



yonge**T**omorrow

## Public Engagement and Consultation Report

### Appendix 4: Consultation Summary Reports by Round

November 2021





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# Round One Consultation Summary Report

Prepared by LURA Consulting  
August 2019

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## Executive Summary

YongeTOmorrow is a study that will develop and evaluate design options to increase pedestrian space and improve the way people move through and experience Yonge Street between Queen Street and College/Carlton Street. As part of the Round One consultation process, residents, businesses and stakeholders have been engaged in the consideration of many possible changes (long list of alternatives) in the re-design of Yonge Street.

### Project Communications and Engagement Activities

Public communications to promote the first round of consultation included flyers delivered to residents within the study area, a promotional video, information postcards distributed at various locations, email invitations to stakeholders, project list members, social media posts, project posters, a billboard display at Yonge-Dundas Square, and advertisements in local news media.

A variety of engagement opportunities included the formulation of a Stakeholder Advisory Group (SAG), project launch event at Yonge-Dundas Square, drop-in public event, and online questionnaire. To date, over 3,200 participants have been engaged in the yongeTOmorrow project.

### What We Heard

In round one feedback from stakeholders and members of the public provided the following key insights and priorities:

- Sidewalks feel overcrowded and congested
- People often look for an alternate route instead of Yonge Street due to existing traffic congestion whether walking, cycling and/or driving
- Pedestrian experience needs to be improved and should be the priority of the street
- Public safety is a top priority, encompassing both improving road safety and design considerations to improve personal security
- Vehicle access needed to support local business operations
- Public realm should support local area businesses
- Street should be flexible for a variety of uses and changes in temporal demands (time-related)
- Different opinions about how much space to allot for different transportation modes, uses and in what combination
- Desire to make the area more attractive by adding greenery (trees and planters)
- Yonge Street well-suited for cycling infrastructure and cycling volumes will grow

### Next Steps

The feedback received will be used to inform and shape the next phase of the study and related consultation activities. Round two consultation will occur in the fall of 2019. For more information please visit: [toronto.ca/yongetomorrow](http://toronto.ca/yongetomorrow).

**Meet us there.**

## Overview of Public Consultation

As part of the Round One consultation process, residents, businesses and stakeholders have been engaged in the consideration of many possible changes (long list of alternatives) in the design of Yonge Street. This report summarizes the communications and consultation activities carried out and feedback received leading up to, during and after the public event held on May 9, 2019, which includes results from the online questionnaire.

The Project Team is committed to engaging stakeholders in a meaningful way that is transparent, inclusive, contemporary, and accountable. It is important to make it easy for people to learn about the project, provide feedback and help inform the evaluation of solutions for the re-design.

### Notification and Communications

Public communications were used to promote awareness of the consultation process, collect broad perspectives and engage stakeholders and the public on current conditions in the study area and future priorities for Yonge Street.

- 89,786 flyers for public drop-in event delivered by Canada Post (April 24) to study area bounded by King Street, University Avenue, Roxborough Drive and Jarvis Street
- Video (30 second introduction) with call to action shown at Yonge-Dundas Square during May 3 Project Launch, shared on social media and available on website
- 2,000+ postcards distributed at local events, venues and stakeholders
- Email invitation to Stakeholder Advisory Group Members consisting of resident, business and community organizations
- 400 subscribers on the project email list
- Twitter: @CityofToronto, @TO\_Transport, Instagram: @CityofTO (April 23, April 24, May 8) and Facebook: City of Toronto (week of April 23)
- Paid promotion on Twitter, Facebook, and Instagram (started April 29, restarted May 7 through to May 24)
- Billboards (appearing at various roadside locations around Toronto)
- Posters in community centres and libraries
- Paid advertisements in NOW Magazine (April 25, May 2)
- Media stories in Toronto Star, The Globe and Mail, CBC Toronto and NewsTalk 1010
- Project Website: **[toronto.ca/yongeTOmorrow](http://toronto.ca/yongeTOmorrow)**

### Activities

Public input was collected through the following consultation activities:

- Stakeholder Advisory Group Meetings: (July 30, 2018, April 1, 2019)
- Project Launch Yonge-Dundas Square (May 3, 2019)
- Public Drop-in Event (May 9, 2019) – 161 registered participants
- Public Drop-in Event Materials:
  - Over 100 Post-it notes comments on display panels
  - Over 100 staff collected comments
  - On-line questionnaire – 3,025 completed
- 45 emails and phone calls logged (to date: June 19, 2019)

## Submissions Received

- Letter from Walk Toronto
- Letter from Cadillac Fairview
- Letter from Ryerson University City Building Institute
- Letter from Ryerson University Facilities
- Letter from Toronto Youth Cabinet
- Letter from St. Lawrence Market Neighbourhood BIA

## Feedback Summary

All comments received have been reviewed and organized according to key themes, priorities and preferences. The following section provides a high-level summary of the feedback received from the different round one consultation activities.

### Stakeholder Advisory Group

Local community stakeholders were invited to join a SAG that will meet with the Project Team five times throughout the yongeTOmorrow study.

#### ***Who participated?***

The stakeholders include representatives from: property owners/operators, Business Improvement Areas, Resident Associations, research and advocacy groups and educational institutions. Full meeting summaries along with a list of participating organizations is available to review on the project website.

#### Meeting #1: Vision, Opportunity Statement and Objectives

An introductory meeting took place on July 30, 2018, with presentation on the preliminary vision, opportunity statement and study objectives (Mobility, Liveability, Prosperity and Sustainability).

#### ***Key Points:***

- Yonge Street needs to be seen as part of a broader transportation network that considers the projections of growth for residents, visitors and workers within the larger study area
- Pedestrians should be prioritized as primary mode of transportation on Yonge Street followed by cyclists and then vehicles
- Social issues and safety concerns are prevalent, and it is important for stakeholders to understand how the City plans to address these issues and their connection to streetscape design

#### Meeting #2: Existing Conditions and Draft Long List of Alternatives

The second meeting took place on April 1, 2019, with a review of both the Terms of Reference and presentation materials for the Public Drop-In Event.

Discussions focused on vehicular traffic and circulation, active transportation, operations and servicing, public realm, safety, growth and neighbourhood change.

**Key Points:**

- Pedestrian experience on Yonge Street needs to be improved with wider sidewalks to handle daily volumes
- Yonge Street is ideal for cycling infrastructure because currently no dedicated north-south cycling route between Sherbourne Street to the east and Beverly Street to the west; absence of on-street parking and streetcar tracks; and low vehicle traffic
- Desire to see public realm enhancements including trees, planters, hanging gardens, relaxing spaces, space for entertainment and festivals and the introduction of more street furniture
- Comments for enhancing safety on the street such as lighting and wider sidewalks
- Maintaining vehicular operations and servicing routes
- Plan for population growth and neighbourhood change

SAG meeting summaries, including list of participants, are available to review on the project website.

**Public Drop-In Event**

On May 9, 2019, the City hosted a public event for the yongeTOmorrow study to introduce and gather feedback about possible changes including a long list of alternatives for the re-design of Yonge Street. People were invited to drop-in and learn more about the study through display panels and conversations with the Project Team. Attendees were also encouraged to share feedback via the online questionnaire with tablets provided on site, posting comments directly onto display panels, completing printed questionnaire forms and/or submitting comments via email and/or phone.

**Who Participated?**

The event was well attended by approximately 160 participants who indicated the following:

- Residents (56%) or work in area (27%)
- Daily basis of travel downtown mostly by walking (94%), followed by taking the TTC (39%), cycling (21%) and driving (5%)
- Ages mixed with 34% of attendees between the ages of 54 and 72, 27% between the ages of 38 and 53, 20% over the age of 73 and 17% between the ages of 22 and 37

**Key Points:**

- In terms of both priorities and long list of alternatives, range of support from full pedestrianization to widening sidewalks
- Requests for a shared street that accommodates cycling infrastructure
- Critical to maintain access for vehicles providing goods movement/services
- Opportunity to green street with trees, shrubs and plantings
- Consider the social conditions and challenges that exist in the Downtown Yonge neighbourhood and seek positive social change through the road design process

See Appendix 1 for more information and feedback.

## Online Questionnaire

An online questionnaire was made available between April 24 and May 24, 2019, and completed by 3,025 participants. Participants were asked to consider Yonge Street through three lenses: Current Conditions, Future Priorities and Physical Space.

### ***Who Participated?***

Participants indicated that their association with Yonge Street included:

- Residents (41%), diners or shoppers (28%), work in area (13%), business owners (18%) and "other" made up of business owners, students, visitors, and tourists
- Daily basis of travel downtown mostly by walking (40%), driving (10%)
- Age range with 71% of participants between the ages of 25 and 54 years with participants between the ages of 25 and 34 being the most commonly indicated

### ***Key Points:***

#### Future Priorities

- Most frequently expressed that Yonge Street should have more greenery
- Space and variety of retail options on the street should be improved
- Suggestions to ensure that the space is adaptable and used for a variety of activities such as street fairs, art exhibits, and performances
- Provide space for public art which should include the work of Indigenous peoples, Canadian artists and youth.

#### Current Conditions

- Yonge Street, between Queen Street and Carlton/College Street is crowded, dirty and sometimes feels unsafe
- Sidewalks are too narrow for the volume of pedestrians, which has made walking the street feel uncomfortable, difficult or unsafe for some people due to the close proximity to vehicle traffic
- Some cyclists noted that they avoid Yonge Street as it has not been made cyclist friendly and that the physical condition of the road is poor
- For drivers, route options from Yonge Street are limited due to turn restrictions
- Noted that Yonge Street is not currently a place where people enjoy relaxing or strolling as it is too busy and congested

#### Allocation of physical space on Yonge Street given to:

- pedestrian space ranged from 50% to 75%
- cycling and space for enjoyment were both given approximately 15% to 20%
- driving was given between 0% to 10%

See Appendix 2 for more information and feedback.



## Appendices

Appendix 1: Public Drop-In Event Feedback, Long List of Alternatives

Appendix 2: Online Questionnaire Feedback Details

Appendix 3: Additional Feedback and Themes

## Appendix 1: Public Drop-In Event Feedback, Long List of Alternatives

The Long list of Alternatives displayed at the public event is available to review on the project website under the Consultation, Public Events tab.

*Note: each alternative below has multiple options/variations*

### **Car Free**

- Not allowing thru car traffic or restricting for a maximum of one block makes sense
- Preference for street closure and interest in different possible combinations i.e. seasonal (summer months) and/or for certain areas only
- For a pedestrian only option (Option A) consider people with low or no vision and potential conflict with other modes (i.e. cyclists without a cycling facility)
- If car-free street is not possible, support for two travel lanes with protected bike lanes on both sides
- Consider closing Yonge Street to certain motor vehicle traffic (e.g. King Street) and open up space to patios and festivals during summer months

### **One Driving Lane**

- From a cyclist perspective, cycling lanes on either side of motor vehicle lane (Option B) not favoured
- Question about why trees aren't shown on both sides of the street with this option
- Comment that cyclists will continue to use Yonge Street even with parallel facility on another street

### **Two Driving Lanes**

- Comment that bi-directional cycling facility is not great for pedestrians
- Support for bi-directional bike lane especially if requires less overall width than other types of cycling facilities
- Comment that cycling lanes on either side of motor vehicle lanes should have protection for cyclists and indication for a middle lane for emergency vehicles
- Support for no cycling facility option with a larger and more beautiful pedestrian walkway and reduction of motor vehicle lanes to one lane in each direction
- Feeling that reduction to two driving lanes is insufficient capacity to accommodate TTC subway closures, shuttle buses and emergency vehicles

### **Three Driving Lanes**

- Support for three lanes and one cycling lane (Option A) as most useful
- Consider incorporating left turning lanes

### **General Comments about Long List**

- Yonge Street functions fine as is and in comparison to neighbouring streets
- Evaluation criteria should be weighted to represent volume of users when comparing
- Support for one-way streets on either Yonge Street, Bay Street, Church Street or all
- Some not convinced of benefits and functionality of a one-way street
- Given the potential for conflict between road users, recommendation to combine either pedestrians and motor vehicles or pedestrians and cyclists but not all three

- Driving lanes shouldn't be taken away entirely
- Concerns about how neighbouring and parallel streets will be affected by option
- Cynical feeling about political will and possibility for change on street



## Appendix 2: Online Questionnaire Feedback Details

### Future Priorities

Participants in the online questionnaire were provided six specific elements pertaining to future priorities for the yongeTOmorrow study to consider. These elements align with the evaluation criteria and included: adaptable space, public art, activities and events, retail and dining, greening and relaxing spaces. Participants were asked to rank their top three elements that should be prioritized. The following section provides a summary of the feedback provided for each element which are in order of most popular ranking.

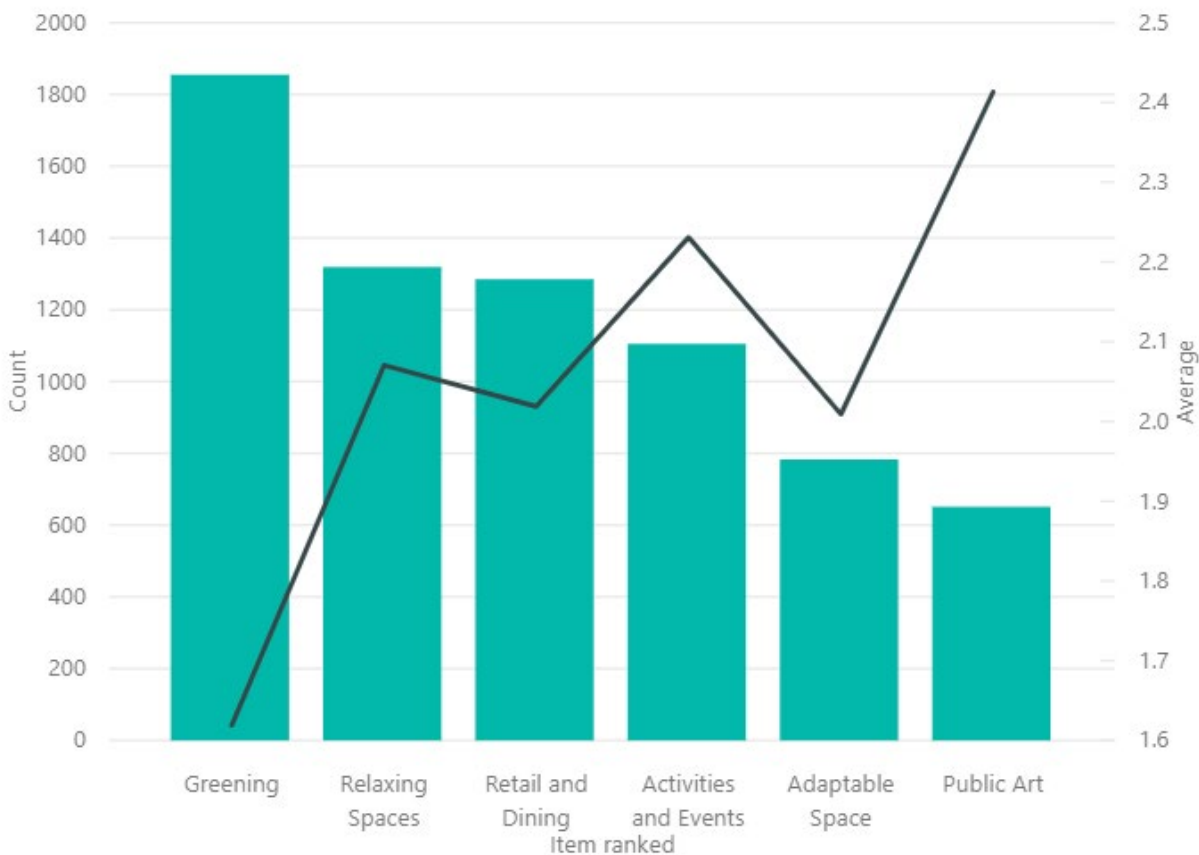


Figure 1: Future Priorities

### Greening

- Provide a mix of trees, shrubs and flowers and include native species
- Plant plenty of trees to ensure that pedestrians have ample shade
- Incorporate green infrastructure into the redesign of the street to assist with flood control, air quality and heat management
- Greening the street can contribute to improved mental health

<sup>1</sup> The bar graph demonstrates the results of the activity. The bars show how often each category was chosen as a top three priority. The line depicts the average ranking (first, second or third) each category received when ranked as a top three priority.

- Ensure that trees or planter boxes do not obstruct or narrow the sidewalks
- Provide hanging gardens

### ***Activities and Events***

- Yonge Street is the perfect place in the city to host large-scale public events and festivals
- Consider a weekly market
- Encourage return of events such as BuskerFest

### ***Retail and Dining***

- Ensure retail space is affordable to allow for greater retail diversity and independent retailers and consider a tax structure that would support this
- Allow for food trucks
- Create more space for patios, outdoor cafes and street vendors

### ***Adaptable Space***

- Ensure that public spaces are accessible for people with limited mobility or using mobility aids
- Provide Wi-Fi in public space
- Open adaptable public space is critical to a thriving urban core
- Consider more attractions for tourists such as a digital arts museum
- Vary space depending on the programming (small or large)
- Trees and seating are essential to any public space

### ***Public Art***

- Display the artwork of Indigenous and young Canadian artists
- Create space for both art installations as well as performance space
- Incorporate more murals into the Yonge Street landscape
- Use art installations to balance the amount of advertisements in the area

## **Current Conditions – Getting Around**

To assess current conditions, participants were asked to provide feedback regarding their typical experience on Yonge Street. Specifically, they were asked to share their experience getting around Yonge Street (e.g. by foot, bike, car and/or transit) and their experience enjoying the area. Participants gave each activity a ranking out five stars to symbolize their experience. Five stars represented the optimal experience while one star represented the least desirable experience. The following sections provide a summary of feedback received and the number of people who selected a star rating.

### ***Pedestrian Experience***

- Sidewalk section between Queen Street and College Street is too narrow for the volume of pedestrians it serves and often overcrowded and congested
- Construction projects further limiting sidewalk space
- Sidewalks are often dirty or littered with trash that makes the walking experience less pleasant
- Walking sometimes feels dangerous, especially when crossing the street (drivers can be aggressive with right turns or running through yellow lights)
- Heavy presence of people panhandling and sleeping on Yonge Street, contributes to a sense of limited safety for pedestrians
- Some people choose alternate routes such as Bay Street and Church Street

#### **WALKING**

★★★★★	169
★★★★	375
★★★	884
★★	897
★	574

### ***Cycling Experience***

- Yonge Street does not currently provide a comfortable experience for cyclists and lack of dedicated cycling infrastructure makes it nearly un-rideable for novice cyclists
- Feels unsafe and often avoided in favour of alternate routes
- Not maintained well enough to support cycling (cracks, potholes and drainage grates contribute to unsafe riding conditions)
- While interest shown for adding bike lanes to Yonge Street, some feel street too congested to support reduction in motor vehicle lanes

#### **CYCLING**

★★★★★	157
★★★★	57
★★★	230
★★	563
★	1687

### ***Driving Experience***

- Avoid driving on Yonge Street because difficult to maneuver due to limited turning options, congestion, and narrow lanes
- Currently congested and unpleasant driving experience
- Cars should not be the priority on Yonge Street and road should be shared with cyclists or completely pedestrianized
- Should be considered for a pilot project like King Street
- Concern about potential removal of traffic lanes and may negatively impact traffic flows elsewhere downtown

#### **DRIVING**

★★★★★	201
★★★★	253
★★★	573
★★	644
★	897



### **Subway Station Experience**

- Often crowded, especially during rush hour (e.g. attempting to get on the subway northbound at College Station is difficult as the train typically full which creates safety concerns
- Subway entrances too narrow to accommodate volume of users and could also benefit from wayfinding signage
- Some subway stations are still not physically accessible (i.e. elevators and other accessibility features are needed)
- Requires regular attention and maintenance from dirty and janitorial staff

#### **SUBWAY ACCESS**

★★★★★	440
★★★★	847
★★★	799
★★	535
★	260

### **Streetcar and Bus Experience**

- Congestion on several bus and streetcar routes can make taking these transit routes inefficient
- Crowding on many bus and streetcar routes can make the experience unpleasant
- Older streetcars are still in service, despite being inaccessible and even accessible streetcars offer experience that is still not convenient or safe for those who require accessible service
- Bus and streetcar schedules are unreliable
- Dedicated streetcars or LRT lanes are needed to service the downtown core
- Safety is a concern for some on buses or streetcars

#### **STREETCARS & BUS**

★★★★★	185
★★★★	574
★★★	884
★★	701
★	453

## **Current Condition – Enjoying the Area**

### **Comfortable Areas**

- Opportunities to relax or enjoy Yonge Street lacking and reasons include: lack of seating, lack of greenspace, presence of street involved peoples, and uncleanliness
- With the exception of Yonge-Dundas Square, there are few spaces that would be considered public spaces
- Too busy and overwhelming to be comfortable
- More cafes and restaurants with patios
- Sidewalks are too narrow and cannot accommodate spaces for benches and other street furniture

#### **COMFORTABLE AREAS**

★★★★★	44
★★★★	85
★★★	342
★★	800
★	1402

### Things to Do and See

- Opportunities for shopping and dining represent the most common things to do and see on Yonge Street
- Common response was that the street is too crowded and dirty to enjoy and therefore, avoid street entirely
- Observation that recent condo developments have resulted in a repetitious landscape of chain stores and restaurants with increase in storefront vacancies
- Yonge-Dundas Square is most obvious destination however not everyone enjoys it and for some, too corporate and uninviting

### Cleanliness and Upkeep

- While not spotless, by comparison to other cities, Yonge Street is relatively clean (especially when considering pedestrian volumes)
- Yonge Street is not as clean or well-kept as it could be
- Regular maintenance is needed to ensure that the street remains walkable and accessible
- More garbage bins needed and emptied frequently

### Safe Environment: Daytime

- Feels safe during the day and for some, because of the volume of people
- Feels safe in comparison to other big city/major thoroughfares
- Pedestrians and cyclists said that traffic often makes them feel unsafe
- Crowding on sidewalks makes the street feel unsafe
- Presence of people panhandling and sleeping on Yonge Street makes street feel unsafe
- Presence of persons with loudspeakers at Yonge-Dundas Square makes people feel uncomfortable or unsafe

### Safe Environment: Nighttime

- Most frequently said they feel unsafe on Yonge Street at night
- Some avoid Yonge Street at night altogether
- While the majority of participants said they feel unsafe on Yonge Street at night, a fair number of participants said that Yonge Street feels safe at night
- Traffic is also a safety concern for pedestrians and cyclists during the night
- Suggestions to improve safety included adding more lighting and increasing the police presence on the street

### THINGS TO DO AND SEE

★★★★★	193
★★★★	483
★★★	715
★★	750
★	525

### CLEAN AND WELL-KEPT

★★★★★	59
★★★★	239
★★★	702
★★	865
★	805

### SAFETY DAYTIME

★★★★★	367
★★★★	856
★★★	801
★★	393
★	260

### SAFETY NIGHTTIME

★★★★★	106
★★★★	370
★★★	670
★★	749
★	748

## Appendix 3: Additional Feedback and Themes

Other comments and suggestions received from all the consultation activities including the public event, online questionnaire and via phone/email are summarized below.

### Accessibility

- Consider needs of seniors who require convenient pick-up and drop-off locations
- Request that no curbs be used in design (i.e. predictable infrastructure)

### Business

- Consider that smaller businesses experience challenges with increasing rents, property taxes, competing with larger corporate franchises, and construction projects
- Concern about economic sustainability of area, threat of "dead zones" and economic and social challenges in certain areas along the street

### Cycling

- Concern about potential conflict between cyclists and delivery/rideshare vehicles stopping in a cycling facility
- Consider a paving treatment that will slow cyclists down
- Connectivity is the most important consideration and therefore, open to cycling facility on Bay Street in order to choose best option
- Consider connecting north/south cycling facilities with east/west cycle tracks on Richmond Street and Adelaide Street
- Add Bike Share stations, racks and bike repair stations

### Deliveries and Services

- Acknowledgement needed of new pressures to accommodate both deliveries due to online shopping and rideshare needs
- Consider retractable bollards that allow for flexible use and emergency, delivery, transit access
- Consider deliveries in the evening or during set times of day

### Events, Festivals

- Use flexibility to shut down street for events and then re-activate traffic lanes
- Consider another street for cultural events or do them early on Sunday morning

### Green the Street

- Plant more trees along street and consider that mature trees add a sense of significance to a major thoroughfare
- Add planter boxes, grassy parkettes, native species, and other greenery
- Include green infrastructure to account for flooding and urban heat caused by widespread paving



## Health and Well-Being

- Student population is a positive contribution for the street and area
- Acknowledgement that people (with and without a home) are scared on street and don't want to be harassed
- Concern regarding the visibility and impacts of homelessness, addiction and substance abuse on Yonge Street
- Comments that street feels more dangerous than it used to be
- Experiences shared about challenges living in area including incidents of crime, violence and aggression
- Requests for more crossing guards, cameras on corners and police officers

## Public Realm

- Feeling that benches cause obstructions for pedestrians
- Requests for waste receptacles and ashtrays
- Question for team to think about how people can enjoy public space during winter months and factor this into design
- Concern about experience on Yonge Street during summer with garbage smell
- Interest in more public art and requests for artists and busker performance space



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# Round Two Consultation Summary Report

Prepared by LURA Consulting  
January 2020

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## Executive Summary

YongeTOmorrow is a study working to develop and evaluate design options to increase pedestrian space and improve the way people move through and experience Yonge Street between Queen Street and College/Carlton Street. As part of the Round Two Consultation process, residents, businesses and stakeholders were engaged to consider:

- short list of street design options (i.e. two driving lanes, one driving lane, pedestrian priority and cycling facility on alternative street)
- four alternatives (application of different street design options on different blocks along Yonge Street between Queen Street and College/Carlton Street). The four options are demonstrated in Figure 1 below.
- review of a preliminary preferred alternative

The street design options and alternatives were assessed using the evaluation criteria which informed by public and stakeholder feedback received during Round One Consultation. The summary of Round One Consultation can be found on the project website [toronto.ca/yongetomorrow](http://toronto.ca/yongetomorrow).


































Blocks	Alternative 1	Alternative 2	Alternative 3	Alternative 4
Gerrard to College	 	 	 	 
Elm to Gerrard	 	 		
Dundas Sq to Elm	 			
Shuter to Dundas Sq	 	 		 
Queen to Shuter	 	 		 

Figure 1: Four Alternatives for Yonge Street

## Project Communications and Engagement Activities

Public communications to promote Round Two Consultation included flyers delivered to residents within the study area, a promotional video, information postcards distributed at various locations, email invitations to stakeholders and project list members and social media posts.

This round of public consultation resulted in over 3,300 points of engagements and included a variety of engagement opportunities:



- over 20 participants at both of the two Stakeholder Advisory Group (SAG) meetings
- over 40 individual stakeholder meetings (i.e. properties, businesses and organizations)
- presentation to the City's [Design Review Panel](#)
- 50 stakeholders who attended a Property and Business Focus Meeting
- 173 attendees for drop-in public event
- 3,085 completed online questionnaires
- over 70 emails received and recorded

## **What We Heard**

The key categories of feedback received about the street design options, how they can be applied on Yonge Street and the preferred preliminary alternative include:

### **Overall Preferred Preliminary Alternative Feedback**

- clear support was demonstrated for the proposed pedestrian zone between Dundas Square and Edward Street with these portions receiving 4.45 and 4.38 scores out of five, respectively
- other portions were generally supported, however, some received lower scores as many participants wished to see the City incorporate dedicated cycling facilities on the street

### **Pedestrian experience on Yonge Street**

- pedestrian experience is the top priority and proposed pedestrian priority segments generally supported
- people with mobility needs and those who require assistive devices should feel at ease and have the space required to move freely on Yonge Street
- safety is a priority for neighbourhood and all road users at all times of the day and week
- street should support multiple modes of movement to enhance active transportation in relation to cycling, transit access and some vehicle access for deliveries and ride hailing

### **Cycling experience downtown**

- requests for dedicated cycling facilities on Yonge Street
- safety concerns about the interaction between people who cycle and people who walk in pedestrian priority areas, with careful consideration for how to implement and educate
- proposal to shift dedicated cycling infrastructure to University Avenue, as a substitute to Yonge Street, not well received due to distance and traffic volumes on the avenue

### **Vehicle access**

- consideration for ride hailing, tourism and entertainment activities hot spots
- concern about removal of street access for personal vehicles on certain segments
- concern about increased travel times, traffic congestion and impacts to larger network
- access to parking garages critical to maintain
- increase consideration needed for goods and curbside movement throughout all blocks

### **Space for patios and street retail**

- dedicated space for patios and on-street retail will contribute to economic vibrancy, street activation and safety through “eyes on the street,” especially at night

- space allocated to patios and on-street retail should not come at the expense of accessibility

### **Support festivals and events**

- introduce unique-character areas, amenity-rich zones and regular programming to support economic vitality and residential community continuing to grow

### **Online Questionnaire Highlights**

- the top three priorities identified for all four block sections on Yonge Street were improving the pedestrian experience, improving the cycling experience and providing space for patios and retail space
- 50% of participants said that their opinion on priorities by time did not change, 40% said that their opinions did change and only 10% said they were unsure
- of the four block segments for the preliminary preferred alternative, Dundas Square to Edward Street was most preferred with an average star rating of 4.38, followed by Edward Street to Gerrard Street with average rating of 3.72 and Gerrard Street to College Street received 2.92 average rating

### **Additional Considerations**

- consistency and simplicity in design are priorities to improve flow and safety
- consider a phased approach to implementation of changes
- a bold approach that plans for 2050 and beyond
- integrate sustainability into street design (e.g., stormwater management and landscaping) to respond to Toronto's [Climate Emergency declaration](#)

### **Next Steps**

The feedback received from Round Two Consultation will be used to inform the next phase of the study. Round Three Consultation will occur in the spring of 2020 and will focus on different ways that the preferred alternative can operate and look. For more information, please visit: [toronto.ca/yongetomorrow](https://toronto.ca/yongetomorrow).

## Overview of Public Consultation

As part of the Round Two Consultation process, residents, businesses and stakeholders were engaged in the consideration of different street design options for different blocks along Yonge Street. This report summarizes the communications and consultation activities carried out and feedback received leading up to, during and after the public event held on November 21, 2019.

The Project Team is committed to engaging stakeholders in a meaningful way that is transparent, inclusive, contemporary, and accountable. It is important to make it easy for people to learn about the project, provide feedback and at this stage, help inform the preferred alternative for the potential re-design of Yonge Street.

### Notification and Communications

Public communications were used to promote awareness of the consultation process, collect broad perspectives and engage stakeholders and the public on potential street design options for Yonge Street:

- 90,850 flyers delivered by Canada Post for public drop-in event (November 7) to study area bounded by King Street, University Avenue, Roxborough Drive and Jarvis Street
- video (1 minute +) with call-to-action shared on social media and project website
- postcards distributed at local events, venues and stakeholders
- email invitation to SAG members consisting of resident, business and community organizations
- 639 subscribers on the project email list
- Twitter: @CityofToronto, @TO\_Transport (November 7), Instagram: @CityofTO (November 7) and Facebook: City of Toronto (week of November 11)
- paid promotion on Twitter, Facebook and Instagram (started November 7)
- paid advertisements in NOW Magazine (November 7, 14)
- media stories in BlogTO (October 10, November 7), Daily Hive (October 11), Narcity (October 11), Ryerson City Building Institute (November 8), Urban Toronto (November 15), Toronto Star (November 18)
- project website: [toronto.ca/yongeTOMorrow](http://toronto.ca/yongeTOMorrow)

### Activities

Public input was collected through the following consultation activities:

- SAG meetings: (July 18, September 24)
- Design Review Panel (November 7)
- Public Event #2 (November 21) – 173 registered participants
- Business Stakeholder Drop-in Event (January 14) – 50 participants
- Public Drop-in Event Materials:
  - Over 100 sticky notes comments on display panels
  - Over 100 staff collected comments
  - 3,085 completed responses to the online questionnaire
- over 40 individual stakeholder meetings, which are ongoing (Appendix 3 for list of organizations)
- 75 emails and phone calls logged (to date: January 31)

## Submissions/Letters Received

- Walk Toronto (Walk TO) (October 1)
- Cadillac Fairview (CF) Eaton Centre (September 9)
- BentallGreenOak (October 31)
- Downtown Yonge Business Improvement Area (BIA) (November 5)
- Daoust Vukovich LLP (November 15)
- Consulate of Sweden (December 4)
- Yonge Suites, 209 Yonge Street (December 14, December 20)

## Feedback Summary

The following section provides a high-level summary of the feedback received from the different Round 2 Consultation activities. All comments received have been reviewed and organized to identify key themes, priorities, preferences and differences in opinion.

### Consultation Overview

Participants were presented with the three short-listed street design options that best achieve the project objectives. The street design options were applied to Yonge Street based on the unique needs of the four block sections identified in the study area. In total, four design alternatives were evaluated. Alternative 4 was identified as the preliminary preferred alternative because it was able to accommodate the most pedestrian improvements with acceptable impacts to the vehicular network. People had to consider the following project details before providing their input:

The project objectives are to:

- improve the pedestrian experience on Yonge Street
- improve the cycling experience downtown
- provide vehicle access for ride hailing, deliveries and off-street parking
- provide space for patios and street retail
- support festivals and events

The three street design options are demonstrated in the graphics below:



Figure 2: The three street design options: Option 1 (Two-Way Traffic), Option 2 (One-Way Traffic), Option 3 (Pedestrian Priority Zone).

The four design alternatives evaluated are demonstrated in Figure 3 below. Alternative 4 is the preferred alternative.





















Blocks	Alternative 1	Alternative 2	Alternative 3	Alternative 4
Gerrard to College				
Elm to Gerrard				
Dundas Sq to Elm				
Shuter to Dundas Sq				
Queen to Shuter				

Figure 3: yongeTOmorrow Alternatives

## Stakeholder Advisory Group

Local community stakeholders formed a SAG that will meet with the Project Team five times throughout the yongeTOmorrow study. Stakeholders engaged in two meetings during the Round Two Consultation.

## Who Participated?

The stakeholders include representatives from: property owners/operators, Business Improvement Areas, Residents' Associations, research and advocacy groups and educational institutions. Full meeting summaries, along with a list of participating organizations, are available to review on the [project website](#).

## Meeting #3: Evaluation Criteria and Short List of Alternatives

The third meeting took place on July 18, 2019, with presentation on the evaluation criteria and workshop style discussion about shortlisting the long list of alternatives.

## Key Points:

- public safety and pedestrian experience were ranked high as top priorities. Decisions should be made using a public safety lens, however, innovation and creativity in design should not be compromised
- sidewalks must have enough capacity to support pedestrians and other activities. The car-free option is complementary to the pedestrian experience. Pedestrianization would further support the natural environment, streetscape and street activity



- a multi-modal option would allow users of different needs access to the area to support economic vitality
- transit is necessary to support movement and accessibility. Consider diverting buses to adjacent streets or dedicating the two-driving lanes to transit
- incorporating dedicated cycling infrastructure received mixed feedback. While it would enhance the overall street experience, it may invite conflicts between people who walk and people who cycle

#### **Meeting #4: Short List of Alternatives and Preferred Alternative**

The fourth meeting took place on September 24, 2019, and sought feedback on the short list alternatives and preliminary preferred alternative.

#### **Key Points:**

- a complex design may create confusion for all modalities, create new conflicts between types of users and reduce safety
- pedestrian priority zones will be accommodating heavy foot traffic in peak times and could enhance businesses and overall vibrancy. Events and programming should be considered during off-peak times to sustain activity
- sidewalks should accommodate and provide space for people of different abilities and those who use assistive mobility devices
- balance a multi-modal approach to improve pedestrian mobility during peak hours, accommodate transit (including Wheel-Trans) and allow some vehicular and ride-hailing access
- consider the appropriate solution to cycling needs given the identification of cycling as a project priority. Cycling infrastructure is needed to avoid potential conflicts and safety issues with pedestrian and vehicle traffic. Consider a possible cycling route diversion to Victoria Street
- conduct additional traffic and pedestrian flow impact studies and provide evidence-based justification for proposed street changes

Detailed stakeholder meeting summaries, including list of participants and design graphics, are available to review on the project website [toronto.ca/yongeTOmorrow](https://toronto.ca/yongeTOmorrow).

#### **Design Review Panel**

On November 7, 2019, the City presented the project history, existing and future context, and planning framework to the Design Review Panel (DRP). The Panel's advice was sought for developing the design concepts for the preliminary preferred alternative. Key issues that were discussed included priority of road users based on time of day, day of the week as well as managing application and impact of design on the use and perception of the street.

#### **Who Participated?**

Meeting attendees included the DRP members, City staff and a representative from the design team. The DRP is comprised of professional architects, landscape architects, urban designers and engineers who provide advice to city staff in matters that impact the public realm.

**Key Points:**

- success of the project is dependent on creating unique and vibrant amenities for the growing residential community along Yonge Street, particularly within the study area
- design for the long-term in a way that enables continued change over time
- connect with the surrounding urban context and enhance Yonge Street's role as the key "connective tissue" weaving Toronto together and take into consideration existing/future built form/population context
- reduce driving lanes to two-lanes to enhance the pedestrian realm and maximize the opportunity for pedestrian-only zones and avoid one-way vehicular circulation
- maximize the flexibility of design to enable a wide variety of events in all seasons
- beyond circulation planning, introduce unique-character, amenity-rich zones that break the linear nature of the Street and support the growing Yonge community
- landscape is an essential defining character and amenity along Yonge Street. A landscape strategy should be mindful of a sunlight-poor, windy and highly urban environment
- integrate a storm water management plan
- provide a holistic sustainability strategy that can be a visible learning tool

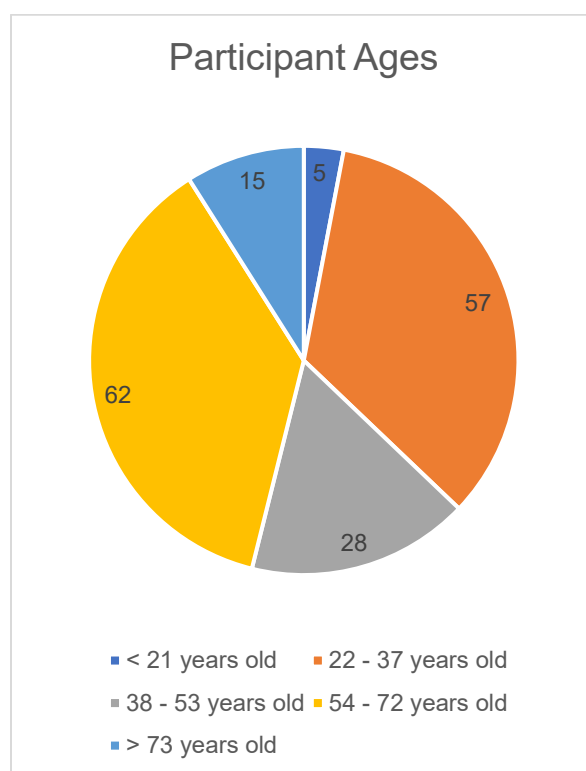
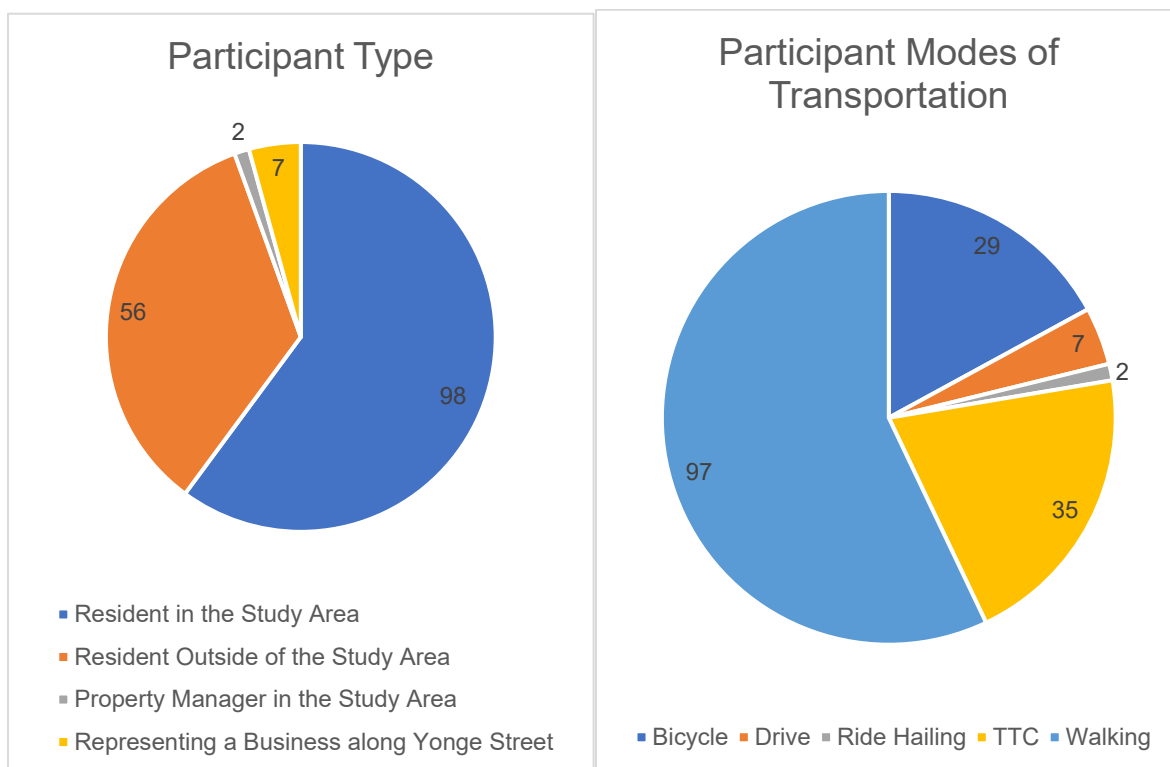
**Public Drop-In Event**

On November 21, 2019, the City hosted a public event to gather feedback on a short list of alternatives with an identified preliminary preferred alternative for the re-design of Yonge Street. People were invited to drop-in, review display panels and have conversations with the Project Team. Attendees were also encouraged to share feedback via the online questionnaire with tablets provided on site, posting comments directly onto display panels, completing printed questionnaire forms and/or submitting comments via email and/or phone.

**Who Participated?**

The event was well attended by approximately 170 participants.

Meeting attendees self-recorded the following demographic information:



## Key Points:

- an improved pedestrian environment is the top priority
- maintain vehicle access to parking garages and traffic circulation both on Yonge Street and adjacent streets
- consider a phased approach to implementing changes
- dedicated cycling infrastructure should be provided on Yonge Street with consideration given to safe interaction between cyclists and pedestrians in pedestrianized zones
- city should be bold in its approach and should plan for the next fifty years and beyond
- feedback on Alternatives included:
  - preliminary preferred Alternative 4 received mixed comments of support and concern
  - support shared for Alternative 1 with overall less lane reductions and consistent two lane cross-section along Yonge Street
  - support for Alternative 3 related to wanting more space for pedestrian priority area stretching full length of the Yonge Street
  - questions about lack of cycling facilities in all the alternatives

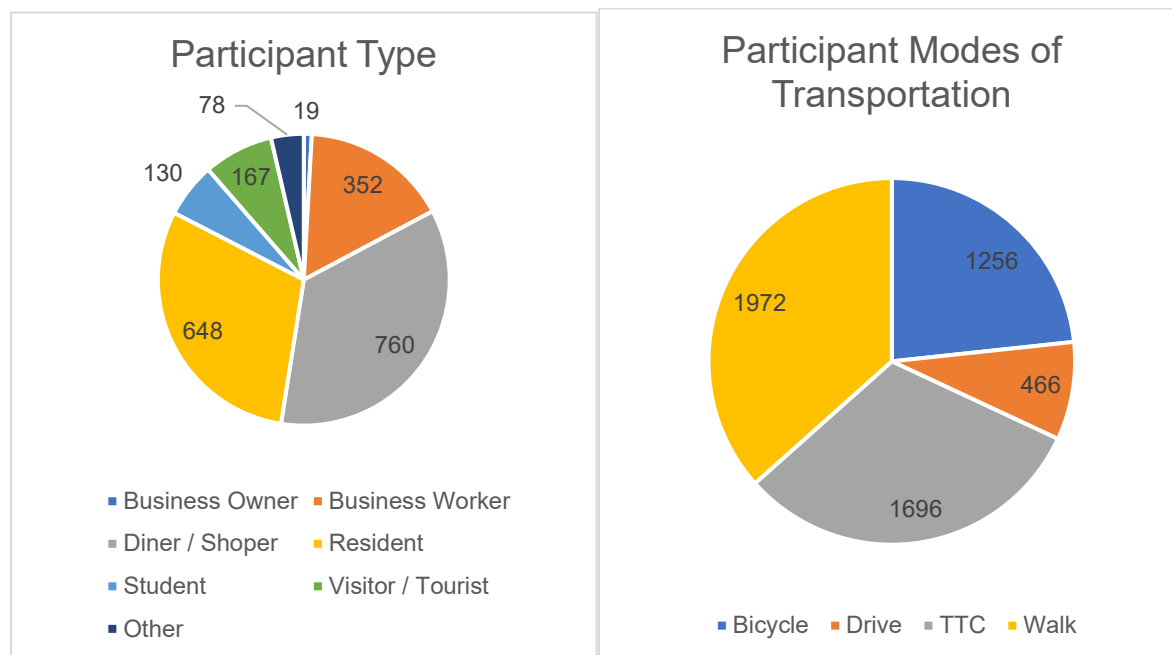
See [Appendix 1](#) for more information and feedback.

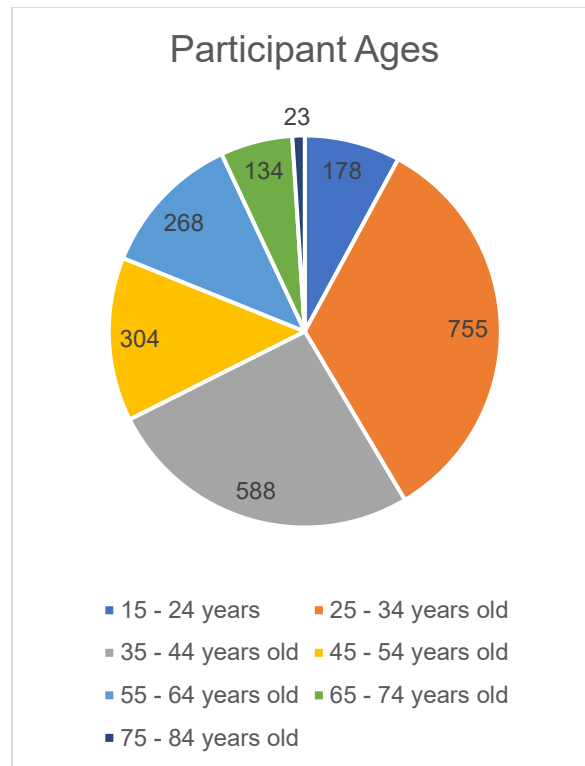
## Online Questionnaire

An online questionnaire was made available between November 6<sup>th</sup> and December 6<sup>th</sup>, 2019, and completed by 3,085 participants. Participants were asked to review three short-listed street design options developed through feedback from Round 1 Consultation and consider how the street design options could be applied to each identified block section of Yonge Street between Queen Street and College/Carlton Street.

## Who Participated?

Participants indicated that their association with Yonge Street included:





### Key Points:

- safe active transportation and public transit options are needed throughout the study area, at all times of the day
- multiple street configurations may result in safety issues and cause confusion among drivers
- access for delivery and service vehicles at night is important
- sidewalks must meet current and future pedestrian volume demands
- Dundas Square to Edward Street should be pedestrianized as proposed
- consider a design that is compliant with the Complete Streets Guideline, the Toronto Green Standard and the Climate Emergency declaration
- the diversion of cycling lanes to University Avenue is not a suitable alternative to the need for dedicated cycling infrastructure on Yonge Street itself
- restricting access for all vehicles was discussed and supported however, concerns were raised about residential and visitor access to residential buildings and garages
- increased traffic congestion as a result of changes
- support nighttime economy by allowing for ride hailing, patios, festivals and events
- improve the streetscape by incorporating public art, seating, greenery, lighting, gathering spaces, and sidewalk cleaning and upkeep

See [Appendix 2](#) for the complete online questionnaire feedback.

### Individual Stakeholder Meetings

The project team is meeting individually with various stakeholders throughout the process to gather feedback from those who are directly impacted by the project.



## **Who Participated?**

Over 40 individual stakeholder meetings have been held to date and intended to foster open and transparent conversations with impacted groups in order to make informed decisions for the final design. Meetings were scheduled upon the request of stakeholders or identified by the project team.

## **Key Points:**

The key discussion topics during the individual stakeholder meetings:

- ensure access to parking garages and loading docks
- understand requirements of tour bus operations and large vehicles associated with set up and take down of entertainment events (e.g. Yonge-Dundas Square, theatres)
- concern about effects of lane reductions on traffic circulation in the downtown core
- concern about any changes to receiving product deliveries from a range of vehicle sizes with unpredictable schedules
- help provide opportunities to animate the street and engage more patrons in pedestrian priority areas
- growing social challenges on the street (e.g. open drug use, panhandling, homelessness, discarded needles) make people feel uncomfortable and unsafe
- challenges of retaining business tenants on street reflected in types of business that leave and stay (e.g. fast food, marijuana dispensaries)

See [Appendix 3](#) for list of individual stakeholder meeting participants.

## **Business Stakeholder Drop-In Event**

### **Who Participated?**

On January 14, 2020, the project team hosted a drop-in event for property/business owners and managers to present information on the short list of alternatives including the preliminary preferred alternative for the yongeTOMorrow study, answer questions of clarification and seek feedback and advice.

### **Key Points:**

- vehicle access (e.g. TTC, ride hailing, deliveries, hop-on hop-off, school tours, etc.) and lay-bys are important for economic vitality as well as to move people and logistics for events and tourism
  - Victoria Street would not be able to support required or additional capacity
- businesses are concerned with additional costs, labour, and time required to manage changes to accepted delivery times
  - some businesses receive deliveries on an irregular basis and do not have control over times
  - noise and nuisance complaints are also a concern with nighttime deliveries
- consider traffic and related congestion impacts on Bay Street, Elm Street, Edward Street and other downtown areas
- consider a phased approach to implementation

See [Appendix 4](#) for notes from question and answer session following presentation.

## Appendices

Appendix 1: Public Drop-In Event Feedback, Short List of Alternatives and Preferred

Appendix 2: Online Questionnaire Feedback Details

Appendix 3: Individual Stakeholder Meetings

Appendix 4: Business Stakeholder Event Summary

Appendix 5: Additional Feedback and Themes

## Appendix 1: Public Drop-In Event Feedback

### Short List of Alternatives and Preliminary Preferred Alternative

The short list of Alternatives and the Preliminary Preferred Alternatives displayed at the public event are available to review on the project website under the Consultation, Public Events tab.

The following comments below are captured from sticky notes provided on the display panels, conversations with staff and daily project correspondence log (i.e. emails and phone calls).

### Short-list Alternatives

#### Alternative 1: Two Driving Lanes

- support attributed to consistent, moderate and easy to understand driving lane configuration
- interpreted by some as compromise with less traffic impacts than other alternatives
- two-lane approach seen as waste of time when considering current and future pedestrian volumes and the City's [Climate Action Plan](#)

#### Alternative 2: Pedestrian Priority between Dundas Square to Elm Street

- similar to Alternative 4 in terms of pedestrian priority boundaries

#### Alternative 3: Pedestrian Priority between Queen Street to Gerrard Street

- best accommodates heavy numbers of pedestrians today and in future
- boldest plan and addresses climate emergency
- most positive impact for the majority of people
- simple to understand
- request to make it safe for people who cycle as well

#### Alternative 4: Pedestrian Priority between Dundas Square and Gerrard Street, Preliminary Preferred Alternative

- support provided with some variations suggested to boundaries (i.e. reducing or increasing the pedestrian priority area)
- doesn't go far enough to fight climate change
- concern from businesses on impacts to operations, revenue and clientele access.
- having four traffic patterns in four blocks will lead to more driver confusion and collisions
- seems like a compromise for Alternative 3 and a full pedestrian priority area
- concern about increased pressure put on Dundas Square from one driving lane open between Shuter Street and Dundas Square
- questions about traffic management and operations with different cross sections, time of day restriction through pedestrian priority area
- suggestion not to use curb cuts for a more accessible space which is flexible (e.g. Kitchener City Hall)

## Preliminary Preferred Alternative

### Rating the application of the different street design options in the Preliminary Preferred Alternative

Similar to the online questionnaire, event attendees asked to rate how well the Preliminary Preferred Alternative 4 meets their top three objectives along the different segments of Yonge Street and overall. The following section documents participant feedback.

#### Overall Feedback

- support shared for the pedestrian priority sections between Dundas Square and Edward Street
- remainder of results were spread across low and high ratings for different segments along Yonge Street

#### Queen Street to Dundas Square

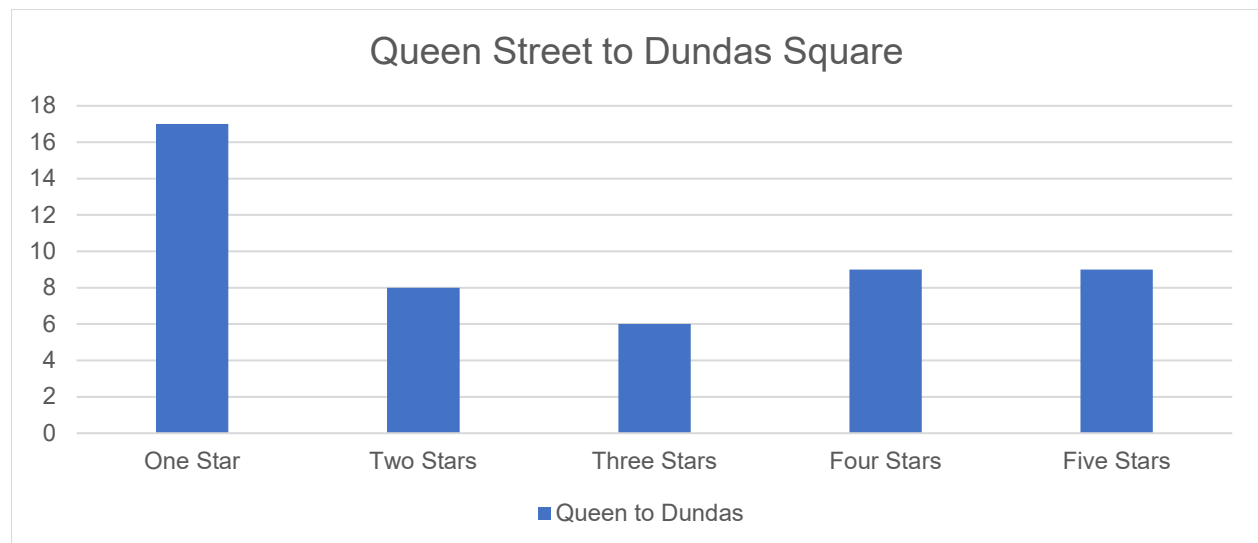


Figure 4: Average Rating = 2.69 Stars

- parking garage access at Shuter Street and Yonge Street already experiences congestion and long queues which will only be made worse by alternative proposals
- one sharing lane between cars and bikes will make cycling more dangerous dealing with limited space and aggressive drivers
- request for 100% pedestrian, car-free and be more creative with servicing needs.
- some support for being able to cycle through pedestrian area (i.e. albeit without dedicated and marked facilities)
- requests for marked and separated cycling facilities to help interaction between pedestrians and cyclists
- one-way segment from Shuter Street to Dundas Square seems confusing
- lay-bys will need constant enforcement, or they will be used for parking

## Dundas Square to Edward Street

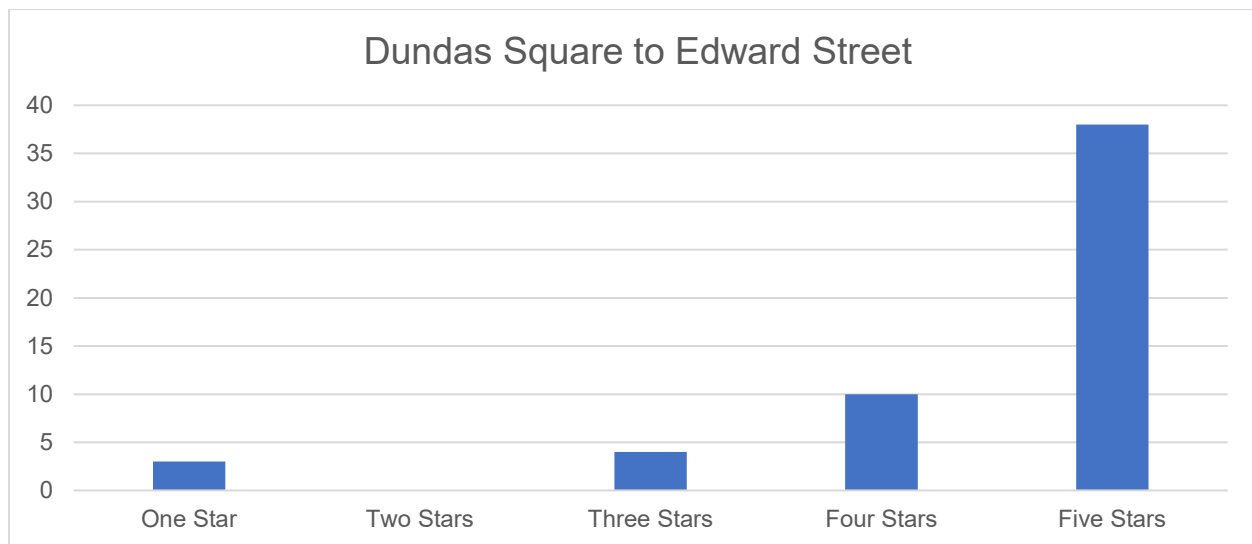


Figure 5: Average Rating = 4.45 Stars

- requests for road to be even with sidewalk (i.e. no curbs)
- space for cycling down the centre needs to bring awareness and identify actions for people who walk and people who cycle (e.g. signage, material use, paint markings)
- concern that businesses that removal of driving lanes will hinder access and increase traffic congestion
- support for a more of a European approach which prioritizes people who walk, people who cycle and public transit (e.g. TTC blue night bus only!)

## Edward Street to Gerrard Street

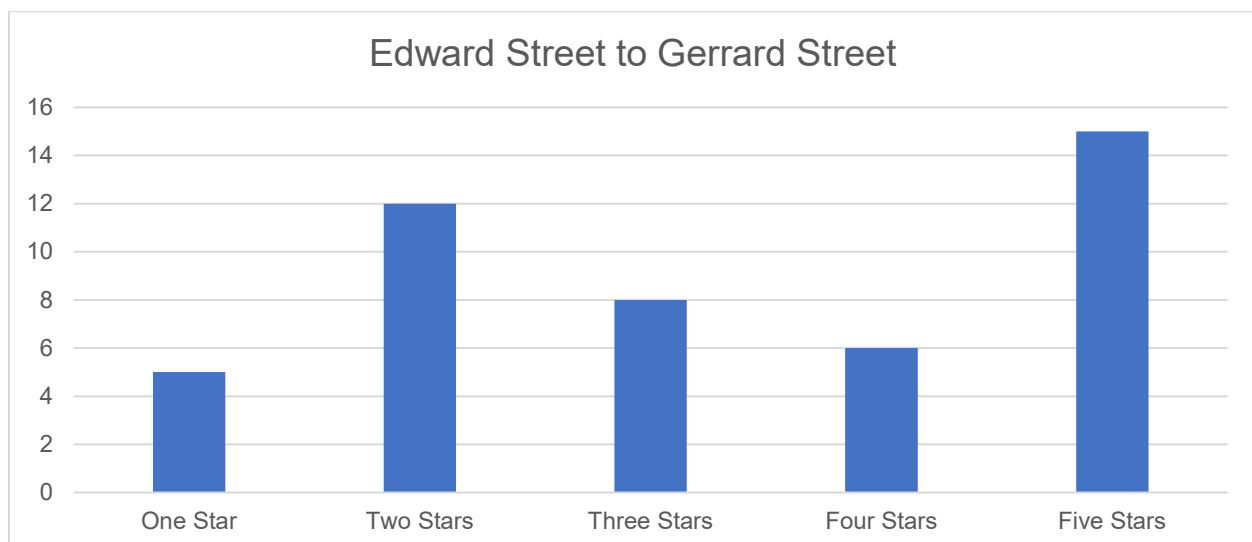


Figure 6: Average Rating = 3.3 Stars

- be bold and extend pedestrian priority area to Gerrard Street
- needs to remain open for delivery and service vehicles
- important pedestrian intersection sited at mid-block north of Gerrard Street



- consider slowing vehicles down (e.g. reduced speed limit, rough road surface)

### Gerrard Street to College Street

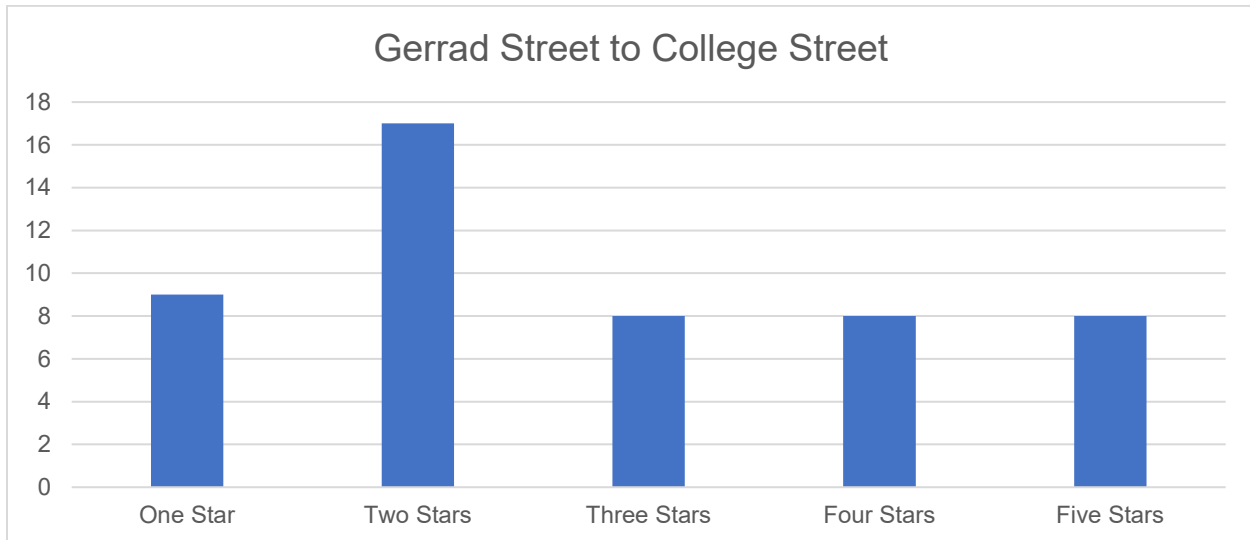


Figure 7: Average Rating = 2.78

- consider keeping trees that are already located in the middle of the street
- requests for full pedestrianizing of Yonge Street
- cycling facilities needed wherever there are two driving lanes

### Themes and Popular Topics

#### Pedestrian Priority

- request to think big and be bold by providing pedestrian only area (with permits for service and delivery vehicles) for entire stretch of study area
- plans are long overdue, and density of downtown core needs more space for pedestrians
- ensure a good relationship between pedestrians and cyclists
- pay attention to Yonge Street (between Dundas Street and Gould Street) where Ryerson students already experience crowding on sidewalks
- some people avoid walking on Yonge Street today due to crowding and pedestrian volumes

#### Cycling Facilities

- disagreement with no separated/dedicated cycling facilities on Yonge Street
- concern that no cycling facilities on downtown Yonge Street will affect potential cycling facility plans for other stretches of the street (e.g. Front Street to Steeles Avenue and across boarding regions)
- if Bloor Street can have protected cycling facilities, why can't Yonge Street
- agreement and disagreement that cycling facilities should be implemented on University Avenue:
  - questions and doubt about the likelihood of University cycling facilities being installed
  - too far west from downtown to be an option for facilities in place of Yonge Street

- for alternative cycling facility routes, Bay Street is too short and Church Street is too narrow
- cycling facilities belong on major corridors as indicated in the City's own cycling corridor study
- more secure bike parking needed on Yonge Street to serve long distant cyclists
- plan lags behind other cities for safe bike infrastructure, improving traffic flow and making people happier and connected

### **Climate Action Plan**

- plans don't go far enough to protect communities and environment in adherence to the Climate Emergency
- Yonge needs to be given to pedestrians and cyclists

### **Business and Economic Activity**

- more engagement needed with business community including hospitals, entertainment and retail stakeholders
- some businesses not supportive of closing Yonge Street to vehicle traffic and attribute concerns to servicing requirements (deliveries), access, reduced revenue and customer experience and convenience
- requests for more traffic modelling and data
- specific concern about impacts to Eaton Centre parking garage and effects of lane reductions for Shuter Street traffic volumes
- more tourism is coming and increased access needed for school and tour buses
- examples like Chicago cited which enhance public realm without closing the street
- concerns that plans will make traffic worse on Yonge Street and adjacent streets

### **Deliveries and Servicing**

- concern about making deliveries for businesses more difficult than it already is
- reference to Ministry of Transportation guidelines which require deliveries to start at 7 a.m. and finish by 3:30 p.m. and questions about how flexible we can be with restricting vehicle access during the day
- support for lay-bys to help facilitate business and residential needs

### **Developments**

- project feels like a compromise to accommodate condominium developers in terms of moderate change – see New York City for dramatic change using paint and planters
- needs more focus on community and social gathering space for condo residents
- Introduce setbacks and enforce in order to increase pedestrian space
- intensification downtown is leading some stakeholders to coordinate both short term and long-term planning to support active transportation infrastructure (e.g. Ryerson Campus Master Plan)

### **Public Realm**

- more seating needed for a better experience
- skateboard community interest in planning, programming and activation of spaces.
- consider moveable furniture and green walks
- more public space, like College Park, needed for residents that don't have a backyard
- better lighting needed particularly around TTC subway entrances

## **Ride Hailing and Taxis**

- concern that companies won't respect restricted areas and rules
- companies need to be able to access curb safely for customer pick-up and drop-offs.
- willingness to abide by designated areas

## **Safety**

- concerns about open drug use, urination, lack of cleanliness and bad smells in focus area and questions about implementing a safety plan
- more lighting needed (e.g. McGill-Granby area)
- request for security cameras along with more protection for residents

## **Suggestions**

- criticism that questionnaire should have asked for feedback on all of the alternatives not just the preliminary preferred alternative
- display panels and questionnaire overwhelming and need to be simplified
- experiment by setting up an inexpensive barricade to begin testing in the interim
- functionally re-design needs to implement changes holistically and in tandem with other area changes, improve transit, make it more expensive to bring your car downtown; and address urban poverty
- weight the objectives with an eye to our overall city priorities of addressing climate change, reducing collisions, Vision Zero, and becoming a world class city
- weigh pedestrian and public realm above all and we'll arrive at the right answer
- support for one-way design and consider making Bay Street and Jarvis Street one way
- consider pedestrian scramble for Yonge Street and College/Carlton Street

## Appendix 2: Online Questionnaire Feedback Details

### Online Questionnaire Overview

An online questionnaire was made available between November 20<sup>th</sup> and December 9<sup>th</sup>, 2019 and completed by 3,085 participants.

### Priorities by Location

#### What we Asked

Online questionnaire respondents were provided with five specific priorities pertaining to future priorities for the yongeTOmorrow study area to consider in relation to four block sections in the study area. The four block sections were:

- Queen Street to Dundas Square
- Dundas Square to Edward Street
- Edward Street to Gerrard Street
- Gerrard Street to College Street

The five specific priorities were the following:

- improve the pedestrian experience on Yonge Street
- improve the cycling experience downtown
- provide vehicle access for ride hailing, deliveries and off-street parking
- provide space for patios and on street retail
- support festivals and events

#### What we Heard

Participants were asked to select their top three priorities that should be prioritized for each identified block section. The top three priorities for each of the four block sections were:

- improve the pedestrian experience on Yonge Street
- improve the cycling experience downtown
- provide space for patios and on street retail

The element "festivals and events" was usually the fourth ranked element except for the block section between Gerrard Street and College Street where participants indicated stronger support for vehicle access for ride hailing, deliveries and off-street parking.

The following charts demonstrate how each element was prioritized in relation to location.

Queen Street to Dundas Square

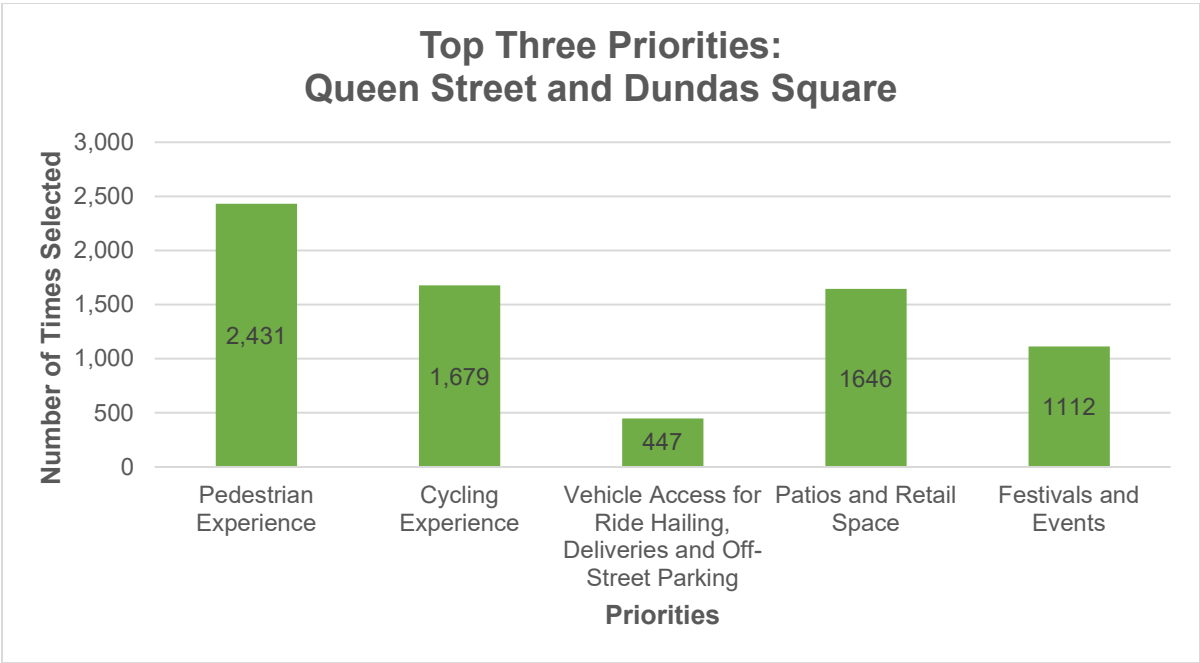


Figure 8: 1. Pedestrian Experience, 2. Cycling Experience, 3. Patios and Retail Space

Dundas Square to Edward Street

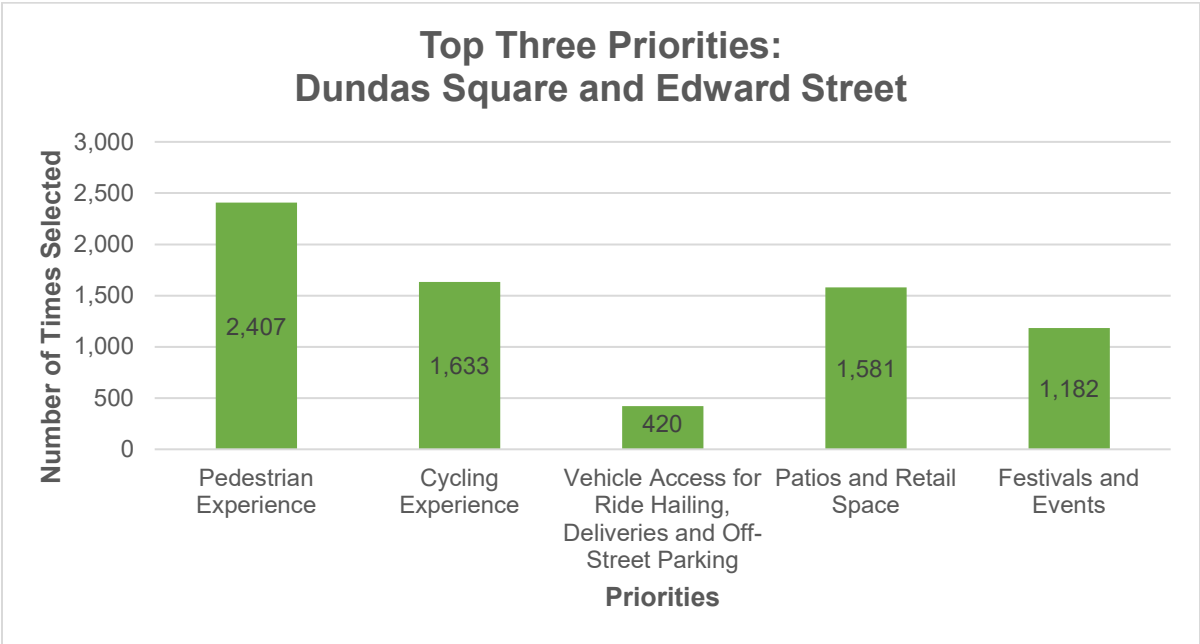


Figure 9: 1. Pedestrian Experience, 2. Cycling Experience, 3. Patios and Retail Space



Edward Street to Gerrard Street

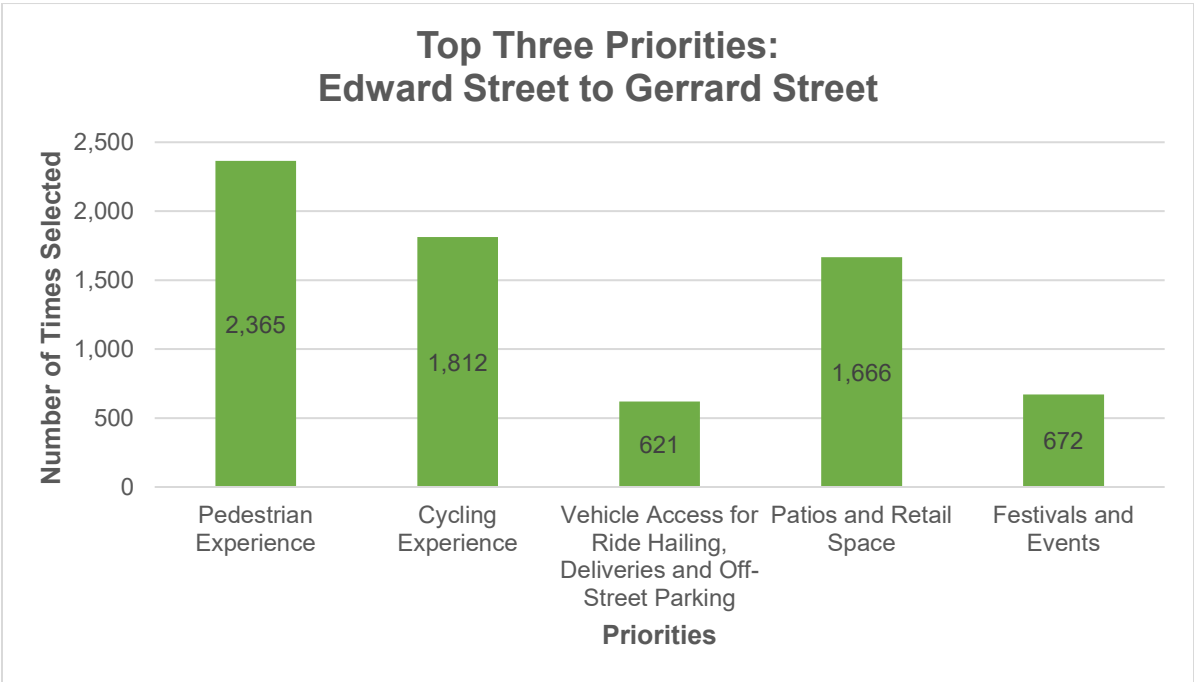


Figure 10: 1. Pedestrian Experience, 2. Cycling Experience, 3. Patios and Retail Space

Gerrard Street to College Street

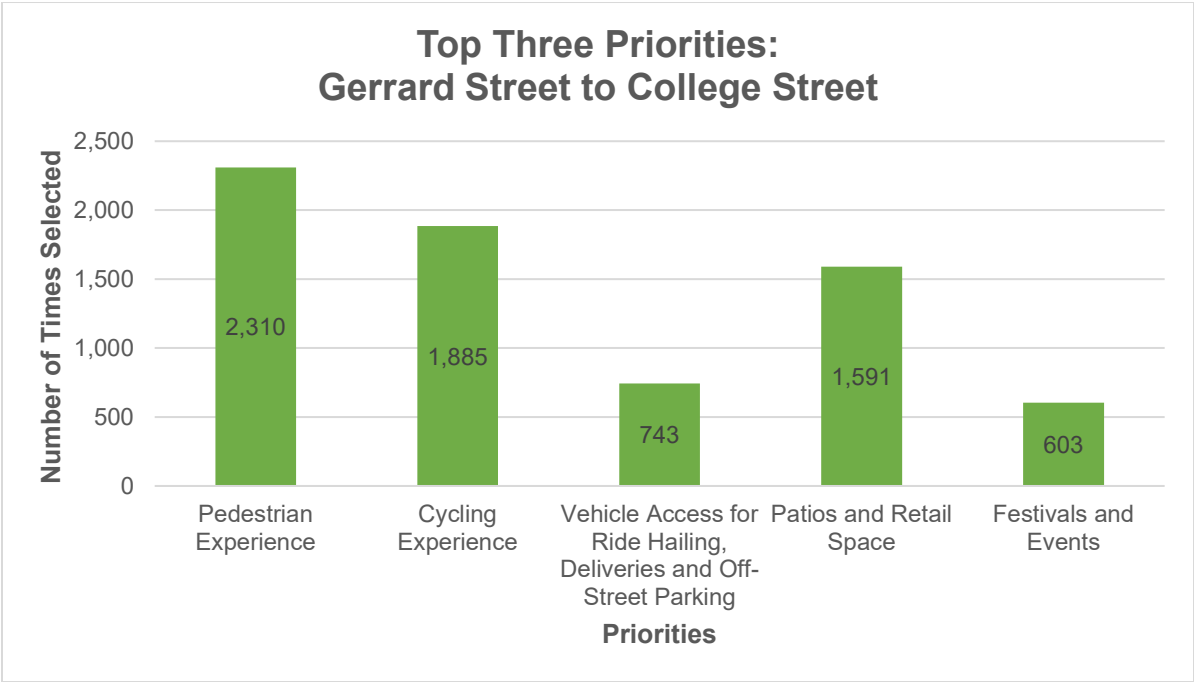


Figure 11: 1. Pedestrian Experience, 2. Cycling Experience, 3. Patios and Retail Space

## Priorities by Time

### What we Asked

Participants were asked whether their opinions related to priority from day to night and between weekday and weekend.

### What we Heard

Approximately 50% of participants said that their opinion on priorities by time did not change and approximately 40% said that their opinions did change. Less participants said they were unsure (approximately 10%). The following points highlight the rationale provided by participants to explain their responses to this question.

#### **Yes, priorities change by time:**

1,038 participants said that their priorities did change based on the time of day and/or time of week. The following points highlight the key messages demonstrating what variations of user access should be considered related to time.

#### **Daytime**

- accommodating business and commuting on Yonge Street
- prioritize pedestrians and cyclists
- vehicle access could be minimal

#### **Nighttime**

- supporting leisure activities on Yonge Street are priorities for evenings
- street should be made more inviting at night by increasing vibrancy with patios and events, increasing lighting and introducing safety measures
- allow for deliveries, ride hailing and TTC (particularly the 320 Yonge Street Night bus)

#### **Weekdays**

- dedicated space to support significant pedestrian volumes from local foot traffic and those commuting from the subway
- sustaining vehicle access could be minimal

#### **Weekends**

- street should be dedicated to pedestrianization and leisure activities (e.g. events and festivals)

#### **Other**

- pedestrians and cycling could be prioritized on Yonge Street at all times of the day
- seasonality should also be considered, for example, pedestrianization should be considered in the summer, but may be less appropriate in the winter months

### **No, priorities do not change by time:**

1,291 participants said that their priorities do not change based on the time of day and/or time of week. Unlike the 'yes' responses, participants provided more general feedback, which has been documented in the comments below.

#### **All-Day**

- street should primarily support active transportation (walking and cycling) at all times of the day:
  - pedestrian experience should be the top priority at all times while possibly considering complete pedestrianization
  - safe cycling infrastructure should be accessible on Yonge Street 24 hours a day and 365 days a year
  - Yonge Street should be a vibrant street even at night and support the nighttime economy (e.g., restaurants, bars, and clubs). However, the nighttime economy would require fostering of a safe environment
- street configuration should be consistent and permanent (i.e., no different between day and night) across the entire study area, as a varying street configuration based on time may result in safety issues, may be difficult for drivers to understand and obey, and may not be enforceable by police
- consider maintaining vehicle access on Yonge Street because downtown traffic congestion could worsen if lanes are removed or if access is restricted to certain times
- TTC 320 Yonge Night bus is important to maintain on Yonge Street especially in situations when the subway experiences service interruptions
- provide space for patios to encourage the animation of the street, providing more greenery and ensuring the general safety of the street configuration
- deliveries could only occur in the evening

### **Unsure if priorities change by time:**

267 participants indicated that they were unsure if their priorities changed based on the time of day and/or time of week. The following points highlight the key messages explaining why

- modes of active transportation (e.g. walking and cycling) should be prioritized over driving:
  - pedestrianize similar to other pedestrian streets in Europe and around the world
  - safe cycling facilities should always be made available on Yonge Street especially at night
- address accessibility standards to ensure the street can be used by all types of people, regardless of ability
- street designs should be simplified to prioritize safety for all users
- time of deliveries should be limited to certain hours (e.g., overnight and early morning)
- accommodate more events such as festivals and parties on the weekends and/or at night
- TTC (particularly the 320 Yonge Street Night Bus) is a key part of the City's public transit system and should continue to travel on Yonge Street at night
- driving access should be maintained at all times of the day and week

## Applying the Options

### What we Asked

To assess the Preliminary Preferred Alternative, participants were asked to rank and provide feedback regarding the recommended application of a street design option to each block on Yonge Street between Queen Street and College/Carlton Street. Five stars represented the optimal preference of the suggested street design while one star represented the least desirable street design option.

### What we Heard

The following sections provide a summary of feedback received and the number of people who selected a star rating.

#### Queen Street to Dundas Square

##### About the Preliminary Preferred Alternative:

*Two driving lanes (Queen Street to Shuter Street) and one driving lane northbound (Shuter Street to Dundas Square) has been applied because this section has: lower pedestrian crowding, access to major parking garages, lots of deliveries and ride hailing.*

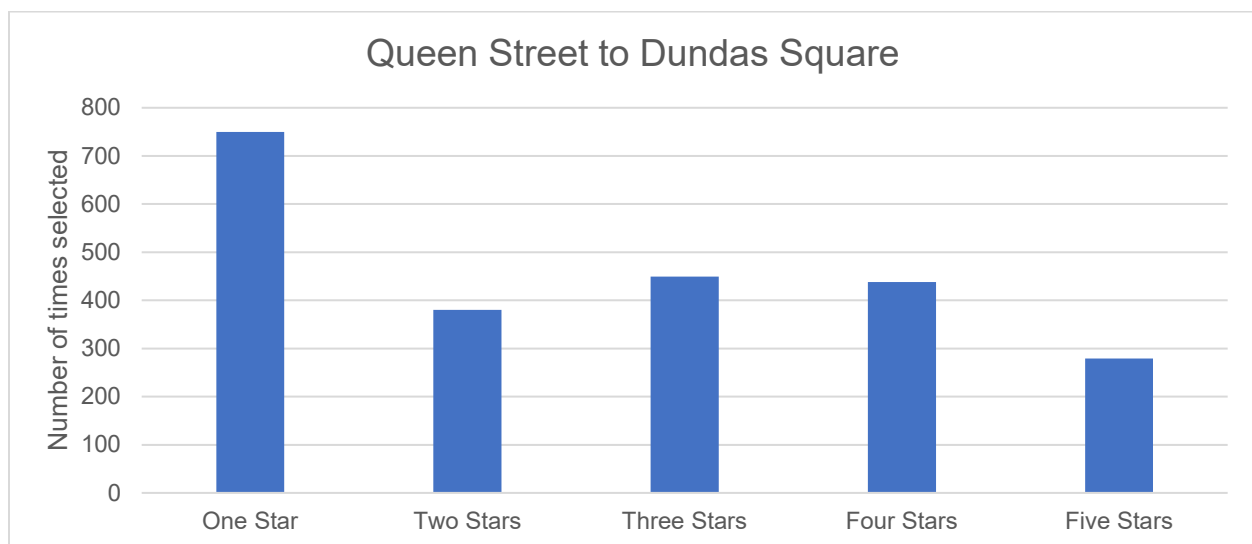


Figure 12: Average = 2.61 Stars

- this street design option is better than the current situation, but could have a greater focus for people who walk and priority for people who cycle
- while vehicle access is important, allowing only buses should be considered
- removing vehicle access from the area could make it a destination street
- safety and accessibility are concerns for pedestrian crossing between retail, restaurants and entertainment on both sides of Yonge Street
- allowance of two-way traffic downtown does not align with the City's declaration of a climate emergency
- design does not alleviate sidewalk crowding because all new sidewalk space is taken up by furniture
- patios and benches won't be enjoyable or healthy for people if it is next to vehicle traffic.

- more trees and greenery should be prioritized over patios and seating
- there could be an offload/delivery and ride hailing zone to prevent gridlock

## Dundas Square to Edward Street

### About the Preliminary Preferred Alternative:

*Pedestrian Priority has been applied because this section has the highest pedestrian volumes and demand for special events.*

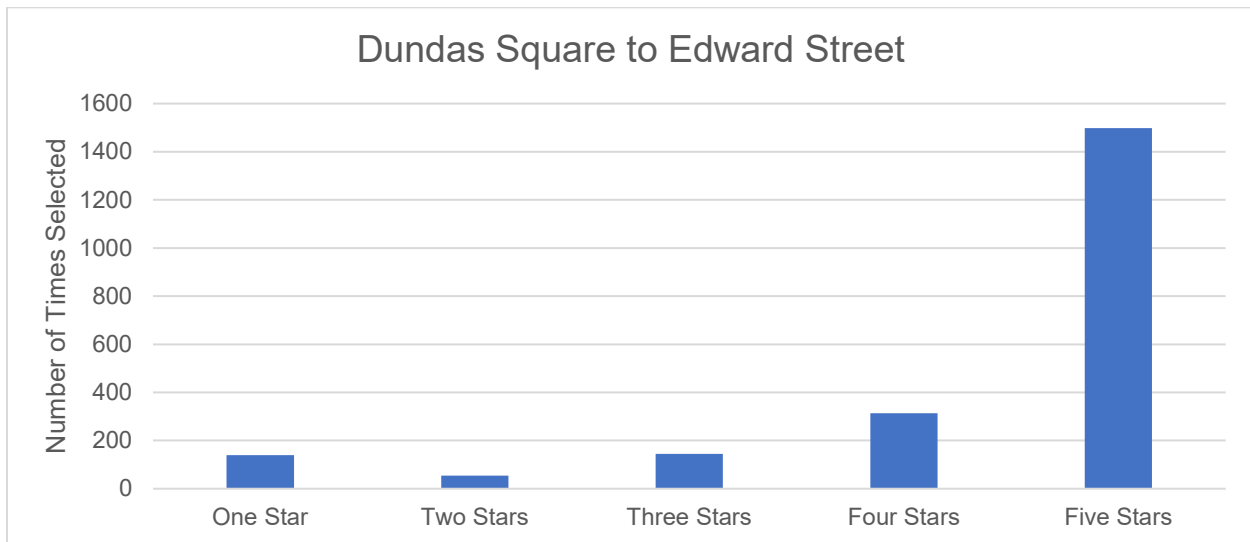


Figure 13: Average = 4.38 Stars

- favourable option but could have a greater cycling priority
- cycle tracks could demonstrate the advantage of active transportation and complete streets to a high-pedestrian traffic area, making residents and visitors consider different forms of active transportation
- dedicated space is needed for people on bicycles, skateboards, rollerblades, scooters or other mobility devices with parking for non-motorized modes of transportation should be accommodated
- ride hailing and Wheel-Trans need to be prioritized for people with mobility needs and devices
- consider pedestrian zone for special events and/or seasonally as opposed to all the time
- this section could be better animated with heritage aspects, improved streetlights, street furniture, art installations and more trees and greenery (particularly around Yonge-Dundas Square)



## Edward Street to Gerrard Street

### About the Preliminary Preferred Alternative:

*Pedestrian Priority has also been applied to this section due to high pedestrian crowding and demand for special events.*

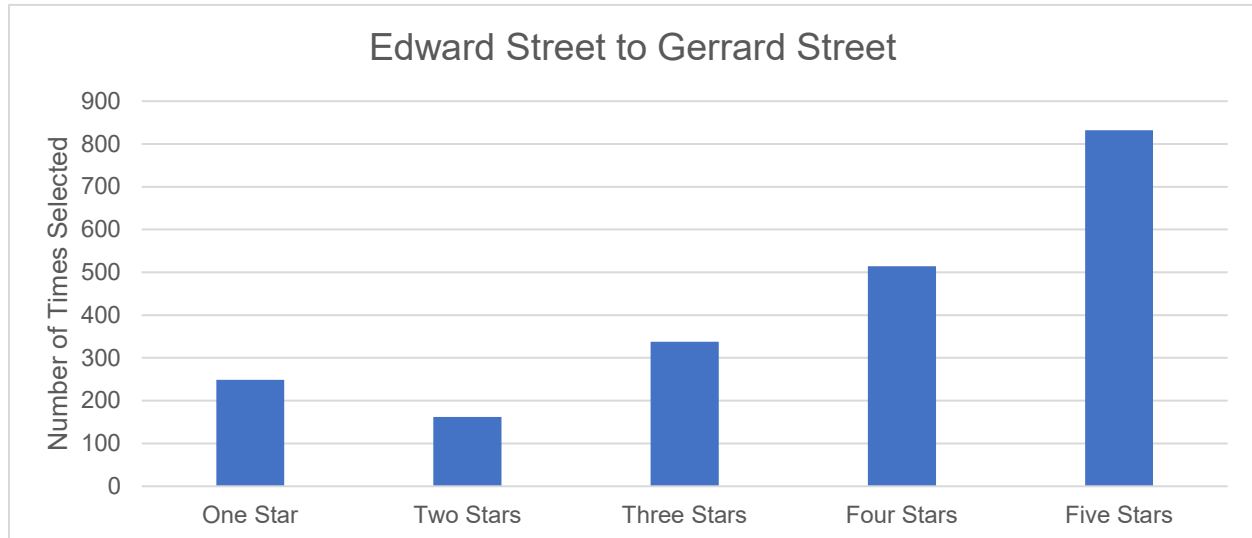


Figure 14: Average = 3.72 Stars

- the pedestrian priority focus of this street design option is favourable, however, cycling infrastructure should be added
- personal vehicle access should either be prohibited in this section or at least one lane of vehicle traffic (in a singular direction) should be maintained
- maintain the access for deliveries and services for businesses, but limiting to certain time (e.g. night)
- maintain TTC 320 Yonge Night bus should be maintained in this scenario as well as 97 Yonge bus to relieve passenger capacity pressure from the subway and act as a solution to any subway service interruptions
- ensure access for people with disabilities and safe for all users
- people with mobility limitations require access to TTC Wheel-Trans, taxi's and/or ride-hailing services
- safety concerns were noted in relation to vehicle traffic

## Gerrard Street to College Street

### About the Preliminary Preferred Alternative:

*Two driving lanes has been applied because this section has a wider right-of-way, lower pedestrian crowding, access to major parking garages, lots of deliveries and ride hailing.*

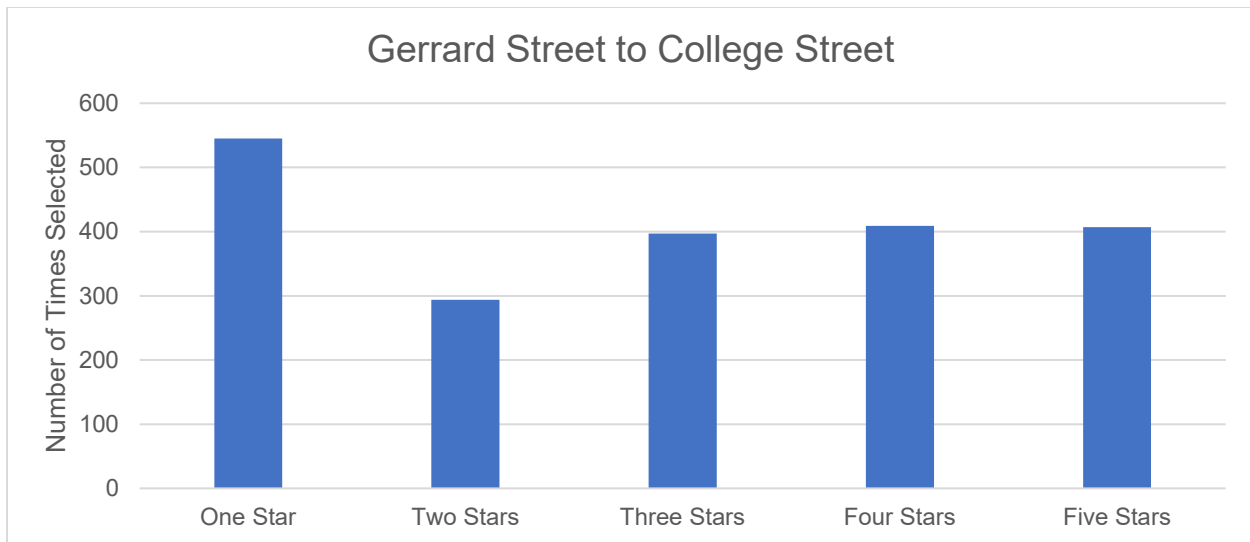


Figure 15: Average = 2.92 Stars

- support received for the way in which the design accommodated multiple methods of transportation (e.g. cars, public transit, ride hailing, personal vehicles and foot traffic) and provided additional seating and trees
- dissatisfaction with this configuration related to the lack of protected cycling lanes as well as preservation of driving lanes on this section of the street
- better serves pedestrians and cyclists and reinforces Toronto's declaration of a climate emergency is important to prevent motorized vehicle access
- access for vehicles should be preserved to prevent increases to traffic congestion and allow for residents in the area to access their homes by car
- while two lanes of driving would be sufficient, maintaining existing configuration (four lanes) could be considered

## Additional Feedback and Themes

Participants were asked to share any additional feedback or suggestions for the project team to conclude the questionnaire. In total, 873 participants provided additional general feedback.

### Cycling Infrastructure

- dedicated and protected cycling infrastructure on Yonge Street is needed and the lack of cycling infrastructure does not comply with the City's [Complete Streets](#) policy
- lack of clarity noted regarding the consideration for dedicated cycling infrastructure on Yonge Street given that it was listed as one of the priorities in the first activity
- shifting cycling infrastructure to University Avenue received minimal support because it is too far west and/or is perceived to be less safe due to the volumes of vehicle traffic it currently accommodates

### Pedestrian Prioritization

- pedestrians should be the number one priority with foot traffic on Yonge Street at capacity and creating dangerous crowding situations
- examples of major Canadian cities as well as other cities in North America, Europe and around the world that have pedestrianized main streets successfully with pedestrianized thoroughfares are "world-class"

### Support for Active Transportation

- while cycling or walking separately received support, a combination of both modes of active transportation should be accommodated and vehicle lanes should be reduced or eliminated to accommodate this

### Vehicle Access

- personal vehicles should be prohibited from Yonge Street
- reduction from four lanes to two lanes is satisfactory in many of the preferred alternative segments and the street should continue to be multi-modal (accommodating of walking, cycling, transit and driving)
- alternatively, vehicle traffic could be maintained to avoid increase in traffic congestion in the downtown core
- businesses could suffer from disallowing vehicle access
- a "do nothing" option should be better considered as is standard in environmental assessment processes
- ridesharing (e.g., Lyft, Uber and other companies) could be banned from using Yonge Street

### Safety

- street is currently perceived to be unsafe for both pedestrians and cyclists and there is a feeling of compromised safety in relation to vehicle traffic and sidewalk crowding
- the City's Vision Zero campaign was referenced in the capacity that the City needs to implement design considerations that will prevent deaths on Toronto's streets

## **Excitement for Change**

- excitement expressed to see City work towards creating an alternative vision for Yonge Street
- project team encouraged to be bold in its decision making and ensure that designs for the study area will meet the future needs of the City rather than simply meeting today's needs
- City should work to implement alternate design configurations at an accelerated rate as the current study timelines and approval processes are too slow

## **Streetscape**

- Focus on improving the streetscape such as incorporating public art, seating, greenery (e.g., trees), lighting, public squares or gathering spaces and enhanced sidewalk cleaning and upkeep

## **Transit**

- improve public transportation options on Yonge Street to support the movement of people

## Appendix 3: Individual Stakeholder Meetings

06/11/2019	CF Eaton Centre
07/17/2019	Cycle Toronto
08/08/2019	CF Eaton Centre
09/11/2019	Downtown Yonge Business Improvement Area (DYBIA)
09/13/2019	CF Eaton Centre
09/15/2019	Open Streets event
09/17/2019	Cycle Toronto
10/08/2019	Cycle Toronto
10/18/2019	Toronto Parking Authority
10/28/2019	Toronto Police Service, DYBIA
10/30/2019	Toronto Skateboard Committee
11/06/2019	Downtown East Action Plan, Toronto Public Health
11/14/2019	Toronto Youth Cabinet
11/14/2019	Uber
11/20/2019	Canada Post, Government Relations
11/21/2019	Fire Services
12/02/2019	Councillor Wong-Tam, Cycle Toronto, Walk Toronto, 8-80 Cities
12/05/2019	Yonge-Dundas Square Board Meeting
12/10/2019	Great Eagle Hotel, 33 Gerrard St. development site
01/06/2019	Ryerson, Real Estate and Facilities/Operations
01/07/2019	Canada Post, Real Estate, Operations
01/15/2019	Follow up with Yonge-Dundas Square Board Treasurer, Mr. Roach
01/15/2019	Bentall Green Oak, 10 Dundas St. E.
01/27/2019	Consulate of Sweden
01/27/2020	The Thornton-Smith Building, 340 Yonge St.
01/27/2020	Salad King, 340 Yonge St.
01/27/2020	HNR Development, 21 Dundas Sq.
01/28/2020	Little Canada Attraction for 10 Dundas St. E.
02/04/2020	The Lalani Group, 335 Yonge St.
02/05/2020	Milkin, 7 Dundas Sq.



02/07.2020	Ed Mirvish Theater, 244 Victoria St.
02/10/2020	Bridge Foods, McDonalds, 356 Yonge St.
02/19/2020	St. Michaels Hospital and BA Group
02/19/2020	City Site Seeing Toronto
03/04/2020	Triovest, Atrium on Bay, 595 Bay St.

## Appendix 4: Business Stakeholder Event

**Meeting Date: January 14, 2020**

**Attendee Represented:**

Bay Cloverhill Community Association  
BentallGreenOak  
Bloor-Yorkville BIA  
Cadillac Fairview  
Canada Post  
Canderel  
Chelsea Hotel  
Church-Wellesley Neighbourhood Assoc.  
Church-Wellesley Village BIA  
Cresford  
Cycle Toronto  
David Suzuki Foundation  
Downtown Yonge BIA  
Gaiimo Architects  
Yonge-Dundas Square

Goodmans LLP  
HNR Properties Ltd.  
Mark Development Advisors LLC  
Massey Hall  
Milkin Holdings Ltd.  
Ryerson City Building Institute  
Ryerson University Facilities & Development  
Salad King  
St. Lawrence Market BIA  
The Elgin and Winter Garden Theatre  
The Lalani Group  
Toronto Camera Centres Ltd.  
Triovert

**City of Toronto Staff:**

Johanna Kyte, Transportation Services  
Carol Tsang, Public Consultation Unit  
Maogosha Pyjor, Public Consultation Unit

**Meeting Purpose**

To receive feedback from property/business owners and managers on the short list of alternatives including the preliminary preferred alternative for the yongeTOmorrow study.

**Discussion**

The following presents the questions and comments received by meeting participants and the responses provided by City staff.

**Salad King, Alan Liu**

- family has been operating the restaurant for almost 30 years in the neighbourhood and have completed their own economic study

- difficulty of receiving deliveries downtown has meant the business has to facilitate delivering themselves (companies want to avoid travelling to the core), e.g. Currently without a plumber because they cannot find a plumber that wants to come downtown
- any restriction to movement will exacerbate the ability for any supplies to come downtown.
- delivery time of day as outlined in presentation and panels won't work (i.e. midnight to 7 a.m.):
  - many businesses are currently closed during suggested delivery hours
  - predict additional costs associated with employing staff to receive deliveries during proposed delivery hours
  - require seven day delivery to keep volumes where they need to be
- businesses cannot afford to operate and will City bring in the revenue to the business to cover those costs?

**Response:**

- helpful for staff to hear about what isn't working and any data that a business is willing to share is welcomed but there will have to be some compromises from business owners
- free and open access all the time might not work, but staff are willing to work with stakeholders on better operations
- businesses encouraged to request an individual meeting with City staff to talk about their specific requirements, e.g. vehicle sizes and delivery times

**Janet Gates, The Elgin and Winter Garden Theatre**

- concern about delivery service times for businesses and suggested midnight to 7 a.m. is not practical:
  - most businesses in the neighbourhood deliver from Yonge Street
  - development in the area has denied them any access from Victoria Street
  - most rely on the Yonge Street for drop-offs
- limits to ride hailing 9 p.m. onwards takes care of the post-show crowd, but does not assist with the drop-off issue
- located between Queen Street and Shuter Street and supportive of the Queen Street to Shuter Street 2-way cross-section, with the pedestrian corridor and lay-bys
- Any consideration of Victoria Street absorbing some of the volume is impractical
  - street is at a standstill when the Ed Mirvish Theatre and Massey Hall have load in operations and construction associated with St. Michael's Hospital renovations
- can't predict the traffic volume associated with shows because schedules are unpredictable
  - schedule for eight shows in a week can be provided but there are odd bookings for a 1 p.m. or 2 p.m. show (for children) which is off the standard time/evening times
- important to consider that a lot of development is still slated for north of Dundas Street East and results in pressures for access off of Yonge Street
- idea of testing which has merit and there have been past opportunities to reference with street closures including TIFF and Busker festivals
- very supportive of the short term plans and open to other models permitting occasional takeovers

**Response:**

- stakeholder Advisory Group (SAG) has also expressed similar sentiment towards a phased in approach and/or testing alternatives

- part of the conversation is about readiness in Toronto for Alternative 3 or 4 and timing for introducing pedestrian priority street
- clarification regarding taxi/ride hail limitations within pedestrian priority areas – the limitations on the vehicles are only for areas that are pedestrian priority
- request to better understand impact on operations if taxis are able to access the front of the property
  - Janet indicated that they are fine if Alternative 4 provides layby for drop-offs but note that buses will need to occupy lay-by as well resulting in both ride hailing and buses consuming northbound lane when lay-by is occupied

**Bob Emond, BentallGreenOak, Representing 10 Dundas East**

- concerned with the Dundas Street to Elm Street pedestrian only section, as the building's loading docks are off of Gould Street and this is a 24/7 operation
- majority of overnight deliveries are service vehicles, garbage pick-up, etc.
- request to explain meaning of managed time access for deliveries
- third slide in the presentation indicated that the traffic is roughly 24% of vehicular traffic on Yonge Street – what percentage of this is service vehicles?
- inviting staff to property to see what 24/7 delivery looks like to better understand the impacts
- near future tourist attraction "Little Canada" coming Canada Day and will draw school/tour buses to Dundas Square

**Response:**

- concern raised about proposed delivery hours will be shared with project team and look for workable solutions
- do not have percentages and data on volume of delivery vehicles however in the process of figuring out distinction between two types of delivery vehicles – couriers and mobile app delivery services to better understand operations and requirements

**Ken Rutherford, Thornton Smith, Owner of 340 Yonge Street**

- live in an area where services and deliveries take place late (between the hours of midnight and 7 a.m.) and the noise is ridiculous and needs to be considered when balancing needs of residents and businesses
- request for timing and implementation
- have there been any studies done for Elm Street and Edwards Street?
- city of Toronto divisions all need to be involved in the lead up and coordination of watermain works in order to gain more public support, e.g. task force

**Response:**

- targeting 2023 for construction and coordinated with watermain replacement – given both, it will be a lengthy construction timeline
- length of construction depends on the alternative selected as part of the process
  - Ken indicated that given 2023 is three years away, consider starting immediately to test different elements of alternative to provide learnings and help communicated affects to larger community
- as part of the traffic modelling exercise, the design team is assessing all the intersecting streets and larger network operations
- project has a Technical Advisory Committee (TAC) composed of the following City divisions: City Planning, Parks Forestry and Recreation, Toronto Water, Solid Waste, Economic

Development & Culture, Municipal Licencing and Standards, Toronto Public Health, Shelter Support and Housing and the Project Management Office

**Doug McKendrick, Massey Hall**

- noise Bylaw states that you can't unload or load between 11 p.m. and 7 a.m.
- turning radius for Massey Hall needs to be considered for the large amount of tractor trailers and buses that come with the shows and use Yonge Street
  - Ensure trucks don't get stuck at the turn from Yonge Street to Shuter Street

**Ryan Kichler, Yonge-Dundas Square**

- for Yonge-Dundas Square to Elm Street block, high volume of events is part of rationale for pedestrian priority area but event space also requires:
  - vehicle access to unload and take-down of events
  - alternative 3 or 4, seems to restrict services, unloading and/or vehicle access to the square
- site is a hub and tourist attraction with Hop-On Hop-Off bus travelling north on Yonge Street

**Gina Verteouris, Milkin Holdings Ltd., Property Manager 7 Dundas Square**

- consider special situations that require access, i.e. broken watermain, utility access:
  - transformer work had to be done recently and finding space for generator was challenging "nightmare"
  - tenants moving in and out
  - construction staging, impacts and disturbances
- O'Keefe Lane is blocked most of the time
- difficult to understand how the alternative will work with existing space limitations and logistically

**Response:**

- this project is a major initiative for the City of Toronto and willing to look outside the box for Yonge Street

**Stephanie McCracken, Church-Wellesley Village BIA**

- suggestion to explore other cities who are successfully building pedestrian streets
- important to recognize that we can have economic vitality and tourism without vehicle traffic

**Al Lalani, TLG, Represents 335 Yonge Street Development Application**

- request to explain decision making process and authority of staff present today – how likely is one of these alternatives to be implemented
- 2023 is not too far away, so why is the City from the building and zoning perspective not considering changes to the street when evaluating new applications? Why is my application being held up or having to meet current parking requirements?

**Response:**

- happy to facilitate a meeting between the applicant, City Planning and Transportation Services
- Transportation Services is conducting this EA study and in terms of decision-making process, the design team will make a staff recommendation to City Council for consideration and it is City Council's decision on the ultimate design of Yonge Street. If Council approves,

the final report then submitted to the Ministry of the Environment Conservation and Parks (MECP)

- given watermain, Yonge Street needs to be constructed no matter what and construction will last 1-2 years

**Scott Watson, Canada Post**

- indicated that working with City of Toronto staff and can address any mail or e-commerce concerns
- delivery time frame also doesn't work for Canada Post and providing data to City on routes and associate volumes

**Marc Cinq-Mars, Ryerson University**

- will there be any coordination with the TTC for new subway entrances?

***Response:***

- yes, working closely with the TTC and Ryerson. Important to acknowledge that TTC and Transportation Services are two different entities and therefore, this road reconstruction project cannot facilitate a new subway entrance or changes to subway infrastructure

**Martin Wray, Cadillac Fairview**

- acknowledge that concern regarding TTC and emergency vehicle access has come up a lot
- when considering impacts on downtown network, City needs to consider:
  - impact on Bay Street, i.e. 1-4 minute increase in travel time and where does this time come from?
  - experiences like watermain break on Yonge Street made Bay Street impassable
  - the vitality of neighbourhood will be affected and has to include vehicles
- cannot move forward with just pedestrianization and need to consider the stakeholders in the room that have a greater say on the street

**Gideon Forman, David Suzuki Foundation**

- alternative 3 or 4 (prioritize walking and cycling with facilities) provide real solutions for our traffic congestion problems

**Mark Garner, Downtown Yonge BIA**

- encourages people to talk to their neighbours and networks as this is an important project and we need to hear more from business owners and operators



## Appendix 5: Additional Suggestions

Other comments and suggestions not yet reflected have been received from all the consultation activities including the public event, online questionnaire and via phone/email.

### Accessibility

- consider needs of seniors who require convenient pick-up and drop-off locations
- request that no curbs be used in design (i.e. predictable infrastructure)

### Business

- consider that smaller businesses experience challenges with increasing rents, property taxes, competing with larger corporate franchises and construction projects.
- concern about economic sustainability of area, threat of "dead zones" and economic and social challenges in certain areas along the street.

### Cycling

- concern about potential conflict between cyclists and delivery/rideshare vehicles stopping in a cycling facility
- consider a paving treatment that will slow cyclists down
- connectivity is the most important consideration and therefore, open to cycling facility on Bay Street in order to choose best option
- consider connecting north/south cycling facilities with east/west cycle tracks on Richmond Street and Adelaide Street
- add Bike Share stations, racks and bike repair stations

### Deliveries and Services

- acknowledgement needed of new pressures to accommodate both deliveries due to online shopping and rideshare needs  
consider retractable bollards that allow for flexible use and emergency, delivery and transit access

### Events and Festivals

- use flexibility to shut down street for events and then re-activate traffic lanes
- consider another street for cultural events or do them early on Sunday morning

### Green the Street

- plant more trees along street and consider that mature trees add a sense of significance to a major thoroughfare
- add planter boxes, grassy parkettes, native species and other greenery
- include green infrastructure to account for flooding and urban heat caused by widespread paving

## **Health and Well-Being**

- student population is a positive contribution for the street and area
- acknowledgement that people (with and without a home) are scared on street and don't want to be harassed
- concern regarding the visibility and impacts of homelessness, addiction and substance abuse on Yonge Street
- comments that street feels more dangerous than it used to be
- experiences shared about challenges living in area including incidents of crime, violence and aggression
- requests for more crossing guards, cameras on corners and police officers

## **Public Realm**

- feeling that benches cause obstructions for pedestrians
- requests for waste receptacles and ashtrays
- question for team to think about how people can enjoy public space during winter months and factor this into design
- concern about experience on Yonge Street during summer with garbage smell
- interest in more public art and requests for artists and busker performance space



yonge**T**omorrow

# Round Three Consultation Summary Report

Prepared by LURA Consulting  
November 2020

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## Executive Summary

YongeTOmorrow is a Municipal Class Environmental Assessment (EA) working to develop and evaluate design options to increase pedestrian space and improve the way people move through and experience Yonge Street between Queen Street and College/Carlton Street.

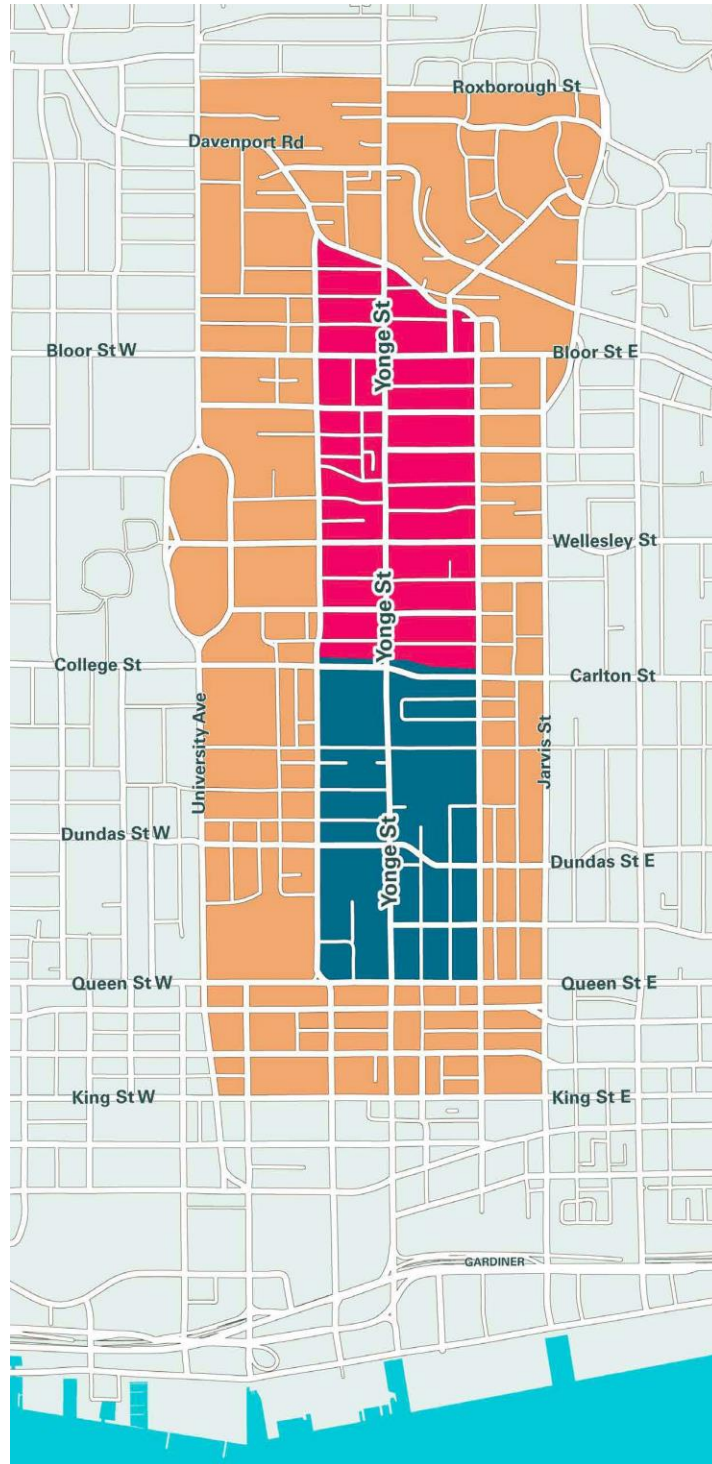


Figure 1: Map of the yongeTOmorrow Study Area

Leading up to Round Three Consultation, Preferred Alternative 4 was developed into three Design Concepts that provide more detail and address feedback related to each block section of Yonge Street. A detailed evaluation was completed and Design Concept 4c (Pedestrian Priority with One-Way Driving Access and Cycle Tracks) was selected as the Recommended Design Concept as it best supports the four objectives of mobility, livability, sustainability, and prosperity. It offers ways to access and experience Yonge Street by walking or cycling, by using transit or driving a vehicle.

During Round Three Consultation, residents, businesses and stakeholders were engaged to review and provide feedback on the Recommended Design Concept for Yonge Street and consider how the design supports the project objectives.

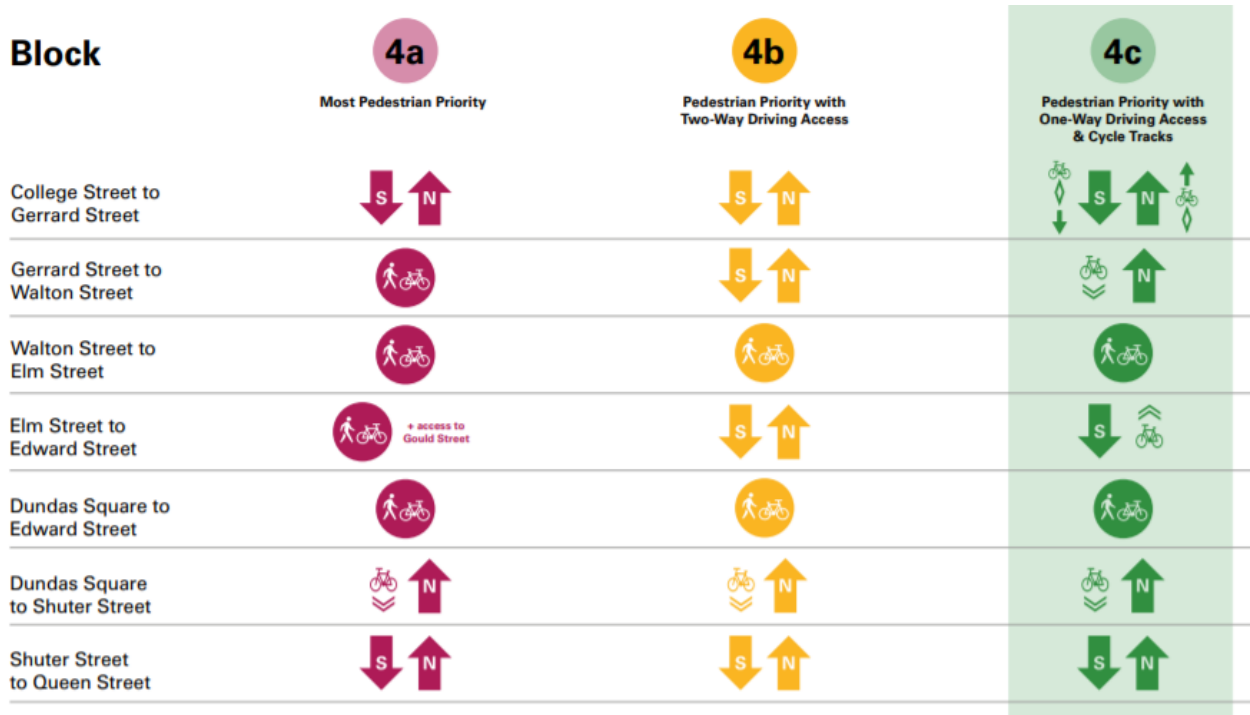


Figure 2: Three Design Concepts for Yonge Street

### Project Communications and Engagement Activities

Due to the COVID-19 pandemic, Round Three Consultation activities were adapted to ensure the health and safety of all community members and to align with public health recommendations. Face-to-face engagement activities were substituted with online and telephone interactions.

Public communications to promote Round Three Consultation included flyers delivered to addresses within the study area, a promotional video, email invitations to stakeholders and project list members and social media posts.

This round of public consultation resulted in over 1,600 points of engagements and included a variety of engagement opportunities:

- over 30 participants at each of the three Stakeholder Advisory Group (SAG) meetings
- over 20 individual stakeholder meetings (i.e., properties, businesses and organizations)
- presentation to the City's [Design Review Panel](#)
- 206 attendees for a virtual public meeting
- 1,334 completed online questionnaires
- over 70 emails and phone calls received and recorded

## **What We Heard**

Participants were asked how well the five project objectives are achieved by the Recommended Design Concept (4c). The project objectives are:

- Improve the pedestrian experience on Yonge Street.
- Improve the cycling experience downtown.
- Provide vehicle access for ride hailing, deliveries, and off street parking.
- Provide space for patios and on street retail.
- Support festivals and events.

Highlights of feedback are organized into key categories and are summarized below.

### **Overall Feedback on Recommended Design Concept**

There was an overall positive response across the online questionnaire and public meeting regarding the Recommended Design Concept. SAG participants expressed varied levels of support for the design and comments recorded from email and phone calls were more mixed between agreement and disagreement with the recommendations. Some participants were concerned about the level of confusion for all road users as the road operation changes from block to block. There was support for a more consistent operation throughout the focus area to reduce confusion for users. SAG participants noted that their priorities for yongeTOmorrow had not changed given COVID-19. Business stakeholders expressed concern for the economic impacts of removing daytime vehicular access on sections of Yonge Street.

### **Pedestrian Experience**

Support was expressed for the Recommended Design Concept as it relates to improving the pedestrian experience. Participants shared that COVID-19 has either further emphasized the need for wider sidewalks and greater spatial allocations for pedestrians or raised questions about what pedestrian volumes will be post-pandemic. There were questions about how accessibility would be maintained in the pedestrian priority zones. Participants noted that it would be important to ensure that the zones remain vibrant through programming of the street. Concern was also expressed regarding pedestrian safety as it relates to interactions with cyclists and vehicles.

### **Cycling Experience**

There was support for the Recommended Design Concept as it relates to the cycling experience. Participants shared support for clear and dedicated separation of cyclists from other road users, and concern about the interaction of cyclists and other road users such as pedestrians and delivery vehicles. It was noted that sufficient bike storage should be included in the design. Connections to the existing cycle network was considered important to participants.



## **Vehicle Access**

There were diverging views about the level of vehicle access that should be included in the design. There was concern that the design may increase traffic volumes on adjacent streets. Some participants suggested dedicated delivery zones on side streets and limiting ride hailing on one-way streets while many businesses have requested dedicated curbside delivery zones on Yonge Street. There were also diverging views on how businesses will be impacted by reduced car access. Questions were raised about what physical elements would be used to restrict vehicle access in pedestrian priority zones and how emergency services would maintain access in those areas.

## **Space for Patios and Street Retail**

There was general support for improving patio and street retail spaces, however there was a desire to further expand pedestrian spaces. There was support for greater separation between patios and other street users. There was some concern that vehicle access will detract from the outdoor dining experience. Suggestions were made to include more trees, greenspace, public art and furniture into the design. There were concerns about how the street will remain vibrant over the winter months.

## **Space for Festivals and Events**

There was support for space for festivals and events along the street, including for occasional road closures to accommodate these events. It is important for the street to remain accessible for other users during events, and participants supported the flexibility of the street to accommodate a range of uses. Public washrooms, seating, and rest areas were considered important to the enjoyment of festivals and events.

## **Next Steps**

The feedback received from Round Three Consultation will be used to inform the next phase of the study. The next phase includes the refinement and confirmation of a Recommended Design Concept followed by a report to the City's Infrastructure and Environment Committee and City Council in January 2021. Following Council's approval, an Environmental Study Report (ESR) will be submitted to the Province with a 30-Day Public Review Period. For more information, please visit: [toronto.ca/yongeTOmorrow](https://toronto.ca/yongeTOmorrow).

## Overview of Public Consultation

As part of the Round Three Consultation process, residents, businesses and stakeholders were engaged in the development and consideration of the Recommended Design Concept for Yonge Street. The Recommended Design Concept proposes a two lane road that can be operated in different ways to accommodate the needs of particular blocks. This report summarizes the communications and consultation activities carried out and feedback received leading up to, during and after the virtual public meeting held on September 16, 2020.

The Project Team is committed to engaging stakeholders in a meaningful way that is transparent, inclusive, contemporary, and accountable. It is important to make it easy for people to learn about the project, provide feedback and at this stage, help inform the preferred design concept for the re-design of Yonge Street.

Due to the COVID-19 pandemic, Round Three Consultation activities were adapted to ensure the health and safety of all community members. In alignment with public health recommendations, all face-to-face engagement activities were substituted with online and telephone interactions.

### Notification and Communications

Public communications were used to promote awareness of the consultation process, collect broad perspectives and engage stakeholders and the public on potential street design options for Yonge Street:

- 98,825 flyers delivered by Canada Post (September 2, 2020) for virtual public meeting to study area bound by King Street, University Avenue, Roxborough Street and Jarvis Street
- video (1 minute +) with call-to-action shared on social media and project web page
- online briefing video for Recommended Design Concept
- printed information materials available at Central YMCA, 20 Grosvenor Street (September 3 to October 5, 2020)
- email invitation to SAG members consisting of resident, business and community organizations
- e-updates to project mailing list: 676 subscribers (September 2, 15, and 30, 2020)
- social media posts: Twitter: @CityofToronto, @TO\_Transport, @GetInvolvedTO and Instagram: @CityofTO and Facebook: City of Toronto (various from September 3 to October 5, 2020)
- paid promotion on Twitter, Facebook and Instagram (started September 3 through to September 30, 2020)
- paid advertisements in NOW Magazine (September 3 and 10, 2020)
- street decals (September 18, 2020)
- media stories including: CBC, TVO, BlogTO, Toronto Star, and Toronto Life among others
- project web page: [toronto.ca/yongeTOMorrow](https://toronto.ca/yongeTOMorrow) viewed 8,710 times between September 2 and 30, 2020

## Activities

Public input was collected through the following consultation activities:

- SAG meetings (Meeting #5, February 25, 2020; Meeting #6, July 9, 2020)
- Virtual Public Meeting (September 16, 2020) – 206 participants
- 1,334 completed responses to the online questionnaire
- Design Review Panel (September 17, 2020)
- over 60 individual stakeholder meetings, which are ongoing throughout study (Appendix 3 for list of organizations)
- over 70 emails and phone calls logged for Round Three Consultation with over 200 emails and phone calls to date, which are ongoing throughout study

## Submissions/Letters Received

- Ryerson City Building Institute (July 14, 2020)
- Consortium of Yonge Street businesses and landlords (July 23, 2020)
- Downtown Yonge Business Improvement Area (DYBIA) (September 11, 2020)
- Toronto Community Bikeway Coalition (September 17, 2020)
- Bay Cloverhill Community Association (BCCA) (October 15, 2020)
- Milkin Corporation (October 29, 2020)

## Feedback Summary

The following section provides a summary of the feedback received from the different Round Three Consultation activities. All comments received have been reviewed and organized to identify key themes, priorities, preferences and differences in opinion.

## Consultation Overview

Participants were presented with three design concepts developed for the preferred alternative solution (Preferred Alternative 4) which was identified in the previous round of consultation. The three concepts divide Alternative 4 into smaller blocks to address feedback and provide more detail.

- Design Concept 4a proposes the most pedestrian priority zones
- Design Concept 4b proposes pedestrian priority zones with two-way driving access
- Design Concept 4c proposes pedestrian priority zones with one-way driving access and cycle tracks (see Figure 2 above)

A detailed evaluation was completed and Design Concept 4c was selected as the Recommended Design Concept as it best supports the four objectives of mobility, livability, sustainability, and prosperity. It offers ways to access and experience Yonge Street by walking or cycling, by using transit, or driving a vehicle.

Design Concept 4c is shown in Figure 3 below.

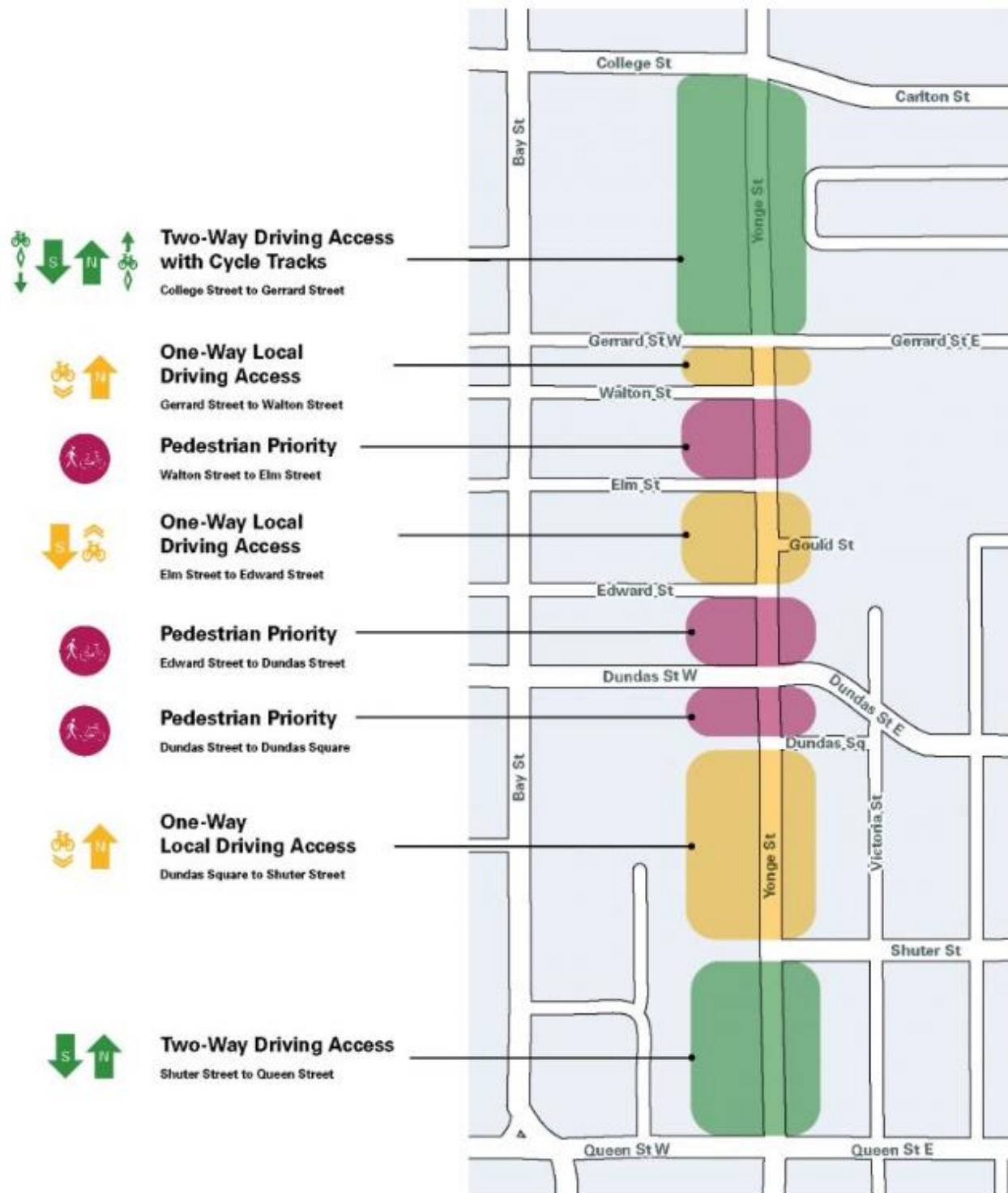


Figure 3: Recommended Design Concept 4c

## **Stakeholder Advisory Group**

Local community stakeholders formed a SAG that have met with the Project Team six times throughout the yongeTOMorrow study. Stakeholders were engaged in three meetings during the Round Three Consultation.

### **Who Participated?**

The stakeholders include representatives from: property owners/operators, Business Improvement Areas, Residents' Associations, research and advocacy groups and educational institutions. Full meeting summaries, along with a list of participating organizations, are available to review on the project web page.

### **Meeting #5: Emerging Preferred Alternative Design Concept**

The fifth meeting took place on February 25, 2020, with a presentation on the emerging preferred design concept (4c) and workshop style discussion about refinements to the design (including operations, functionality, and look-and-feel).

### **Key Points:**

- Overall, the emerging preferred design concept was received positively by participants.
- The emerging design concept for College Street to Gerrard Street was well received by participants. Elements such as pedestrian clearway widths, lay-bys and reduced vehicle lanes were all supported. The majority of participants were pleased to see the introduction of cycling lanes on this segment of Yonge Street while some participants continued to be opposed to cycling lanes.
- From Gerrard Street to Walton Street, some participants expressed interest in seeing two-way vehicle access to service future developments and the extension of Walton Street to Bay Street.
- Some participants questioned placement of a pedestrian priority zone from Walton Street to Elm Street because it is disconnected from the other pedestrian priority zones to the south. It was suggested that plans for animation should be addressed to ensure that the pedestrian priority zone remains vibrant.
- From Elm Street to Edward Street, participants provided the greatest amount of critical feedback and questions regarding what types of vehicles would be permitted to use the local access loop.
- From Edward Street to Dundas Square, there was support for designating the area as a pedestrian priority zone. Participants were curious about measures to encourage safe interaction between cyclists and pedestrians. Participants also encouraged the need for animation and programming in this section of the street to promote safety and foster vibrancy.
- From Dundas Square to Shuter Street, participants noted that this area needs ample space for loading and passenger pick up and drop off to support the theatres and businesses without rear access. Participants noted the need for traffic control measures in this segment as the availability of the southbound lane may encourage vehicles to U-turn and travel southbound on the street.
- From Shuter Street to Queen Street, participants were in favour of traffic calmed conditions on the street by reducing traffic to two lanes. Cycling facilities were encouraged by a few participants in this area.

## **Meeting #6: Project Update and COVID-19 Pandemic Check-In**

The sixth meeting took place on July 9, 2020, and sought feedback on the effects of the COVID-19 pandemic (i.e., physical distancing requirements, economic support and recovery) and other ongoing events and conversations (i.e., race and equity, crime prevention and policing, mental and physical health needs).

### **Key Points:**

- Participant methods of traveling to and from Yonge Street have changed since COVID-19. There is an overall decline in stakeholder visits to Yonge Street.
- The experience of traveling to Yonge Street has changed. People may be nervous to take transit and may drive instead. Measures are needed to ensure people have ways to access Yonge Street comfortably during these unprecedented times (e.g., wide sidewalks, cycling infrastructure, etc.).
- The majority of participants noted that their priorities for yongeTOmorrow have not changed given COVID-19 and ongoing conversations.
- For some, COVID-19 has further emphasized the need for wider sidewalks and greater spatial allocations for pedestrians. For others, there is skepticism about the volumes of pedestrians being planned for. Given that residents may think twice about being on public transit, some felt that vehicle access should be maintained.
- Yonge Street is currently unwelcoming from a streetscape perspective. The boarded windows and hoarding presented during the early months of the pandemic emphasized the lack of greenery, natural elements and beautification of the street.
- The pedestrian and cycling experience should be prioritized over the car in the recovery from the pandemic. People may be hesitant to return to public transit in the months following the pandemic, which means ample space will be needed to support pedestrian movement and safe cycling.
- Protected space is needed for businesses that do not have rear access or loading docks.
- Equity must be confirmed as a core principle of yongeTOmorrow. The design should actively provide benefits to all those who live in, work in, and visit the neighbourhood.
- Temporary interventions such as CurbTO, CaféTO and ActiveTO should be closely monitored to assess impacts on accessibility, movement and congestion as they could offer valuable lessons to inform and refine the yongeTOmorrow design concepts.

Detailed stakeholder meeting summaries, including list of participants and design drawings, are available to review on the project web page [toronto.ca/yongeTOmorrow](https://toronto.ca/yongeTOmorrow) under the consultation tab.

### **Design Review Panel**

On September 17, 2020, the City provided an update on the yongeTOmorrow study and presented the Recommended Design Concept to the Design Review Panel (DRP). The Panel's advice was sought on how the recommended design supports the project objectives.

## **Who Participated?**

Meeting attendees included the DRP members, City staff and a representative from the design team. The DRP is comprised of professional architects, landscape architects, urban designers and engineers who provide advice to city staff in matters that impact the public realm.

### **Key Points:**

- The Recommended Design Concept has a good balance of vehicular access and pedestrian priority.
- Ensure that the concept openly enables and celebrates Yonge Street's social and cultural context.
- There is concern that an over-pedestrianization of Yonge Street could sterilize the character of the street.
- Street trees, style of lighting and quality of design will be key for pedestrian comfort.
- Furnishing should be diverse. Consider flexible furniture that can adapt to retail needs.
- Embed into the design a holistic, physically visible sustainability strategy that openly educates and informs the community.
- Explaining/illustrating the consistent physical design and flexibility of use is important.

## **Virtual Public Meeting**

On September 16, 2020, the City hosted a virtual public meeting using Webex Events to provide an update on the study, present the Recommended Design Concept for Yonge Street, and provide an opportunity for community members to ask questions and give feedback.

Consultation materials were provided in advance of the meeting and included an Online Project Briefing Video and Information Package. Hard copy materials were available to be picked up from Central YMCA at 20 Grosvenor St. Public Meeting #3 was recorded and is available on the project website. Participants were also encouraged to share feedback via the online questionnaire and/or submitting comments via email and/or phone before and after the event. The online questionnaire was open from September 2, 2020 to October 5, 2020.

## **Who Participated?**

The event was attended by approximately 206 participants. Attendees were able to participate by telephone, smartphone/tablet, or desktop/laptop computer.

### **Key Points:**

- In terms of the overall design, participants were interested in why the various designs were proposed for each block.
- With respect to cycling, participants were interested in the rationale for selecting the blocks that include cycle tracks and whether there would be clear separation of cyclists and other road users.
- With respect to accessibility, participants were interested in how people using mobility aids requiring drop offs by Wheel-Trans or private vehicles would be able to reach destinations located within pedestrian priority zones. They were also interested in how the paving material would support accessibility for all users.



- With respect to pedestrian safety, there was support for clearways designated for pedestrians only, compared to other wheeled modes of transportation (e.g., bicycles, scooters, e-bikes, etc.) in the pedestrian priority zones.
- With respect to driving routes, there was concern that traffic on adjacent streets would be increased because of the Recommended Design Concept and that drivers may have difficulty navigating the different blocks of the focus area.
- With respect to the design, questions were raised about what physical elements would be used to restrict vehicle access (i.e., gates) in pedestrian priority zones and how emergency services would maintain access in those areas.
- There was interest in how businesses would be impacted by reduced driving access.

See Appendix 1 for more information and detailed answers to feedback.

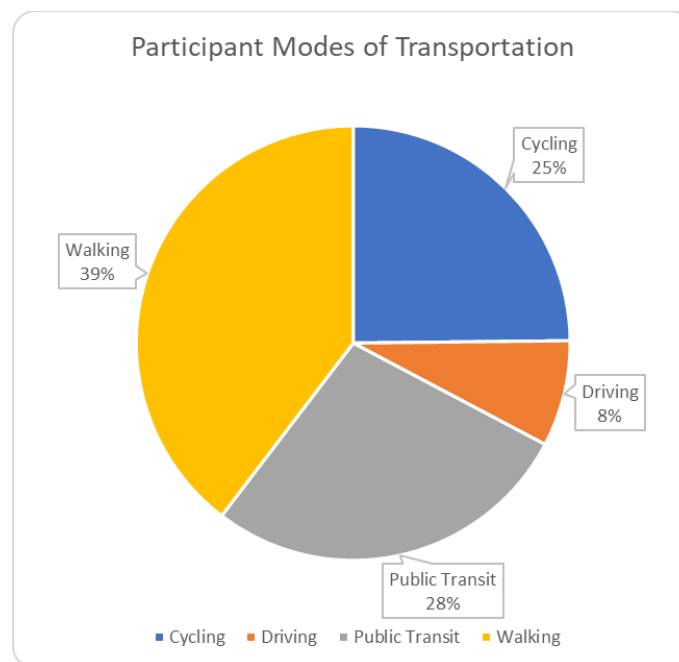
### Online Questionnaire

An online questionnaire was made available between September 2 and October 5, 2020 and was completed by 1,334 participants. Participants were asked to review the Recommended Design Concept for Yonge Street and consider how the recommended street design supports the five project objectives for Yonge Street. The project objectives are:

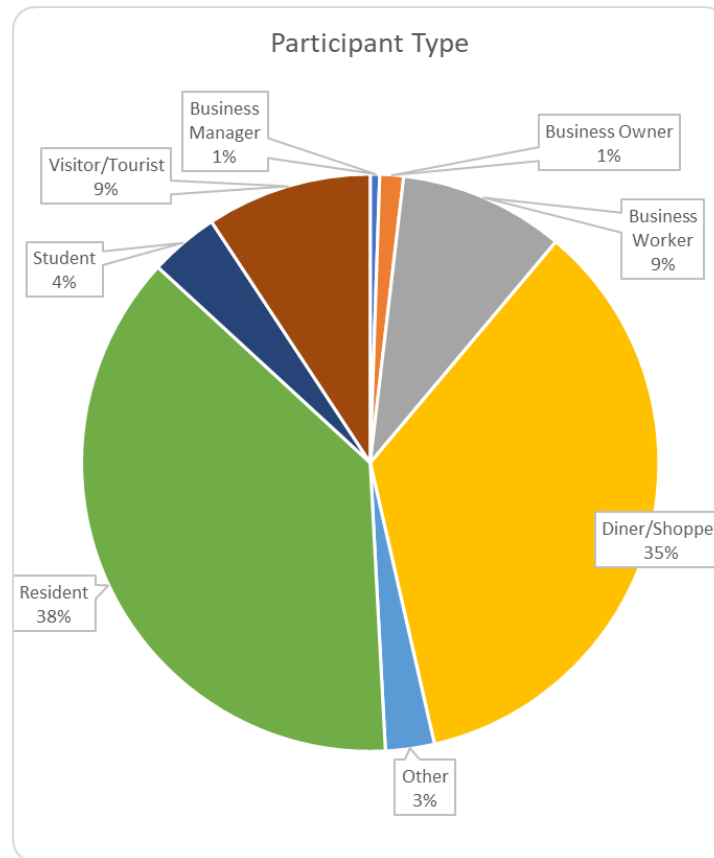
- Improve the pedestrian experience on Yonge Street.
- Improve the cycling experience downtown.
- Provide vehicle access for ride hailing, deliveries, and off street parking.
- Provide space for patios and on street retail.
- Support festivals and events.

### Who Participated?

Participants indicated that their association with Yonge Street included:



*Figure 4: Modes of Transportation Used by Participants to Access Yonge Street*



*Figure 5: Participant Type in Relation to the Study Area*

### **Key Points:**

- There was overall support for the Recommended Design Concept as it relates to improving the pedestrian experience.
- Participants were supportive of the proposed pedestrian priority zones and some felt that the entire focus area should become a pedestrian priority zone during the warmer months of the year.
- Concern was expressed regarding the safety of pedestrians, particularly in the pedestrian priority zones, and whether they would be separated from other road users (i.e., people who cycle, use scooters or e-bikes, etc.).
- Some participants were concerned about the level of confusion for all road users because the road operation changes from block to block. There was a desire for a more simplistic design to reduce conflicts between users.
- There was support for cycling infrastructure to be connected with the existing network.
- Some participants continue to be concerned that the cycle tracks on University Avenue are not a reasonable substitution as it is too far from Yonge Street.
- There were diverging views about the level of vehicle access that should be included in the design. Concern was expressed regarding increased traffic volumes on adjacent streets and higher commute times because of the vehicle restrictions.
- Some participants felt that ride hailing and delivery services should be restricted to side streets only.

- There was support for public patio spaces that are not reserved for restaurant customers.
- Participants suggested more trees, greenery, and public art be included in the design.
- It was noted that public washrooms, seating and rest areas are important to support enjoyment of festivals and events.
- There was support for flexibility of the street design to accommodate a range of events and uses.

See Appendix 2 for the complete online questionnaire feedback.

## **Individual Stakeholder Meetings**

The Project Team is meeting individually with various stakeholders throughout the process to gather feedback from those who are directly impacted by the project.

### **Who Participated?**

Over 20 individual stakeholder meetings were held during Round Three Consultation and intended to foster open and transparent conversations with impacted groups in order to inform the final design. Meetings were scheduled upon the request of stakeholders or identified by the Project Team.

### **Key Points:**

The key discussion topics during the individual stakeholder meetings include:

- Vehicle access was an important topic throughout discussions in terms of: deliveries and circulation; parking for customers and tenants; ride hail locations; future conditions for developments; servicing; tour bus stops; as well as staging for events.
- Downtown Yonge BIA maintains that Yonge Street should be a "flexible" street and should include: temporary closures (not permanent) to vehicular traffic; reduced vehicle lanes to one northbound lane and one southbound lane; widened sidewalks; no bicycle lanes; dedicated lay-bys for pick-up and drop-off; and that the design address community safety issues (e.g., cleaning, outreach, social services).
- There is concern that removing vehicular access for pedestrian priority areas will greatly impede the viability of businesses and economic vitality of the area.
- Some business and landlord stakeholders are not opposed to public realm improvements but rather to reducing vehicular traffic flow and reduction of driving lanes.
- It was expressed that closure of parts of Yonge Street for pedestrians and driving lane reductions will increase traffic congestion making office space less desirable for tenants.
- There is concern that the value of assets such as billboards and large screens in the focus area will be reduced by the reduction of vehicular traffic.
- It was expressed by some that wider sidewalks are not needed and that there needs to be greater enforcement and maintenance to safeguard available sidewalk space for the purposes of pedestrians and not encroachments (e.g., street performers, people experiencing homelessness).
- Some business stakeholders expressed that Yonge Street must remain a commercial strip and arterial road first in order to support business objectives.

- Some stakeholders felt that the cycle tracks that have been added recently to University Avenue can be seen as an adequate resolution and that cycling lanes are not needed on Yonge Street.
- There was support for two-way traffic movement on Yonge Street (between Walton Street and Gerrard Street) to facilitate access to new development on Gerrard Street.
- Comment that businesses north of Dundas Street differ from businesses south of Dundas Street and that there is a real opportunity to re-design Yonge Street which currently doesn't work (e.g., infrastructure, water pressure, social challenges, etc.). Allowing for more pedestrians on the street is seen as the only thing that can change current scenario and tenant retailers need to engage pedestrians, seize consumer experience and show street pride.
- Safety issues were noted by stakeholders. There is concern that increasing pedestrian amenities will encourage more undesirable and illegal activities (e.g., encampments, drug activity) and there is a feeling that businesses have been left to manage social issues (i.e., hiring security guards, clean up of discarded needles).
- Some stakeholders enthusiastically engaged the Project Team to: understand the recommendation; address business operations (e.g., deliveries, servicing); explore opportunities for retail (i.e., at grade) to engage neighbourhood; and discuss workable solutions.
- Excitement was shared about dramatic expansion of pedestrian space, improved road safety, greener and accessible streetscape to encourage people to walk more and support street retail.
- Emergency Services (i.e. Paramedic, Fire and Police) reassured that design allows for emergency vehicles to pass through pedestrian priority areas as well as interest in traffic flow along major corridors and movement through intersections.

See Appendix 3 for list of individual stakeholder meeting participants.

## Next Steps

The feedback received from Round Three Consultation will be used to inform the refinement and confirmation of a Recommended Design Concept. A report on the study's recommendations will be presented to the City's Infrastructure and Environment Committee and City Council in January 2021. Following Council's approval, an Environmental Study Report (ESR) will be submitted to the Province with a 30-Day Public Review Period. For more information, please visit: [toronto.ca/yongeTOmorrow](https://toronto.ca/yongeTOmorrow).

## Appendices

Appendix 1: Public Meeting #3 Questions and Answers

Appendix 2: Online Questionnaire Feedback Details

Appendix 3: Individual Stakeholder Meetings

Appendix 4: Additional Suggestions

## Appendix 1: Public Meeting #3 Questions and Answers

A summary of questions asked during the virtual public meeting held on September 16, 2020 is provided below. The questions are organized by theme, and responses from the yongeTOmorrow Project Team are included.

### Accessibility

- 1. This design discriminates against disabled people. I can't walk and require someone to drive me and drop me off in front of desired location. The changes being made to the city make life more difficult for people who can't walk or use a bicycle.**

The pedestrian priority zones have been developed in consultation with Wheel-Trans. Many buildings fronting the Pedestrian Priority zones also have front door access from other streets (Atrium on Bay, Eaton Centre and 10 Dundas). During the next phase of design there will be more discussion with Wheel-Trans to determine if there are any properties which will require additional accommodation for Wheel-Trans to service adequately. The Design Team will also be presenting to the Toronto Accessibility Advisory Committee.

- 2. Are the pavers shown in renderings an accessible option for wheelchair users? Why not use asphalt or poured concrete instead?**

Unit pavers signal to people walking, cycling and driving that they are in a special area that is prioritized for pedestrians. The City of Toronto updated its unit paving design standards in 2019 to better consider accessibility. Unit pavers standards for sidewalks now are:

- non-tumbled and bevel free pavers designed to be smoother under wheel and foot
- laid on a concrete base to prevent shifting and heaving
- consistent light colouring providing contrast to roadway surface (light grey pavers on the sidewalk and dark grey pavers on the roadway provides the same contrast as concrete and asphalt)

- 3. Please comment on the longevity versus cost of using paving stones instead of asphalt.**

Unit paving in general has a higher initial construction cost than asphalt but can have an overall lower life cycle cost due to less frequent resurfacing. Unit paving is often chosen for its enhanced appearance and when correctly specified and constructed it can meet or exceed the lifespan of asphalt paving. For example, the City of North Bay reconstructed its Main Street in 1983 with unit pavers and 39 years later has experience a total life cycle cost savings.

- 4. The document mentions tactile paving delineating pedestrian only versus mixed use, but the images do not depict that other than in intersections, as well as having minimal contrast between the shared use and pedestrian only section. Why is there no yellow tactile paving delineating this (which is also useful for wheelchair users to mark the presence of a curb)?**

The City standard tactile paving strip has been shown in the renderings. It consists of 600 mm of rough textured, dark coloured, unit pavers that are cane detectable. This detail is used on Sherbourne Street and Market Street. The City only uses yellow tactile indicators around transit stops. The yellow tactiles would be used around bus stops on Yonge Street.

## Business Economics

- 5. Why is there no loading zone on the east side of Yonge Street between Dundas Street and Dundas Square Street? This is the only driveway/loading zone onto Yonge-Dundas Square.**

Yonge-Dundas Square is an agency of The City. The City and Yonge-Dundas Square would work together to coordinate loading access through the pedestrian priority zone to support events.

- 6. Won't reducing driving on Yonge Street impact the success of businesses?**

Studies from across the UK and USA indicate that people walking and cycling spend more per trip and more per month on retail street than those driving. Case studies also show that reducing driving lanes to improve the walking and cycling experience attracts more visitors to retail streets. Data shows that more walking, cycling and taking transit is good for the economic health of a neighbourhood.

- 7. In terms of the research you cite, regarding the correlation between shopping and pedestrian traffic (as opposed to vehicular traffic), how successful was King Street Pilot and why were there many complaints from biz owners on King Street?**

Read the [Annual Summary Report](#) for an evaluation of the King Street Transit Pilot.

## COVID-19

- 8. There has been a lot of positive momentum related to COVID-19 relief programs such as ActiveTO (e.g., road closures and Quiet Streets). Will there be an evaluation of these short-term projects to determine if they should be made permanent?**

Yes. Staff will report back to Council on these programs and council will determine whether these programs will be temporary or long-term. The Design Team is monitoring these temporary installations to understand opportunities short and long term.

- 9. OpenStreet, ActiveTO, CaféTO, CurbTO, etc. For how long will each of these projects continue? If Yonge Street changes are made, will it be a part of these projects or yongeTOmorrow?**

The ActiveTO, CaféTO and CurbTO programs have been implemented under the direction of the Mayor and Council based on consultation and recommendations from the Medical Officer of Health to address specific issues related to COVID-19.

- [Council has approved temporary cycling infrastructure until December 31, 2021.](#)
- On October 27, 2020, [City Council requested that staff explore including a temporary protected bikeway along Yonge Street or parallel routes from Bloor Street to north of Lawrence Avenue with implementation by the second quarter of 2021.](#)
- On October 27, 2020, [Council extended CaféTO to April 14, 2021 for cafes not within the roadway.](#)

Open Streets is a weekend event that has been running since 2014.

yongeTOmorrow is a Municipal Class Environmental Assessment which is a provincial planning process for projects that may have a significant impact on local stakeholders. Changes to Yonge Street will be captured in the yongeTOmorrow report to Council.



yongeTOmorrow has observed and consulted with stakeholders regarding ActiveTO, CaféTO and CurbTO and will consider them in the yongeTOmorrow recommendations.

**10. Have public washrooms been planned or considered as part of this project? The need for washrooms has become more apparent with businesses closed and social distancing measures in place.**

To date this was not considered, but it was recently brought up by the Stakeholder Advisory Group. The Design Team is currently investigating if there are any feasible ways to address the lack of public washroom facilities as part of this project.

**11. Given COVID-19, won't more people be driving instead of taking transit?**

The majority of people who use Yonge street walk because they live, work or study in the area. Both short term and long term yongeTOmorrow supports more space for walking, cycling, on-street dining and retail.

## **Cycling**

**12. Why isn't there a bike lane all the way from Queen Street to College Street?**

The limited space is being prioritized for pedestrians and night bus/subway shuttle bus operation. The right-of-way is narrower south of Gerrard Street and the number of pedestrians, tourism sites and special events are much higher. Routing a high volume separated cycling facility through a busy pedestrian and tourism area without adequate space can cause challenges for people walking and cycling. A separated, high volume, cycling facility is recommended on University Avenue from College Street to Adelaide Street.

**13. Why did you add a bike lane from College Street to Gerrard Street?**

The right-of-way is wider here, tourism is lower, there are connections to the existing cycling network, and the vehicle volumes will be higher in this area due to connectivity to the north.

**14. Why not run the bike lane further to Bloor Street to help reinforce the City's work building Bloor Street bike lanes?**

Phase 2 of the yongeTOmorrow project will evaluate design alternatives for Yonge Street between College/Carlton Street and Davenport Road. The appropriateness and feasibility of cycling infrastructure will be considered during Phase 2.

**15. Will there be a physical barrier between cycle tracks and roadway? What can be done to stop vehicles from pulling into the cycle tracks?**

The proposed cycle tracks between Gerrard Street and College Street would be separated in height from the roadway with a mountable, curb similar to the Sherbourne Street cycle track south of Queen Street. Further deterrents will be considered during detailed design.

**16. Will you add sharrows (share lane markings) to Yonge Street between Shuter Street and Queen Street?**

The details of signage and pavement markings will be determined during the next phase of design after more detailed analysis. Sharrows will be considered if the estimated vehicle volumes both day and night are within range recommended for sharrows.

**17. Do I need to dismount my bike in a pedestrian priority zone?**

No. Cycling that yields to pedestrians is encouraged in pedestrian priority zones.

**18. Is Toronto working with the insurance industry to license cyclists?**

The City of Toronto has examined the idea of bicycle licensing on many occasions in response to concerns surrounding pedestrian safety, bike theft and compliance with the law.

Bicycle licensing has not been adopted as a solution to these issues. The studies asked what is purpose of licensing? If the goal is to increase cyclists' compliance with traffic laws, and to reduce the number of conflicts with pedestrians and other road users, then licensing as an approach needs to be compared with other possible initiatives.

Is the creation of the major bureaucracy that licensing would require worth it? The studies have concluded that licensing is not worth it. [Learn about licensing issues in detail, as well as the history of licensing in Toronto.](#)

**19. In the mixed zones, can cyclists travel in both directions or only one? For example, in the section between Dundas Square and Shuter Street, it looks like cycling is only going in one direction. The details of signage and pavement markings will be determined during the next phase of design after more detailed analysis. Sharrows will be considered if the estimated vehicle volumes both day and night are within range recommended for sharrows.**

Cyclists can travel in both directions on all sections of Yonge Street from College Street to Queen Street. People cycling can travel in both directions on the sections designated one-Way for driving.

**20. There needs to be a connected bike route along Yonge Street from the Lake to Steeles Avenue/Hwy 7.**

Pedestrian volumes, City policy and public feedback all indicate that pedestrians should come first on Yonge Street. A separated, high volume cycle track is not compatible with the number of pedestrians, events, tourism uses and night buses needing to share the limited space available on Yonge Street south of Gerrard Street. A separated, high volume, cycling facility is recommended on University Avenue from College Street to Adelaide Street to provide a north-south route through the downtown.

**21. How will you keep cyclists off the sidewalks? Will there be signage stating "No Bikes on Sidewalk?"**

Toronto City Council has adopted a [staff report recommendation](#) that Toronto's sidewalk cycling bylaw shall stipulate "no person age 14 and older may ride a bicycle on a sidewalk". The fine for an adult who rides a bicycle on a sidewalk shall be \$60.

**22. Do we need a speed limit for bikes?**

A speed limit for cyclists is not proposed as part of the project. Cycling that yields to pedestrians is encouraged in the pedestrian priority zones. People cycling should modify their speed and behaviour based on the number and types of pedestrians present.

**23. Has there been thought to have specific cycling traffic lights, in order to accommodate cyclists that are crossing the streets perpendicular to Yonge?**

As part of the construction project cycling signals and signage would be incorporated where cycling facilities are introduced in accordance the [Ontario Traffic Manual Book 18: Cycling Facilities](#) and the Toronto On-Street Bikeway Design Guide.

**24. How will cyclists be prevented from mingling with pedestrians within the new patios and gathering spaces?**

Cafés and patios would still be delineated in accordance with the [Sidewalk Café and Parklet Café By-Law Guide](#) or the [CaféTO Expanded Dining and Outdoor Café Placement Guide](#).

**Deliveries**

**25. How do deliveries happen in pedestrian priority zones?**

Three ways:

- rear loading docks and laneways
- curbside activity zones on side streets
- overnight

**26. Why not limit loading to the night hours when traffic is allowed and make the length of Yonge Street pedestrian priority?**

This was proposed in the Short-list of Alternatives in Round Two of Consultation. Many businesses and property owners commented that it was too restrictive. Based on this feedback design team recommends some vehicle access to support deliveries, loading, and ride hailing and increased access to parking garages, loading docks and laneway during the day.

**27. Have deliveries done by cargo bicycles as in European cities been considered in design?**

Cyclists, including cargo bikes, can travel in both directions along the full length of Yonge Street within the Study area, between Queen Street and College Street. This includes the pedestrian priority zones and the mixed traffic zones.

**28. Can you do anything to reduce visual clutter?**

Yes, during detailed design ways to reduce clutter will be explored. The Design Team recommends combining pedestrian and vehicular lights on the same pole to reduce the total number of poles needed.

**29. The diagrams and renderings show one gate at each end of the pedestrian priority zones. Has the City considered putting gates on both curbs to help enforce pedestrian zones? I can see some drivers being tempted to swerve around the gates.**

The gates would be wide enough to visually discourage drivers, while allowing emergency services and people cycling to pass. The Design Team does not recommend full width gates which would be more restrictive for emergency services and people cycling.

**30. Will trees in the middle (between Gerrard and College) be removed?**

Yes, the trees in the centre median between College Street and Gerrard Street will be removed as part of the TTC's College Station renovation project that is expected to commence in 2021. YongeTOMorrow recommends replacing the median with street tree planting on each side of the street where utilities allow.

**31. How will new trees be supported? Will you include silva cells and seating around the trees like on Bloor Street? How will you protect the trees from salt?**

Yes, soil trenches or soil cells will be used to achieve adequate soil volumes. Tree infrastructure will be determined during detailed design in coordination with Urban Forestry.

**32. Can you comment on the use of the pavers surface for mixed car/pedestrian scenarios. What are some of the benefits and challenges?**

Unit pavers signal to people walking, driving and cycling that they are in a special area that is prioritized for pedestrians, encouraging considerate use of the space. Tumbled pavers, which tend to slow drivers and also make cars more audible for people with low or no-vision, would be used in the roadway. Smooth unit pavers would be used in sidewalk areas. Pavement markings do not adhere as well to unit paving and must be refreshed more frequently. Unit paving is more costly up front to install, but when done correctly can have a lower overall life cycle cost.

**33. Will any of the area under the road be used to store stormwater e.g. low impact development using permeable pavement**

Underground utilities and soil conditions have been assessed as part of the project. Storm water retention and permeable paving techniques are not considered appropriate for the section of Yonge Street within the Study Area because of the presence of the TTC subway tunnel at a relatively shallow depth beneath the surface.

**34. Which environmental considerations were considered and possibly accommodated?**

[Display panels from Public Event #1](#) is a good reference here for existing conditions and considerations.

**35. Will elements in the public realm like seating all be public? How will people distinguish between what elements are public and commercial?**

Street furnishings to be installed as part of the project will be for public use and consistent in design. Private businesses will need to apply for permits to have on street cafés, patios, vending or other encroachments on the street (same as today) and will need to abide by applicable bylaws, but the look and feel of their space will be up to them.

## **Design**

**36. Why is there a need to change Yonge Street now?**

The watermain beneath Yonge Street is over 100 years old and the road was constructed in the 1950's. Both soon need replacing. This necessary construction offers the opportunity to consider a street design that will best serve everyone.

**37. Why does the design change on each block?**

The physical design is consistent. Only the operations differ. The physical design -things like the width of the road, sidewalk and furnishings zones, materials and curbs are consistent throughout all the blocks so the street will look the same. The physical design does not differ much from block to block. What does change from block to block is the operation (one-way, two-way or pedestrian priority) There are varying needs between College Street and Queen Street based on the adjacent properties and how people use the street and the different operational strategies support those needs.

**38. Won't this be confusing to drivers?**

The design is meant to improve the experience for people walking and cycling by limiting the number of motor vehicles on Yonge Street. The design supports people in cars and trucks accessing properties on Yonge Street, but not those passing through. Between College Street and Queen Street, Yonge Street is a destination, rather than a through route. Signage, physical design cues, and wayfinding apps would help people navigate to and from their destination on Yonge Street.

**39. How will cars get onto Walton Street given northbound restrictions on Yonge Street?**

The Recommended Design Concept anticipates Walton Street will be a through street from Bay Street to Yonge Street as proposed as part of redevelopment application for the Delta Chelsea Hotel site.

**40. Movement along Yonge Street seems to be constantly disrupted by construction, repairs and delivery. How will the proposed redesign absorb or minimize this daily disruption?**

Once the street is reconstructed, a five year moratorium on excavations would go into effect. This ensures that the integrity of the pavement structure is protected and also serves to minimize the disruptions and inconvenience to the public resulting from repeated construction activity. Curbside activity zones have been designated for delivery activities.

**41. Why not treat entire route from Queen to College with the College to Gerrard section (2-way driving with two cycle tracks, wide sidewalks), open to traffic Monday to Friday and closed for pedestrians on the weekends?**

Pedestrian volumes are very high on all days of the week, not just on weekends.

**42. How much will construction cost?**

The estimated construction cost is 60 – 70 million including both utility and road works.

**43. What are the impacts to utilities?**

The Design Team recommends the the watermain, street lights, and a hydro conduit be relocated to facilitated the recommended design concept.

**Driving**

**44. What are the impacts on traffic and congestion?**

Some streets see increased travel times and some streets see decreased travel times. The highest increases are in the northbound direction on Church Street (120 seconds) and Bay

Street (90 seconds). On east-west streets, Queen Street experiences the highest increase westbound at 40 seconds.

**45. When you did the modelling for street travel time increases, did you take into account lane closures on Church Street for CaféTO?**

No, at this point Council has only permitted CaféTO installations within the roadway until November 16, 2020. On sidewalk cafes are permitted until April 14, 2021. Lane reductions on Church Street will be modelled based on potential streetscape plans being considered by the Church-Wellesley BIA prior to council reporting.

**46. Has traffic calming been considered for the smaller streets around Yonge which will absorb car traffic? Some already see high car volumes and very unsafe driving (Shuter and Victoria especially). Can policy be worked in to absorb that impact?**

The introduction of pedestrian priority zones, eliminating access to/from Yonge Street on some blocks in Design Concept 4C along with the addition of curbside activity zones on side streets are expected reduce traffic volumes on side streets. Speed humps or bumps are not recommended.

**47. How are emergency services accommodated in pedestrian priority zones?**

Access gates and curbs have been designed in consultation with Fire, Police, and Paramedics to ensure access is maintained for emergency service vehicles. Gates have been designed as part width. Emergency services will use the oncoming lane to go around the gates. Curbs are mountable to allow vehicles to overtake in case of emergency.

**48. Are any lanes on east-west streets closed?**

No! Access is maintained across Yonge Street for all east-west streets and transit lines.

**49. How will I park my car or access a Yonge Street property?**

Access to all existing driveways, loading docks, laneways and parking garages have been maintained. You can also be dropped off within 50 metres of any front door on Yonge Street.

**50. What physical measures (such as retractable bollards) will be used to restrict car access?**

Gates are recommended to limit vehicle access to pedestrian priority zones during the day. The gates would be wide enough to visually discourage drivers, while allowing emergency services and people cycling to pass.

**51. How will speed limits be controlled?**

Speeds can be managed three ways:

- designing for a desired speed limit
- posting speed limits
- enforcement

**52. How are we going to limit driving access on those one-way blocks to ride-hailing? Given the poor state of enforcement on the King Street transit corridor, why do we have confidence that car volumes will drop on those one-way sections?**

One-way driving access blocks are open to all types of vehicles. Traffic volumes are reduced by eliminating "through traffic" and supporting local access. Traffic counts indicate that [in 2018, King Street saw an 80% reduction in car volumes](#).

**53. Currently vehicles continue to park illegally, (short-term) at 386-388 Yonge Street in front of the Aura Condos. It's quite common to see five to seven vehicles. How will this or a similar problem be fixed?**

There will be less space in general for illegal short term parking. The design provides dedicated curbside activity areas where it was observed to be needed most. When any new street design is implemented it is always monitored and operational adjustments can be made where challenges arise.

**54. Is it possible to limit traffic on Yonge Street to local traffic (with passes handed out by City and source of tax revenue) only, to lessen the amount of traffic on the one-way streets?**

Limiting road use to locals by issuing permits would be difficult and costly to administer and enforce. The Recommended Design Concept eliminates Yonge Street as a 'through route', encouraging local access only and therefore reducing vehicle volumes.

**55. How are you going to deal with more cars using Shuter Street?**

It is likely that there would be some changes to the traffic signals at the intersections along Shuter Street to accommodate the changes in vehicle movements resulting from the recommended design concept.

**56. Can cars and trucks drive in the pedestrian priority zones overnight?**

Yes! From 1 a.m. to 6 a.m. buses will share the road with cars and trucks.

## **Pedestrian Priority**

**57. What is pedestrian priority?**

This is an area dedicated to people walking and cycling, where motor vehicles are restricted during the daytime from 6 a.m. to 1 a.m.

**58. Why can't it be pedestrian priority all the way from Queen Street to College Street like in Europe?**

The Design Team recommends some vehicle access to support deliveries, loading, and ride hailing and increased access to parking garages, loading docks and laneway. Many property owners and businesses felt full daytime pedestrianization would be too restrictive to support economic vitality on the street.

**59. Will there be a dedicated space for "pedestrians only" in pedestrian priority zones?**

There will be traditional sidewalks next to the buildings on each side of pedestrian priority zones for pedestrians only. These sidewalk areas will be elevated from the pedestrian priority area by a rolled curb and tactile paving strip.

**60. Will you heat the sidewalks to remove snow?**

The Design Team does not recommend heated sidewalks. They are very expensive to construct and maintain and have long term operational and maintenance challenges. In the next phase of design the specifics of winter operations will be determined.

**61. Why are there still curbs at the sidewalk? If sections are to be pedestrianization why not have the whole street on the same level? Having curbs is a tripping hazard and makes it needlessly difficult for people with mobility issues, strollers, etc. to use the street in the same way as able-bodied people.**

- **Drainage:** to keep water away from buildings and directed to the storm sewers.
- **Accessibility:** to define the pedestrian only space for those with low or no vision.
- **Safety:** to define pedestrian only space from space shared with people cycling during the day and the space used by buses, cars and truck overnight.

Curbs will be mountable and can be traversed by people using mobility devices and strollers.

**62. How will you manage and enforce rules of the road for wheeled modes to be respectful of pedestrians?**

- designing for a desired behaviour
- signage
- education and enforcement
- enhanced education and enforcement strategies will be considered during detailed design

**63. Why will there be more pedestrians on Yonge Street?**

Right now intersection counts show that 50 – 75% of people using Yonge Street are pedestrians. Pedestrian volumes are expected to continue to increase due to:

- **Growth & Development:** more people will be living and working in the neighbourhood
- **Mode Share:** people are choosing to walk instead of taking other modes

**Public Consultation**

**64. How many people participated in the surveys for the options throughout the previous public events?**

A total of 6,110 participants completed the online questionnaires over the course of Round One and Round Two of Consultation.

**Safety & Security**

**65. Are additional security cameras being considered in the designs for any new Yonge Street strip?**

The design focuses on creating an inclusive and desirable street for people to walk, cycle, dine, shop and experience Yonge Street. More people out and about, programming on the street, and a well maintained streetscape are the most effective ways to create a safe and enjoyable street experience for everyone.



- 66. In 2018, a man used a rented van to purposely plow down pedestrians on a busy stretch of Yonge Street in North York. He faces 10 counts of first-degree murder and 16 counts of attempted-murder, linked to this tragic attack. What specifically in the current designs will make it more difficult for a similar attack(s) to occur?**

Hostile Vehicle Mitigation (HVM) is significant investment so it is an initiative that is being dealt with on a City-wide basis outside of this project. Once City-wide risks and mitigation standards have been determined, they can be applied to the yongeTOmorrow design concept. Incorporating HVM is simplest in pedestrian priority areas.

- 67. Please confirm that there will be gates blocking off the pedestrian focused areas during the day and that emergency services will have access to the road if need be by opening the gates?**

The gates would wide enough to visually discourage drivers, while allowing emergency services and people cycling to pass.

## **Timelines**

- 68. When is construction expected to take place?**

Construction will take in two years and is recommended to take place from 2023 – 2025. This is contingent upon funding and coordination with other construction projects in the neighbourhood.

- 69. When is it anticipated that Phase Two of the EA from College to Davenport will go ahead?**

Phase 2 is targeted to commence in 2021 following the completion of yongeTOmorrow.

- 70. Given construction is not expected until at least 2023, is there be an opportunity to do a pilot of yongeTOmorrow ahead of construction?**

It is up to City Council to consider the benefits of a pilot compared to overall costs of pilot implementation and provide direction to staff. Significant traffic modelling and analysis have taken place as part of the yongeTOmorrow study.

## **Transit**

- 71. Can you elaborate on how TTC service will integrated as part of this new design?**

The 97B day bus service within the Focus Area would be discontinued or rerouted, The 320 night bus and subway replacement shuttles would be maintained. No changes are planned to streetcar routes or subway services.

Night bus stops along Yonge Street would be shifted closer to major intersections.

- 72. What about the buses on Yonge Street?**

The daytime bus route would be discontinued or rerouted. The night bus and subway replacement shuttle service would not be impacted.

- 73. How does Yonge Street function in the event of an "emergency"(not the scheduled) subway closure and will shuttle buses have access?**

Discussions with TTC on arrangements for emergency shuttle buses during daytime subway closures are ongoing.

**74. Are you planning upgrades to the subway stations or more a second entrance at Dundas Station?**

While the TTC is a City agency, it operates separately from Transportation Services with a separate capital plan. For this project, TTC is a member of the Technical Advisory Committee to ensure coordination between yongeTOmorrow and subway upgrades. The TTC is assessing opportunities for a second exit at Dundas Station, in coordination with developers, the City and Ryerson University. YongeTOmorrow cannot recommend new entrances to TTC stations or station renovations.

**75. Are any upgrades planned to TTC stations?**

The TTC has [ongoing plans for upgrades to subway stations](#) which are separate projects not part of yongeTOmorrow

**Well-Being**

**76. How will you address homelessness?**

YongeTOmorrow is a transportation study. It will not recommend programs to address homelessness. Shelter support and housing staff are part of the technical advisory committee and provide advice on how street design may impact those experiencing homelessness and behaviour on the street. Stakeholder concerns related to homelessness will be documented in the study report for City Council's information and consideration.

**77. How is this study addressing increased drug use?**

This is a transportation study. It will not recommend programs to address drug use. Public Health staff are part of the technical advisory committee and provide advice on how street design may impact those experiencing addiction and drug related behaviour on the street. Stakeholder concerns related to drug use will be documented in the study report for City Council's information and consideration.

**78. What is your plan to clean up discarded needles?**

Enhanced/alternative maintenance plans related to syringes will be evaluated and considered for Yonge Street during detailed design in consultation with Toronto Public Health during detailed design.

**Other**

**79. Is there a maintenance strategy?**

Detailed maintenance plans will be developed during the next stage of design once the preferred concept is finalized.

**80. How will the street be programmed?**

The Design Team recommends that strategies to provide public realm programming and be developed in the next phase of design in consultation with key stakeholders like the Downtown Yonge BIA.

**81. Was the PATH considered or is it outside of the project scope? As the Eaton Centre is the north end of PATH as of right now, it seems like this project would work almost like the extension of PATH at ground level.**

The scope for the study is to evaluate future designs for Yonge Street at ground level within the transportation right-of-way.

**82. Are e-scooters legal or illegal on streets and sidewalks?**

E-scooters are not legal for use on roadways or sidewalks in the City of Toronto. Read the [most recent report](#) on this, which was referred back to staff.

**83. Have we learned lessons from mixed modes on Queen's Quay that were incorporated into the design of this plan (e.g. differentiate sidewalk from bike lane)? An earlier question noted the design might be too complicated for people to understand. I think the Queen's Quay design was also confusing?**

Yes. Incorporating a dedicated, high-volume cycling facility into an area with high pedestrian volumes and high tourism and entertainment uses is challenging. In these areas, the street design should not encourage high speeds or a right-of-way for the faster mode, especially if there is limited space. For this reason, a separated cycling facility is not recommended on Yonge Street from Gerrard Street to Queen Street, but rather on University Avenue from College Street to Adelaide Street.

**84. Are there plans to extend the project south of Queen to the Lakeshore?**

South of Front Street, the [Lower Yonge Precinct EA](#) and [Public Realm Concept Plan](#) were completed in 2018 and is currently in detailed design.

**85. With thousands of pedestrians coming out of the towers to get home after work south of Queen, why was the project area limited to north of Queen Street?**

The Study Area was determined in consultation with the Councillor, community stakeholders and developers, and took into consideration the southern boundaries of the:

- [Downtown Yonge BIA](#)
- [Official Plan](#) Site Area and specific policies
- [Celebrate Yonge](#) street event

**86. How will you make sure utility companies do not ruin the pavers and cause a mess?**

Once the street is reconstructed, a five-year moratorium on excavations would go into effect. This ensures that the integrity of the pavement structure is protected and also serves to minimize the disruptions and inconvenience to the public resulting from repeated construction activity. Curbside activity zones have been designated for delivery activities.

**87. Was a timeline set for the completion of the roadwork in the Yonge and Eglinton area?**

The Eglinton Crosstown Project is expected to be complete in 2022. Stay up to date with [construction updates for Yonge and Eglinton](#).

**88. Will the project include renovation/upgrade of adjacent laneways?**

No. Most of the laneways within the Focus Area have either recently been rehabilitated or will be as upgraded as part of a development project.

## Appendix 2: Online Questionnaire Feedback Details

### Overview

An online questionnaire was made available between September 2 and October 5, 2020 and was completed by 1,331 participants. Participants were asked to review the Recommended Design Concept for Yonge Street (Design Concept 4c) and consider how the recommended street design supports the objectives for Yonge Street.

### What We Asked

Participants were asked to give a star rating from one to five for how well the Recommended Design Concept achieves the following objectives: improving the pedestrian experience; improving the cycling experience; supporting vehicle access for business operations, accessibility and ride hailing; supporting space for patios and street retail; and supporting space for festivals and events.

### What We Heard

The following charts show the rating results provided by participants. Highlights of feedback are summarized below.

### Pedestrian Experience

How well does the Recommended Design Concept improve the pedestrian experience?

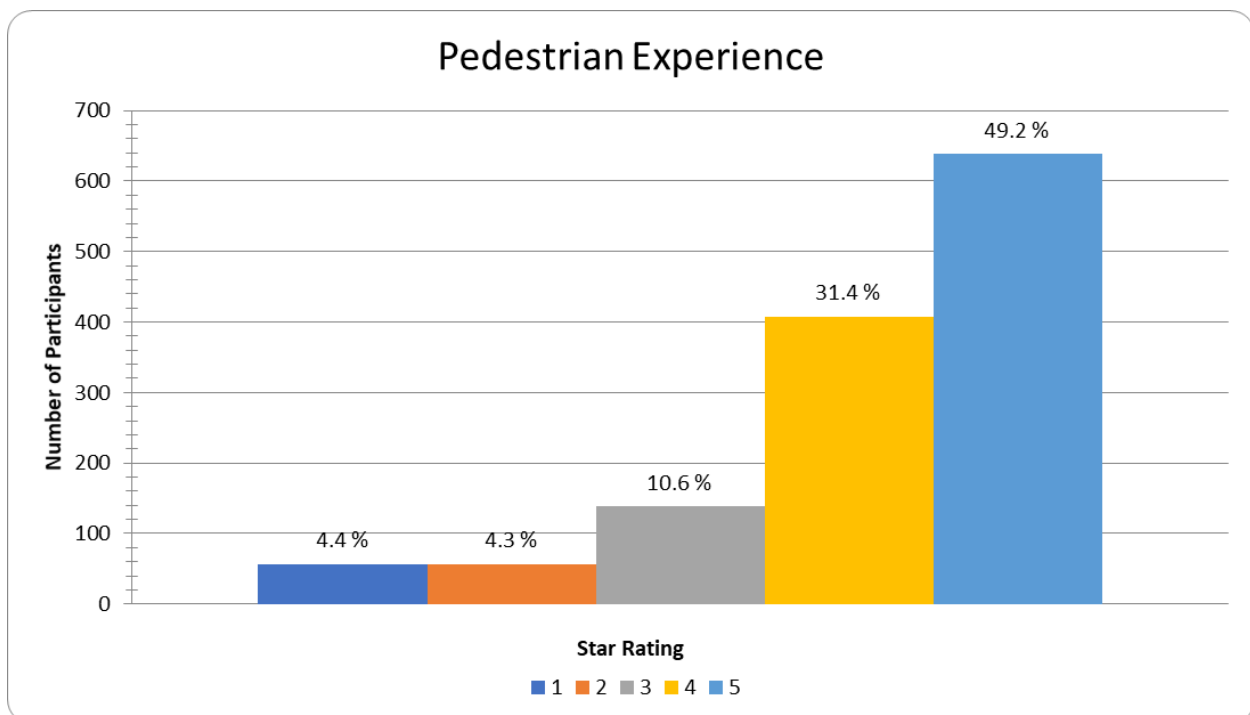


Figure 6: Star Rating for the Pedestrian Experience

### Highlights of Feedback

- The average star rating for pedestrian experience was 4.167.

- Overall support for the Recommended Design Concept in improving the pedestrian experience.
- Concern with interactions between motorists and vulnerable users (pedestrians, cyclists).
  - Concern that signage and partial gates will not be enough to prevent drivers from accessing pedestrian priority zones.
- Concern that cyclists will not yield to pedestrians in the shared spaces. Suggestion for separated bike lanes throughout the entire focus area to ensure pedestrians feel safe.
- Concern with level of confusion created for all users and potentially hazardous conditions for pedestrians due to the different designs for each block.
- Some support for pedestrian priority zones running the entire length of the focus area (particularly during the summer months).
- Suggestion for a pedestrian priority zone south of Dundas Square.
- Concern that ride hailing services may block the street on the one-way sections.
- Concern about lack of accommodations for accessibility.
- Suggestion for more trees and furniture to create a more welcoming destination for pedestrians.
- Suggestion for no trees near subway entrances along the street as it makes the sidewalk too narrow.
- Concerns with homelessness in the area and how it will be addressed to ensure the pedestrian zones become an attractive destination for everyone.

## Cycling Experience

How well does the Recommended Design Concept improve cycling experience?

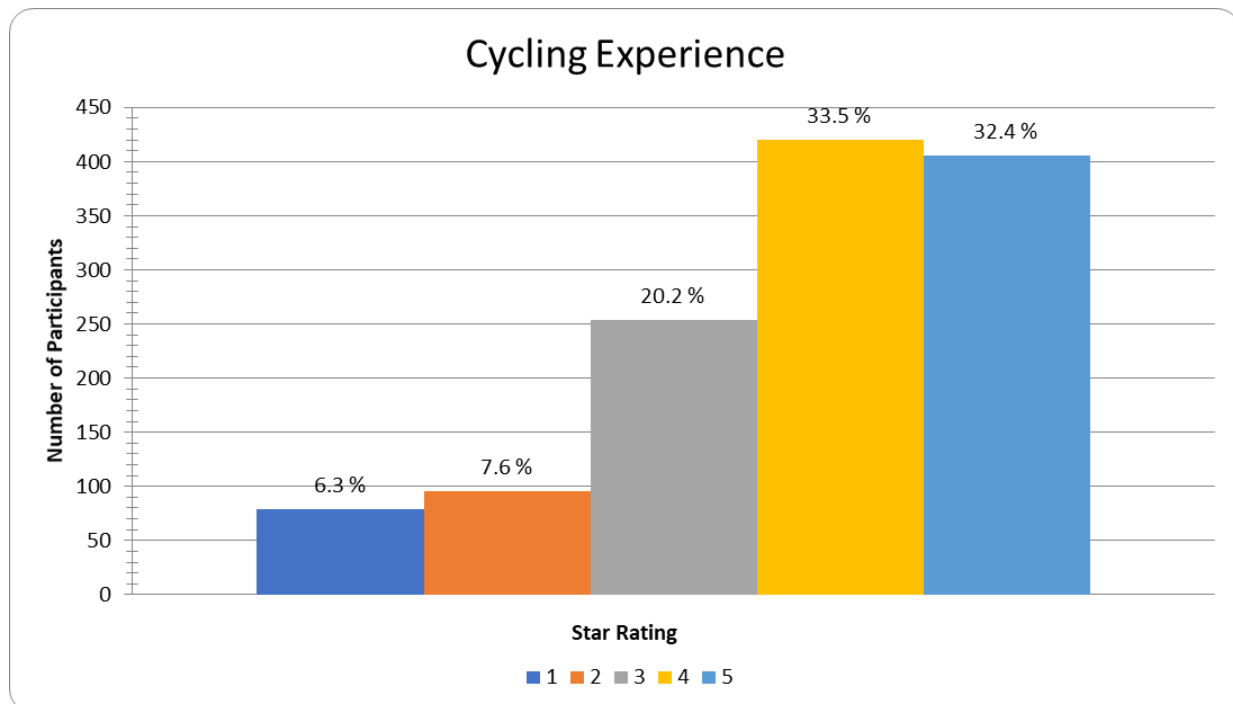


Figure 7: Star Rating for the Cycling Experience

## Highlights of Feedback

- The average star rating for the cycling experience was 3.779.
- Concern regarding the mix of cyclists and pedestrians in the pedestrian priority zones. Education and communication are critical for success where cyclists and pedestrians share the street.
- Street design will be confusing and hazardous for cyclists as it changes from block to block. Suggestion for continuous cycle tracks to run the entire length of the focus area.
- Concern about the transitions between the different blocks and how that will impact cyclists (e.g., gates to prevent vehicular access).
- Suggestion for the addition of a dedicated bike lane from Queen Street to Shuter Street.
- Suggestion for separated cycling tracks on one-way blocks to reduce confusion. Sharrows are insufficient for cyclist safety.
- Ensure sufficient bike storage is included in the design.
- Concern with ride hailing and/or deliveries blocking cycle tracks.
- Cycling infrastructure must be planned in the context of the wider network. Linkages to the existing network are important.
- Cycle tracks on University Avenue do not provide a reasonable substitution for cyclists as it is too far from Yonge Street. Support for separated cycle tracks on Bay Street as an alternative.

## Vehicle Access

How well does the Recommended Design Concept support vehicle access for business operations, accessibility and ride hailing?

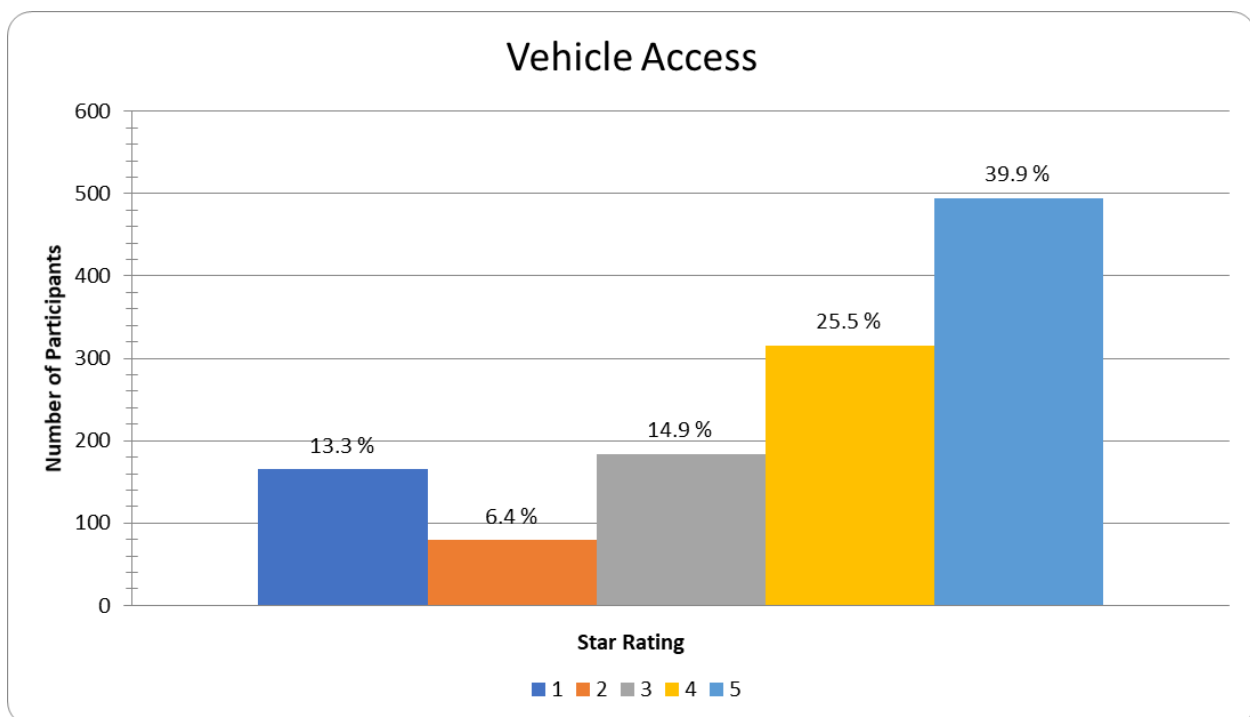


Figure 8: Star Rating for Vehicle Access

## Highlights of Feedback

- The average star rating for vehicle access was 3.723.
- Diverging views about the level of vehicle access that should be included in the design.
- Concern that the proposed design will cause confusion for drivers. The design needs to be consistent and logical for all users, including vehicles and pedestrians.
- Concern with increased traffic volumes on adjacent streets and higher commute times as a result of the vehicle restrictions.
- Support for overnight vehicular access for deliveries.
- Suggestion for dedicated delivery zones on side streets.
- Concern with ride hailing causing congestion on one-way streets. Suggestion for ride hailing to be restricted to side streets only.
- Diverging views about how businesses will be impacted by reduced car access.
- Concern with noise disturbances from vehicle traffic during overnight hours.
- Concern about lack of vehicle circulation during public transit closures.

## Patios and Street Retail

How well does the Recommended Design Concept support space for patios and street retail?

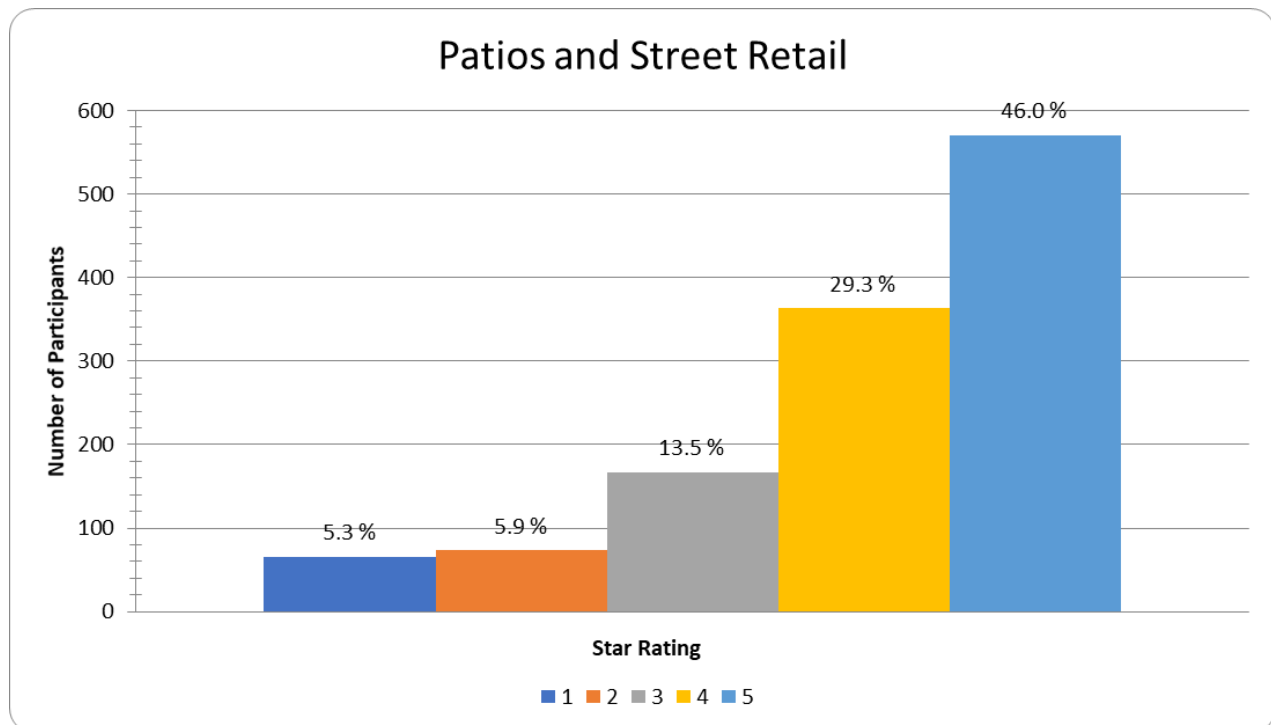


Figure 9: Star Rating for Patios and Street Retail

## Highlights of Feedback

- The average star rating for patios and street retail was 4.048.
- General support for improving patio and street retail spaces, however there is a desire to further expand pedestrian spaces. Suggestion to limit vehicle access and expand sidewalks north of Gerrard Street and south of Shuter Street.

- Concern with how the street will remain vibrant during the winter months. Some preference for seasonal patio space only.
- Support for greater separation between patios, pedestrians and cyclists, given COVID-19 social distancing measures.
- Support for public patio spaces that are not restricted to restaurant customers. Suggestion for more public gathering spaces and public washrooms.
- Concern that vehicle access will detract from the outdoor dining experience.
- Suggestion to include more trees, greenery, public art and furniture into the design.
- Request for more detailed street renderings and cross-sections to visualize the proposed concept.

## Festivals and Events

How well does the Recommended Design Concept support space for festivals and events?

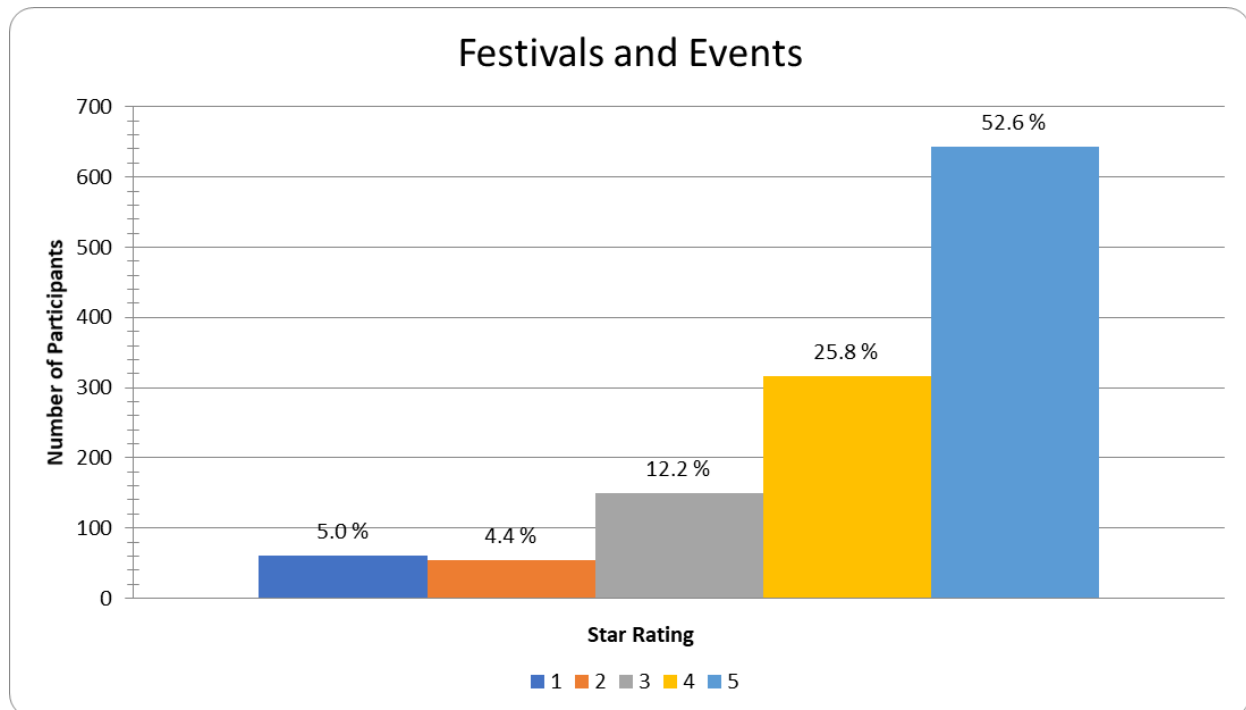


Figure 10: Star Rating for Festivals and Events

## Highlights of Feedback

- The average star rating for festivals and events was 4.166.
- Support for occasional road closures to accommodate festivals and events.
- Suggestion to limit festivals and events to Yonge and Dundas Square so the other pedestrian areas remain accessible for others.
- Public washrooms, seating and rest areas are important to support enjoyment of festivals and events.
- Suggestion to improve the character of Yonge and Dundas Square to make it more inviting (i.e., less concrete).
- Support for flexibility of the street to accommodate a range of uses.



## Other Feedback

- Concern that signage will not be enough to educate users about the spaces they are permitted to use.
- Support for a consistent design throughout the focus area to reduce confusion for users.
- Suggestion to connect cycle tracks with Richmond/Adelaide cycle tracks.
- Concern with increasing traffic congestion throughout the downtown core.
- Suggestion for all major streets in the downtown core to be one-way to enable better traffic flows.
- Suggestion for the street operation to vary by season (e.g., two-way car access in the winter, pedestrian-only access during all other seasons).
- The design must do more to address safety of all users (pedestrians, cyclists, drivers).
- Suggestion to implement reduced speed limit for vehicles.
- Suggestion to further limit car access and delivery vehicle entry.
- Adequate cleaning and maintenance will be important for making the project a success.
- Support for accelerating plans to enhance Yonge Street for pedestrians.
- Consider implementing a pilot of the pedestrian zones to help inform the detailed design process.
- Support for expanding the project to Bloor Street.
- Suggestion for gates to be replaced with retractable bollards to prevent vehicle access without disrupting cyclist and pedestrian movement.
- Suggestion to include heated sidewalks in the design to reduce the need for snow clearing and salting.

## Appendix 3: Individual Stakeholder Meetings

2/4/2020	The Lalani Group, 335 Yonge Street
2/4/2020	Councillor Wong-Tam
2/5/2020	Milkin, 7 Dundas Square
2/7/2020	Ed Mirvish Theatre, 244 Victoria Street
2/10/2020	Bridge Foods, McDonalds 356 Yonge Street
2/19/2020	St. Michaels Hospital and BA Group
2/19/2020	CSSTO: City Sightseeing Toronto
3/4/2020	Triovest, Atrium on Bay, 595 Bay Street
3/6/2020	CF Eaton Centre
3/10/2020	Councillor Wong-Tam
3/20/2020	The Lalani Group, 335 Yonge Street
3/20/2020	Cresford, Great Eagle, Chelsea Hotel, BA Group, 363-391 Yonge Street
4/9/2020	Toronto Parking Authority, 20 Dundas Square
5/7/2020	Downtown Yonge Business Improvement Area (DYBIA)
7/16/2020	Great Eagle, Chelsea Hotel re. 33 Gerrard Street Development Site
7/28/2020	Toronto Parking Authority, 20 Dundas Square
7/29/2020	EMS, Toronto Paramedic Services
10/5/2020	Consortium of Yonge Street Businesses and Landlords
10/7/2020	The Lalani Group, 335 Yonge Street
10/8/2020	Arron Barberian, Barberian Steakhouse, 7 Elm Street
10/14/2020	Great Eagle, Chelsea Hotel re. 33 Gerrard Street Development Site
10/23/2020	Great Eagle, Chelsea Hotel re. 33 Gerrard Street Development Site

## Appendix 4: Additional Suggestions

Other comments and suggestions received from the consultation activities including the public event, online questionnaire and via phone/email that have not yet been reflected include:

- It was suggested that all major streets in the downtown core be one-way to enable better traffic flows.
- Area hosts people in dire need of social supports and questions received about how design will address that.
- It was suggested that the street operation vary by season (e.g., two-way car access in the winter, pedestrian-only access during all other seasons).
- There is concern that signage will not be enough to educate users about the spaces they are permitted to use. The design must do more to address safety of all road users (pedestrians, cyclists, drivers).
- Adequate cleaning and maintenance will be important for making the project a success.
- Consider implementing a pilot of the pedestrian zones to help inform the detailed design process.
- It was suggested that gates be replaced with retractable bollards to prevent vehicle access without disrupting cyclist and pedestrian movement.
- It was suggested that the design include heated sidewalks to reduce the need for snow clearing and salting.