

City of Toronto

Social Bond Newsletter

June 2022



A Message from the Chief Financial Officer and Treasurer



As the City of Toronto's Chief Financial Officer and Treasurer, I am pleased to present the second annual edition of the City's Social Bond Newsletter, your source of information about the City's Social Bond Program – both funding allocation and sustainability impact reporting.

I am extremely proud to report that for the second consecutive year, the City has been awarded Social Bond of the Year – Local Authority/Municipality at the 2022 Environmental Finance Bond Awards. This global award recognizes the City's leadership in the green, social and sustainability bond and loan market and is for the issuance of the City's second Social Bond. Investor demand for Environmental, Social and Governance bonds continues to be exceptionally strong due to rapidly increasing demand and insufficient supply. The City's most recent Social Bond issuance in 2021 achieved more than two times oversubscription to institutional investors across Canada and internationally.

The proceeds from this award-winning Social Bond issuance are being used in alignment with the City's corporate strategic priorities and will help fund outcomes that will benefit people experiencing homelessness and accessibility retrofits. Projects include the TTC's Easier Access project, in addition to the social and affordable housing and shelters previously included in this bond.

The continued success of our Social Bond issuances reveals the market and investors' sustained confidence in the City and our responsible fiscal management before and during the COVID-19 pandemic.

Toronto remains the only government in Canada to establish a Social Bond Program, demonstrating our commitment to sustainable finance, and to promoting positive and equitable socio-economic outcomes for all Torontonians.

Eligible projects are capital projects for various social initiatives, including social and affordable housing, affordable basic infrastructure, access to essential services, and socio-economic advancement and empowerment.

Since March 2020, the City has been at the forefront of the response to the COVID-19 pandemic working with our key partners in other orders of government and the community. The City's Social Bond Program, and the investments those proceeds are making will help to begin to address the systemic socio-economic inequities that the pandemic has so starkly highlighted.

With a 10-year capital budget of \$46.61 billion, opportunities for the City to make a sustainable difference by investing in projects that align with our strategic priorities and enhance social outcomes are plentiful.

I want to thank City staff, our partners and investors who continue to make measurable impact, nurturing a prosperous, inclusive and livable city for residents now and in the future.

Sincerely,

A blue ink handwritten signature of Heather Taylor.

Heather Taylor
Chief Financial Officer and Treasurer
City of Toronto

To learn more about the City's Social Bond Program, visit: <https://www.toronto.ca/city-government/budget-finance/city-finance/investor-relations/social-debenture-program/>

Strong Commitment to Finance Social Programs

Approach to Sustainable Finance



1 Alignment to the City's Strategic Plan



2 Alignment of Useful Life, Debt Term, and Lookback Period



3 Generates measurable impact

Social Bond Framework

Use of Proceeds:

- Affordable and Social Housing
- Affordable Basic Infrastructure
- Access to Essential Services
- Socioeconomic Advancement and Empowerment

Impact Reporting:

- Annual newsletter

Second Party Opinion:



SUSTAINALYTICS

Alignment to Corporate Strategic Plan Priorities



- Maintain and create housing that's affordable
- Keep Toronto moving
- Invest in people and neighborhoods
- Maintain a well-run City

The Social Bond Framework

Assurances

- “City of Toronto’s Social Debenture Framework is credible and impactful, and aligns with the four core components of the Social Bond Principles 2018.”

— Sustainalytics



Selection Process of Eligible Projects

- Capital Markets Division selects eligible projects in consultation with internal and external expert stakeholders.
- The lookback period to allocate bond proceeds to eligible projects is three years from the time of project completion.
- Eligible projects must be included in the Council-approved capital budgets and be verified by an external legal firm.

Eligible Capital Projects

- Social and affordable housing – new development and/or capital repair projects
- Shelter programs
- Affordable basic infrastructure
- Access to essential services
- Socio-economic advancement and empowerment

Impact Reporting

- Annual newsletter to address both funding allocation and sustainability impact reporting.

Management of Proceeds

- Majority of capital projects funded by bond proceeds have been completed or are substantially complete
- Bond proceeds will be applied directly to project to repay temporary funding for the project
- Debenture by-law is enacted at the time of issuance which lists the dollar allocation of bond proceeds to specific capital projects.

Toronto's Second Social Bond (September 2021)

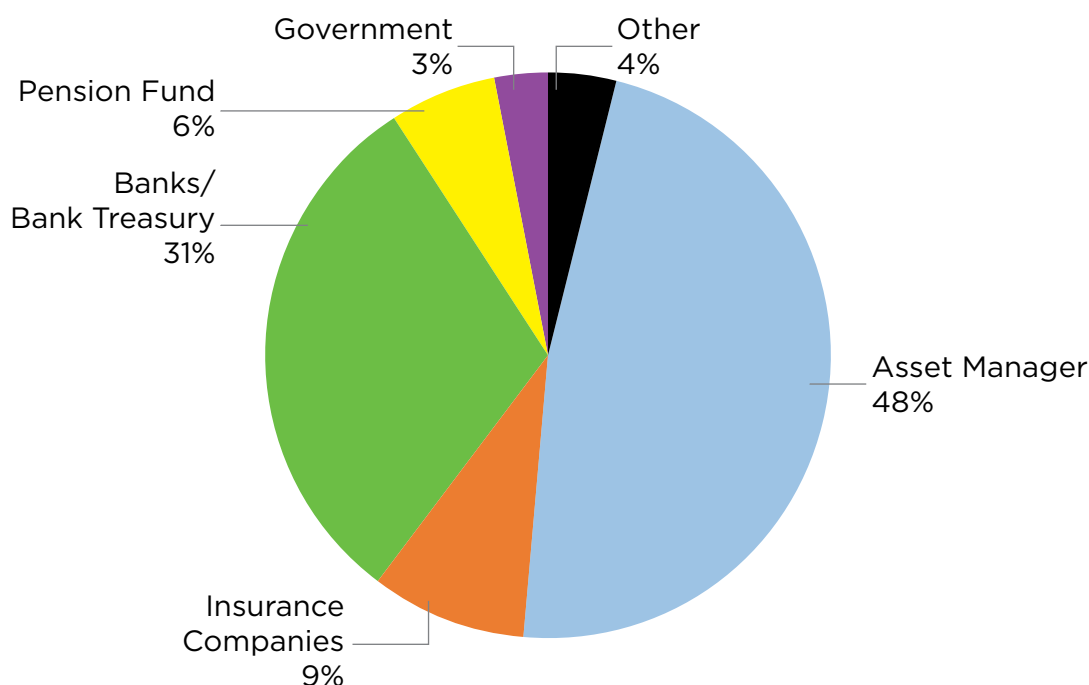
The City of Toronto was awarded Social Bond of the Year – Local Authority/Municipality by the Environmental Finance Bond Awards for the second year in a row. The City issued the first-ever Social Bond from a Canadian Government issuer in 2020. In 2021, the City raised \$100 million via Social Bonds to finance capital projects under the City's Social Bond program for the George Street Revitalization (\$13.3M), housing and shelter infrastructure (\$11.4M), and accessibility projects for the Toronto Transit Commission (TTC) (\$75.3M). The funded projects aim to reduce poverty (UN SDG¹ #1), improve health and well-being (UN SDG #3), promote economic growth (UN SDG #8), build sustainable cities and communities (UN SDG #11), and reduce inequality by supporting accessible infrastructure (UN SDG #9 & #10).

The City's Social Bond Framework is verified by Sustainalytics, a global leader in environmental, social, and governance research and ratings. This verification ensures the City's framework aligns with the International Capital Markets Association Social Bond Principles. This framework, along with detailed impact reporting, has been recognized as a template for other municipalities.

This global award once again marks the City as a leader in the Green, Social, and Sustainability bond markets.

The City successfully issued its second Social Bond in 2021, a \$100 million bond (re-opening) with a 10-year maturity in December 2030. Expressions of interest for this bond were excellent, with strong interest from the environmental, social and governance (ESG) community. This issue was 2.5 times oversubscribed with a wide placement distribution to 30 institutional investors located across Canada, the United States, and overseas.

Investor Type



¹ United Nations Social Development Goals is abbreviated as "UN SDG".

Use of Proceeds

2020 Social Bond

Net proceeds from the 2020 Social Bond issue funded eligible projects for:

- The George Street Revitalization project
- The shelter component of the Housing & Shelter Infrastructure Development project (formerly known as the 1,000 Shelter Beds Initiative).

Project Name	Funds Allocated (\$000s)	Funds Disbursed (\$000s)	% Disbursed	Funds to be Disbursed (\$000s)	% to be Disbursed
George Street Revitalization	\$48,144	\$48,144	100%	\$-	0%
Housing and Shelter Infrastructure Development	\$51,856	\$51,641	99.7%	\$215	0.4%
Total	\$100,000	\$99,785	99.8%	\$215	0.2%

2021 Social Bond

Net proceeds from the 2021 Social Bond issue funded eligible projects for:






- The George Street Revitalization project
- The shelter component of the Housing & Shelter Infrastructure Development project (formerly known as the 1,000 Shelter Beds Initiative)
- Accessibility projects for the TTC.



Project Name	Funds Allocated (\$000s)	Funds Disbursed (\$000s)	% Disbursed	Funds to be Disbursed (\$000s)	% to be Disbursed
George Street Revitalization	\$75,267	\$75,267	100%	\$-	0%
Housing and Shelter Infrastructure Development*	\$13,345	\$13,345	100%	\$-	0%
Easier Access Phases for TTC	\$11,388	\$11,388	100%	\$-	0%
Total	\$100,000	\$100,000	100%	\$-	0%

*Social Bond proceeds are directed towards the shelter component of the Housing & Shelter Infrastructure Development project.

United Nations Social Development Goal (SDG) Alignment²

George Street Revitalization	Eligible Categories
1 No Poverty 	Social and Affordable Housing
3 Good Health and Well-Being 	
4 Quality Education 	Access to Essential Services
8 Decent Work and Economic Growth 	
9 Industry, Innovation and Infrastructure 	Socioeconomic Advancement and Empowerment
11 Sustainable Cities and Communities 	

Housing and Shelter Infrastructure Development Project	Eligible Categories
3 Good Health and Well-Being 	Access to Essential Services
4 Quality Education 	
8 Decent Work and Economic Growth 	Socioeconomic Advancement and Empowerment
9 Industry, Innovation and Infrastructure 	
11 Sustainable Cities and Communities 	

Easier Access for Toronto Transit Commission	Eligible Categories
10 Reduced Inequality 	Reduced inequality
11 Sustainable Cities and Communities 	Make Cities safe, inclusive, resilient, and sustainable

² View all the United Nations Sustainable Development Goals at sdgs.un.org/goals

Continuing to Implement the HousingTO 2020-2030 Action Plan

The HousingTO 2020-2030 Action Plan (HousingTO Plan) provides a blueprint for action across the full housing spectrum – from homelessness to rental and ownership housing to long-term care for seniors. The City of Toronto and its partners across various sectors have made significant progress to advance the HousingTO Plan, while continuing to manage COVID-19 related challenges.

During the past year, a total of 120 homes with support services dedicated to women experiencing homelessness were opened at 389 Church St.; the first two modular supportive housing buildings with a total of 100 units were opened within nine months of approval by Council for people experiencing homelessness; and, with federal and provincial support, great progress was made on advancing the 24-Month COVID-19 Housing and Homelessness Response Plan which will create more than 3,000 new affordable housing opportunities for Toronto residents.

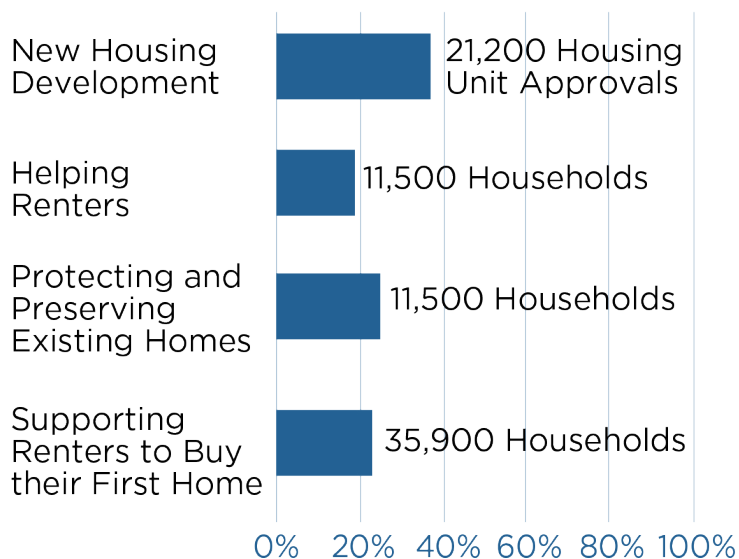
How we're progressing during the COVID-19 Pandemic

Less than eight months ago, City Council adopted the initiative in urgent response to the pandemic.

Housing built in months, not years is an incredible feat and true testament to our committed partners who are equally intent on increasing the accessibility of housing in Toronto.

- Opened **220 homes** with support services dedicated to people experiencing homelessness
- Partnered with federal government through the Rapid Housing Initiative to create a minimum of **860** new permanent supportive homes which will open throughout 2021 and by mid-2022
- Partnered with Toronto Community Housing to make **450 homes** available for people experiencing homelessness on an emergency basis
- Entered into partnership with United Property Resource Corporation to unlock the value of their real estate assets and create **500 affordable homes** for communities of faith of all denominations

Progress Toward HousingTO Ten-Year Targets



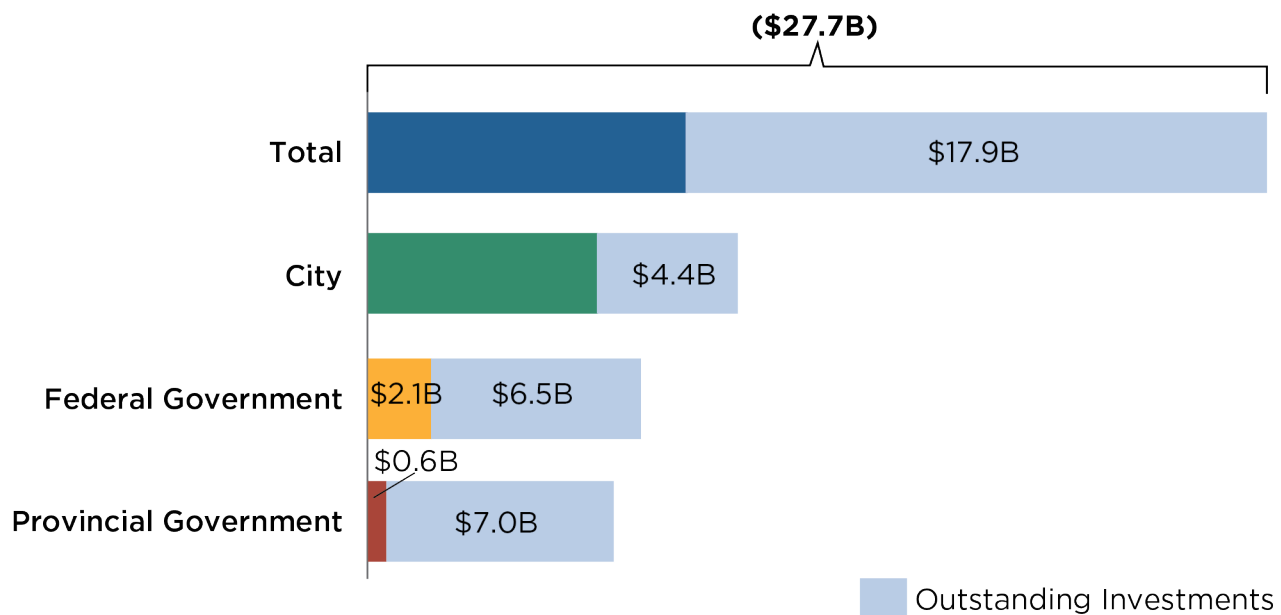
Cost to deliver the HousingTO Plan

Successful implementation of the HousingTO Plan is expected to cost all three orders of government approximately \$27.7 billion (increased from an original estimate of \$23.4 billion). The breakdown of required investments and commitments to-date are as follows:

- City investments of approximately \$11.5 billion (approximately \$7.1 billion committed to-date)
- Federal investments of approximately \$8.6 billion (approximately \$2.1 billion committed to-date)
- Provincial investments of approximately \$7.6 billion (approximately \$600 million committed to-date).

Achieving the overall targets in the HousingTO Plan will require continued contributions in existing programs as well as new and enhanced investments from all orders of government. Contributions and participation from the non-profit and private sectors will also be necessary to achieve the targets.

Total estimated 10-Year investment required by all orders of government



More information about the progress made on implementing the HousingTO Plan can be found in the City's 2020-2021 Progress Update: <https://www.toronto.ca/legdocs/mmis/2021/ph/bgrd/backgroundfile-173154.pdf>

Capital Infrastructure Strategy (CIS)

The Capital Infrastructure Strategy (CIS) will build upon Shelter, Support & Housing Administration's (SSHA) mission to ensure that there is safe shelter space for everyone who needs it. The Capital Infrastructure Strategy will provide an overview of the planned use of capital spending to meet SSHA division-wide priorities over a three-year period. It will help tell a comprehensive story of SSHA's capital strategy and how the City division will meet short, medium and long-term needs.

The Capital Infrastructure Plan will also incorporate findings from Council-approved HousingTO Plan, SSHA's Homelessness Solutions Service Plan, as well as the City's Corporate Strategic Plan. In an effort to decolonize the City's processes, the facilitator chosen to lead this work is Smoke Architecture, an Indigenous owned and operated firm. Smoke Architecture will coordinate engagement sessions with SSHA staff, senior management and Community partners to allow an opportunity for all stakeholder groups to express their ideas and inform the end report.

SSHA Homelessness Solutions Service Plan

SSHA has recently released its Homelessness Solutions Service Plan, which identifies priorities for the next three years, as SSHA continues to build and strengthen a responsive homelessness service system which uses an integrated and person-centred approach to address homelessness. These priorities will advance the goal of ending chronic homelessness in Toronto.

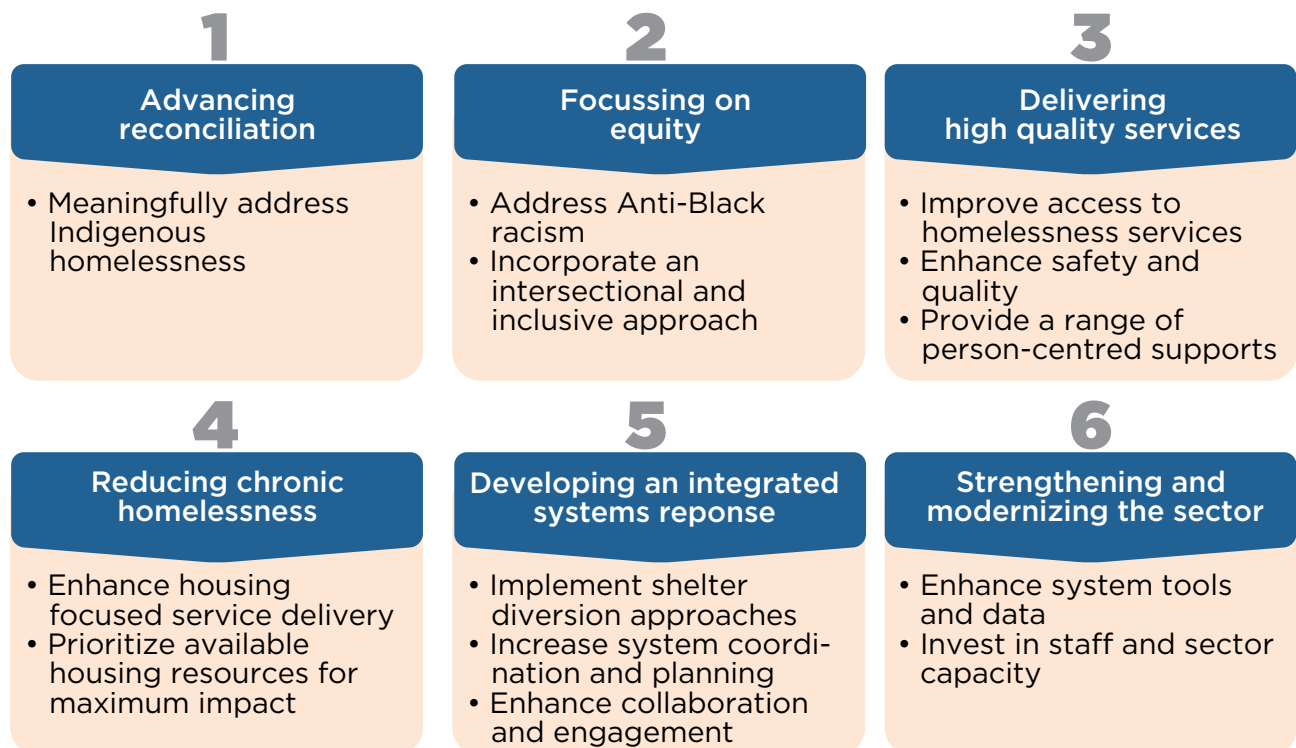


The plan is grounded in the following approaches:

- Housing First
- Human Rights
- Person-Centred
- Equity-Based

The Homelessness Solutions Service Plan has two main outcomes:

1. People experiencing homelessness in Toronto have access to safe, high quality emergency shelter.
2. People are provided housing-focused supports that ensure homelessness is rare, brief and non-recurring.



Impact of Housing and Emergency Shelter



Safety

Housing creates stable environments for all people to feel safe, including at-risk children, youth, adults and survivors of domestic violence.

Shelters provide access to essential services for vulnerable people when they need it and keep people safe.

Safety is a cornerstone of improving all other outcomes.



Social and Community

Good quality housing and neighbourhoods promote health and wellbeing that improves health outcomes.

Shelters and housing provide access to health services that improve health outcomes for clients.

Health is essential to improving all other outcomes.



Health

Good quality housing provides a personal environment for social activities with friends and family.

Stabilizing and improving social and community outcomes in turn improves health outcomes.



Education

Stable and affordable housing reduces absenteeism and parental stress and improves educational outcomes.

Education in turn improves economic outcomes.



Empowerment

Shelters provide access to services that improve mental health, wellbeing, and feelings of empowerment, which then contributes to improved economic, educational and health outcomes.



Economic

Stable housing improves the economic status of individuals and families.

Improved economic outcomes provide stability, sustainability and resources that enable housing and shelters to serve those most in need.

George Street Revitalization and Housing and Shelter Infrastructure Development project

In 2021, the City issued its second \$100 million sinking fund social debenture. The George Street Revitalization (\$75.3 million raised) and the Housing & Shelter Infrastructure Development project (formerly known as the 1,000 Shelter Beds Initiative; \$13.3 million raised) were two capital projects funded through the City's first Social Bond.

New shelters are designed to promote dignity, comfort and choice and to support shelter users in moving to permanent housing. They are compliant with the most recent accessibility legislation, with 20 per cent of new spaces designed to be accessible. This includes providing accessible rooms, beds, bathrooms and amenities.

New shelters meet all applicable legislation, including the updated shelter standards and the [Shelter Design & Technical Guidelines](#). Wherever possible, new shelters include exterior client areas, multi-use common areas, and built-in community space. The new shelters are also built to be more sustainable, durable and resilient in design and include a focus on reducing greenhouse gas emissions, reduce energy use and conserve resources.



Junction Place Shelter at 731 Runnymede Rd. Each resident has access to a bed and a locker. The facility is also pet friendly.

George Street Revitalization and Housing and Shelter Infrastructure Development project



Current day Seaton House building located at 339 George St.

George Street Revitalization

The George Street Revitalization project (GSR) will see the reinvention of the northernmost block of Toronto's George Street and transform Seaton House men's shelter into a world-class facility that provides specialized care for vulnerable populations. It will include a long-term care home, transitional and emergency shelter programs, transitional housing and a community hub that will serve residents of both the site and the local neighbourhood.

The George Street Revitalization project raised \$75.3 million through the City's 2021 Social Bond. All funds raised by Social bonds in 2020 and 2021 for this project were spent by the end of 2021.

Housing and Shelter Infrastructure Development project (formerly 1,000 Shelter Beds initiative)

On February 12, 2018, City Council adopted Report EX31.2 2018 Capital and Operating Budgets and requested the General Manager of the Shelter, Support and Housing Administration to expand the number of permanent new shelter beds by 1,000 in three years.

\$13.6 million raised through the City's 2021 Social Bond is invested in creating 785 shelter beds as a part of this initiative. Social Bond proceeds are directed towards the shelter component of the project; 99.7 percent of all funds raised in 2020 and 2021 via Social Bonds were spent by the end of 2021.

More About the Projects

George Street Revitalization and the Seaton House Transition Plan

Seaton House, the City's largest men's shelter located at 339 George St. in the downtown east area of Toronto, is a 581-bed emergency shelter for men experiencing homelessness. The men staying at Seaton House experience a wide variety of challenges, including those of complex health, mental health and substance use.

Built in 1959 as an office building, Seaton House was not constructed for residential use, and is an aging structure reaching the end of its serviceable life. The George Street Revitalization and Seaton House Transition Plan involves the relocation of 400 shelter beds to new program spaces, as well as housing current Seaton House clients with the assistance of Housing Allowances and Supportive Housing units with Habitat Services and other service providers and agencies.

Seaton House is expected to be fully decommissioned by June 2023, with a target completion date for the construction of the new build in December 2026.

This project reflects the City's direction towards improving services for people experiencing homelessness, through the creation of a state of the art facility providing specialized care for vulnerable populations. The new facility will include:

- 21 units of affordable housing with supports
- An innovative 130-bed transitional shelter program for men and women who require more intensive health care and substance use support
- A long-term care home with 378 beds
- A 100-bed emergency shelter for men
- A service hub for program clients as well as members of the surrounding community



Health Clinic – 731 Runnymede Rd. Shelter



Dining Area – 3306 Kingston Rd. Shelter

More About the Projects

George Street Revitalization Project Updates

At the design stage, GSR surpasses the Toronto Accessibility Design Guidelines to address the changing needs of aging and vulnerable populations by providing improved accessibility and amenity spaces.

The City of Toronto will commission professional artists to develop 5 unique artwork pieces as part of GSR that will become part of the City of Toronto's Public Art and Monuments Collection and will be located throughout the site.

GSR will be explicitly designed for low carbon emissions and high resource efficiency; making the best possible use of natural light and fresh air, minimizing water and energy consumption, and reducing site impacts, waste generation and greenhouse gas (GHG) emissions.

It is expected that the contract for facility construction will require the satisfaction of standards equivalent to the highest tier of the Toronto Green Standard (consistent with net zero goals, equivalent to Tier-4 level of performance).

More About the Projects

Pandemic Response

As part of the City's COVID-19 response, two-metre physical distancing measures for staff and clients, as well as other pandemic response requirements outlined by Toronto Public Health, have been implemented at all George Street Revitalization transition sites.

Initially opened as part of the City's COVID-19 response, construction is planned at 76 Church St. in 2022 to convert the shelter into a George Street Revitalization transition shelter. The program will have up to 67 beds for people experiencing homelessness (56 beds using COVID-10 guidelines with two-metre distancing).

Additionally, as part of the George Street Revitalization Request for Proposals process for the larger project, lessons learned regarding pandemic planning and response have been incorporated into all aspects of the overall project.

We will continue to work with Toronto Public Health to ensure transition sites follow COVID-19 recommendations regarding safety and outbreak preparedness.

George Street Revitalization Housing Partnerships Update

Placements with housing partners including Habitat Services, Regeneration Community Services, the Canadian Mental Health Association and St. Clare's Multi-faith Society have been established and units are almost filled.

Additional housing partnerships are being explored for 2022.



76 Church St. Shelter



CMHA Laurie Housing project at 40 Danforth Rd.



CMHA Laurie Housing project at 40 Danforth Rd.

More About the Projects

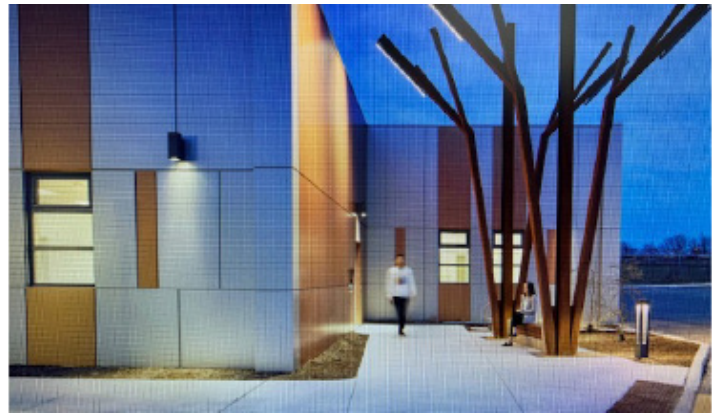
Seaton House Transition

705 Progress Ave.

This May, a new George Street Revitalization transition shelter opened at 705 Progress Ave. The program supports people experiencing homelessness in securing permanent housing along with meeting their various needs. This site was scheduled to open in 2021, but was delayed due to construction upgrades and obstacles presented by the COVID-19 pandemic.

Grounded in principles of harm reduction, accessibility and sustainability, the shelter opened with 63 beds (using COVID-19 guidelines with two-metre physical distancing), and will eventually expand to 94 beds.

Program models at new shelters continue to be informed by consultations with clients, staff and community partners as well as emergency shelter research and best practices. Planning is also underway to develop a comprehensive evaluation tool for new George Street Revitalization shelter programs focused on results-based analysis.



Rendering of 705 Progress Ave. Shelter



Client room



Rendering of dining space



Outdoor space for client use

- 94 maximum beds (full capacity)
- 63 maximum beds (with COVID-19 social distancing)
- Barrier-free washrooms and shower facilities
- Commercial kitchen
- Communal dining, lounges, and meeting spaces
- Computer lab
- Heat treatment room
- Laundry rooms
- Main reception area
- Pet wash station and outdoor play area
- Staff work area and offices

More About the Projects

Housing & Shelter Infrastructure Development project:

One of the key priorities of the Housing & Shelter Infrastructure Development (HSID) project is to expand homelessness services for equity-deserving groups including seniors, women, members of 2SLGBTQ communities, people with disabilities, individuals with mental health and/or substance use needs, and low-income households.

Currently the City has limited spaces available for couples experiencing homelessness, individuals with pets, or those in need of harm reduction focused programming.

To date, HSID funding has provided for six permanent new shelters, one temporary shelter and one transitional housing site. This is comprised of:

- Up to 176 beds for adults of all genders
- Up to 90 beds for seniors
- Up to 73 beds for women
- Up to 51 beds for youth
- Up to 250 beds for families
- Up to 200 temporary shelter beds
- 33 transitional homes for LGBTQI2S youth.



4117 Lawrence Ave.

New sites will open with the following enhanced housing-focused service model:

- Sites will be open 24-hours, have accessible spaces, offer all-gender amenities, and be pet friendly
- Access to community services including health services and employment sources
- Individualized service plans to help clients move into housing
- Where possible, shared community programming spaces

Upcoming projects: one Indigenous men's shelter at 67 Adelaide St. E.

- Target completion date of 2024
- First Indigenous harm reduction shelter in Toronto
- Capacity of 75

More About the Projects

In response to COVID-19, SSHA has implemented physical distancing requirements for clients within shelter sites.

The physical distancing requirements impact the number of beds available within shelters:

- As an example, 101 Placer Crt. Shelter reduced capacity from 87 to 51 beds
- Physical distancing requirements were outlined by Public Health Ontario

SSHA is ensuring relevant sections of the 94 Call to Action items outlined in the Truth and Reconciliation Commission of Canada are included within all Housing & Shelter Infrastructure projects.

- SSHA is working to meet the goal of City Council's ambitious climate strategy to reduce community-wide greenhouse gas (GHG) emissions in Toronto to net zero by 2040. The 67 Adelaide St. E. project has undergone NetZero and climate resiliency studies.



101 Placer Crt.



Rendering of 67 Adelaide St. E. Shelter



348 Davenport Rd. Women Shelter



Islington Senior Shelter, operated by the Salvation Army



Islington Senior Shelter – multi-use common area

Impact Metrics

Project Financed	Use of Social Bond Proceeds 2020 (\$ Million)	% of Multi-year Project Budget	Use of Social Bond Proceeds 2021 (\$ Million)	% of Multi-year Project Budget
George Street Revitalization and Seaton House Transition Plan Project	\$48.2	8%	\$75.3	13%
Housing & Shelter Infrastructure Project (formerly 1,000 Shelter Beds Initiative)	\$51.8	31%	\$13.3	8%

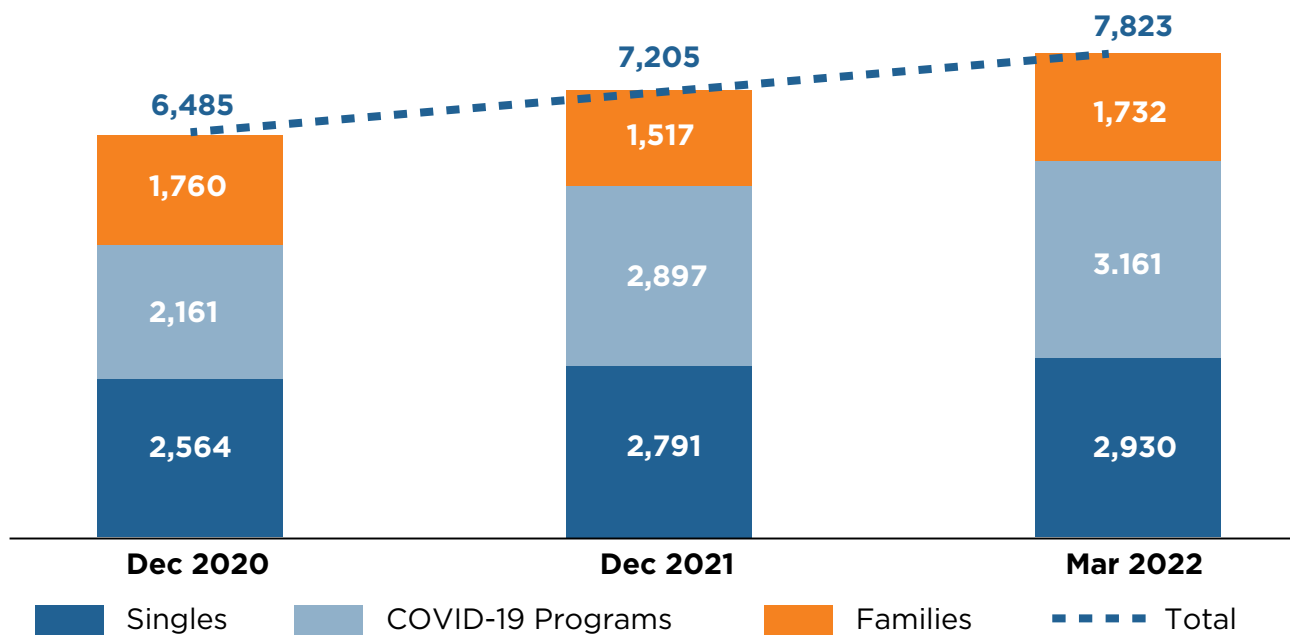
Project Financed	Shelter Sites Opened in 2021 (2020)	Projected Shelter Bed Capacity	Individuals Transitioned from Shelters to Housing in 2021 (2020)
George Street Revitalization and Seaton House Transition Plan Project	+0*** (+5)	+256*	+143 (+130)
Housing & Shelter Infrastructure Project (formerly 1,000 Shelter Beds Initiative)	+4** (+8)	+239	+98 (+114)

* Using COVID-19 guidelines for two-metre physical distancing. This number will expand to a maximum capacity of 347 beds.

** two of four projects were significant expansions of existing sites that were completed in 2021 (2671 Islington Ave. and 348 Davenport Ave.)

*** one site, 705 Progress Ave., was scheduled to open in 2021, but was delayed due to construction upgrades and obstacles presented by the COVID-19 pandemic and opened in 2022.

Current Shelter System Capacity



Shelter rooms occupancy averaged 93% during 2021, with the peak occupancy at 95% due to seasonality. Looking forward, in the first 6 months of 2022, the average occupancy rate was 96%.

The Impact of the First Toronto Social Bond



SDG Impacts

	1 No Poverty	3 Good Health and Well-Being	4 Quality Education	8 Decent Work and Economic Growth	9 Industry, Innovation and Infrastructure	11 Sustainable Cities and Communities
Deliver adequate homes	✓	✓		✓		✓
Provide affordable housing	✓	✓				✓
Housing for vulnerable groups	✓	✓				✓
Adequate housing quality		✓				✓
Livable communities	✓	✓	✓	✓	✓	✓
Local partnerships	✓	✓	✓	✓	✓	✓

Planned Future Capital Work

Project	Estimated Funding	Estimated Timeframe
George Street Revitalization and Seaton House Transition Plan Project	+\$680 million	5 years
Housing & Shelter Infrastructure Project (formerly 1,000 Shelter Beds Initiative)	+\$112 million	2 years
State of Good Repair (SOGR) for Shelters	+32 million*	10 years
Accessibility for Ontarians with Disabilities Act (AODA) initiatives and projects	+10 million*	3 years

*Figures are based on 2020 cost estimates (i.e. pre-COVID-19).



MAYOR
JOHN
TORY

JANUARY
24-30

PROCLAMATION

EMERGENCY SHELTER AND HOMELESSNESS SERVICE WORKER APPRECIATION WEEK

WHEREAS this week recognizes emergency shelter workers and homelessness service workers for the essential role they play in delivering more than 100 emergency shelter programs operating 24-hours a day in Toronto.

These programs include street outreach, shelters, 24-hour respite sites, warming centres and temporary homeless shelters opened as part of the City's COVID-19 response, as well as drop-in services and a range of supports provided to people experiencing homelessness. This week, we recognize the commitment and dedication of all those who work to deliver and administer programs, services and supports to some of our most vulnerable residents.

Emergency shelter workers and those who work with people experiencing homelessness deliver compassionate care focused on the unique and specific needs of unhoused communities. Their tireless advocacy and dedication helps provide people experiencing homelessness the opportunities they need to establish critical supports and stability in their lives, opening up a path to find safe and secure housing.

Throughout the COVID-19 pandemic, our emergency shelter and homelessness service workers continue to play a vital role in keeping at-risk residents safe and providing the services they need. I would like to thank all emergency shelter workers and homelessness service workers in our city who have been on the frontlines since the onset of the pandemic. This week gives us the opportunity to honour the dedication and commitment they show each day to the people they serve.

NOW THEREFORE, I, Mayor John Tory, on behalf of Toronto City Council, do hereby proclaim January 24 - 30, 2022 as "Emergency Shelter and Homelessness Service Worker Appreciation Week" in the City of Toronto.

TTC Multi-Year Accessibility Plan

The TTC has a strong commitment to making Toronto's transit system accessible. The 2019-2023 TTC Multi-Year Accessibility Plan (Accessibility Plan) guides system-wide accessibility improvements over the next five years that will provide universal benefits to the millions of customers who use the TTC annually, in support of TTC's Corporate Plan.

Major initiatives from 2019 to 2023 include:

- Upgrading subway stations with elevators and other accessibility features
- Starting a program to retrofit subway platforms by replacing platform edge tiles
- Making all streetcar routes accessible
- Piloting equity-focused consultation and performance measures for transit service continuing to develop and expand programs including Family of Services, Access Hubs and Community bus improvements
- Developing programs that promote a positive customer experience, including travel training
- Further developing new technologies that support Wheel-Trans programs, including a phone app with features such as Track My Bus
- Exploring other Wheel-Trans service delivery models that provide trip options for customers with various abilities.



Donlands Station Excavation



Lansdown Station Entrance

More about the projects

TTC Easier Access Phase III

The Easier Access Program III is an important part of the 2019-2023 TTC Multi-Year Accessibility Plan in its objective to fulfil the provincially-legislated requirements in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The program makes subway stations accessible to persons with disabilities through the addition of elevators, wide fare gates, automatic sliding doors, signage improvements and associated modifications to architectural, structural, mechanical and electrical elements. The Easier Access Program is also key to the transformation of WheelTrans services, which serves 25,000 to 30,000 customers monthly.

As part of the TTC's 10 year transformation program, the introduction of the Family of Services model relies heavily on the easier access program. Family of service is about making the conventional transit system accessible for everyone and encouraging Wheel-Trans customers to use the accessible conventional system as often as possible. This ensures dignity, spontaneity, fairness and freedom of travel for all customers.

The City issued \$11.4 million for TTC's Easier Access Program (Phase III) in 2021. The spending for the program in 2021 was \$72.6 million of a total expected cost of \$1.1 billion to complete the Easier Access Phase III. The portion of the Social Bond issuance for this project represented about 15.7 per cent of the 2021 spending and roughly one per cent of the total expected costs of the project.



Elevators at Keele Station

Impact Metrics

Project Financed	Use of Social Bond Proceeds 2021	% of 2021 Project Budget Spent	% of Multi-year Project Budget
TTC Easier Access Program	\$11.4	15.7%	1%

Metric	2021 Impact	To date Achievement
Easier Access accessible subway stations completed	Completed three additional Easier Access subway stations in 2021 (Yorkdale, Sherbourne and Keele) installing elevators, ramps, wide fare gates, automatic sliding doors and signage improvements.	A total of 55 subway stations currently meet AODA requirements with 17 stations remaining to be made accessible by 2025.
Elevators in service	Five additional elevators (Keele, Sherbourne and Yorkdale stations).	Five of 43 expected elevators of the Easier Access Project now meet AODA requirement with all elevators expected to be completed by 2026. TTC currently maintains 134 elevators across our 55 accessible subway stations (note: this number does not include other 3rd party elevators that also connect to TTC stations)

TTC Demographics

Metric	2021	2020	2019
Seniors ridership	8.4%	7.4%	6.8%
Customers with Accessibility needs	16.0%	N/A	N/A
Elevator usage	5.1%	N/A	2.2%

Wheel-Trans Ridership

Metric	2021	2020	2019
Ridership (trips)	1,560,049	1,700,511	4,151,306
Active Customers	36,357	44,239	44,353

The Easier Access Program is a key enabler of the Family of Service model. The Easier Access Program improves accessibility of conventional TTC services which is a benefit for current Wheel-Trans customers.

Seniors Ridership

Ridership (in thousands)	2021	2020	2019
Seniors Ridership (Keele, Sherbourne and Yorkdale)*	192.1	192.5	247.0
Seniors Ridership**	17,594	17,200	27,846

* Revenue ridership figures of payments made using PRESTO card and excludes any payments made by Seniors using TTC legacy fare media (e.g. tokens, cash and TTC tickets). Keele, Sherbourne, and Yorkdale are a part of the Easier Access project that have been completed.

** Revenue ridership figures of payments made using PRESTO card and excludes any payments made by Seniors using TTC legacy fare media (e.g. tokens, cash and TTC tickets). 2020 ridership decreased due to COVID-19; 2021 ridership increased over prior year as recovery from COVID-19 restrictions began. Seniors' ridership increase is in line with the overall ridership growth of the entire TTC network, as the City is recovering from COVID-19.

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