

City of Toronto Complete Streets Guidelines
Meeting Summary: Stakeholder Advisory Group #2
Metro Hall, 55 John Street, Room 314
Monday, June 1, 2015
4:00 – 7:00 pm

1. Meeting Overview

On Monday, June 1, 2015, over 20 members of the Complete Streets Stakeholder Advisory Group (SAG) participated in the second SAG meeting. Participants represented organizations with a range of interests and expertise related to Toronto's streets. The purpose of the meeting was to discuss updates to the Guidelines table of contents, guiding principles, and street types and to introduce and discuss the project delivery process, design priorities & trade-offs, and street design elements.

The meeting included several plenary and small groups discussions. Participants shared feedback verbally, by submitting written feedback in workbooks, and through letters and 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 about the Project Delivery Process
 - 3.3 Feedback about the proposed Oversight Committee
 - 3.4 Feedback about Street Types and the Steps to Designing Streets
 - 3.5 Feedback about Design Priorities and Decision Making
 - 3.6 Feedback about the Street Elements
 - 3.7 Feedback about process and other feedback
4. Next Steps

Please note the detailed meeting agenda is attached as Appendix A and the list of participants as Appendix B.

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 two-part discussion. Readers should review them in concert with the more detailed feedback that follows.

The messaging around safety needs to be more explicit. Safety should not appear as “just another” Guiding Principle: it should be an umbrella principle under which all other principles fall. There should be a policy to prioritize the safety of the most vulnerable users as the most important consideration in decision making/decision guidance.

Safety needs a definition. Some SAG members felt it was very important that the Guidelines include a definition of safety.

Make sure people understand “what will be better” because the City developed Complete Streets Guidelines, since this wasn’t clear in the presentation.

Add more references to diversity in the Guiding Principles, including gender diversity, and diversity of incomes, religious affiliations, sexual orientations, and abilities. SAG members otherwise felt the Guiding Principles were on the right track.

Explain how the Guiding Principles will be measured or implemented. SAG members wanted to understand how the Guiding Principles will be used to design or evaluate streets.

The Project Delivery Process should show how/where politicians are involved. Politicians often have a strong role and influence in street design projects, so their role should be included in the Project Delivery Process.

There should be a more nuanced description of public engagement in the Project Delivery Process. Public engagement should not be seen as an add-on, but as an important element that occurs throughout the Project Delivery Process.

Decision guidance should be about collaboration, not trade-offs. Describing design decisions as trade-offs make it sound like someone has to lose, which is not a useful or constructive way to discuss street design. One SAG member said “safety should never be traded-off.”

There should be guidance on how to pick the different street elements. SAG members felt the design guidance section should help people understand how to pick different street elements (for example, how to pick a cycling facility on a given street or Street Type).

3. Detailed Feedback

3.1 Feedback about the Draft Guiding Principles

SAG members reviewed and gave feedback on the Complete Streets Draft Guiding Principles. They shared both **general** and **specific** feedback:

General feedback:

- **The importance of safety needs to be clearer.** Several SAG members felt that safety—which is supposed to be central to Complete Streets—was lost in the Guiding Principles. They suggested promoting the principle about safety to make it clear that Complete Streets is first and foremost about the safety of streets’ most vulnerable users.
- **There should be a clear definition of safety.** This definition of safety should include road safety and also safety in terms of people being free from the fear, threat, and experience of violence, harassment, or discrimination. Some SAG members noted that safety is the result of both physical and social changes to streets (such as lighting, well-maintained streets, and accessible streets).
- **SAG members liked the organization of the Guiding Principles** into the categories of “Streets for People,” “Streets for Prosperity,” and “Streets as Places.”
- **There should be an explanation of how the Guiding Principles connect to the Steps to Designing Streets or the Project Delivery Process.** Several SAG members felt it was important to understand how and where the Guiding Principles would tangibly connect to street design projects (either as an input into a design process or as an output of an audit process, or both).
- **Consider adding language about the role of streets as communications tools.** Some participants felt it was important to acknowledge that streets are communication tools (through signage, painting, or advertising).
- **Publicly accessible toilets** should be stated as a component of Complete Streets.

Feedback about specific Guiding Principles:

SAG members also gave feedback about the specific Guiding Principles. For the Guiding Principle about safety, SAG members said:

- **Include gender, sexual orientation, ethnicity, income, religious, and mobility diversity.** Some SAG members felt it was really important for the principle about safety to specifically identify these groups.
- **Highlight pedestrians and cyclists.** Some SAG members suggested calling out the importance of “vulnerable users”, such as pedestrians and cyclists as users whose safety needs to be prioritized.
- **Highlight “year round” or “all day” safety.** Several SAG members said the safety principle should say that streets need to be safe at all times of the day and any time of the year (which could connect to issues like maintenance and snow removal).

Under “Make Connected Networks,” some SAG members suggested **identifying users of mobility devices** (wheelchairs, scooters, and strollers), as travel modes. Under “Create Beautiful and Vibrant Public Spaces,” some suggested **identifying street furniture, planting, and public washrooms** as important elements. Finally, some SAG members

suggested adding other considerations to the local context under “respond to local area context,” such as **scale and density of development and the impacts of construction**.

SAG members also said **stormwater management quality should be addressed** under Environmental Sustainability (not just quantity) and **street vending should be included** under Economic Vitality.

3.2 Feedback about the Project Delivery Process

SAG members gave feedback about the proposed Project Delivery Process:

General feedback about the Project Delivery Process:

- **The Project Delivery Process needs to show the role of City Council.** Politicians are often involved in street design projects and it’s naïve to think this will change, so their role needs to be clear in the process. *Brent Raymond, lead consultant on the project, replied that in part, the intent of Complete Streets is to de-politicize street design projects and to use research and best practices in these projects.*
- **Show some examples of different projects that would go through this process.** Some SAG members asked to see examples of what the project delivery process would look like for different projects (such as pilot projects, maintenance projects, private developments, and projects of low, medium, and high complexity).
- **Indicate how network impacts will be considered in the design/planning phase.** One SAG member felt it was very important to understand how/when network planning is part of the Complete Streets process since all streets won’t be able to accommodate all modes (and network planning can help street designers look at parallel routes to make sure everyone has optimal travel conditions).

Reflecting on their experiences in other street design projects and processes, SAG members gave feedback about how/when public engagement could be part of the Project Delivery Process:

- **Public engagement should not be an add-on;** it should be interspersed throughout the process (similar to an author/editor relationship, where the public would help “edit” the work on an on-going basis).
- **Show public input at the initiate stage** since many projects begin in response to community demands or concerns. Some SAG members also thought it was important to identify public input at this stage to make sure the public is included in project scoping (where goals and objectives are often set).
- **Public engagement should be part of the construction stage.** The Eglinton Crosstown and Leslie Street track construction are good examples of public engagement during construction. Metrolinx has done an office-in-the-neighbourhood approach during construction which has worked well.
- **Public input should happen in the audit stage.** The City should consult the public when assessing how successful a street design project is.

- **Public engagement should use various methods** (such as pop ups and storefront offices) to engage people on street design projects.
- **There should be efforts to engage audiences that are normally left out of street design projects.** One SAG member said the Complete Streets SAG was a good example of a balanced group that includes many different perspectives.

3.3 Feedback about the Oversight Committee

SAG Members gave feedback about the Oversight Committee's role and composition

- **Consider adding other groups/interests to the Oversight Committee.** Several SAG members said it was crucial to include Toronto Public Health and Emergency (and Fire) Services on the Oversight Committee. Others thought it was important to also include members of the public or an NGO/civil society/stakeholder group, particularly to make sure that someone on the Oversight Committee applied a social equity lens on street projects.
- **The Oversight Committee should have a role in construction** to ensure quality and to make sure safety issues are being addressed.
- **The Oversight Committee should have a role in the funding stage of the Project Delivery process** to ensure that proposed street projects adhere to municipal and provincial policy.

3.4 Feedback about Street Types and the Steps to Designing Streets

SAG members gave feedback about Street Types:

- **Generally, the Steps to Designing Streets process helps explain how and why to use Street Types.** Some SAG members asked for more clarification on the relationship between Street Types and the City's Road Classification System.
- **Street Types must reflect long-term, aspirational intentions for streets** (such as whether a street is a named "Avenue" in the Official Plan) since these intentions can help encourage sidewalk widening or other changes to streets.
- **Explain how network mapping connects to Street Types.** *Brent Raymond replied that Street Types can only go so far in resolving conflicts between different transportation networks, so the Consulting Team will be recommending the City develop a multi-modal transportation network plan to fully resolve conflicts.*
- **The question about streets' transportation functions should be geared towards making sure all road users' safety is accommodated on streets.** The current questions identified as inputs make it sound like street designers are being forced to choose one mode over another.
- **Explain if and how Street Types facilitate mode shifts** towards walking, cycling, and public transportation. *Adam Popper, Complete Streets Project Manager at the City of Toronto, replied that the City does not have specific mode share targets, but that the exercise of reviewing the different transportation networks and plans can help encourage design for different modes.*

- **The Guidelines should include design guidance on which facility is best for different Street Types** similar to the Ontario Traffic Manual Book 18, which provides a cycling facility selection tool based on traffic speed and volume (i.e. the faster the traffic, the more protection is necessary). *Brent Raymond replied that this kind of guidance would be part of the Guidelines.*
- **Clarify how/when priorities will come into the street design process.**
- **It would be helpful to see the hierarchy of different policy documents,** including the Official Plan, to understand where the Complete Streets Guidelines fits in. *Adam Popper replied that the Official Plan sets out the vision for Complete Streets; the Guidelines are intended to implement that vision.*

3.5 Feedback about Design Priorities & Decision Making

Participants discussed common considerations that come up in street design projects and processes. While the Project Team asked participants to identify these considerations as trade-offs, several participants felt this framing set up false dilemmas and felt it was more important to discuss how to make collaborative decisions. Generally, participants identified these common considerations around which the Guidelines should help provide decision guidance:

- Safety of vulnerable users and speed/convenience.
- Street elements like street parking, bus lanes, pedestrian infrastructure, cycling infrastructure, tree plantings, taxi lay-bys, patio space, pedestrian clearways, and utilities.
- The role of streets as distinct places as well as their role in broader networks.
- Addressing innovation, behaviour change, and long-term thinking along with efficiency, maintaining the status quo, and short-term thinking.

In this discussion, participants asked the team to clarify “what will be better” because of the Complete Streets Guidelines. *Brent Raymond replied that the main benefit is that the City will be institutionalizing a thought process that is currently applied piecemeal on different projects. The Guidelines will bring a consistent thought process to help manage and inform how decisions are made.*

3.6 Feedback about the Street Elements

SAG members gave feedback on the proposed structure and content of the Street Elements section of the Guidelines.

- **Utilities need to be part of the proposed categories,** potentially under “Operational.” One participant suggested the Guidelines should encourage burying power lines. *Brent Raymond replied that different BIAs might set different priorities for burying power lines; for example, the Junction BIA decided to bury power line, while the Roncesvalles BIA decided tree planting was a more important priority.*
- **Explain how the Guidelines will incorporate minimum standards for street elements.** *Brent Raymond replied the intent is for the Street Elements to have*

“required,” “recommended,” and “optional” standards for the street elements since oftentimes minimum standards become the de facto standard.

- **The Guidelines should include a checklist** with guidance provided for the different street design elements that explains when each is used. For example, on-street parking should only be used if there’s sufficient space for cyclists to safely pass. The checklist should be used to show how the decision-maker/street designer has considered the safety of all road users.
- **Explain how each street element connects to the Street Types.** Some SAG members felt it was important to understand how the different street elements connect to Street Types (i.e. would each Street Type recommend a street element based on its link and place status?).

3.7 Feedback about Process and Other Feedback

- **Do not ask people to consider trade-offs.** Several SAG members did not like the question asking participants to consider trade-offs, saying the question framed street design as a win-or-lose process (which is not conducive to collaboration). They encouraged the City and Consultant Team not to repeat this question with the public or in other engagement activities on the project.
- **Explain that the Complete Streets Guidelines is about incremental, evolutionary change** rather than wholesale changes right away.

4. Next Steps

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 promote upcoming public consultation events.

Appendix A. Meeting Agenda

City of Toronto Complete Streets Guidelines

June 2015 Stakeholder Advisory Group Meeting

Room 314, Metro Hall — 55 John Street

Monday, June 1, 2015 — 4:00 – 7:00pm

Proposed Agenda

4:00 Welcome, Introductions, Agenda Review

4:10 Overview: Table of Contents & Guiding Principles

4:20 Discussion: Table of Contents & Guiding Principles

1. Do you have any suggested edits to the Guiding Principles?

4:30 Overview: Steps to Designing Streets & the Project Delivery Process

4:45 Discussion: Steps to Designing Streets & the Project Delivery Process

2. What do you think about the way we've illustrated the project delivery process? Do you have any suggestions on how it could be clearer?
3. Name a street project you or your organization were involved in (or a street project that you know of). What worked (or didn't) about the stakeholder/public engagement process in that project? Do you have any suggestions on how and when to engage in street design projects?

5:10 Report Back

5:30 Update on Street Types

5:40 Discussion: Street Types

4. Have we clarified why, when, and how to use street types? Do you have any suggestions on how we could make it clearer?

5:50 Overview: Design Priorities and Trade-Offs

6:00 Discussion: Design Priorities and Trade-Offs

5. What are some of the trade-offs we should keep in mind as we develop the Guidelines?

6:15 Report Back

6:35 Overview: Design Guidance by Street Section

6:40 Discussion: Design Guidance by Street Section

6. What do you think of the proposed categories for the street sections?
7. Would the proposed structure for a street element be useful to you? Do you have any suggested changes or additions?

6:55 Next Steps

7:00 Adjourn

Appendix B. List of Invitees and Participants

Below is the list of the organizations that were invited to apply for SAG membership. The organizations that participated in the second SAG meeting are noted in **bold**.

8-80 Cities	Centre for Independent Living in	Metropolitan Action Committee	Ryerson University
Active and Safe Routes to School	Toronto CILT	on Violence Against Women and	Senior's Strategy Leader
Alliance for Equality for Blind	City of Mississauga	Children (METRAC)	Share the Road Coalition
Canadians (AEBC)	Transportation Works	Municipal Engineers Association	Spacing
Architecture for Humanity	Department	of Ontario	Steve Munro
Autoshare	Civic Action	Municipal Urban Designers	The Laneway Project
Beanfield	Clean Air Partnership	Roundtable (MUDR)	Toronto and Region Conservation
Bell Canada	CNIB	Neptis Foundation	Authority
BionX International Coporation	Code Red TO	North American Native Plant	Toronto Association of BIAs
Building, Industry, and Land	Council for Canadian Urbanism	Society	Toronto Atmospheric Fund
Development (BILD)	Creating Healthy and Sustainable	Ontario Association of Landscape	Toronto Centre for Active
Canada Post	Environments	Architects (OALA)	Transportation
Canadian Association of Physicians	Cycle Toronto	Ontario Ministry of	Toronto Community Foundation
for the Environment	Cycling Think and Do Tank	Transportation (MTO)	Toronto Electric Riders
Canadian Automobile	Ecojustice	Ontario Motor Coach Association	Association
Association	Enbridge Gas Distribution	Ontario Professional Planners	Toronto Environmental Alliance
Canadian National Institute for	Environmental Defence Canada	Institute (OPPI)	Toronto and Region
the Blind	Enwave	Ontario Public Works Association	Conservation Authority
Council of Canadians for the Blind	Evergreen	(OPWA)	Toronto Women's City Alliance
Canadian Courier and Logistics	Green Communities Canada	Ontario Traffic Council	Toronto Society of Architects
Association	Harbord Village Residents	Ontario Trucking Association	Transportation Options
Canadian Environmental Law	Association	Park People	TTC Riders
Association	Heart and Stroke	People Plan Toronto	University of Toronto
Canadian Institute of	iTaxiWorkers	Pollution Probe	Urban Land Institute
Transportation Engineers	Jane's Walk	Public Space Workshop	Urban+Digital
Canadian Urban Transit	LEAF	Registered Nurses Association of	Walk Toronto
Association (CUTA)	Metrolinx - GO Transit	Ontario	Waterfront Regeneration Trust
Cancer Care Ontario	Metrolinx - Smart Commute	Residential and Civil Construction	Wellesley Institute
CARP		Alliance of Ontario	

June 8, 2015

Ian Malczewski
Swerhun Facilitation

Re: Complete Streets Guidelines Stakeholder Meeting #2 Feedback

Dear Ian,

As members of the Stakeholder Advisory Group (SAG), thank you for the opportunity to comment on the draft material produced for Toronto's Complete Streets Guidelines. Please share our comments below with the Complete Streets Guidelines project team.

Guiding Principles

Presently there are three types of proposed guiding principles for Toronto's Complete Streets Guidelines: 1) Streets for People, 2) Streets as Places, and 3) Streets for Prosperity. Within each of these are 3-4 guiding principles, for a total of 10. While the principles themselves overall are sound, we have the following issues.

- 1) The principle "Improve Safety & Accessibility" should not be just one of ten, but **the** penultimate guiding principle. As such, we recommend that this principle be removed from the "Streets for People" theme and moved to the top of the list into its own category called "Safe Streets".
- 2) Currently the "Improve Safety & Accessibility" principle does not highlight the importance of the safety of pedestrians and cyclists. In fact, the only mention of pedestrians and cyclists is within the "Make Connected Networks" principle. While a connected network is an important factor for all road users, including pedestrians and cyclists, the primary goal of Complete Streets is to improve safe access for road users who have typically been absent from the planning process. As such we recommend the following change (highlighted in bold) to the "Improve Safety & Accessibility" principle: "Complete Streets must be safe and accessible for **all road users, especially pedestrians and cyclists, and** people of all ages and abilities, especially children, older adults, and individuals with disabilities."

Project Delivery Process

Presently there are five stages described within the project delivery process: 1) Initiate/Build, 2) Plan/Design, 3) Detailed Design, 4) Build, and 5) Audit. The schematic shows the points of the project delivery process open to public/stakeholder engagement, the oversight committee, and quality assurance/control. The project delivery process as described seems to more or less describe the status quo. Current practice needs to change in order for the Complete Streets Design guidelines to be successful in achieving their aspirational goals and vision. As such we recommend the following:

- 1) Include a public/stakeholder engagement phase at the "Initiate/Fund" stage. This is a critical stage that is currently "off-limits" to public involvement. Typically, by the time the public is given the chance to provide input (e.g. in the Environmental Assessment process), the road project has already been scoped and funds allocated. Public input, then, is restricted to choosing between options that may not be that different from each other, and none of which may fit with the community's vision for their street or in improving safety for vulnerable road users.

- 2) Include the oversight committee at the “Initiate/Fund” stage. This committee should ensure that any proposed road project adheres to both municipal (i.e. Official Plan) and provincial policy (i.e. Growth Plan, Provincial Policy Statement). No project should move beyond the “Initiate/Fund” stage that is in misalignment with current policy, such as enhancing safety for pedestrians and cyclists and reducing single-occupancy motor vehicle trips.
- 3) Currently there are only four City divisions included in the Oversight Committee: Transportation Services, City Planning, Toronto Water, and Engineering Construction Services. Notably absent are Fire & Emergency Services and Toronto Public Health (TPH). In 2013, TPH commissioned three reports to identify and assess evidence for how specific street design choices influence health incomes, including an assessment of how other jurisdictions have implemented Complete Streets policies and handled trade-offs. One of the findings of the jurisdictional review was that many other jurisdictions have overcome the challenges that Toronto faces between balancing the needs of Fire & Emergency Services with the needs of creating a safe street environment. In short, Fire Services needs to be at the table from the start (see: <http://www.tcat.ca/project/building-evidence-to-support-complete-healthy-streets-in-toronto/>). Similarly, Toronto Public Health has a wealth of specialized knowledge pertaining to providing the vision and support for building healthy streets and their perspective and involvement in the Oversight Committee is also critical.
- 4) The role of City Council is notably absent from the schematic. Politicians play a very important function in each of the stages of the project delivery process.

Street Types

Overall we find the “Place” and “Link” distinctions to be useful. However we do have the following concerns:

- 1) One of the inputs in determining whether a street is “Place” or “Link” is based on answering several questions about the “transportation role” of the street. The questions that are posed for the designer to answer are:
 - How many people does this street need to move?
 - What is the network role of the street?
 - Active transportation needs?
 - Transit needs?
 - Operational needs?
 - Goods delivery?
 - Emergency service?

While these are good questions to consider, they seem to be leading the designer in the direction of deciding which “transportation role” takes precedence over others on certain streets. This is contrary to the goals of Complete Streets where every road user is safely accommodated, not just within the network, but on each and every street. While the “Place”/“Link” distinction can help in determining what facility type is best, each and every street needs to provide safe access for all legitimate road users including pedestrians and cyclists.

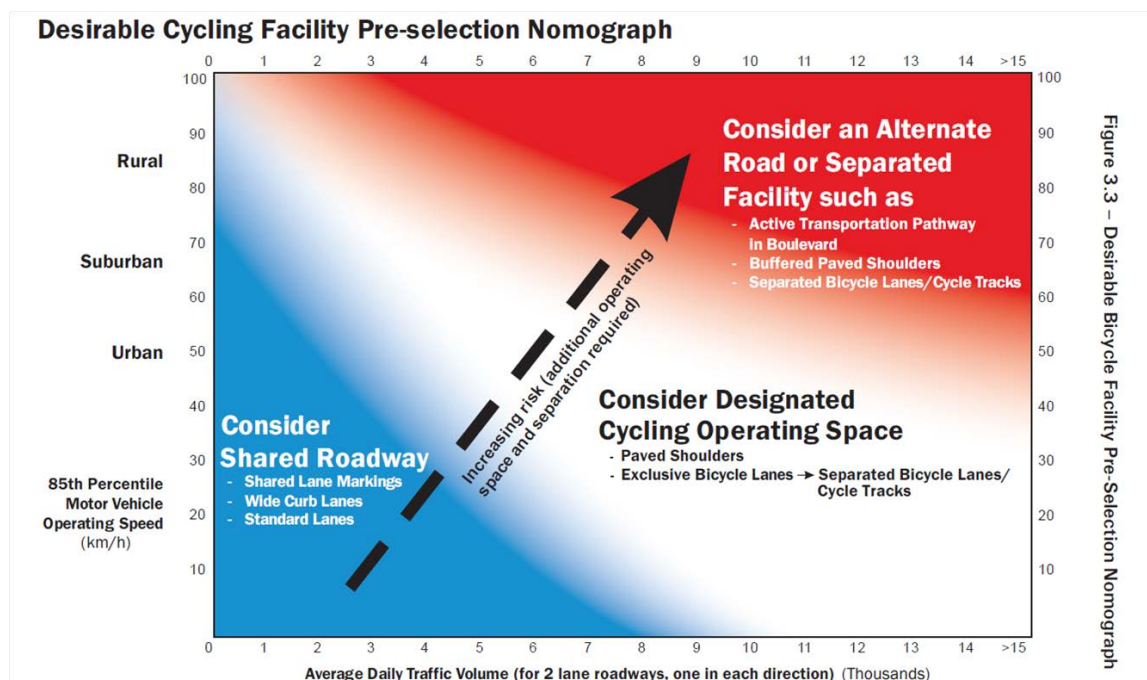
- 2) The “transportation role” of the street today may not fit the aspirational goals for the future. How the street design facilitates mode shift to more walking, cycling, and public transportation is a question that needs to be addressed in determining street type.
- 3) Transportation Services is currently developing a 10-year cycling network plan that will come forward to City Council in Fall 2015. Environmental Assessments and other studies will be commissioned in the years following the approval of the 10-year cycling network plan. The

Complete Streets Guidelines should help make improvements for vulnerable road users whenever a study is commissioned, whether or not the street is in an alternate plan.

Trade-Offs Discussion

During the stakeholder meeting on June 1, 2015 the SAG was asked to participate in an open-ended discussion about “some of the challenging decisions and trade-offs” that should be kept in mind as the Guidelines are developed. We have the following comments to make about this:

- 1) Requesting the SAG to have an open discussion about trade-offs was not useful. We strongly recommend that this exercise not be repeated during the consultation with the general public.
- 2) The Complete Streets Design Guidelines process should provide *guidance*, not just a menu of options. We need a framework that moves Toronto beyond where we are now, where virtually no direction is provided for citizens, staff, or politicians when making decisions about which priorities are more important than others or which street elements are required and which are optional. While the “Design Guidance by Street Section” is helpful in describing characteristics of different design elements (e.g. cycle tracks), it does not provide guidance on when these elements should be used. We recommend that the Guidelines include the following:
 - a. A checklist of various street design elements, with guidance provided for when each is used. For example, on-street parking should only be provided on any new or reconstructed street if there is sufficient space to provide safe travel for cyclists. Trading off safety for convenience should never be an option.
 - b. Design guidance on which facility is the best for different street types. For example, OTM Book 18 provides a bicycle facility selection tool (see below) that is contingent upon traffic speed and volume. The more motor vehicle traffic there is, the more protection is required for cyclists. Currently the safety of cyclists can be a political football, and we desperately need the Guidelines to provide evidence-based direction on this issue.



We would like to conclude by saying that we are impressed with the project team's commitment to this process. We have every confidence that the final product that they deliver will be outstanding.

Thank you for the opportunity to comment on this important topic.

Sincerely,



Nancy Smith Lea, Director
Toronto Centre for Active Transportation,
Clean Air Partnership

Jared Kolb, Executive Director
Cycle Toronto



Submission from METRAC for Complete Street Guidelines

To: Ian Malczewski

From: Jessica Mustachi, Safety Program Coordinator, METRAC

Regarding: Complete Street Guidelines

Overall suggestions to the Complete Streets Guidelines

1) The need for a clear definition of the meaning of 'safety'

Throughout the meeting safety was often eluded to the safety of people crossing the road. However when discussing Complete Streets and safety on streets, safety must be thought of in a more broad understanding. Safety must include not only the safety for people crossing the road, but also the safety of all people using the streetscape, at all times of the day and night and throughout the year.

Safety on streets also includes the insurance that all people no matter their age, gender, ethnic background, ability, income or sexual orientation are able to feel safe when using the streets where they live, work, go to school and/or play. For many people particularly women and transpeople public streets continue to be unsafe places, where they face unwanted harassment and violence and in order for streets to be safe, it must be understood that safety on streets also includes being free from the threat of violence and not merely safety from traffic (inclusive of cars, buses, trucks, and bicycles).

It was great at the meeting to hear someone using METRAC's phrase that if we make places safe for the most vulnerable it will become safer for everyone. But this was not shown how this will occur in the implementation of projects and especially how the voices and experiences of the most marginalized in this city will be able to have their safety issues on streets addressed. This is another area where having a clear definition of safety would help make the document more concrete.

Safety on streets must also include a broader understanding of the different needs everyone using the street might have and what would make people feel safer within the streetscape. This would include a parent with a baby carriage walking to the convenience store, a transperson waiting at the bus stop, a nurse coming off the bus in the early morning after their nightshift, a truck driver delivering parcels, someone

who is homeless sleeping in an abandoned entranceway, and someone who has a health condition that they have to access a washroom at short notice.

- 2) There needs to be a way to link the 'How to Use' flow diagram with the 'Guiding Principles'

All projects should be able to meet all of the guiding principles and answer how they are addressing the principles in the project. Whether it be a small job of filling in a pothole or a larger project of designing the entire streetscape it should be possible to state how the project has thought of all of the guiding principles before a job is started and completed. This would also ensure a good ability to review the work later throughout the project.

- 3) Look to other international cities not just in North America

There are many great examples of multi-use streetscapes across the world where cities have developed ways to deal with smaller road traffic areas and also to address issues of where to add bike lanes, pedestrian walkways, transit entrances etc. Some excellent examples can be seen in Taipei, Taiwan.

Suggested edits to the guiding principles for the Toronto Complete Streets Guidelines:

Streets For People

Improve Safety and Accessibility

- This should include gender, sexual orientation, ethnicity, and income. (Similar to Calgary)

Make Connected Networks

- This should include people using wheelchairs and/or motorized scooters, and people with strollers

TWCA Toronto Women's City Alliance

Making Equality Matter.

Ian Malczewski
Swerhun Facilitation
720 Bathurst St., Suite 500B
Toronto, On M5S 2R4

June 5, 2015

Dear Ian,

This project is about human behavior in public space in our community. When applying criteria such as Safety and Social Equity in discussing complete streets, we have to keep in mind that this must include everyone, including the bus driver, passengers in and waiting for the bus, the homeless person surviving on a subway airshaft on the sidewalk, the blind person with a guide dog as well as the food vendor.

TWCA* is requesting that a gender lens be applied to the Guiding Principles for Complete Streets and that women's concerns be recognized.

The Canadian International Development Agency, the UN, the World bank all recognize the the validity of applying a gender lens in their reports and recommendations.

WHY -

Over half of the population of the City of Toronto (52%) are women. Women face social realities critically important to not only women but society as a whole; these are:

- prevalence of lower incomes – having to find lower cost housing; less access to cars, heavier dependence on transit, cycling, walking;
- disproportionate responsibility for care giving and nurturing – human's most essential, yet undervalued task - multi-destination trips, travel with shopping bags/carts and dependents in tow; frequently interrupted activity patterns; increasing need to combine with paid employment, often part-time, or shift work;
- vulnerability – exposure to harassment, assault, especially when intersecting with disabilities, visible ethnic or religious identities; these are serious safety issues which limit women's access to their community; only through a gender lens can these be considered;
- physical – persons who are elderly, very young, pregnant or have certain medical conditions need toilets more than average.

We therefore suggest the following amendments to the draft Guiding Principles (in bold red):

Toronto Women's City Alliance

c/o North York Women's Centre, 2446 Dufferin St., Toronto, ON M63 3T1

www.twca.ca | info@twca.ca | 647-235-8575



"STREETS FOR PEOPLE

Improve Safety & Accessibility

Complete streets must be safe and accessible **year round, day and night**, for people of all ages, **genders, incomes** and abilities, especially children, older adults and individuals with disabilities, **and people who are vulnerable to harassment and violence due to their gender, sexual orientation and/or visible ethnic or religious identity;**

Give People Mobility Choices

Complete streets should give people more choices for how they move around the city.

Make Connected Networks

Complete streets should help make connected networks for a variety of different travel modes: pedestrians, **users of mobility devices (wheelchairs, scooters, strollers)** cyclists, transit and cars;

Promote Health & Active Living

Complete streets should help promote healthy and active lifestyles by making streets more comfortable ;and inviting for people to walk and bicycle.

STREETS AS PLACES

Create Beautiful and Vibrant Public Spaces

Complete streets should strive to be vibrant and attractive public spaces where people want to spend time engaging in social, civic and recreational activities, **by providing appropriate street furniture, planting and public washrooms.**

Respond to Local Area Context

Complete streets should respond to the local area context, adjacent current and future land uses, **scale and density of development**, and the unique character of surrounding neighbourhoods;

Complete streets will strive to mitigate negative impacts such as construction, transitions, inappropriate uses; a sense of comfort and safety is important in such places and can be achieved by ensuring there are eyes and ears on the street and toilets accessible to the public.

Improve Environmental Sustainability

Complete streets should improve the city's environmental sustainability by enhancing the tree canopy along our streets and reducing storm water runoff.

STREETS FOR PROSPERITY

Support Economic Vitality

Complete streets should support the city's economic vitality by helping move people and goods more efficiently and by supporting local neighbourhood shopping areas **including complementary street vending, to provide meaningful income sources for marginalized groups.**

Foster Social Equity

Complete streets should be equitable, inclusive and improve the quality of life for groups that face a social disadvantage.

Balance Flexibility & Cost-Effectiveness

Complete streets should balance flexibility and cost-effectiveness, having the ability to adapt to the city's changing needs over time, while also understanding a street's economic, social and environmental life-cycle costs."

We hope you will pass our concerns to staff and stakeholders alike;

Best regards,

A handwritten signature in black ink, appearing to read 'Reggie Modlich', written in a cursive style.

Reggie Modlich, MSc. MCIP (ret)
on behalf of the TWCA Planning Team

* Toronto Women's City Alliance was formed in 2004 by a diverse group of women who have been organizing to end the growing silence and invisibility of girls' and women's voices and issues from the political agenda in the City of Toronto. TWCA works to ensure political commitment to addressing and removing barriers that many women face in accessing essential services. For more information please go to our website: www.twca.ca.

Hi Ian,

A quick note of some key points I think are important.

- ADD "at all times" in the first Guiding Principle, "Complete streets must be safe and accessible at all times ...". This covers all kinds of issues - lighting so that women feel safe at night, snow maintenance for the mobility impaired and seniors, keeping infrastructure from falling into disrepair, etc.
- in the project delivery process:
 - Public input is often part of project initiation. Often project are started in response to community demands or concerns (e.g. intersection improvements at dangerous intersections, bike lanes in response to cycling community, etc).
 - Public input should be solid in the audit stage - the city should always consult the public when it comes to assessing the success of a project.
 - The oversight committee should have a role in construction, to ensure quality and make sure safety issues are addressed. Safety/traffic management during construction is key.
 - Public engagement is a key part of the construction process. Eglinton connects and the Leslie St. tracks are examples where I get weekly updates of progress, road closures, etc. It should be considered standard as part of construction.
 - I thought the point someone made about pilot projects was important. How does this process incorporate pilot projects? That should be addressed. Possibly it's just the same process, but lighter and able to be repeated.
- The overall presentation is indeed clear

Finally, I think it's important that planning be incorporated into the design process and assigning street types. Long-term intentions **MUST** shape the choice of street type (not just current use). Also, planning can be used to widen the sidewalk with small setbacks to create frontage zones for private property. This is a principle that really needs to become essential to the street development process where the ROW and sidewalks are narrow.

Finally, utilities need to be part of the proposed categories (under "Operational" perhaps). They have a crucial effect on design and building. Consideration should be given to burying them. **BUT ALSO** to finding ways to enable utilities to be accessed without cutting street/sidewalk because all that construction work and then patching makes the street less accessible and therefore less complete.

Thanks,
Dylan

Hi Ian,

Thanks for helping host a great session. Three main thoughts I had after the meeting:

[if !supportLists]1) [endif]Toronto Public Health should be on the oversight committee. They are definitely a key stakeholder in this work and have a lot of expertise and research experience to offer. And a spot for an NGO group/civil society group should be included as well.

[if !supportLists]2) [endif]I hear why you don't want to include minimum standards – but I think every project should have a checklist that has the decision maker prove that their decisions are taking into account the safety of all road users. So for example they would have to show how they are providing for the safety of pedestrians, cyclists, people with multiple types of disabilities, children, seniors, motorcyclists, cars and trucks. And that the safety of the most vulnerable cannot be traded off for the convenience of a few or the least vulnerable (ie faster speeds for cars should never be chosen at the expense of the safety of vulnerable road users). Of course not every project would have the same solutions (sometimes at lower speeds sharrows for cyclists will make sense where at faster speeds/higher volumes a bike lane or separated cycle track will make sense). But every project would have to show “we are accommodating and providing for the safety of cyclists this way, pedestrians this way, children this way, etc.” And that accommodation of safety should be backed by research and evidence as it evolves.

[if !supportLists]3) [endif]Since it was said many times in the meeting that safety is the pinnacle/main purpose of this work, I think that has to be teased out more. At the moment it is just part of your list of guiding principles. Perhaps having every project systematically consider how each type of road user is being provided for will help (as mentioned above), with the safety consideration of the most vulnerable trumping the speed/convenience of the least vulnerable.

Thanks! Jen

Jennifer McGowan
School Travel Advisor
Smart Commute, Planning & Policy

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Mr. Adam Popper
Complete Streets Project Manager
Public Realm Section | Transportation Services
Toronto City Hall | 17th Floor, East Tower | M5H 2N2

RE: Importance of business operations and unique characteristics of BIA planning in Complete Streets

Dear Mr. Popper;

Thank you for including TABIA as a stakeholder in the Complete Streets study process. Our 81 BIA neighbourhoods in Toronto represent more than 35,000 businesses and property owners and we appreciate our inclusion as you look to best activate and utilize all streets and modal assets in our great city.

In individual discussions with our BIA members and in our meeting with Complete Streets planning staff and consultants on May 19, 2015, we discussed items that we feel are of priority to our members and wish to summarize here to ensure our feedback is included as part of your final report.

- 1) **Recognizing unique characteristics of BIA neighbourhoods (Wayfinding and Master Plans)**
Many of Toronto's BIA's have put significant time, effort and cost into building master plans, public realm strategies and signage to better coordinate public space improvements and assist in making their public spaces operate efficiently for their businesses, residents, consumers and visitors alike. **We request a reference in final reporting to these unique plans and initiatives made by BIAs to ensure their interests are considered as part of the Complete Streets process in the future.**
- 2) **Operational aspects of streets must be referenced as a priority**
Many of the commercial clusters in Toronto with the highest-densities of traffic and business operations are represented by our member BIA's. When making decisions that will impact streets, especially in some of the most dense neighbourhoods in the city, it is extremely important to consider the impacts on business operations, deliveries and logistic. **We request that 'Business Operations' be added as one of the priority lenses with which Complete Streets initiatives will be evaluated.**

I will be attending the June 1, 2015 stakeholder consultation meeting to request these considerations and others in person and will be able to respond to questions at the time.

Thank you,



John Kiru
Executive Director, TABIA

CC: Mayor Tory
Councillor Denzil Minnan Wong, Chair Works and Trans Committee
Councillor Michael Thompson, Chair Econ. Dev. Committee
Stephen Buckley, General Manager Transp. Services
Mike Williams, General Manager Econ. Dev.