

City of Toronto Social Bond Newsletter June 2024



389 Church St.

A Message from the Chief Financial Officer and Treasurer

As the City of Toronto's Chief Financial Officer and Treasurer, I am proud to present the fourth annual edition of the City's Social Bond Newsletter and the positive outcomes of these investments.

Toronto was the first – and remains the only – government in Canada to establish a Social Bond Program, demonstrating our leadership in sustainable finance and our commitment to positive and equitable socioeconomic outcomes.

Despite volatile global markets, investors remain confident in the City's responsible financial management and Toronto's deep and diversified economy. The City's most recent Social Bond issuance in 2023 was very well-received and attracted a total of 25 Canadian and international investors. Proceeds from the City's Social Bond program help us fund some of the essential projects needed to build a sustainable and equitable Toronto for everyone.

The proceeds help to fund social outcomes that align with many of the City's strategic priorities, including maintaining and creating affordable housing, keeping Toronto moving, investing in people and neighbourhoods and tackling climate change and building resilience.

As you'll read in this report, the proceeds from the City's social bond program are funding accessibility retrofits through the TTC's Easier Access program and are creating affordable housing and shelter spaces to support people experiencing homelessness.

The COVID-19 pandemic, climate change and increasing social inequity clearly demonstrate the pressing need for the strategic investments that the City's Social Bond Program funds. Through these investments, the City has a significant opportunity to enhance sustainability and social outcomes in areas such as housing, transit and climate action.

Addressing the complex challenges that Toronto faces today requires an all-in-approach from all orders of government – our partners in the Government of Canada and the Province of Ontario – as well as our partners in Indigenous communities, the non-profit sector and private sector.

I want to thank those partners, our investors and City staff for their work to nurture a thriving, diverse and livable city now and in the future – as you will see in this newsletter, you are making a difference.

Sincerely,






Stephen Conforti
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-finances/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:



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 and 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 Fourth Social Bond (November 2023)

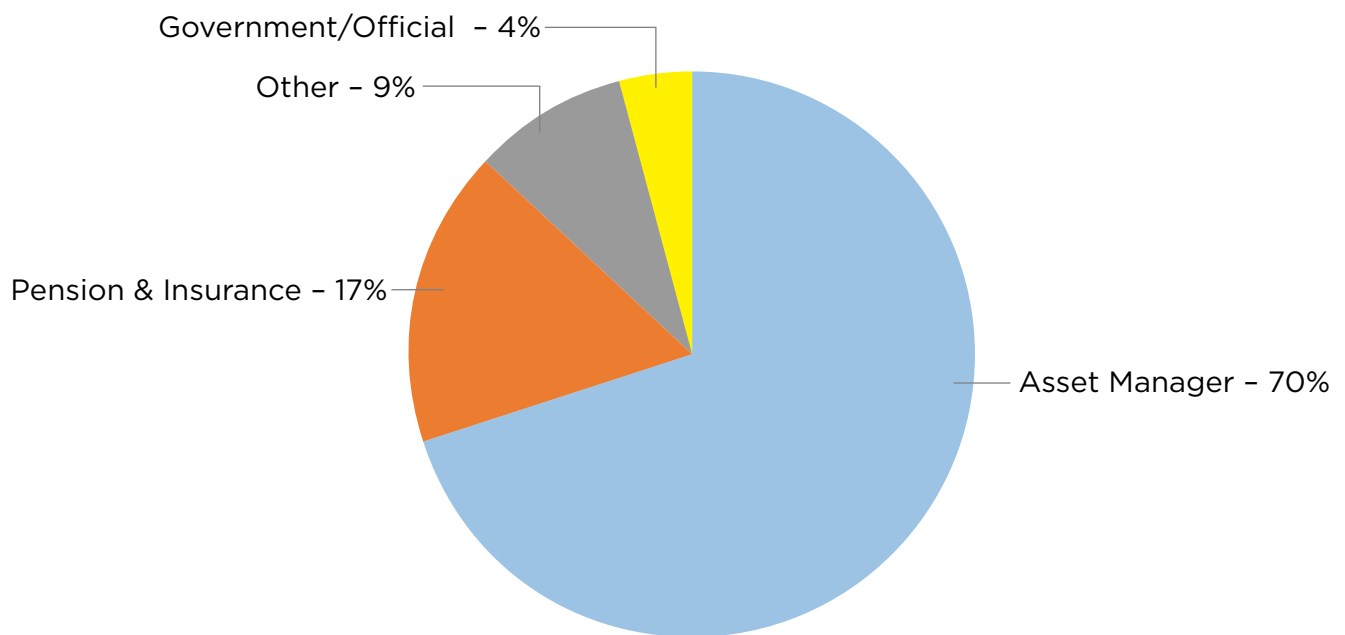
The City issued its fourth social bond in November 2023. Toronto was the first government in Canada to establish a Social Debenture Program, furthering its leadership in sustainable finance while promoting positive and equitable socioeconomic outcomes.

The social bond issuance in November 2023 was for \$215 million (re-opening) with a 19-year maturity. The proceeds were used to fund Council-approved capital projects from several City divisions and agencies, such as Community Centres (\$14.4 million), the George Street Revitalization project (\$11.6 million) and homeless shelters and shelter capital repairs (\$189.0 million).

The City has been recognized for its leadership in the green, social and sustainability bond and loan market, winning the Social Bond of the Year - Local Authority/Municipality at the 2021 and 2022 Environmental Finance Bond Awards. These awards mark the City as a leader in the municipal Green, Social and Sustainability bond markets. To date, the City has issued a total of \$650 million Social Bonds.

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.

Investor Type



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	\$51,856	100%	\$-	0%
Total	\$100,000	\$100,000	100%	\$-	0%

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.

2022 Social Bond

Net proceeds from the 2022 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)
- Shelters Capital Repair
- Respite Centers
- Affordable Housing
- 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	5,614	5,614	100%	\$-	0%
Housing and Shelter Infrastructure Development	10,802	10,802	100%	\$-	0%
Easier Access Phases for TTC	39,776	39,776	100%	\$-	0%
Shelters Capital Repair	1,584	1,584	100%	\$-	0%
Respite Centres	11,827	11,827	100%	\$-	0%
TCHC Building Capital Repairs and Revitalization	146,396	146,396	100%	\$-	0%
Supportive Housing	19,001	19,001	100%	\$-	0%
Total	235,000	235,000	100%	\$-	0%

2023 Social Bond






Net proceeds from the 2023 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)
- Shelters Capital Repair
- Community Centres

Project Name	Funds Allocated (\$000s)	Funds Disbursed (\$000s)	% Disbursed	Funds to be Disbursed (\$000s)	% to be Disbursed
TCHC Building Repair Capital	\$180,965	\$180,695	100%	\$-	0%
Community Centres	\$14,351	\$14,351	100%	\$-	0%
George Street Revitalization Phase II & III	\$11,649	\$11,649	100%	\$-	0%
Shelter Capital Repairs	\$5,229	\$5,229	100%	\$-	0%
Shelter - AODA upgrades	\$1,814	\$1,814	100%	\$-	0%
Shelter component of the Housing & Shelter Infrastructure Development project	\$801	\$801	100%	\$-	0%
Shelter Land Acquisition	\$191	\$191	100%	\$-	0%
Total	\$215,000	\$215,000	100%	\$-	0%



United Nations Social Development Goal (SDG) Alignment¹

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 	Socioeconomic Advancement and Empowerment
9	Industry, Innovation and Infrastructure 	
11	Sustainable Cities and Communities 	

Housing and Shelter Infrastructure Development Project, Respite Centres, and Shelter State of Good Repair		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

¹ View all the United Nations Sustainable Development Goals at sdgs.un.org/goals

Affordable and Supportive Housing	Eligible Categories
1 No Poverty 	Social and Affordable Housing
11 Sustainable Cities and Communities 	

Community Centres	Eligible Categories
1 No Poverty 	Socioeconomic Advancement and Empowerment
3 Good Health and Well-Being 	
4 Quality Education 	
8 Decent Work and Economic Growth 	
10 Reduce Inequality 	
11 Sustainable Cities and Communities 	

George Street Revitalization (GSR) and Housing and Shelter Infrastructure Development (HSID) project

In 2023, the City issued its fourth \$215 million sinking fund Social Bond. The George Street Revitalization (\$11.6 million funds raised) and the Housing & Shelter Infrastructure Development project (formerly known as the 1,000 Shelter Beds Initiative of which \$0.8 million funds raised) were two capital projects that received funding.

The Toronto Shelter and Support Services (TSSS) Division manages the shelter system for the City of Toronto, providing shelter and wrap-around services for individuals experiencing homelessness. Formerly the Shelter, Support and Housing Administration (SSHA) Division, this name change reflects a redefining of the division's focus following the transfer of housing functions to the Housing Secretariat Division in 2022. The City takes a housing-first approach to shelter service delivery, premised on the idea that stable housing is the primary need for individuals or families experiencing homelessness and issues such as substance use or mental illness can be better addressed once this need is satisfied.

The City's shelter system continues to operate in the face of mounting pressures, providing critical services to thousands of people thanks to the incredible dedication of staff and community partners who work together to deliver critical services to those most vulnerable. The City continues to experience an unprecedented demand for shelter space due to several factors including insufficient affordable housing supply, increased housing costs, a volatile economy with high inflation, wages and income supports that are too low to address the cost of living in Toronto and across Ontario. In addition, TSSS continues to experience a growing number of refugee claimants requesting emergency shelter now that border restrictions have eased. Despite continually adding new beds, the shelter system is at capacity during most nights.

Newly constructed shelters are designed to promote dignity, comfort and choice and to support people experiencing homelessness to move to permanent housing. They are compliant with the most recent accessibility legislation, often going above the requirement that 15 per cent of new spaces be accessible, as defined by the Ontario Building Code and targeting over 20 per cent of new spaces being accessible. This includes providing accessible rooms, beds, bathrooms and amenities. Greater access to accessible spaces within a shelter allows the City to provide more support and services in an environment that meets the needs of vulnerable populations and recognizes the disproportionate number of individuals experiencing homelessness that require accessibility.

Newly constructed shelters meet all applicable legislation, as well as the updated Toronto Shelter Standards and the Shelter Design & Technical Guidelines (the [Shelter Design and Technical Guidelines](#) outline design principles and evolving best practices for the planning and design of new or renovated shelters in the City of Toronto). Wherever possible, new shelters include exterior client areas, multi-use common areas and built-in community space. The newly constructed City-owned shelters are also built to be more environmentally sustainable, durable and resilient and include a focus on reducing greenhouse gas emissions, reducing energy use and conserving resources.

George Street Revitalization

The George Street Revitalization (GSR) project 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 is expected to include a long-term care home, transitional and emergency shelter programs, housing with supports and a community hub that will serve residents of both the site and the local community.

George Street Revitalization and the Seaton House Transition Plan

Seaton House, located at 339 George Street in the downtown east area of Toronto, is an emergency shelter for men experiencing homelessness. Seaton House, as it currently stands, is one of the largest men's shelters in North America and does not meet the criteria set out in the Shelter Design & Technical Guidelines.

Built in 1959 as an office building, Seaton House was not initially constructed for residential use and it is an aging structure reaching the end of its serviceable life. As the George Street Revitalization project required all programs and services in affected properties to be relocated, the Seaton House Transition Plan was developed to facilitate this transition.

Program models at new shelters continue to be informed by consultations with clients, staff, community partners as well as emergency shelter research and best practices. Offering enhanced program models and services at these shelters allow staff to develop meaningful working relationships with clients in order to break down barriers to accessing services and supports. By challenging assumptions and stigmas on mental health, drug use and its impacts and providing supports on site, staff are seeing levels of engagement and progress with clients as they move through the continuum of homelessness to housing.

The Transition Plan involves the siting and acquiring of alternative properties to relocate programs and shelter beds. It also includes, where possible, housing Seaton House clients with the assistance of housing allowances and access to housing units with supports through a unique partnership with housing operators and providers. While there is still great need for many shelter beds, the City recognizes that those beds need to be in smaller shelters and in more locations across the city rather than being concentrated in the downtown east side. To be considered as a potential new shelter service site, locations must meet applicable zoning and shelter by-law requirements, be close to transit and resources and meet minimum sizing requirements. Sizing requirements vary based on the type of shelter program being proposed.

As part of the transition plan, several sites have opened. In 2019 Scarborough Village Residence and Junction Place opened as GSR sites. In 2022, the City opened 705 Progress Avenue, a 94 bed shelter that provides emergency accommodations. All sites offer support services to help people experiencing homelessness achieve stability and secure permanent housing.

In 2023, no new transition sites opened, however renovations began on 76 Church Street and is expected to transition to a GSR site in 2024. Work on the site is scheduled to be completed by late 2024.

The final GSR Transition site will be located at 2299 Dundas Street West and still require renovations prior to opening. The contract for this site has been recently awarded and work is expected to start in April 2024. The site is designed to have capacities of up to 80 beds, in addition to achieving Net Zero requirements. Substantial completion of the site is anticipated in 2025.

Originally planned as a Public Private Partnership (P3 model with Infrastructure Ontario acting as procurement lead for the City), in February 2024, [City Council recommended](#) that the City and Infrastructure Ontario end their agreement to deliver the George Street Revitalization project through the Design-Build-Finance alternative financing and procurement model and instead move the project to a City-delivered framework. In 2024, the inter-divisional project team will work together to recalibrate project requirements and programming so it continues to be aligned with Council-adopted priorities and the needs of the local community. An updated project scope will be reported back to the Executive Committee in the third quarter of 2024.

Following the report back to the Executive Committee, the project is expected to enter an integrated design and construction process that will span approximately one year. The Design phase is estimated to be completed by the end of 2025. Construction of the project is anticipated to require four to five years, estimated to reach completion between 2029 and 2030.

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 be a collaboration between many City Divisions to supply several City services beyond services for those experiencing homelessness.

Once complete, the focus of new shelter programs will be quality of service – providing access to integrated services, 24-hour resident-focused care in a welcoming environment and specialized programs and services designed to enhance quality of life and respond to the needs of each individual. Through the George Street Revitalization, the goal is to deliver client-centered and outcome-focused services to help improve the overall well-being of individuals experiencing homelessness and help shelter clients find and keep stable housing as quickly as possible.

George Street Revitalization Project Updates:

- At the design stage, the GSR project 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 commissioned professional artists to develop five unique artwork pieces as a part of GSR project which will become part of the City'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.

George Street Revitalization Housing Partnerships Update

Placements with a number of housing providers have been established and as part of the Transition Plan and clients from Seaton House have tenanted these units. Additional referrals to these units are explored should units become vacant and utilize the Co-ordinated Access to Housing and Supports and Priority Access to Housing Supports (PATHS) process to fill units.

In late 2023, a new housing partner, Madison Community Services opened a twenty-unit program under the Habitat Services umbrella on Lansdowne Avenue and referrals from Seaton House Men's Shelter to the program are underway. Approximately half of the twenty units are occupied to-date.

Project Social Outcomes

Seaton House Shelter Program and Transition Sites by the numbers	Number of Total Bed Nights at Location - 2022	Number of Total Bed Nights at Location - 2023	Annual Increase in Bed nights (occupancy)	Number of Clients Housed (i.e., discharges to permanent housing) - 2022	Number of Clients Housed (i.e., discharges to permanent housing) - 2023	Annual Increase in Number of Clients Housed	Client Capacity (1.25 m distancing)
Total for Seaton House and Transition Sites	106,605	199,342	92,737 (up 87%)	201	380	179 (up 89%)	380

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](#) to expand the number of permanent new shelter beds in Toronto by one thousand. In 2020, City Council redirected some of that funding towards supportive housing units. As a result, the target number of shelter beds under the Housing and Shelter Infrastructure Development project has been reduced to approximately 785. To date, 710 of these beds have been created (reflected in the design capacity) and the remaining funding was allocated to affordable housing.

The Housing & Shelter Infrastructure Development project

The most recent [Streets Needs Assessment](#) (April 2021) found specific groups are overrepresented among people experiencing homelessness; particularly Indigenous peoples, racialized individuals (particularly those who identify as Black), those who had a foster care experience and people who identify as 2SLGBTQ+. People identified that the most important supports to help find housing are those that increase housing affordability and income – emphasizing the importance of permanent housing solutions to homelessness.

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 or individuals with pets.

To date, HSID funding has provided for six permanent new shelters, one temporary shelter, one transitional housing site and one drop-in centre.

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 2SLGBTQ+ youth

New sites created:

- are open 24-hours, have accessible spaces and offer all-gender amenities and be pet-friendly
- provide access to community services, including health services and employment resources
- offer individualized service plans to help clients move into housing
- feature shared community programming spaces, where possible
- be designed to feel less institutional and more inclusive. To this end public art has been commissioned at several new sites
- include the first Indigenous harm reduction shelter in Toronto
- Net Zero compliant where possible

Upcoming projects include:

- Women's drop-in centre at 233 Carlton Street
 - Target completion date 2024
 - Replacement site for Adelaide Resource Centre, currently located at 67 Adelaide Street East
 - Additional project partners including employment and health care services may be brought on board once the service is moved to 233 Carlton Street based on client and service need
 - Capacity of 28 (as an overnight bedded program)
- Indigenous Men's Shelter at 67 Adelaide Street East
 - Substantial completion date estimated 2025
 - Harm Reduction focussed
 - Capacity of 75
 - Operated by third-party Indigenous service provider Na Me Res

Project Social Outcomes

Housing & Shelter Infrastructure Development project	Number of Total Bed Nights at Location - 2022	Number of Total Bed Nights at Location - 2023	Annual Increase in Bed nights (occupancy)	Number of Clients Housed (i.e., discharges to permanent housing) - 2022	Number of Clients Housed (i.e., discharges to permanent housing) - 2023	Annual Increase in Number of Clients Housed	Client Capacity (1.25 m distancing)
Total for HSID Sites	76,410	196,163	119,753	109	196	87	269

Semi-permanent Respite Center Structures (Sprung Structures)

- All three semi-permanent structures have a design capacity of 100 each. However, based on impacts from the pandemic, spaces for other programming purposes were added in order to meet appropriate levels of care
- Due to the unprecedented demand for shelter services, funding was allocated to create temporary structures for respite services as an effort to create further respite capacity
- With this funding, three semi-permanent Sprung Structures were built on City-owned and leased lands
- These sites continue to operate on a 24-hour basis and provide essential services to individuals experiencing homelessness in an environment that prioritizes ease of access to safe, indoor resting spaces

Objectives & Social Benefit

- Reduce encroachment sites throughout the City and provide relief within downtown core designated areas
- A place for rest, meals, service referrals and programming
- Prioritize ease of admission that are pet and couple friendly

Social Outcome Metrics

Location	Current Capacity	Status
69 Fraser Avenue	72 cots	Completed
1A Strachan Avenue	70 cots	Completed
351 Lakeshore Avenue East	78 cots	Completed

Semi-permanent Respite Center	Number of Total Bed Nights at Location - 2022	Number of Total Bed Nights at Location - 2023	Annual Increase in Bed nights (occupancy)	Number of Clients Housed (i.e., discharges to permanent housing) - 2022	Number of Clients Housed (i.e., discharges to permanent housing) - 2023	Annual Increase in Number of Clients Housed
Total for Respite Center	48,881	64,812	15,931	39	53	14

Shelter, Support and Housing Administration State of Good Repair Projects (SOGR):

In 2023, \$5.2 million in Social Bond funds were issued to support socioeconomic advancement and empowerment through infrastructure renewal with an upgrade of Heating, Ventilation and Air Conditioning (HVAC) systems in select sites and general building upgrades such as electrical upgrades, door replacement and exterior renovations.

Maintaining existing shelters and thoughtfully upgrading City-owned or operated assets allows the City to realize the full potential of services and commitment to clients. By proactively addressing problems at individual sites, the City also mitigates risks associated with the maintenance of aging infrastructure.

State of Good Repair work often allows the overall shelter system to respond to changing needs in the community, health recommendations and accessibility best practices or by-laws. For example, this year the City continues to upgrade infrastructure as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) by extending hallway lengths for wheelchair turning radius, washrooms, door widening and exterior work (including the addition of ramps and curbs).

State of Good Repair work also focuses on climate resiliency and health and safety items. Projects such as window replacement, electrical and heating, ventilation and HVAC work contribute to climate resiliency, support Net-Zero targets and reduce the carbon footprint.

Health and Safety scopes, includes addressing issues such as magnetic locks for enhanced security, fireproofing and fire stopping, electrical repairs and upgrades, repair and replace fencing, mould remediations, exterior stair repairs and concrete and catch basin repairs at individual sites across the City.

Other practical completed projects under this scope of work included shower and bathroom repairs and upgrades, general dry wall repairs, painting and baseboard replacements.

Shelter Infrastructure Renewal

The City currently operates and maintains all shelter facilities owned and leased by the City of Toronto. Unfortunately, many of the buildings are behind on State of Good Repair, which is an ongoing requirement to ensure that building systems are healthy and functional. Efforts are underway to bring the state of good repair work into good standing.

Objectives of 2023 projects:

- Demolishing and reconstructing kitchenettes for clients
- Upgrading HVAC systems to adhere to recommendations and best practices
- implementing electrical upgrades
- replacing or upgrading roofs, doors and building exteriors completing security assessments and implementing appropriate security-related upgrades based on findings

Social Benefit

Keeping shelters in a state of good repair enables the City to provide the maximum number of shelter spaces for consistent capacity levels for people experiencing homelessness to receive service and wrap-around supports.

Highlight: Robertson House Shelter

- Remediating the attic space to create new office spaces and additional staff workstation to accommodate program expansion and address staffing needs
- The space, which was previously underused for storage, has now been maximized to support shelter clients

Use of Social Bond Proceeds vs. Multi-Year Budget:

Projects Financed	Use of Social Bond Proceeds 2023	As a % of total dollar spend on the project to date 2023	Use of Social Bond Proceeds cumulative 2020 to 2023	As a % of total dollar spend on the project to date 2023
George Street Revitalization Project and Seaton House Transition Plan	\$11.6 million	12.6%	\$78.9 million	84.3%
Housing & Shelter Infrastructure Project (formerly 1,000 Shelter Beds Initiative)	\$0.8 million	0.9%	\$74.8 million	87.1%
Capital Repairs and Replacement	\$5.2 million	23.5%	\$6.8 million	30.6%
AODA Upgrades	\$1.8 million	97.6%	\$1.8 million	97.6%

The City's focus in 2023 was to extend lease and licensing agreements at temporary shelter sites to provide much-needed stability to the shelter system. Working with partners, sites also worked to return to pre-pandemic distancing between beds to add additional shelter spaces.

This multi layered approach to creating more shelter bed spaces in the system allows the City to balance the need for more physical shelters with the reality that it takes years to site, design and build the spaces while addressing the shifting needs of homelessness and adhering to green technology standards and incorporating trauma informed building design into new spaces.

Shelter System Capacity

Shelter System Capacity	Singles	COVID-19 Programs	Families	Total
December 31, 2020	2,564	2,161	1,760	6,485
December 31, 2021	2,791	2,897	1,517	7,205
December 31, 2022	3,928	2,871	2,154	8,953
December 31, 2023	5,349	2,253	2,267	9,869

Planned Future Capital Work

Project	Estimated Funding	Estimated Timeframe
George Street Revitalization Project and Seaton House Transition Plan	+\$588 million*	5-6 years
Housing & Shelter Infrastructure Project (formerly 1,000 Shelter Beds Initiative)	+\$112 million*	2 years
Shelters Capital Repair	+\$63 million*	10 years
Accessibility for Ontarians with Disabilities Act (AODA) initiatives and projects	+\$11 million*	3 years (ends in December 31, 2025 as per AODA provincial mandate)

*Figures are based on 2024 cost estimates

The City's initiative for Housing and Shelters

The City 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.

The City 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 Street East and 2299 Dundas Street West project have undergone Net Zero and climate resiliency studies and will be constructed to meet these standards.

AODA: Upgrades in the Shelter System

The City is committed to ensuring that all new permanent shelter sites are built to meet accessibility guidelines as outlined in the Shelter Design Guidelines and Toronto Accessibility Design Guidelines. New buildings are being constructed to fully comply with Accessibility for Ontarians with Disabilities Act, 2005 (AODA) standards and will be able to accommodate clients who have disability needs. This includes improving accessibility both into the building and within the building. Twenty per cent of all new beds in these sites will be fully accessible, which exceeds the minimum building code requirements.

While upgrading current facilities, the scope of work includes demolition, removing and relocating walls, removing and replacing doors, door hardware, guard rails, handrails, ramps, cabinets, electrical, HVAC, adding tactile surfaces, audio visual alarm systems, automatic door openers and upgrading washrooms and common spaces all to meet or exceed City mandated AODA requirements.

Sites Anticipating AODA upgrades in 2024	Updates
1076 Pape Avenue	Design and validation phases completed. Expected completion late 2024
4222 Kingston Road	Design and validation phases completed. Expected completion late 2024
21 Park Road	Design and validation phases completed. Expected completion late 2024
1229 Ellesmere Road	Substantially completed - widen outdoor pathways, widened doors and added door operators

Sites Anticipating AODA upgrades in 2025	4 Sites with Accessibility scopes are forecast for completion by December 31, 2025
1651 Sheppard Avenue	Under scope review
291 Sherbourne Street	Under scope review
38 Bathurst Street	Under scope review
129 Peter Street	Under scope review

In 2023, \$191,557 Social Bond proceeds were used to fund the Red Door Family Shelter. Since 1982, the Red Door Family Shelter has provided emergency shelter and support for women and children affected by domestic abuse, families experiencing a housing crisis and refugee claimants with nowhere else to turn. In the early 80's there was only one other shelter operating in Toronto. Responding to the growing need for shelter space for homeless families, the Red Door was opened in the basement of the WoodGreen United Church by a group of volunteers. Red Door has now grown to be one of the largest family shelters in the city, providing shelter and support to over 350 families every year.

In 2021 Red Door Family Shelter reopened its doors in a new location as the first condo development in Toronto to incorporate a shelter into a private residential development. The new Red Door Shelter is a modern and purpose-built shelter that houses families in over 100 beds each night.

- The new shelter has 20,000 square feet which provides private bedrooms and bathrooms to families
- The enhanced facilities have an outdoor children's play area, a dedicated food bank, a communal dining and social area and a state-of-the-art kitchen

In addition to providing emergency shelter, the Red Door provides critical support services to clients when they arrive, during their stay and as they make the transition to independence. Clients receive necessary counselling, support, access to schools and health care. Dedicated programming and creating safe spaces for children to heal is a priority – arts and crafts, homework help, life-skills workshops for teens and social, recreational opportunities for all ages provide an outlet for expression and connection. Housing workers liaise with landlords to secure safe and affordable accommodations and fair leases for families. After, they continue to provide outreach services that are designed to assist families to remain housed and independent in the community.

- At the Red Door, residents are given the resources and the time they need to heal and to ultimately achieve their goal of independence.
- The shelter is highly woven into the fabric of the Leslieville community. Red Door families are supported by local doctors, dentists, community centres, schools and other local services.
- Red Door provides diverse programming including:
 - Children and Youth Programs
 - Preschool programs, after school care, homework club, teen program, summer field trip programs
 - Transition into schools
 - Health and Wellness Program
 - Housing & Outreach Support Program
 - Benefit accessibility support
 - Access to education opportunities
 - Moving and Furniture Program
- The Red Door also runs a year-round food bank, in partnership with Second Harvest, which provides essential support to families when they arrive at our shelter, during their stay and after they have moved out of the shelter (addressing the need for support during a critical transition into stable and permanent independence)
- The Red Door separately runs a shelter for women and children escaping violence. Between the two emergency shelters, one for families and one for women fleeing violence, Red Door has 161 beds between them, allowing them to serve hundreds of families each year
- Families come to the Red Door Shelter through a referral from agencies such as Children’s Aid Societies, Public Health Department, Police Services, through Central Family Intake (CFI), the city’s clearinghouse for shelter beds for families and for women with children fleeing domestic abuse, other shelters, or through word of mouth upon the advice of friends

The Housing Secretariat

The Housing Secretariat works to enhance the health of Toronto's residents, neighbourhoods, economy and environment by supporting the delivery of a range of new homes including affordable rental and ownership homes, preserving the City's existing rental housing stock, improving housing stability for vulnerable Torontonians, helping residents access and maintain safe, adequate and affordable housing and supporting equity and climate action. To help achieve these objectives, the Housing Secretariat:

- Oversees and supports implementation of the City's HousingTO 2020-2030 Action Plan ('HousingTO Plan') and reports to City Council on performance
- Leads the development of effective systems-level housing strategies, policies and programs
- Administers federal, provincial and City investments to non-profit, Indigenous and private sector organizations to:
 - Build new rent-controlled market, affordable, Rent-Geared-to-Income (RGI) and supportive homes
 - Improve the condition of existing social, affordable and market rental homes
 - Help people find and maintain housing
 - Provide strategic advice/support on housing issues to the City Manager, Deputy City Managers, Elected Officials and key government partners

Creating and maintaining affordable housing is one of the City of Toronto's key priorities.

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 and its partners across various sectors have made significant progress to advance the HousingTO Plan.

The HousingTO Action Plan has a [Council-approved increased housing target of 65,000 rent-controlled homes](#), comprising of 6,500 Rent-Geared-to-Income (RGI), 41,000 affordable rental and 17,500 rent-controlled market homes by 2030. The 41,000 affordable rental target includes 18,000 supportive housing homes.

Cost to deliver the 65,000 Rent-Controlled Homes

To ensure the successful implementation of the HousingTO Plan, City Council has requested that each order of government allocate between \$500 million and \$800 million per year in grant funding and [\\$6.5 billion and \\$8 billion in low-cost financing/re-payable loans](#) to Toronto over the next seven years.

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.

More information about the progress made on implementing the HousingTO Plan can be found in the City's 2022-2023 Progress Update:

<https://www.toronto.ca/legdocs/mmis/2023/ph/bgrd/backgroundfile-239281.pdf>

2023 Progress on Increasing the Supply of New Affordable and Supportive Homes

As of the Q4 2023 update of the Data Hub, there were 1,379 new affordable rental homes approved in 2023, bringing the total number of approved affordable rental homes in the pipeline to 21,452. There were 16,530 affordable rental homes at various stages of the pre-construction phases, while 3,011 homes were under construction. In 2023, 869 affordable rental homes were completed and occupied.

The City has secured [\\$169.4 million in funding for 416 new rental homes](#) with supports in 2023 through Phase 3 of the Rapid Housing Initiative (RHI), bringing the total to \$610.8 million in Federal capital grant funding through the program to create 1,504 new RGI and/or supportive homes.

As well, in 2023 the City continued to implement the Multi-Unit Residential Acquisition (MURA) program with funding being awarded to seven groups, to bring an estimated [170 new permanently affordable homes into non-profit and Indigenous ownership](#). The City allocated \$55.6 million in funding through MURA in 2022 and 2023 for Indigenous and non-profit organizations to acquire and permanently secure approximately 310 affordable rental homes.

In 2023, the City advanced three sites as part of the Housing Now Initiative, including breaking ground on [5207 Dundas Street West, as well as moving sites at 50 Wilson Heights Boulevard and 140 Merton Street](#) towards the start of construction.

In addition, since the start of the Rapid Rehousing program in 2020, the City has partnered with Toronto Community Housing Corporation (TCHC) to make more than [1,770 vacant TCHC units available](#) for people experiencing homelessness on an emergency basis and provide follow-up support services to help individuals maintain their housing.

The City received \$471 million from the Federal government in 2023 through the [Housing Accelerator Fund](#), to build 11,780 net new permitted residential homes over the next three years (2023 to 2026).

Toronto Community Housing (TCHC)

Toronto Community Housing

Toronto Community Housing (TCHC), the largest social housing landlord in Canada and second largest in North America, provides housing to more than 41,000 households. These dwellings house more than 90,000 residents, including 32,000 youth and children and nearly 20,000 seniors.

Residents have diverse backgrounds, representing a range of ethnicities, ages, gender expressions, physical abilities and races. TCHC's residents also include low-income earners, seniors, newcomers to Canada and single parents. TCHC aims to provide these individuals with access to clean, affordable homes that are safe and well-maintained. The City of Toronto acts as the Service Manager and Program Administrator for social housing providers across Toronto and is the sole shareholder of TCHC. The objectives, principles and accountability requirements of TCHC are outlined in the City's Shareholder Direction to TCHC.

TCHC by the Numbers:

Total number of tenants: 92,985

Average tenant age: 37.8 years

Demographics:

- Children (0-12): 12,447
- Youth (13-24): 20,270
- Adult (25-58): 40,310
- Seniors (59+): 19,958
- Man: 40,833
- Woman: 52,130
- Non-Binary: 22

Buildings and Units

- Total Units: 43,689
- Total buildings: 1,349
- Multi-storey Building - High Rise: 178
- Multi-storey Building - Mid Rise: 69
- Multi-storey Building - Low Rise: 33
- House: 224
- Townhouses and Walk-Ups: 845

Households:

- Total Households: 41,108
- Average Tenancy Length: 12.6 years
- Market Households: 5,874
- RGI Households: 35,234
- Single-person Households: 18,294
- Multigenerational Households: 19,457
- Couple/Roommate Households: 3,357

TCHC Renewal of Infrastructure

- Financed \$181 million from Social Bonds in 2023
- Over the next 10 years (2024-2033), TCHC will need to invest \$2.25 billion in capital repairs and revitalizations
- TCHC has put forward a 10-year Capital Financing Plan that has been developed in partnership with the City of Toronto and Canada Mortgage and Housing Corporation
- Together, TCHC and the City have secured funding to cover the associated costs through 2028
- This funding will go towards repairing the social housing in TCHC, ensuring that living conditions are adequate for residents. By continually repairing existing buildings and providing upgrades as needed, TCHC will ensure that buildings continue to meet the needs of tenants while mitigating the risk of emergency repairs

Notable Projects

- 49 access control and camera installations
- 25 elevator upgrades
- 34 hard and soft grounds upgrades
- 149 envelope, roofing, window and structural repairs
- 19 ongoing common area and in-suite accessibility upgrades
- 171 electrical, HVAC and plumbing repairs

Deep Building Retrofits

A deep building retrofit is a multi-year, large scale renovation project that includes multiple building repairs and upgrades. A deep building retrofit considers all building components and combines different repairs and upgrades into one large capital project. Deep building retrofits are becoming an industry standard to more efficiently repair and renew housing, increase energy savings and create healthier and more comfortable homes for tenants. To date, TCHC has completed more than a dozen deep building retrofits. Where possible, TCHC will continue to invest in deep building retrofit projects that address many elements of our capital targets, including increasing energy savings, improving building conditions and making housing more accessible.

Benefits:

Cost effectiveness – Deep building retrofits provide ‘economies of scale’ for design and construction costs. By grouping repairs and upgrades into one project, TCHC can minimize total costs by reducing duplication in overhead project costs.

Project efficiencies – While invasive to tenants, deep building retrofits eliminate long standing “on and off” repairs in a building. Deep building retrofits allows for TCHC to complete work efficiently, minimizing disruptions in common spaces and better coordinating entries into tenant units.

Green buildings, climate change mitigation and resiliency – Deep building retrofit approach is used to improve a buildings energy performance. This is done by implementing individual repairs and upgrades at the same time to increase energy savings and reduce carbon emissions.

Alignment of capital planning targets – Deep building retrofits allow TCHC to more effectively achieve our capital planning targets by grouping repairs across all three targets into one project. This includes repairs and upgrades that:

- Reduce energy consumption by implementing upgrades and repairs that make our buildings more energy efficient
- Improve building conditions and make homes healthier and more comfortable for tenants
- Implement accessibility improvements in common areas and tenant units so all tenants can participate and engage in community life.

Examples of Deep Retrofits:

Deep building retrofits take place in high-rise and mid-rise buildings where it is possible to combine energy efficiency upgrades with a buildings repair needs. These projects are selected where there is alignment with repair needs, energy targets and accessibility upgrades.

These retrofits include a variety of different projects, which are selected based on building and tenant needs. Deep building retrofit projects can include:

Mechanical system retrofits

- Improves boiler plant efficiency and zone level temperature control to reduce over heating
- Improves ventilation systems with reduced energy consumption
- Improves indoor environmental air quality for tenants
- Improves monitoring and verification with networking of building automation systems
- Improves energy performance with the use of higher efficiency equipment

Lighting & Electrical System Upgrades

- Includes LED lighting retrofits (building interior and exterior)
- Reduces electricity consumption through control systems
- Reduces overall GHG emissions and energy consumption

Envelope Restoration, Recladding & Insulation

- Improves durability of envelope and roofing systems
- Renews building appearance and aesthetics
- Reduces heat loss and gain and improves tenant thermal comfort
- Reduces overall GHG emissions and energy consumption

New, High Performing Window Systems

- Improves air tightness and reduces heat loss
- Improves tenant thermal comfort and reduces noise and transmission
- Reduces overall GHG emissions and energy consumption

Interior Renovations and Accessibility Projects

- Improves quality of housing and living conditions for tenants through in-suite repairs and upgrades
- Ensures all common areas are accessible
- Renews building appearance and aesthetics

5 Needle Firway

Retrofit objectives:

- improve facility condition
- improve thermal comfort for tenants
- reduce energy and greenhouse gas emissions
- reduce operating costs

The project also included common area accessibility upgrades and the addition of a tenant service hub and amenity areas for tenants at the group level. The buildings remain in anchor with the broader Firgrove-Grassways revitalization.

Work completed:

- Envelope
 - Overcladding, windows, roof, balcony guards
- Central Systems
 - Ventilation system (energy recovery ventilator)
 - Heating system (boilers, pumps, tanks)
 - Building Automation System
 - LED lighting
 - Electrical feed
- In-Suite
 - Heating controls, exhaust grilles
 - LED lighting, electric sub-metering
 - Water-efficient plumbing fixtures
- Interiors
 - Tenant Service Hub
 - Amenity Areas

2190 Ellesmere Road

Retrofit objectives:

- improve facility condition
- improve thermal comfort for tenants
- reduce energy and greenhouse gas emissions
- reduce operating costs

Work completed:

- Envelope
 - Overcladding, windows, roof, balcony guards
- Central Systems
 - Ventilation system (energy recovery ventilator)
 - Heating system (boilers, pumps, tanks)
 - Building Automation System
 - LED lighting
 - Electrical feed
- In-Suite
 - Heating controls, exhaust grilles
 - LED lighting, electric sub-metering
 - Water-efficient plumbing fixtures

30 Teesdale Place

Retrofit objectives:

- improve facility condition
- improve thermal comfort for tenants
- reduce energy and greenhouse gas emissions
- reduce operating costs

Work completed:

- Envelope
 - Overcladding, windows, roof, balcony guards
- Central Systems
 - Make-Up-Air units
 - Boiler plant and controls upgrade
 - Radiators replaced with low-temperature system with new zone control valves

Use of Social Bond Proceeds for TCHC capital projects:

Project Financed (\$ million)	Use of Social Bond Proceeds 2023	As a % of total dollar spent on the project to date to 2023
TCHC Building Renewal of Infrastructure	\$181 million	62%

TTC Multi-Year Accessibility Plan

The TTC has a strong commitment to making Toronto's transit system accessible. The 2024-2028 TTC Multi-Year Accessibility Plan (Accessibility Plan), anticipated to be published during Fall 2024, will guide system-wide accessibility improvements through to the end of 2028 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 2024-2028 will include:

- Easier Access Program
 - Elevators will be in service at 15 subway stations: Donlands, College, Summerhill, Rosedale, Castle Frank, Glencairn, Greenwood, Lawrence, High Park, Warden, Spadina, Museum, Christie, King and Islington.
- New Third-Party Station Entrances
 - Opening a new third-party accessible entrance connection to the following subway stations by 2028: Sheppard and St. Patrick.
 - Ongoing construction for a new third-party accessible entrance at the following subway stations by 2028: Bay, Dufferin and York Mills.
- Signage and Wayfinding
 - Conduct an e-ink pilot to provide electronic service information with audio functionality at some bus stops.
 - Explore opportunities to pilot new wayfinding technologies.
- Buses, Streetcars and Subways
 - Continue to work with the TTC Advisory Committee on Accessible Transit (ACAT) and bus manufacturers to refine bus designs to maximize accessibility.
 - Upgrade over 750 additional transit stops to meet accessibility requirements, pending ongoing funding commitments.
 - Complete a bi-yearly audit of transit stops to track and prioritize accessibility upgrades.
 - Complete delivery of the order of 60 additional low-floor accessible streetcars.
 - Coordinate with City of Toronto on the installation of raised modular platforms along the King streetcar corridor and explore opportunities for raised platforms elsewhere in the streetcar network. This will reduce the slope when boarding streetcars at these stops.
 - Continue retrofitting subway platforms to mitigate the platform gap issue at affected stations.
- Wheel-Trans
 - Pilot up to 10 all-electric Wheel-Trans buses and begin to transition the fleet to all-electric buses.
 - Install charging equipment to support the all-electric Wheel-Trans bus pilot and the transition to an all-electric fleet.
 - Expand to approximately 100 Family of Services routes and over 600 vehicle transfer stops across the network.
 - Hire two additional travel trainers (for a total of 4) to accommodate the demand for travel training from Wheel-Trans customers.
 - Improvements to the Interactive Voice Response (IVR) system for customers calling in to book, cancel trips and other requests.

TTC Easier Access Program²

The Easier Access Program III will once again be an important part of the 2024-2028 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 Wheel-Trans services, which provide more than three million trips annually.

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 Services leverages all modes to customize travel for customers based on their eligibility conditions. Family of Services benefits all customers by increasing the TTC's capacity to schedule trips and improving our ability to deliver those trips reliably. For Wheel-Trans customers who are able to do so, shifting some trips to conventional transit allows for more spontaneity and freedom of travel.

Social Outcome Metrics

The metrics below show a noticeable increase in senior ridership at Keele, Sherbourne and Yorkdale stations after the implementation of Easier Access Program. Moreover, there was an overall increase in system-wide seniors ridership after implementation of the project. However, it should be noted the increase could be attributable to other factors such as the City's general re-opening after the height of the pandemic.

Metric	Impact	To date Achievement
Easier Access accessible subway stations completed	Completed Easier Access subway stations at Yorkdale, Sherbourne and Keele Stations installing elevators, ramps, wide fare gates, automatic sliding doors and signage improvements.	A total of 54 subway stations currently meet AODA requirements with 15 stations remaining to be made accessible.
Elevators in service	Yorkdale: 1 Sherbourne: 2 Keele: 2 Lansdowne: 3	TTC currently maintains 137 elevators across 54 accessible subway stations (note: this number does not include third-party elevators that also connect to TTC stations)

TTC Demographics

Metric	2023	2022	2021
Seniors Ridership	7.2%	7.4%	8.4%
Customers with Accessibility Needs	17%	16%	16%
Elevator Usage	3.2%	2.2%	2%

2 Note: The TTC Easier Access Program received Social Bond financing in 2022. Information shown here is for continuity.

Wheel-Trans Ridership

Metric	2023	2022	2021
Ridership (trips)	3,037,682	2,291,663	1,560,049
Active Customers	39,166	34,327	36,357

Vehicle Count and Capacity

Year	Friendly	ProMaster 6	Promaster 7	Total Vehicles
Seating Capacity	8 AMB or 4 Devices	6 AMB or 2 Devices	7 AMB or 4 Devices	
2019	132	128	0	260
2020	109	138	1	248
2021	98	147	1	246
2022	56	147	61	264
2023	Data Not Currently Available	165	113	278

Annual Seniors Ridership

Metric	2023	2021	2020
Seniors Ridership using Keele, Sherbourne & Yorkdale Stations*	1,023,000	604,000	384,000
System-wide Seniors Ridership**	28,698,000	23,522,000	16,611,000

*Number of linked trips made by seniors at Keele, Sherbourne and Yorkdale Stations, estimated based on PRESTO transactions recorded at these stations; these stations are part of the Easier Access project that have been completed.

**Number of linked trips made by seniors

Major planned accessibility initiatives by the end of 2023 include:

- All streetcar routes became accessible.
- A Real-Time Monitoring System (RTMS) for elevators and escalators was rolled out system-wide.
- A Contactless Access elevator app pilot project launched at Kipling, Kennedy, Finch, Vaughan and Union Stations.
- Launching the new Wheel-Trans mobile app.
- Increasing the number of Family of Services routes and vehicle transfer stops across the network.

Community Centres

The City of Toronto is committed to improving the quality of life of its residents and responding to the needs of diverse communities by providing safe and beautiful parks, a healthy and expanding urban forest and high-quality community-focused recreational opportunities.

Community Recreation Centres (CRCs) play a positive role in the communities they serve by providing accessible space for residents to participate in a variety of recreation and community-based programming, while supporting physical, mental and social-well-being. These community spaces accommodate residents of all ages and abilities through multi-use, inclusive and intergenerational activities. Many centres across Toronto are co-located with other services such as a Toronto Public Library branch or a child care centre, which offers residents additional convenience and familiarity.

The City's community centres also play a vital role in providing important emergency and social services, especially for those communities most in need. During a heatwave, a community centre may be converted into a temporary community cooling centre, or conversely, during extreme cold temperatures, a centre may act as a temporary warming centre for those in need. During the pandemic, community centres transformed into immunization clinics, food banks, shelters and sanitation sites.

Today's facilities include high-quality public spaces supported by new design and comfort amenities that respond to a broad range of needs, such as larger lobbies/atriums, flexible community and program spaces, natural light, barrier-free spaces and more. Facility design reflects local needs, current recreational trends and green building standards and the centres are designed with input from residents and stakeholders.

Free & Lower-Cost Recreation Options

The City is committed to increasing access to recreation by offering free drop-in programs, free centres, subsidies and older adult discounts. Free centres were originally established in 1999 to increase access to programs in neighbourhoods with high levels of low income by eliminating program fees. To help enhance equity across the city – 38 of the City's community recreation centres offer free registered and drop-in programs and permits for local non-profit groups.

City of Toronto delivers high-quality, affordable and accessible recreation programs:

- More than 140 recreation facilities, including shared-use facilities like schools
- More than 630,000 operating hours with more than 10.6 million visits
- Employing an average of 9,000 part-time recreation staff, mainly youth who gain valuable employment and leadership skills

The Community Recreation branch of the City's Parks, Forestry & Recreation division delivers services in:

- Community recreation centres, inclusive of fitness centres, seniors' centres and community schools
- Indoor arenas and outdoor ice rinks
- Indoor and outdoor swimming pools, wading pools and beach/waterfront
- Enhanced Youth Spaces
- Generally, the largest audience for Community Recreation programming is participants under the age of 18 years, with the majority of participants between the ages of 6-12 years old

Programs and services include:

- Camps
- Learn-to-swim and aquatic leadership programs
- Youth outreach, leadership development, employment readiness programs
- Support for emergency services (e.g. vaccination clinics, COVID-19 testing, sanitation sites, food distribution)
- Older adult programming
- Adapted and inclusive programs for persons with disabilities
- Community Development Services (e.g. Investing in families)
- Annually there are approximately 422,000 program registrations, 879,000 drop-in program hours and 122,000 community centre permit bookings

Parks and Recreation Facilities Master Plan and Recreation Service Plan

The Parks and Recreation Facilities Master Plan 2019-2038 (FMP) was adopted by Council in 2017 with its implementation strategy adopted in 2019. It is the City's most ambitious recreation facility development program ever. The FMP is guided by the following principles: quality, innovation, sustainability and equity. It reinforces the City's commitment to providing high-quality parks and recreation facilities for all residents. The plan identifies strategic investment priorities by facility type to address growth and gaps across the city. Having the infrastructure to meet the changing and growing demand for sport, recreation and physical activity is vital in our ability to deliver programs and services.

- Investing \$2.22 billion over 20 years.
- Focuses on creating new and improved CRCs that cater to the diverse needs of Toronto residents, promoting inclusivity and inter-generational use.
- The City prioritizes mid and large multi-component centres, ranging from 4,200 to more than 6,000 square metres, as the primary model for new and replacement CRCs, with a focus on multicultural and fun programming to serve local communities.
- The City of Toronto operates over 8,000 hectares of parkland, 126 community centres, 64 Indoor Ice Pads, 61 outdoor artificial ice pads and eight skating trails and 65 indoor and 59 outdoor swimming pools.

Recreation Service Plan

The Recreation Service Plan was approved by Council on November 29, 2012 and guided the City's delivery of recreation programs and services for the following five years.

This service plan focused on four guiding principles including equitable access, quality, inclusion and capacity building.

Although the service plan ended in 2017, it remains a critical guidance document for operational excellence and service mandate.

Why we invest in our community centres for now and for the future:

Community recreation centres provide a positive and safe outlet for local youth to engage in constructive leadership opportunities.

- Facility repairs and rehabilitation enhance the quality of facilities to ensure operational safety while reducing overall operating costs
- To ensure stable supply of recreation assets such as pools and arena are available for the community and permit holders
- To ensure ongoing access to community space to foster active living, social cohesion and community building
- To ensure high quality recreational opportunities across the city

Use of Social Bond Proceeds for Community Centres:

Project Financed (\$ million)	Use of Social Bond Proceeds 2023	As a % of total dollar spend on the project to date 2023
Community Centre	\$14.4 million	41.9%

Expanding service capacity through Capital Investments in recreation facilities

- Capital investments of over \$170 million on 200+ projects in parks and recreation facilities including pathways and seating areas, playgrounds and splash pads, sports fields, dog off-leash areas, arenas, pools and community centres, with approximately \$65 million going towards State of Good Repair work to maintain service provision. This includes the replacement of pool liners in 7 indoor pools and 10 outdoor pools to mitigate closures
- Opened new facilities to the public creating additional recreation opportunities in communities including Davisville Public School (over 1,200 program spaces), One Yonge Community Recreation Centre (3,500 program spaces) and Ethennonnhawahstihnen' Community Recreation Centre (over 7,300 program spaces). Opened during the pandemic in 2020, Canoe Landing Community Recreation Centre has finally seen a full year of recreation service and is now offering programs to over 8,500 registered participants
- Advanced longer-term initiatives including Facilities Master Plan implementation, development review and master planning work
- Continued providing public consultations for new and revitalized parks and recreation facilities in virtual / digital formats as well as in-person consultation and engagement.

Expanding Recreation Opportunities

- Expanded CampTO offerings, which saw more than 83,000 registrations for summer 2023, an increase of 26 per cent from 2022
- Brought sport programming directly into communities through the Play Mobile providing more than 350 sessions at over 200 locations across the city and engaging over 6,000 people in unique sport opportunities
- Extended outdoor pool swim season provided 870 additional hours in September at 10 locations with 19,540 visits
- Continued to grow registered instructional swimming program spaces by 149 per cent from 47,300 in 2022 to over 118,000 in 2023

Project Social Outcomes:



Service	Measure	2021	2022	Annual Increase*	2023** (Projection)	Annual Increase
High-quality recreation facilities and programs, parks, green spaces and urban forest	Number of registrations	112,250	252,433	140,183 (up 125%)	422,000	169,567 (up 67%)
Drop-in Programs	Number of drop-in program hours	454,216	813,033	358,817 (up 79%)	879,000	65,967 (up 8%)
Bookings	Number of bookings in recreation facilities	46,707	106,985	60,278 (up 129%)	122,000	15,015 (up 14%)



*2021 and 2022 numbers were significantly impacted by the COVID-19 pandemic, outcome measures have shown a consistent upward trend since the Ontario step 1 reopening in 2021.




**2023 numbers reported here are the most up-to-date as of the publication of this newsletter, updates to datasets occur throughout each year.

Scope of Work:

- Infrastructure and Exterior Improvements
- Electrical Work and Lighting
- Mechanical and HVAC Upgrades
- Recreational Facilities Repair and Refurbishment
- Accessibility Improvements
- Interior Aesthetic Enhancements

Community Centre	Annual Recreational offerings (approx.)	Project and/or improvement Update	Project status update
<p>Oriole Community Centre:</p>  <p>The newly renovated centre is a fully accessible facility with the following features: a full-size gymnasium, four multi-purpose rooms, preschool room, teaching kitchen, weight room, dance studio.</p>	<p>377 courses and 4680 registrations</p>	<ul style="list-style-type: none"> ● Heat Pumps and Cooling Tower Upgrades 	<p>Completed</p>
<p>Goulding Community Centre:</p>  <p>Has an indoor arena, outdoor pool, several rooms including a viewing gallery and multi-purpose and dance room for various uses.</p> <p>The building is surrounded by beautiful green fields including two baseball diamonds</p>	<p>142 courses and 1830 registrations</p>	<ul style="list-style-type: none"> ● Rehabilitation of mechanical, electrical and HVAC systems ● Lighting replacement ● Upgrades to the washroom, change room and new reception area ● Accessibility and multi-purpose room improvements ● Gym and dance room floor refinishing ● A new pool deck shade structure 	<p>December 2024 (expected completion time)</p>

Community Centre	Annual Recreational offerings (approx.)	Project and/or improvement Update	Project status update
<p>McGregor Community Centre:</p>  <p>Offers year-round programming for all ages and abilities in its large multipurpose facility.</p> <p>Programs include art, skating, fitness and general interest classes, as well as drop-in times for older adults, preschoolers and youth. Recreational swim and skate times offered.</p>	<p>373 courses and 4370 registrations</p>	<ul style="list-style-type: none"> ● Roof replacement and remedial roof repairs 	<p>Completed</p>
<p>Mary McCormick Recreation Centre:</p>  <p>Boasts a 25-yard warm water pool with a viewing gallery and a gymnasium, two preschool rooms and youth and older adult lounges and offers programming for all.</p> <p>Programs include arts and crafts programs, dance, fitness classes, aquatic and sports.</p>	<p>539 courses and 3230 registrations</p>	<ul style="list-style-type: none"> ● Electrical rehabilitation ● HVAC upgrades, ● Lighting replacement ● Swimming pool and pool deck refinishing ● New accessible elevator ● Architectural finishes 	<p>Completed</p>

Community Centre	Annual Recreational offerings (approx.)	Project and/or improvement Update	Project status update
<p>Cedarbrook Community Centre:</p>  <p>A former golf club house which retains its past charm overlooking a park and ravine setting that runs programs for preschool, youth, adults and older adults.</p> <p>Programs include arts and crafts programs, dance, fitness classes, leadership programs and sports programming</p>	<p>160 courses and 2350 registrations</p>	<ul style="list-style-type: none"> ● Replacement of pathways in front of the community centre, from East Park Avenue to the parking lot 	<p>Completed</p>
<p>Ledbury Park Building:</p>  <p>The facilities offer a drop-in swim programming in the summer months and drop-in skate programming in the winter months.</p>	<p>Over 1,900 course hours in drop-in programming (swimming, skating) or over 11,100 visits.</p>	<ul style="list-style-type: none"> ● Rehabilitation of the building envelope, refrigeration system, mechanical for water feature and electrical. ● Replacement of the roof and splash pad surfacing ● Upgrades to lighting and washroom and change rooms ● Accessibility improvements with ramp to artificial ice rink and elevator installation 	<p>Completed</p>
<p>Gord and Irene Risk Community Centre:</p>  <p>Offers diverse programming, including fitness, swimming, skate and more.</p>	<p>148 courses and 2020 registrations</p>	<ul style="list-style-type: none"> ● Electrical rehabilitation ● Lighting replacement ● HVAC upgrades ● Roof replacements and repairs ● Structural repairs ● New accessible washroom ● Architectural finishes and new millwork 	<p>Completed</p>

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