it is settled. The City also has Vibrant Street Guidelines, which suggests where street furniture should go. Whether Canada Post is able to ignore these guidelines is currently before the courts.
- **Is Heritage Toronto part of the Stakeholder Advisory Group?** Not currently, but we can invite them to apply.
- **How do the Draft Guiding Principles and Complete Streets relate to the Official Plan?** In 2014, Council approved an update to the Official Plan that sets out the vision for Complete Streets. In the same year, they asked for the Guidelines we are producing with this project to implement that vision.

- **How do the Guiding Principles get implemented? Will they only be implemented on newly built streets? Will there be a hierarchy of which streets get built first?** Neither the Guidelines nor the Guiding Principles will create new projects; they will be used to help evaluate/inform street design projects. These projects will include major reconstruction projects (which up only a small proportion of the street work the City does) and smaller projects—like resurfacing and painting—which make up a larger proportion of the City’s street work and therefore present many opportunities to make streets more complete.

### **Feedback about the Draft Guiding Principles**

Following the questions of clarification, participants gave feedback on the Complete Streets Drafting Guiding Principles, this feedback included:

- **The Draft Guiding Principles look good and are moving in the right direction.** Participants said they liked the Draft Guiding Principles and the idea of using them to promote and create Complete Streets.
- **Safety for all users needs to be a top priority.** Several participants felt that Complete Streets need to be developed in such a way that all road users are made to feel safe and comfortable. Participants were happy to see safety as a key Guiding Principle.
- **The Guiding Principles need to be flexible so they can identify and meet local priorities.** Some participants felt that the Guiding Principles seem to take a “one size fits all” approach and that this may prevent them from meeting local needs on a case-by-case basis. Participants also said that the Guiding Principles should consider that streets are places for all four seasons.
- **The team should be aware of political priorities to prevent political push back.** One participant said that if the Guiding Principles recommend changes to streets that are seen as making traffic worse, there is going to be political push back against the implementation of Complete Streets.
- **The protection of trees and natural heritage should be better emphasized within the Guiding Principles.** Some participants said that reference to protecting the tree canopy does not go far enough and that natural heritage should be protected from the ground up. Participants also felt that the Guiding Principles should stress the importance of protecting street trees.
- **Include more structure on the placement of utilities and lighting.** A few participants felt that the Guiding Principles should provide more guidance on where utilities and lighting are placed on Complete Street projects.

### **3.2 Feedback about the Street Types of Toronto**

Following the second presentation, participants were given a second opportunity to ask questions of clarification and then asked to suggest Street Types for Toronto.

## Questions of Clarification

- **Are you developing different Street Types based on the place & link matrix?**  
We will be developing a list of Street Types with objectives that will help to describe what we want to happen on different streets in Toronto. They will be descriptive, not prescriptive, to allow for flexibility.
- **Will there be performance standards for the different Street Types?** We have not resolved whether the Street Types will have performance standards. There is a connection between the Guiding Principles, street types, and performance standards, and will provide more clarification as we move ahead in the project.
- **What kinds of things trigger street projects? If a street transitions from one Street Type to another, would that trigger an audit of that street (using the Guiding Principles)?** From a safety perspective, the City's transportation staff have all safety data that identifies dangerous streets and intersections. This data could trigger City projects to make streets safer, and that process would need to consider the Guiding Principles.
- **Will Complete Streets create a new classification system for defining streets?**  
No, the intent of Complete Streets is to complement the current road classification system, not create a new one.
- **Will Complete Streets replace the Beautiful Streets program?** No, the Beautiful Streets program still exists. The Beautiful Streets program is about localized beautification within the street right-of-way. Complete Streets projects can include Beautiful Streets initiatives, but are more holistic in focus. The City offered to share more information about this project with any participants interested in learning more or getting involved.

## Feedback about the Street Types for Toronto

Following the questions of clarification, participants were asked to think of a street that matters to them and answer the following questions:

- What would you call that type of street; and
- What is its role as a link and as a place?

Meeting participants discussed the questions in small groups at their tables and provided feedback by:

- Identifying different streets within Toronto that matter to them (i.e. St. Clair, University, Kipling, etc.);
- Naming each type of street;
- Identifying each street's **place role** (how a street is used as a destination); and
- Identifying each street's **link role** (how people move through a street).

Participants identified a range of street types, street place roles and street link roles. Some of the street types identified included: destination, scenic boulevard, legacy, and “jack of all trades” streets. Some of the roles people saw streets having as places included: as a parade route, a retail hub, a place to sit in the sun, and as ceremonial a ceremonial place. A few of the roles people saw streets having as links included: connecting to subway stations, moving people into the city, helping people get to work, and connecting neighbourhoods.

All feedback relating to Street Types of Toronto is included in a table on the following page.

### **3.3 Other Feedback**

Participants shared feedback via email after the meeting, including:

- A suggestion to restrict the use of cars in Toronto and promote more use of e-bikes (as has happened elsewhere, such as the formation of the Electric Pedal Assisted Cycle in China or [e-cyclists](#) in the Netherlands).

## Detailed Feedback Relating to Street Types of Toronto

<b>Street Name</b>	<b>Type of Street</b>	<b>What is the street's place role?</b>	<b>What is the street's link role?</b>
St. Clair Avenue	<ul style="list-style-type: none"> <li>• Retail</li> <li>• Destination</li> <li>• Thoroughfare</li> </ul>	<ul style="list-style-type: none"> <li>• Go to restaurants</li> <li>• Transit, drive, walk, all modes</li> </ul> Pleasant pedestrian atmosphere	<ul style="list-style-type: none"> <li>• Go to restaurants and retail</li> <li>• Link to Oakwood, Eglinton, out of the city</li> <li>• Link to the subway station</li> </ul>
University Avenue	<ul style="list-style-type: none"> <li>• Scenic Boulevard</li> <li>• Hospital Alley</li> <li>• Institutional Boulevard</li> <li>• Civic Amenities</li> </ul>	<ul style="list-style-type: none"> <li>• Appointments</li> <li>• Hospital Alley</li> <li>• Sit in the sun</li> <li>• Parkway</li> <li>• Parade Route</li> <li>• Ceremonial</li> <li>• Discrepancy whether or not people can hang out on the boulevards</li> <li>• Nothing unique</li> <li>• Escape</li> </ul>	<ul style="list-style-type: none"> <li>• Weighted towards cars</li> </ul>
Fantasy Street (Doesn't currently exist in Toronto)	<ul style="list-style-type: none"> <li>• Scenic Boulevard/Parkway</li> </ul>		
John Street	<ul style="list-style-type: none"> <li>• Legacy Street</li> <li>• Hard to name</li> </ul>	<ul style="list-style-type: none"> <li>• Approach up to gallery</li> <li>• Lots of people walking</li> <li>• Cafes</li> <li>• Lower John is very tourist oriented</li> <li>• Middle John is a club district</li> <li>• Upper John – Grange Park</li> </ul>	<ul style="list-style-type: none"> <li>• Link to McCaul Street</li> <li>• Grange Park</li> <li>• Bicycling</li> <li>• Restaurants</li> <li>• Club zone</li> </ul>
Queen Street	<ul style="list-style-type: none"> <li>• Downtown</li> <li>• Urban</li> <li>• Jack of all trades</li> <li>• Cool</li> <li>• Regional</li> <li>• Destination Street</li> </ul>	<ul style="list-style-type: none"> <li>• Cyclists</li> <li>• Retail hub</li> <li>• Community</li> <li>• Vibrant/chaotic</li> <li>• Employees</li> <li>• It is a thoroughfare</li> </ul>	<ul style="list-style-type: none"> <li>• Moves people into the city</li> <li>• Helps people get to work</li> <li>• Connects neighbourhoods</li> </ul>
Kipling & Steeles	<ul style="list-style-type: none"> <li>• Suburban Street</li> <li>• Regional</li> </ul>	<ul style="list-style-type: none"> <li>• A place where people live</li> <li>• It is not friendly or usable</li> </ul>	<ul style="list-style-type: none"> <li>• Moves cars</li> <li>• A transit corridor</li> </ul>

## 4. Next Steps

The Consultant Team and the City provided a few updates about the process, including:

- There is a live survey on the City's website on the Draft Guiding Principles, which closes July 2<sup>nd</sup>;
- There will be two concurrent walking tours, one in North York and one in Etobicoke, on Saturday June 20<sup>th</sup>;
- The team will be coming back to the public in the fall with updates and new work to share and discuss.

Before closing the meeting the City and Consultant Team thanked participants for their feedback and committed to sharing a Draft Meeting Summary in the coming weeks. They also encouraged participants to share their experience with others and stay involved as the process moves forward.

**Appendix A. Meeting Agenda**  
**City of Toronto Complete Streets Guidelines**  
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6:30 – 9:00 pm: Presentation and Discussion



## **Proposed Agenda**

**Purpose:** To introduce the concept of Complete Streets, introduce Toronto’s Complete Streets Guidelines, and to discuss the Draft Guiding Principles and Street Types for Toronto.

- 6:00 pm    Open House**
- 6:30            Welcome, Introductions, Agenda Review**  
*City of Toronto, Swerhun Facilitation*
- 6:40            Overview Presentation: Complete Streets, Toronto’s Complete Streets Guidelines,  
and the Draft Guiding Principles**  
*DTAH*
- Questions of Clarification*
- 7:10            Discussion: Draft Guiding Principles**  
1. What do you like about the Draft Guiding Principles?  
2. Is anything missing from the Draft Guiding Principles that you think should be added?
- 7:30            Report Back**
- 7:50            Overview Presentation: Street Types for Toronto**  
*Questions of Clarification*
- 8:15            Discussion: Street Types for Toronto**  
3. Think of a street that matters to you: it could be a street where you live, where you shop, where you go out, where you work, or one you use to get around. What would you call that type of street? What is its role as a link and as a place?
- 8:35            Report Back**
- 8:55            Wrap up and next steps**
- 9:00            Adjourn**