

# **City of Toronto** **Coordinated Street Furniture Program**

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**Public Opinion Survey Outcomes Report**  
June 2026

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## Executive Summary

The City of Toronto invited members of the public to share their experiences and ideas about street furniture such as transit shelters, benches, and litter bins as part of the Coordinated Street Furniture program update. The survey was open from February 10 to April 2, 2026, and received 12,126 responses. Additional consultation activities included xx interest group meetings and a city-wide social media campaign generating over 1.3 million impressions and reached over 600,000 unique individuals.

Overall, the feedback highlights that street furniture plays an important role in daily life in Toronto and is widely valued by those who use it. A key theme throughout the survey is strong support for expanding street furniture elements, specifically litter bins (86%), standard benches (81%), and enclosed transit shelters (76%). Most participants indicated they predominantly walk and/or take public transit (86% use transit and 84% walk), reinforcing how frequently these amenities support everyday mobility. Feedback collected also identified opportunities to enhance the day-to-day experience through improved maintenance, upkeep, and more consistent availability across neighbourhoods.

Feedback on transit shelters highlights the importance of comfort and reliability in all weather conditions. Protection from the elements was identified as the most important feature by 86% of respondents, and 61% expressed interest in having real-time transit information available at all locations.

Survey respondents emphasized the importance of maintaining street furniture elements, with 63% indicating that litter bins are not always clean or well maintained. At the same time, litter bins are one of the most widely used amenities, with 98% of participants reporting use in the past year. While recent improvements have made bins easier to use according to 70% of respondents, there is strong interest in increasing bin capacity and continuing to improve servicing to reduce overflow and improve cleanliness.

Views on advertising were generally balanced. Many participants are comfortable with current levels and open to modest increases in the amount of advertising on street furniture elements like transit shelters, particularly when advertising supports local businesses (46%).

In summary, public input shows strong support for a street furniture program that builds on what already works well while continuing to expand the number of amenities, improving maintenance and reliability while enhancing user comfort.

# 1. Introduction

## 1.1 Background

The City of Toronto’s (the City) Coordinated Street Furniture (CSF) Program (the CSF Program) is a partnership agreement with a private contractor, to install, maintain and sell advertising space on some of the 24,500 pieces of street furniture in the City over a 20-year period. The Program helps create inviting, well-designed, well-maintained and accessible public spaces, which are essential in imparting a positive urban experience.

The City conducted a survey as part of its review of the CSF Program. The online survey was available from February 10, 2026, to April 2, 2026, and received 12,126 responses. The survey was designed to gather input from members of the public on their experiences with, and priorities for key street furniture assets, including transit shelters, benches and litter bins, as the City considers the future direction of the Program. While the survey welcomed input on the full range of street furniture assets, respondents were asked to provide more detailed feedback on assets that are most frequently used and available in the largest quantities across the City, namely transit shelters, benches, and litter bins.

## 1.2 Survey Methodology and Demographics

### 1.2.1 Survey Design and Platform

Survey questions were developed collaboratively by the City, with iterative refinements made to ensure that the survey was accessible, public-facing, and appropriate for a broad audience. The final survey instrument included a combination of multiple-choice, rating -scale, and open -ended questions covering overall street furniture priorities, asset-specific usage and satisfaction, desired features, perspectives on advertising, and optional demographic information.

The survey was administered using the City’s Medallia public engagement platform, consistent with City preferences related to branding, security, privacy, and data governance. The platform hosted the survey in English and provided the City with a live dashboard to monitor responses throughout the open period.

The City led all outreach and communications associated with the survey. Outreach activities included a combination of targeted email distributions to interest groups and community organizations, promotion through City channels, coordination with partner organizations such as the TTC to broaden reach among transit users, and a social media campaign. Multiple reminder emails were issued over the survey period to encourage participation.

The survey was launched following internal City approvals and remained open for an extended public response period to maximize participation. Outreach activities and timing were adjusted during the open period in response to observed response rates and engagement levels.

A summary table of outreach activities with accompanying dates is included below:

Table 1: Summary Table of Public Opinion Survey Outreach Process

Task	Date
Survey Live	Feb 10, 2026
Initial outreach <ul style="list-style-type: none"><li>Email to all Program interest group contacts</li><li>Release on City Website</li></ul>	Feb 11, 2026

Task	Date
<ul style="list-style-type: none"> <li>Target emails to community organizations</li> </ul>	
Release on other websites and social platforms	February 26, 2026
Launch Social Media Campaigns	March 11, 2026
Spotlight on the City's "Have Your Say" webpage	March 19, 2026
Survey Closes	April 2, 2026

### 1.2.2 Geographic Respondent Profile

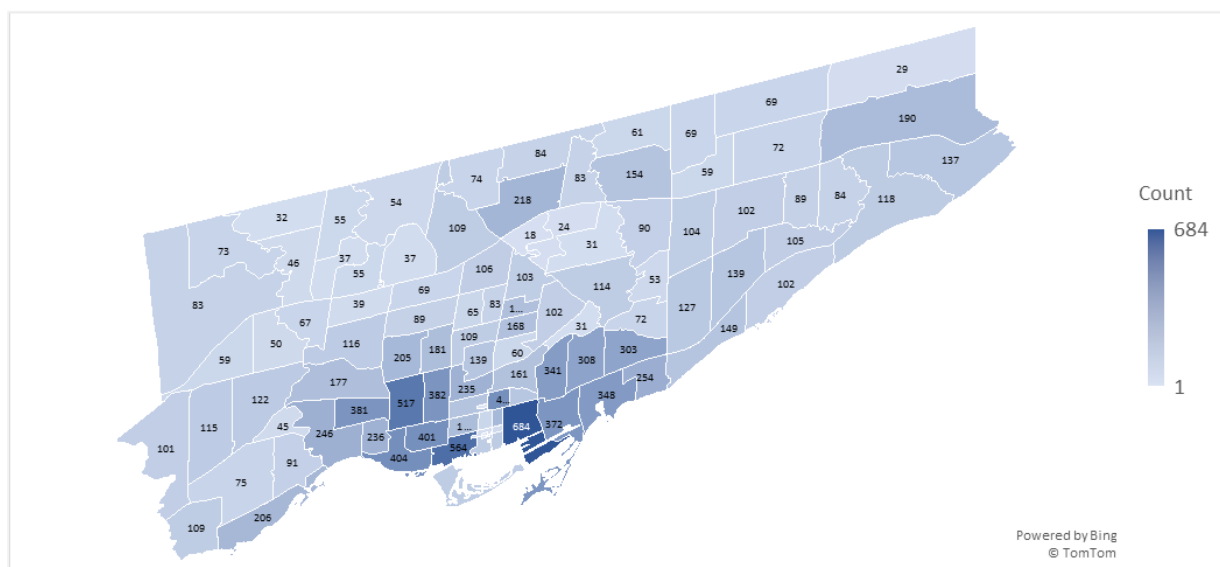
The survey was open to all members of the public and did not rely on a randomized sampling frame. Demographic and "about you" questions were included to help the City understand who the survey reached, and to identify potential gaps in representation. It should be noted that responses to the demographic questions were voluntary.

The figure below illustrates the geographic distribution of survey responses across the City of Toronto, based on reported postal code prefixes. Overall, responses are not evenly distributed across the City, with a higher number of responses observed in Toronto/East York and lower response volumes in Etobicoke, North York and Scarborough.

The largest number of responses is observed in the downtown core and nearby inner-city neighbourhoods including the St. Lawrence neighbourhood, Entertainment District, and Old Toronto. These areas tend to have higher pedestrian activity, greater transit usage, and a higher concentration of street furniture elements. The higher response volumes in these areas may be consistent with greater day-to-day interaction with street furniture and increased exposure to the assets being assessed through the survey. By contrast, lower response counts are observed in more suburban or lower-density neighbourhoods.

Overall, the geographic response pattern suggests that participation broadly aligns with the spatial distribution and density of street furniture across Toronto. As a result, feedback captured through the survey reflects perspectives that are more heavily informed by frequent use and direct exposure to street furniture elements.

Figure 1: Geographic Distribution of Survey Responses n=14.2k



### 1.2.3 Data Access and Analysis

The City maintained primary access to the survey data through the Medallia platform. Survey results were analyzed based on data extracts and dashboards. Quantitative results were summarized using descriptive statistics, while open-ended responses were reviewed and synthesized to identify recurring themes and illustrative feedback.

Survey findings are presented as an input to inform City staff considerations and are not a statistically representative sample of the City of Toronto's population. Results should be interpreted alongside technical, policy, operational and financial considerations related to the CSF Program.

### 1.2.4 Qualitative Analysis

To support clarity and consistency in reporting survey results, qualitative narrative descriptors are used throughout this Report to summarize response patterns. These descriptors are explicitly tied to defined percentage ranges, ensuring alignment between the language used and the underlying data.

Where reference is made to a "few respondents" or a "small minority," this corresponds to cases where approximately 1% to 25% of respondents selected an option or expressed a particular view. This phrasing is used to indicate limited support or uptake relative to other response options, without implying broader significance.

The terms "some respondents" or "a notable share of respondents" are used when approximately 26% to 50% of respondents selected an option. This range reflects moderate or mixed levels of support, indicating that an option is relevant to a meaningful portion of respondents but does not represent a majority view.

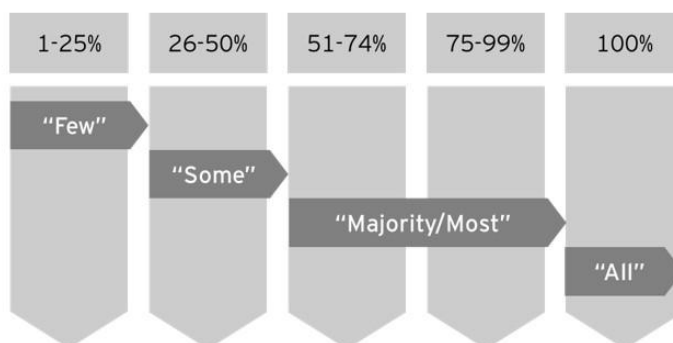
References to "a majority of respondents" or "most respondents" are applied when approximately 51% to 74% of respondents expressed a particular response. In these cases, the narrative reflects general agreement or prevailing sentiment among respondents, while acknowledging that views are not universal.

The phrases "a strong majority" or "an overwhelming majority" are reserved for cases where approximately 75% to 99% of respondents selected an option or expressed support. This language is used to convey clear and dominant patterns in the data, with limited dissent or neutrality.

Finally, the descriptor "all respondents" is used exclusively where 100% of respondents selected the same response option, indicating unanimous agreement or experience.

Percentages are included alongside qualitative descriptors wherever they are used in the findings. This approach ensures transparency and allows readers to clearly understand the strength and breadth of support underpinning each narrative statement. This interpretation framework is applied consistently across all survey questions, including multiple-selection and scaled-response questions, and is intended to support objective reporting of findings. An example of what this 'sliding scale' may look like is presented below:

Figure 2: Overview of Narrative Descriptors



## 2. Feedback Summary

The feedback collected through the survey highlights consistent priorities across asset types and reflects strong alignment in what respondents value most from the City's street furniture. While respondents acknowledge the essential role street furniture plays in supporting daily mobility and public life in Toronto, feedback indicates that existing assets are not consistently meeting expectations in terms of comfort, functionality, maintenance, and equitable distribution. Across all asset types, respondents placed greater emphasis on day-to-day usability and quality than on revenue generation or aesthetic features.

The most important themes emerging from the survey are summarized below.

### **1. Respondents place highest importance on safety, equity, accessibility and basic public-realm outcomes**

When asked to prioritize outcomes for the next CSF program, respondents consistently emphasized basic public-realm objectives for the future of the CSF Program. Road safety emerged as the strongest priority, with an overwhelming majority of respondents (85%) rating it as very important. Accessibility and equity were also rated as very important by a strong majority of respondents (72% and 74%), indicating broad support for a program that prioritizes inclusive design and fair distribution of street furniture across communities. Urban design and placemaking also received majority support (69% and 63%), reinforcing the importance of street furniture in contributing to the quality, and character of Toronto's public spaces.

### **2. Core, functional features are most valued, particularly weather protection and real-time information for transit shelters**

Responses related to transit shelters show a clear and consistent hierarchy of needs. A covered shelter providing protection from the elements was identified as the most important existing feature by an overwhelming majority of respondents (86%), followed by real-time transit arrival information (available at some transit shelter locations), which was selected by a majority (52%). New feature preferences reinforce this pattern: real-time transit arrival information at all locations was the most commonly requested upgrade (61%), while comfort- and safety-related enhancements such as temperature control, seating, and lighting received secondary but meaningful levels of support (25% and 31%). These findings suggest respondents value features that directly improve comfort, reliability, and predictability when using transit.

### **3. There is strong support for increasing the number of street furniture assets city-wide**

The majority of respondents want all elements to be increased city-wide. An overwhelming majority indicated a desire to see more enclosed transit shelters (76%), litter bins (86%), and standard benches (81%) across Toronto. A majority also supported increasing the number of mini benches (61%), though with less consensus compared to other asset types. In each case, only small minority shares favored fewer assets. These results suggest that respondents generally view existing supply as needing improvement, particularly for high-use amenities that support comfort, safety and accessibility in public spaces.

### **4. Perceptions of asset performance are mixed, with cleanliness and comfort emerging as recurring concerns**

While usage of most street furniture elements is high, satisfaction levels vary. Enclosed transit shelters perform relatively well in terms of location and weather protection but generate more mixed perceptions related to comfort, safety, and cleanliness, with a majority of respondents (51%) expressing dissatisfaction with cleanliness. Overall, canopy shelters do not perform as well, particularly with respect to comfort and weather protection, where a majority of respondents (50% and 56%, respectively) expressed dissatisfaction. Similarly, while litter bins are generally seen as conveniently located, a majority of respondents (63%) disagreed that they are clean or

well-maintained. These findings indicate that maintenance and comfort are areas where respondent satisfaction is not consistently achieved.

## 5. Views on advertising are nuanced and conditional rather than polarized

Survey responses indicate broader acceptance of advertising on street furniture, with attitudes shaped more by context and format than by outright support or opposition. The most commonly selected view was support for increased advertising when it features small local businesses (46%), suggesting greater acceptance when advertising aligns with local economic activity. At the same time, a share of respondents indicated that the current amount of advertising is acceptable (36%). Openness to further expansion is more selective. While some respondents (33%) expressed general acceptance of more advertising, support for increased digital advertising was lower (23%), pointing to greater caution toward this format. Only a relatively small share of respondents (22%) expressed a preference for less advertising. Taken together, these results suggest widespread acceptance of current or increased advertising on street furniture, with preferences shaped by content and format rather than fundamental opposition.

Overall, the survey results indicate that residents prioritize street furniture that is clean, well-maintained, comfortable, accessible, and equitably distributed. Public feedback places greater emphasis on reliability and public-realm quality than on innovation or revenue generation, underscoring the importance of aligning the future CSF Program with everyday user experience and community needs.

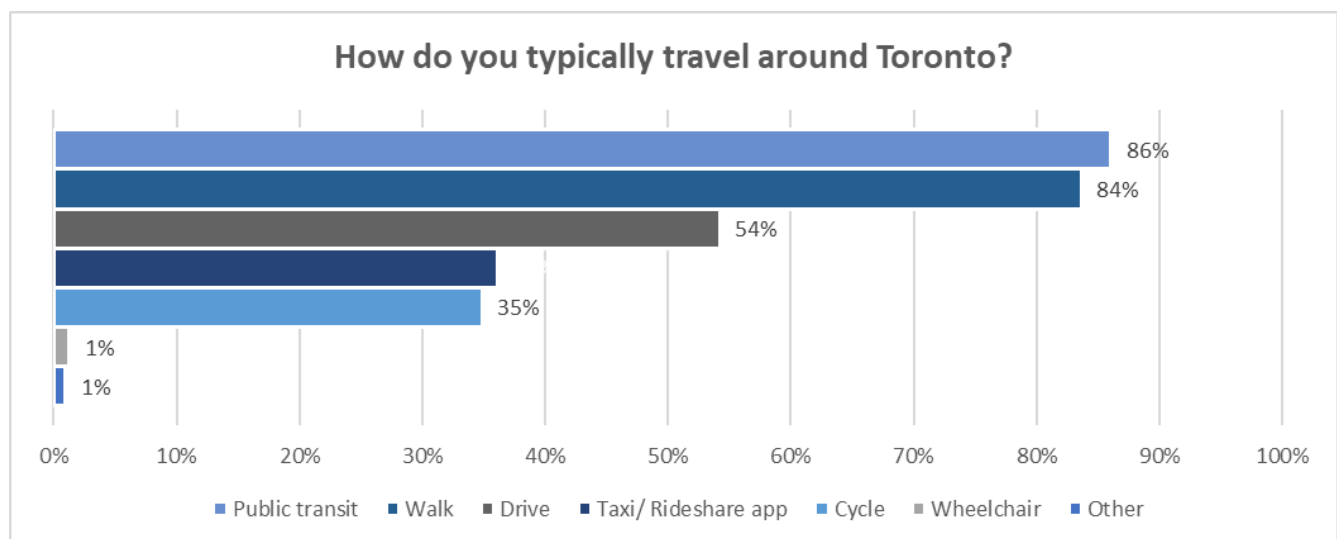
## 2.1 Survey Results (Figures & Graphics)

**Disclaimer:** Certain questions in the survey permitted respondents to choose multiple answers, so the total percentages may exceed 100% for those questions.

### 2.1.1 About you

#### Question 1: How do you typically travel around Toronto?

Figure 3: Summary of Public Opinion Survey Responses - Travel Modes n=14.2k



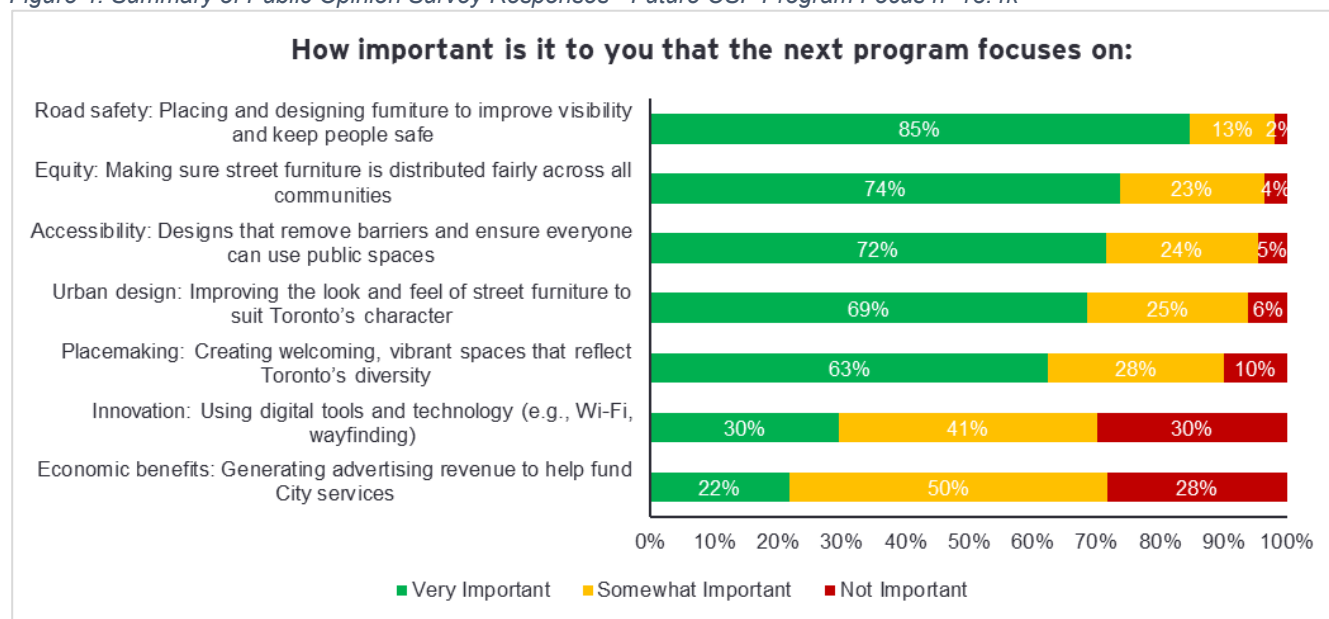
Respondents were asked how they typically travel around Toronto and were able to select multiple modes of transportation. Public transit (86%) and walking (84%) were identified by an overwhelming majority of respondents. This high reliance on transit and walking suggests frequent, direct exposure to street furniture elements such as shelters, benches, and litter bins, supporting the relevance of respondent feedback on street furniture performance and user experience.

Driving was also commonly selected, with a majority of respondents (54%) indicating use of a private vehicle. Cycling and taxi/rideshare services were selected by some respondents (35% and 36%, respectively), reflecting a meaningful but secondary role relative to transit, walking and driving. By contrast, only a few respondents reported using a wheelchair (1%) or other modes of travel (1%). Overall, the results show that respondents typically rely on a combination of active transportation and public transit, with driving also playing a significant role for many, while other travel modes are used by a limited minority.

### 2.1.2 Street Furniture Priorities

**Question 2: The City is preparing for a new contract for the management of its street furniture program in September 2027. How important is it to you that the next program focuses on the criteria below:**

Figure 4: Summary of Public Opinion Survey Responses - Future CSF Program Focus n=13.4k

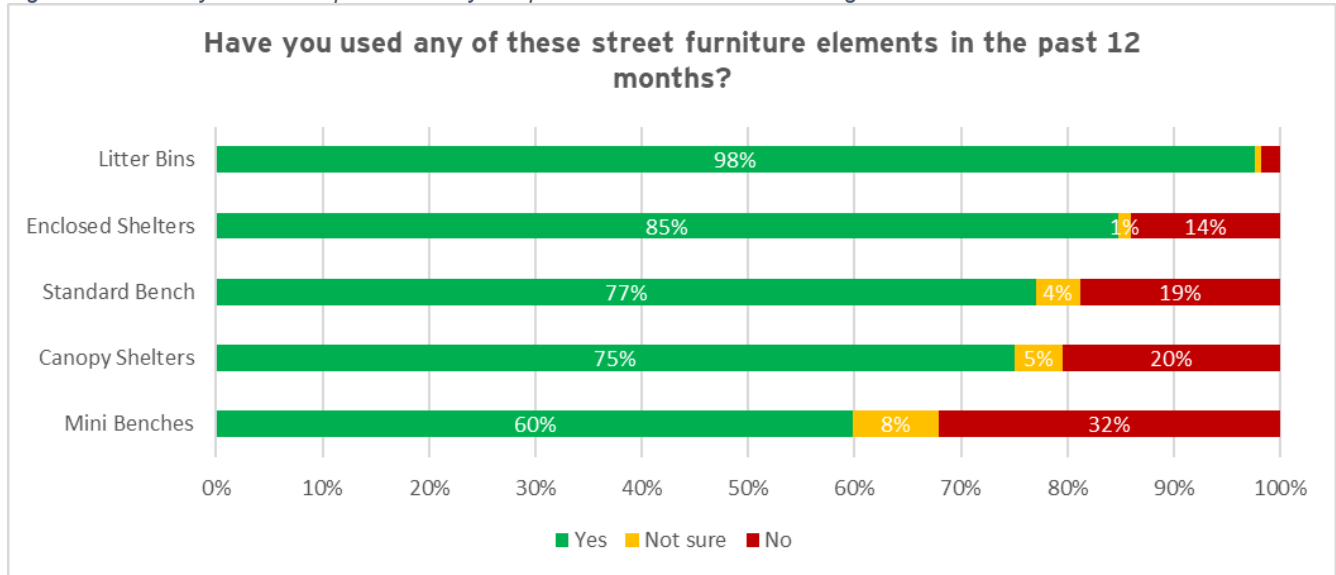


Respondents were asked to indicate how important it is for the next street furniture program to focus on a range of policy and design objectives. The results show very strong consensus around core public realm outcomes. Road safety stands out as the highest priority focus area, with a strong majority of respondents (85%) rating it as very important and very limited opposition. Accessibility (72%) and equity (74%) were similarly rated as very important by a majority of respondents, indicating broad agreement on the importance of inclusive design and fair distribution of street furniture across communities. Urban design improvements and placemaking also received high levels of support. A majority of respondents rated improving the look and feel of street furniture (69%) and creating welcoming, vibrant spaces (63%) as very important, with relatively few respondents indicating these priorities are not important. This suggests strong alignment around the role of street furniture in contributing to Toronto's character and public realm quality.

By contrast, views were more mixed for innovation and digital technology, as well as economic benefits generated through advertising. Only some respondents rated innovation and technology as very important (30%), while an equal share (30%) indicated it is not important and a notable proportion rated it as somewhat important (41%), pointing to divided views and no clear consensus. Economic benefits through advertising received the lowest level of strong support, with only some respondents (22%) rating it as very important, half of respondents (50%) indicating moderate importance, and more than a quarter (28%) indicating it is not important. Overall, the results indicate that respondents place greatest emphasis on safety, accessibility, equity, and design quality, with more varied views on technology driven features and revenue considerations.

### Question 3: Have you used any of these street furniture elements in the past 12 months?

Figure 5: Summary of Public Opinion Survey Responses - Street Furniture Usage n=13.5k



Respondents were asked whether they had used specific types of street furniture elements in the past 12 months. The results indicate very high levels of usage across most asset types. Litter bins exhibit near-universal use, with an overwhelming majority of respondents (98%) indicating they had used them in the past year.

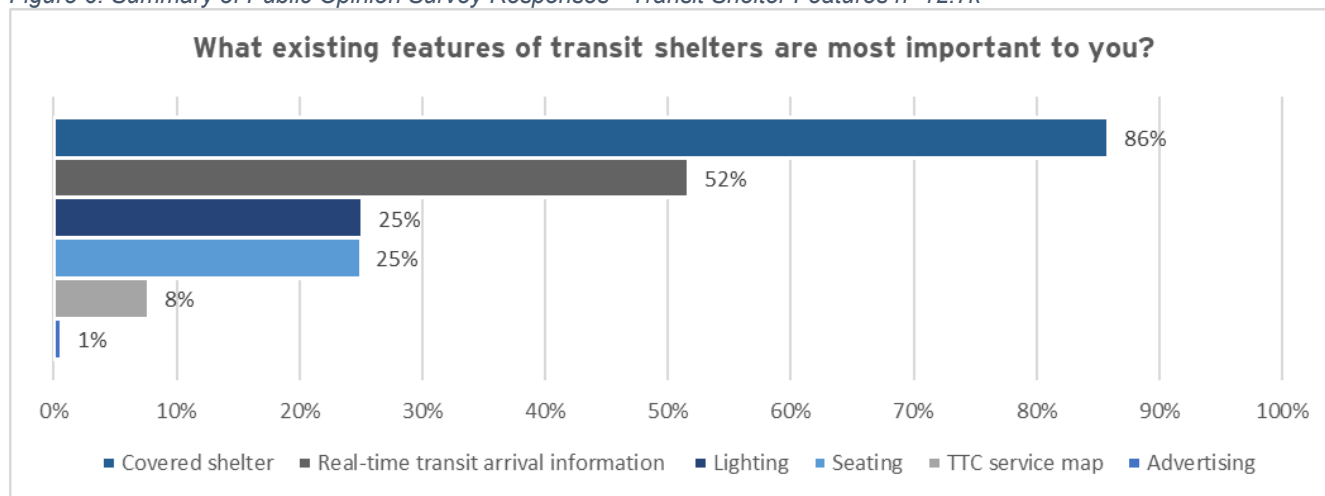
Transit related elements also show strong usage. A strong majority of respondents reported using enclosed transit shelters (85%) and canopy shelters (75%). Standard benches were similarly well used, with a strong majority of respondents (77%) indicating recent use, highlighting their importance as a widely accessed public amenity.

Usage of mini benches is more mixed. A majority of respondents (60%) reported using mini benches in the past 12 months, while some respondents (32%) indicated they had not used them and a small minority were unsure (8%). Compared to other street furniture elements, this suggests lower and more variable exposure to mini benches, likely due to their lower density and presence across the city. Overall, the results indicate that most respondents regularly use the most prevalent street furniture assets, with variation in usage primarily evident for mini benches.

### 2.1.3 Transit Shelters

#### Question 4: What existing features of transit shelters are most important to you?

Figure 6: Summary of Public Opinion Survey Responses - Transit Shelter Features n=12.7k



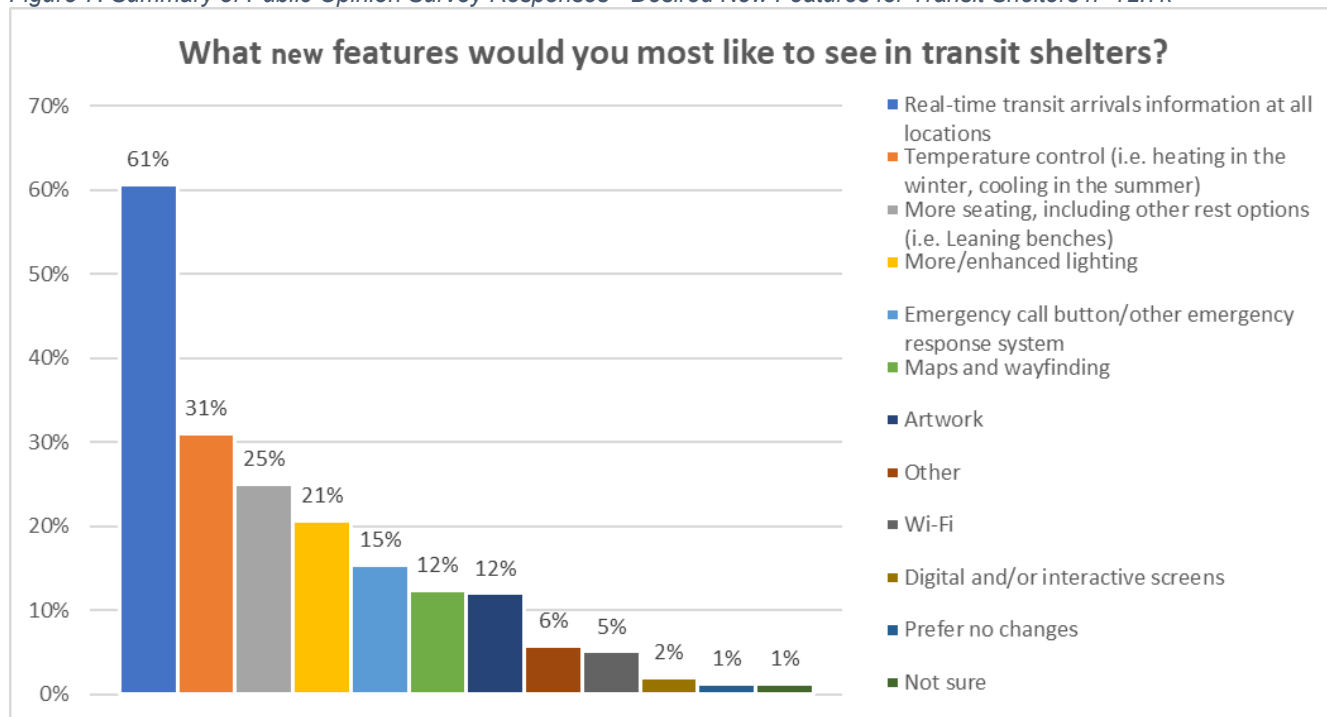
Respondents were asked to identify which existing features of transit shelters are most important to them and were able to select multiple options. The results show a clear hierarchy of priorities, with weather protection standing out as the dominant consideration. An overwhelming majority of respondents (86%) identified a covered shelter as important, indicating that protection from the elements is the most valued existing feature.

Real-time transit arrival information (available at some transit shelters) emerged as a strong secondary priority. A majority of respondents (52%) selected this feature, highlighting the importance of information that supports trip planning and reduces uncertainty while waiting for transit.

Other features attracted notably lower levels of support. Only some respondents identified lighting (25%) and seating (25%) as important, suggesting these amenities are beneficial but not central compared to shelter coverage and real-time information. Very few respondents selected TTC service maps (8%), and almost no respondents identified advertising (1%) as an important feature. Overall, the findings indicate that respondents place greatest value on features that directly improve comfort and reliability, with considerably less emphasis on value-add or supplementary elements.

**Question 5: What new features would you most like to see in transit shelters? Select your top two.**

Figure 7: Summary of Public Opinion Survey Responses - Desired New Features for Transit Shelters n=12.7k



Respondents were asked to identify which new features they would most like to see in transit shelters and were able to select multiple options. The results indicate a clear hierarchy of priorities, with information and comfort-related enhancements standing out most strongly.

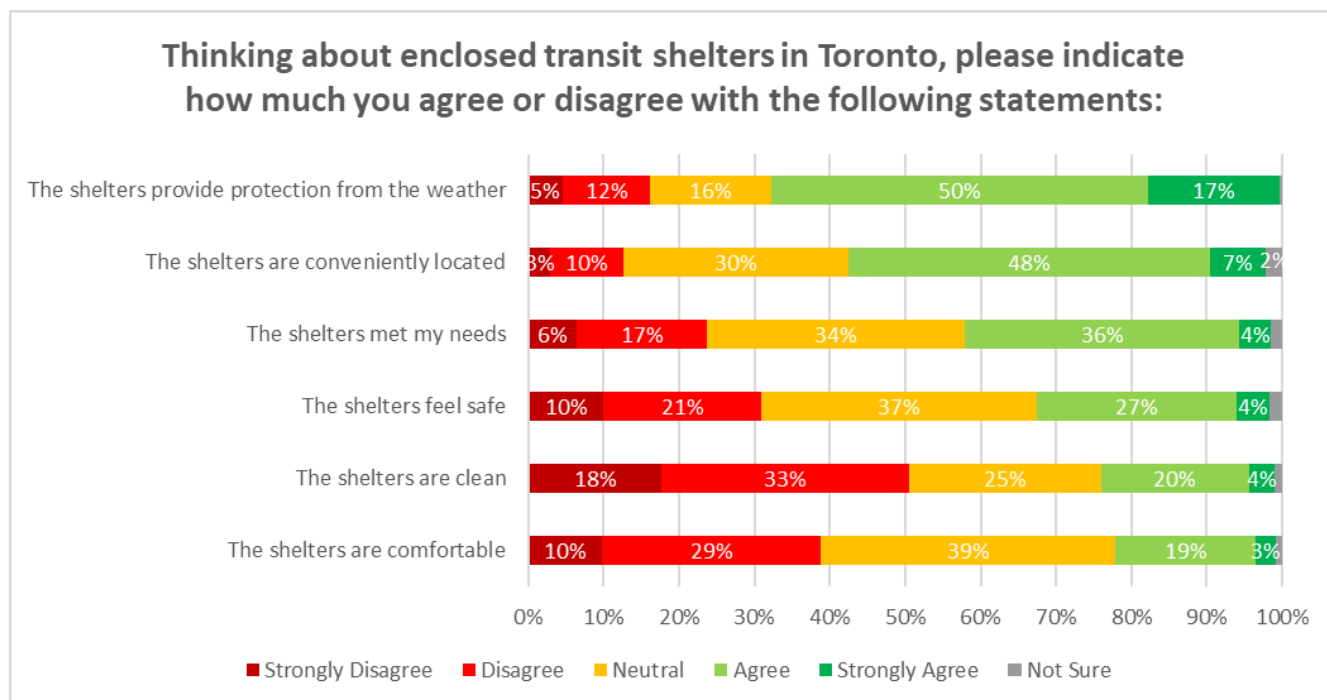
Real-time transit arrival information at all locations emerged as the dominant priority. A majority of respondents (61%) selected this feature, indicating strong and widespread interest in improvements that reduce uncertainty and support day-to-day trip planning.

A second tier of features suggest interest in improving comfort and safety while waiting for transit. Some respondents expressed a preference for temperature control measures, such as heating in the winter and cooling in the summer (31%), as well as additional seating options, including leaning benches (25%). Enhanced lighting also attracted some support (21%), suggesting that visibility and perceived safety remain important considerations, though not at the same level as real-time information.

Other features received more limited support. Few respondents selected emergency call buttons or other emergency response systems (15%), maps and wayfinding (12%), or artwork (12%). Features such as Wi-Fi (5%), digital or interactive screens (1%), and other options (2%) were selected by relatively few respondents. Overall, the results indicate that respondents prioritize functional, reliability-focused enhancements.

**Question 6: Thinking about enclosed transit shelters, please indicate how much you agree or disagree with the following statements?**

Figure 8: Summary of Public Opinion Survey Responses - Perceptions of Enclosed Transit Shelters n=12.7k



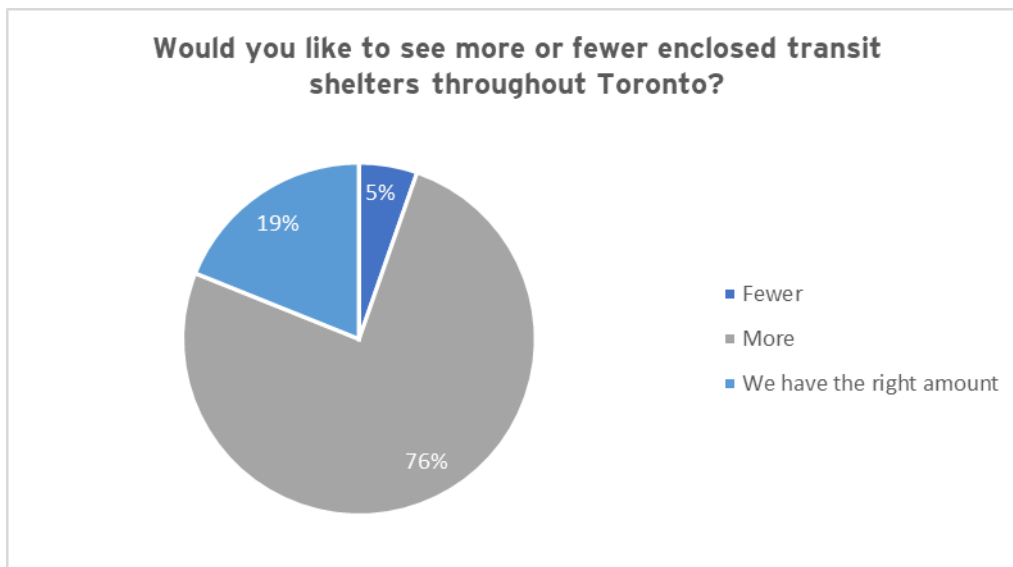
Respondents were asked to indicate their level of agreement with a series of statements about enclosed transit shelters in Toronto. Overall, the results suggest generally positive perceptions, particularly with respect to core functionality and location. A majority of respondents agreed that enclosed shelters are conveniently located (55% agree or strongly agree), and a majority also indicated that shelters provide protection from the weather (67% agree or strongly agree).

Views are more mixed regarding whether shelters meet overall needs and feel safe. While some respondents agreed that shelters meet their needs (40%) and feel safe (31%), a comparable share selected neutral responses (34% and 37%, respectively). This distribution suggests moderate satisfaction, rather than strong consensus.

Comfort and cleanliness emerged as weaker areas. Few respondents agreed that shelters are comfortable (22%), with a notable share either neutral (39%) or expressing disagreement (39%). Perceptions of cleanliness are more negative where a majority of respondents disagreed that shelters are clean (51%), while only a small minority agreed (24%), indicating a clear area of concern relative to other attributes. Overall, the results suggest enclosed shelters perform well on location and weather protection but generate more mixed or negative perceptions with respect to comfort, safety, and especially cleanliness.

**Question 7: Would you like to see more or fewer enclosed transit shelters throughout Toronto?**

Figure 9: Summary of Public Opinion Survey Responses - Transit Shelter Needs n=12.6k

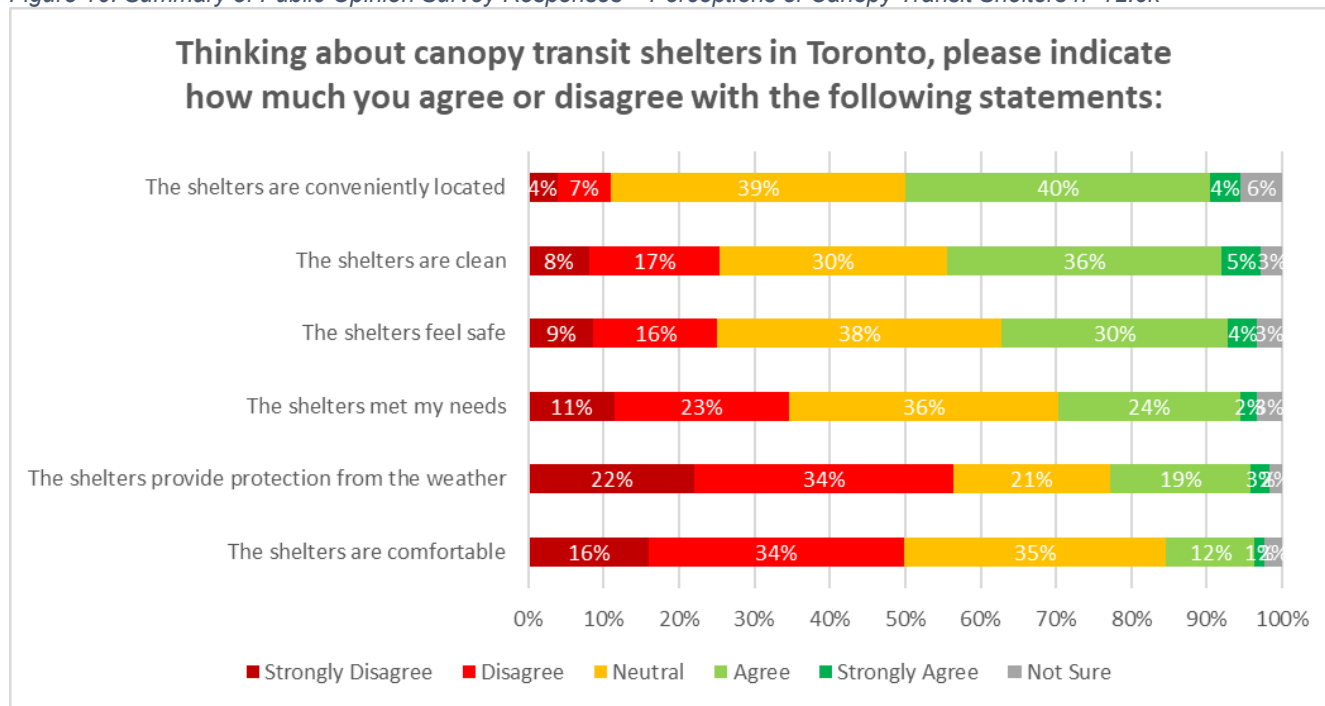


Respondents were asked whether they would like to see more or fewer enclosed transit shelters throughout Toronto. The results show a strong and clear preference for increasing the number of enclosed shelters, with a strong majority of respondents (76%) indicating that they would like to see more.

A smaller share of respondents (19%) indicated that the current number of enclosed shelters is sufficient reflecting some satisfaction with existing coverage. Few respondents (5%) expressed a desire to see fewer enclosed shelters, indicating minimal opposition to expansion. Overall, the findings point to strong public support for increasing the provision of enclosed transit shelters, with limited concern about over-supply.

**Question 8: Thinking about canopy transit shelters in Toronto, please indicate how much you agree or disagree with the following statements**

Figure 10: Summary of Public Opinion Survey Responses – Perceptions of Canopy Transit Shelters n=12.6k



Respondents were asked to indicate their level of agreement with a series of statements about canopy transit shelters in Toronto. Overall, responses suggest more mixed perceptions compared to enclosed shelters, with fewer clear majorities across most attributes.

Convenience of location stands out as the strongest area of agreement, with some respondents (44%) agreeing or strongly agreeing that canopy shelters are conveniently located. Only a small minority disagreed, suggesting that placement is generally meeting user expectations.

Perceptions of safety and whether shelters meet overall needs are more divided. Only some respondents agreed that canopy shelters feel safe (34%) or meet their needs (26%), while large proportions selected neutral responses (38% and 36%, respectively). In both cases, roughly one-quarter to one-third of respondents expressed disagreement, indicating an absence of consensus and variability in user experience.

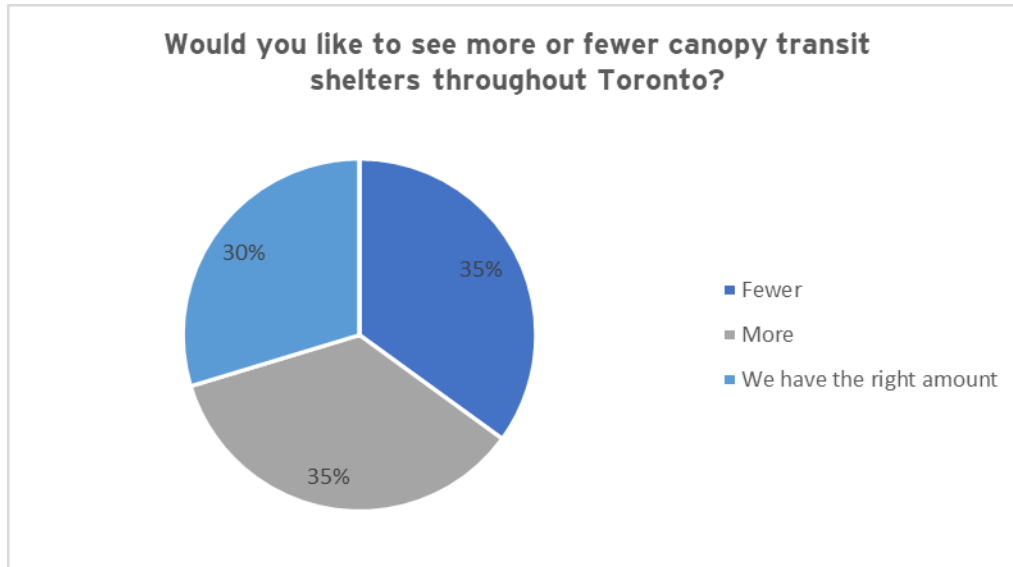
Comfort and protection from the weather represent the weakest perceived attributes. Only a few respondents agreed that canopy shelters are comfortable (13%) or provide protection from the weather (22%). In contrast, a bigger share of respondents disagreed that canopy shelters are comfortable (50%) or provide adequate weather protection (56%), indicating clear dissatisfaction with these aspects of shelter design.

Perceptions of cleanliness are more mixed. Some respondents (41%) agreed that canopy shelters are clean, while 30% indicated neutrality and 25% expressed disagreement, suggesting inconsistent experiences across locations.

Overall, the findings indicate that while canopy shelters are viewed as reasonably well located, they are widely seen as falling short in terms of comfort and weather protection, with neutral responses most common across several attributes, reflecting mixed perceptions rather than a clear consensus on safety, cleanliness, and overall adequacy.

**Question 9: Would you like to see more or fewer canopy transit shelters throughout Toronto?**

Figure 11: Summary of Public Opinion Survey Responses - Canopy Transit Shelter Needs n=12.5k



Respondents were asked whether they would like to see more or fewer canopy transit shelters throughout Toronto. The results show no clear consensus, with opinions split relatively evenly across the three response options. An equal share of respondents (35%) indicated a preference for seeing more canopy shelters and for seeing fewer, suggesting divergent views on the role and effectiveness of this shelter type. At the same time, some respondents (30%) indicated that the current number of canopy shelters is sufficient reflecting a notable share of respondents who are generally satisfied with existing provision. Overall, the results indicate mixed and polarized perspectives, reinforcing earlier findings that canopy shelters generate varied experiences and opinions compared to other street furniture elements.

**Question 10: Do you have any other comments about transit shelters? (n=3.9k)**

The overall sentiment toward transit shelters is negative, with frustration expressed across design, functionality, and maintenance. This sentiment reflects the views of a subset of respondents, as this question garnered a response rate below 30%.

A recurring theme is that current shelter designs do not adequately protect users from Toronto’s weather, particularly wind, rain, snow, and cold. Canopy-style shelters are frequently described as offering limited functional value, while enclosed shelters are generally preferred, especially during winter months. However, enclosed shelters also attract criticism related to cleanliness, safety, and space constraints.

Safety and comfort concerns are frequently raised. Respondents note that shelters can feel unsafe due to poor sightlines, single points of entry and exit, vandalism, broken glass, or accumulation of debris. The presence of trash, unpleasant odors, and inconsistent cleaning contributes to perceptions that shelters are unwelcoming or unusable in some locations.

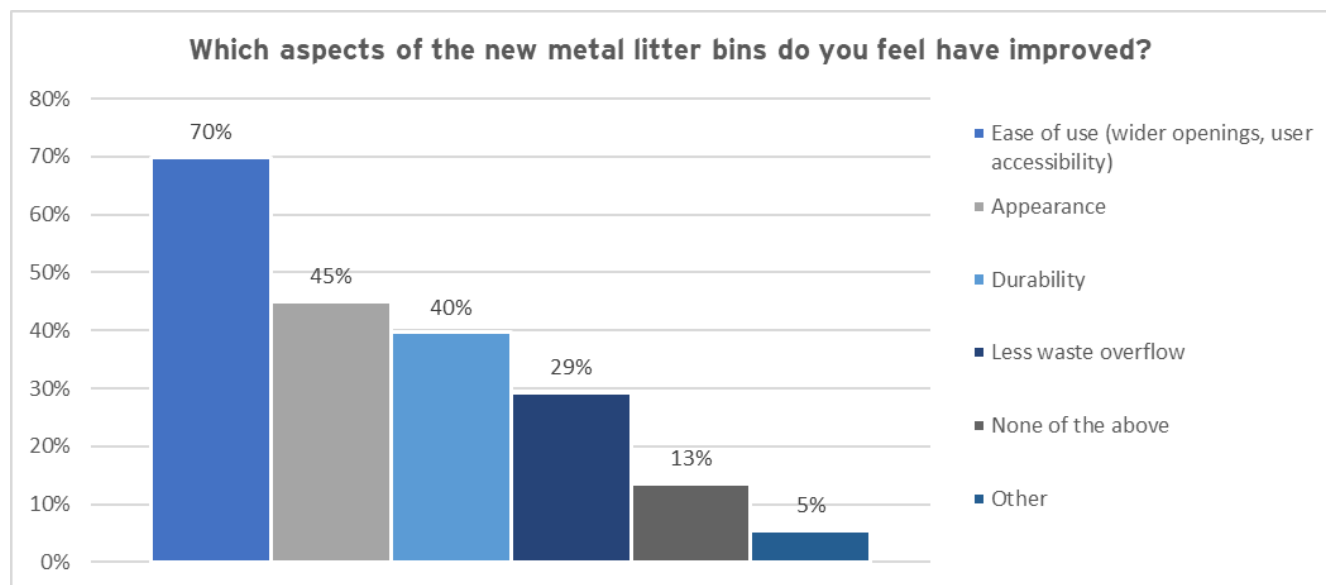
Many respondents also highlight capacity limitations, particularly at high-ridership stops, where shelters are perceived as too small to accommodate the number of people waiting during peak periods or service disruptions.

Few respondents acknowledged that having “some shelter is better than none”.

## 2.1.4 Litter Bins

### Question 11: Which aspects of the new metal litter bins (WR5) do you feel have improved? (Select all that apply)

Figure 12: Summary of Public Opinion Survey Responses - Improved Features for New Metal Litter Bins n=12.3k



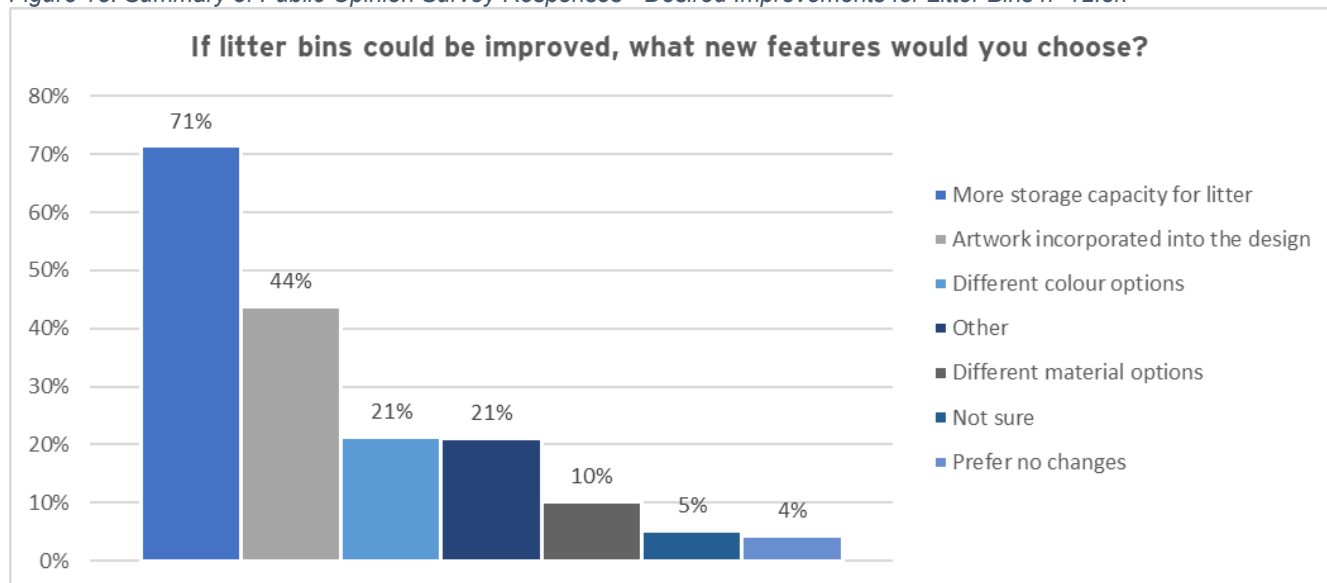
Respondents were asked to indicate which aspects of the new metal litter bins they feel have improved and were able to select multiple options. The results show that ease of use is the most widely recognized improvement. A majority of respondents (70%) identified features such as wider openings and improved user accessibility as having improved, indicating that functional usability changes are clearly noticed and valued by users.

Improvements related to design and durability were also commonly identified. Some respondents reported improvements in appearance (45%) and durability (40%), suggesting that some respondents perceive the new bins as both more visually appealing and more robust than previous designs. Perceptions of reduced waste overflow were more mixed. While some respondents (29%) identified this as an improvement, it attracted lower levels of support than usability, appearance, or durability, indicating that operational performance is less consistently observed. Only a small minority of respondents indicated that none of the listed aspects had improved (13%) or selected other improvements (5%). Open-ended feedback suggests that respondents view servicing frequency, bin capacity, and maintenance practices as far more important than design changes. While some improvements, such as the removal of foot pedals, wider openings, and the use of metal, are acknowledged, these are widely seen as marginal and easily offset by infrequent emptying, poor cleanliness, and ongoing durability issues.

Overall, the findings suggest that respondents most clearly associate the new metal litter bins with improved ease of use, with additional but more moderate recognition of improvements in appearance, durability, and waste containment.

**Question 12: If litter bins could be improved, what new features would you choose? (Select all that apply)**

Figure 13: Summary of Public Opinion Survey Responses - Desired Improvements for Litter Bins n=12.3k



Respondents were asked to identify which new features they would choose if litter bins could be improved and were able to select multiple options. The results indicate a clear emphasis on functional capacity enhancements. Majority of respondents (71%) selected increased storage capacity for litter, making this the most strongly preferred improvement and highlighting concerns about bin capacity and overflow.

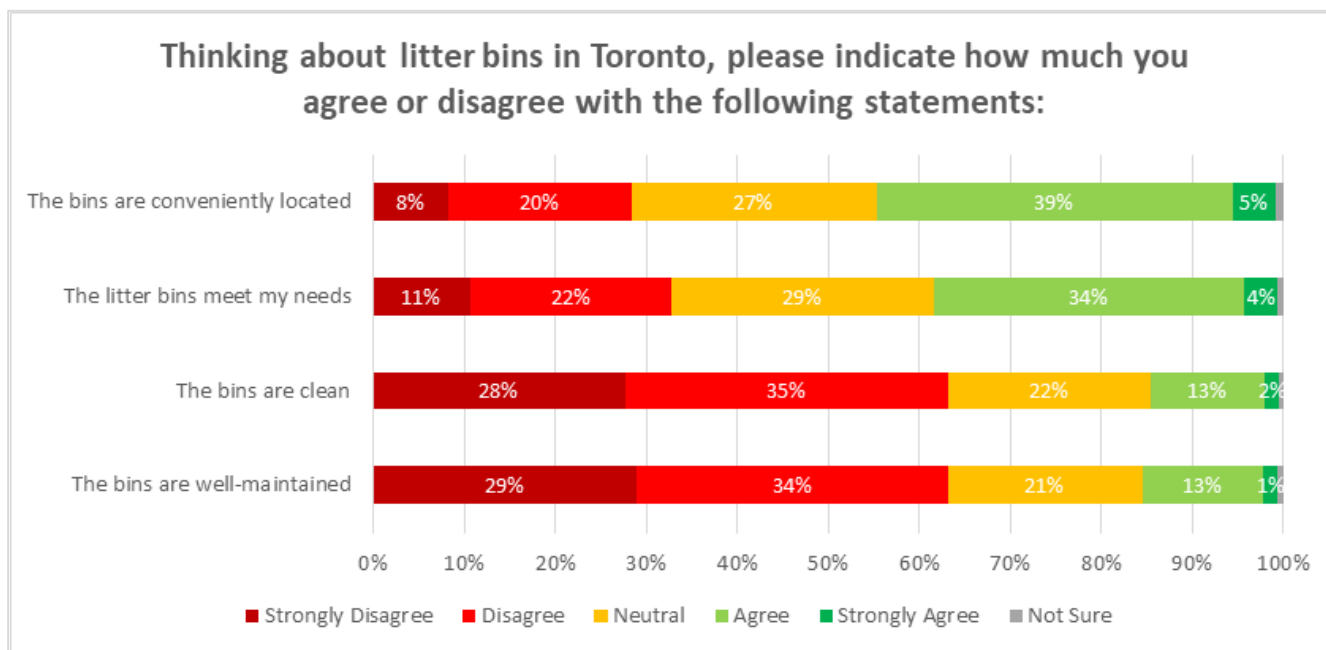
Design oriented enhancements also attracted substantial interest. Some respondents indicated a preference for incorporating artwork into the design of litter bins (44%), suggesting meaningful support for improvements that enhance visual appeal and contribute to the appearance of the public realm. A smaller share of respondents selected different colour options (21%), indicating moderate interest in visual variety and customization.

Other potential features received more limited support. Few respondents (21%) selected “other” features, while fewer respondents indicated interest in different material options (10%). Open-ended responses show that respondents prioritize operational reliability over new design features, with the most common requests focused on more frequent emptying/cleaning, preventing overflow, and improving durability of doors and locking mechanisms. Many also emphasized hands-free, easy-to-use openings and clearer approaches to waste separation, including calls either to simplify streams or to make sorting more intuitive through colour-coding and signage.

Only a small minority of respondents were unsure (5%) or preferred no changes to existing litter bins (4%). Overall, the findings suggest that respondents prioritize practical improvements while also expressing appreciable, though secondary, interest in aesthetic enhancements.

**Question 13: Thinking about litter bins in Toronto, please indicate how much you agree or disagree with the following statements**

Figure 14: Summary of Public Opinion Survey Responses - Perception of Litter Bins n=12.4k



Respondents were asked to indicate their level of agreement with a series of statements about litter bins in Toronto. Overall, perceptions are mixed across all attributes, with neutral and negative responses accounting for a substantial share of responses, particularly on cleanliness and maintenance.

Convenience of location receives the strongest relative support. Some respondents agreed or strongly agreed that litter bins are conveniently located (44%), while a smaller proportion expressed neutral views (27%). A notable share of respondents disagreed (28%), indicating that while many respondents find bins reasonably accessible, perceptions vary by location.

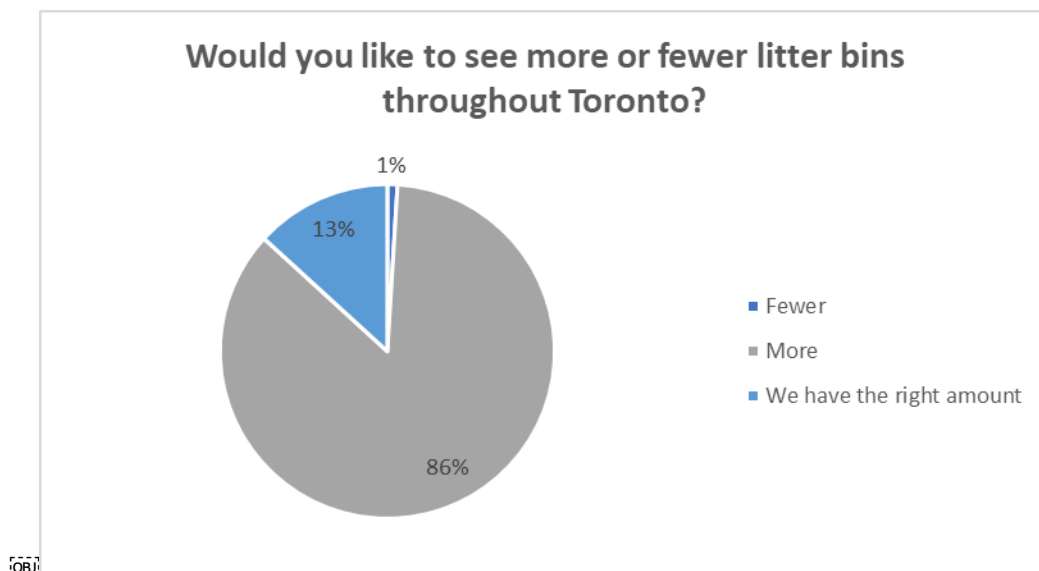
Views on whether litter bins meet overall needs are more divided. Some respondents (38%) agreed or strongly agreed that bins meet their needs, while nearly a third selected neutral responses (29%). At the same time, some (33%) disagreed, suggesting that adequacy of litter bins is not consistently experienced across respondents.

Perceptions of maintenance and cleanliness are weaker. Only some respondents agreed or strongly agreed that litter bins are well-maintained (14%) or clean (15%). In contrast, a majority of respondents disagreed that bins are well-maintained (63%) and clean (63%), indicating widespread concern regarding upkeep and sanitation. Neutral responses are also notable for maintenance (21%) and cleanliness (22%), reinforcing the lack of consensus and variability in condition across locations.

Overall, the findings indicate that while litter bins are generally seen as reasonably well located, neutral responses across several attributes point to inconsistent user experiences, with maintenance and cleanliness representing clear areas of concern and more mixed views regarding whether existing bins adequately meet user needs.

**Question 14: Would you like to see more or fewer litter bins throughout Toronto?**

Figure 15: Summary of Public Opinion Survey Responses - Litter Bin Needs n=12.3k



Respondents were asked whether they would like to see more or fewer litter bins throughout Toronto. The results show very strong consensus in favor of increasing the number of litter bins. An overwhelming majority of respondents (86%) indicated they would like to see more litter bins across the city, signaling clear and widespread demand for expanded coverage.

**Question 15: Do you have any other comments you would like to provide about litter bins? (n=3.8k)**

Feedback on litter bins is negative, with a strong and consistent focus on operational performance rather than aesthetics. This sentiment reflects the views of a subset of respondents, as this question garnered a response rate below 30%.

The most frequent issue raised is that litter bins are frequently overflowing, particularly in high-traffic areas, parks, and near transit stops. Respondents attribute this to insufficient bin capacity, infrequent emptying schedules, or a mismatch between bin placement and actual usage patterns.

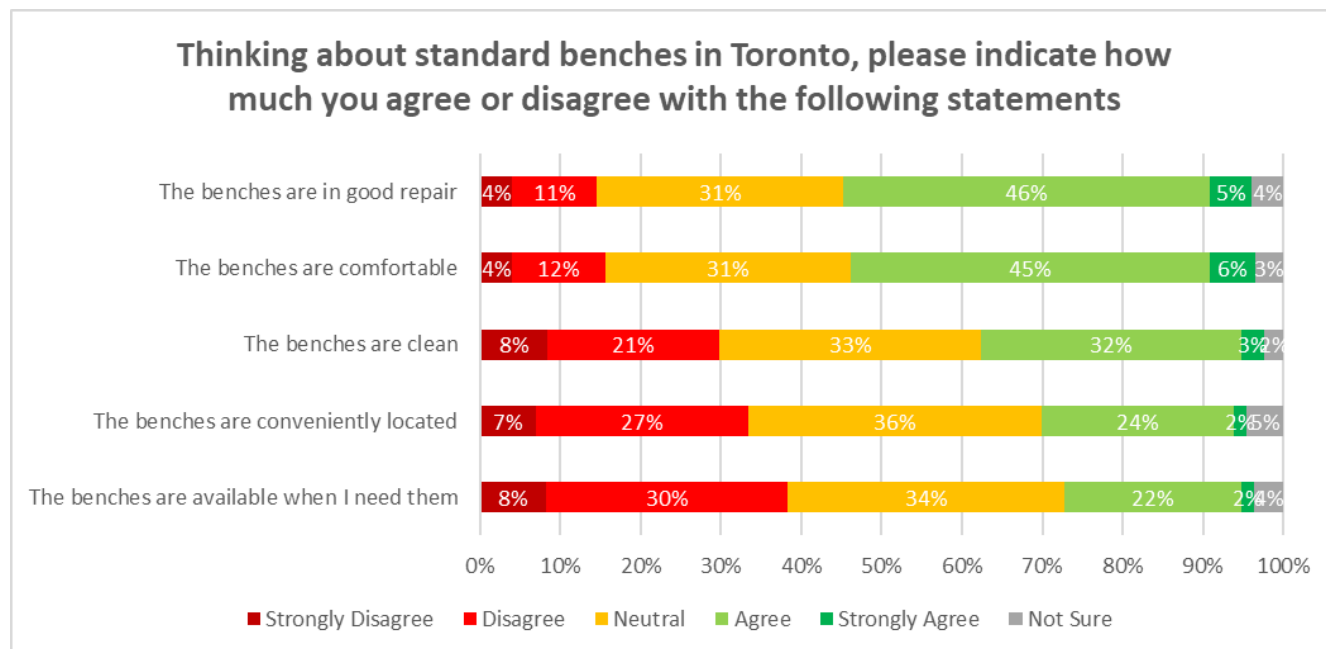
Usability and hygiene are also major concerns. Many respondents describe bins as difficult or unpleasant to use due to small openings, broken doors, swinging panels, or mechanisms that require physical contact with dirty surfaces. These conditions discourage proper disposal and contribute to litter accumulation around bins. Respondents frequently note uneven distribution of bins across the city, with some neighbourhoods experiencing long gaps between bins, leading people to carry waste for extended distances or dispose of it improperly. Specific concerns are raised about the lack of bins near transit stops, intersections, parks, and along pedestrian routes. Additional recurring themes include requests for dedicated dog waste disposal, improved odour management during warmer months, and skepticism about the effectiveness of recycling streams when bins are overflowing or waste appears to be mixed during collection.

Overall, respondents consistently emphasize that collection frequency and maintenance reliability are more important than introducing new designs or technologies.

## 2.1.5 Benches

### Question 16: Thinking about standard benches in Toronto, please indicate how much you agree or disagree with the following statements

Figure 16: Summary of Public Opinion Survey Responses - Perception of Standard Benches n=12.1k



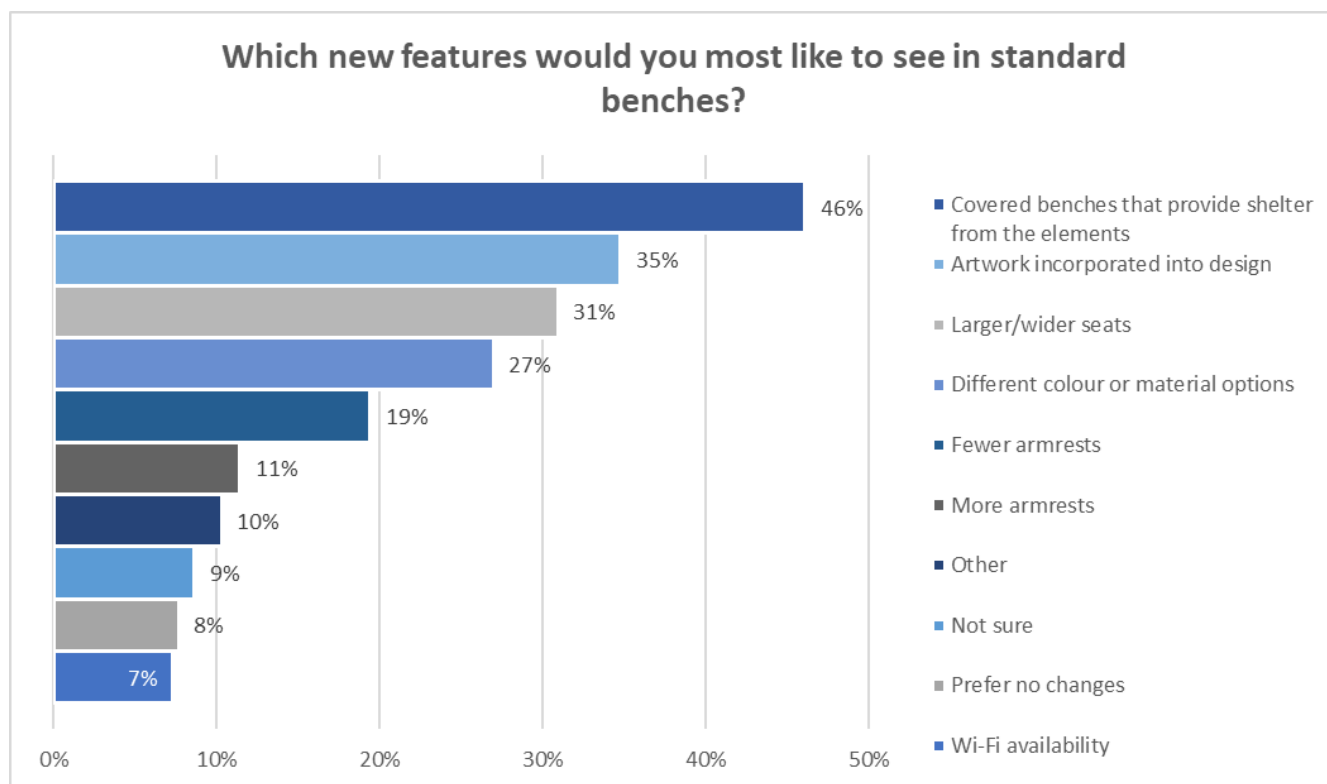
Respondents were asked to indicate their level of agreement with a series of statements about standard benches in Toronto. Overall, the results suggest generally positive perceptions across most attributes.

Condition and comfort emerge as the strongest-performing areas. Majority of respondents agreed or strongly agreed that standard benches are in good repair (51%) and are comfortable (51%), indicating broadly positive experiences with the physical quality and usability of these assets. Cleanliness also performs well, with some respondents (35% agree or strongly agree, compared to 29% disagree or strongly disagree) expressing favourable views.

Perceptions related to availability and location are positive but more mixed. Some respondents agreed that benches are conveniently located (26%) and available when needed (24%), though a larger share selected disagreeing responses (34% and 38%, respectively). This suggests that access to benches may be less consistent and more dependent on specific areas or routes.

**Question 17: Which new features would you most like to see in standard benches? Select your top three.**

Figure 17: Summary of Public Opinion Survey Responses - Desired New Features for Standard Benches n=12.k



Respondents were asked to identify which new features they would most like to see on standard benches and were able to select multiple options. The results show the strongest interest in features that enhance comfort and protection from the elements. Nearly half of respondents (46%) selected covered benches that provide shelter from weather, indicating that protection from sun, rain, and snow is the most commonly desired enhancement.

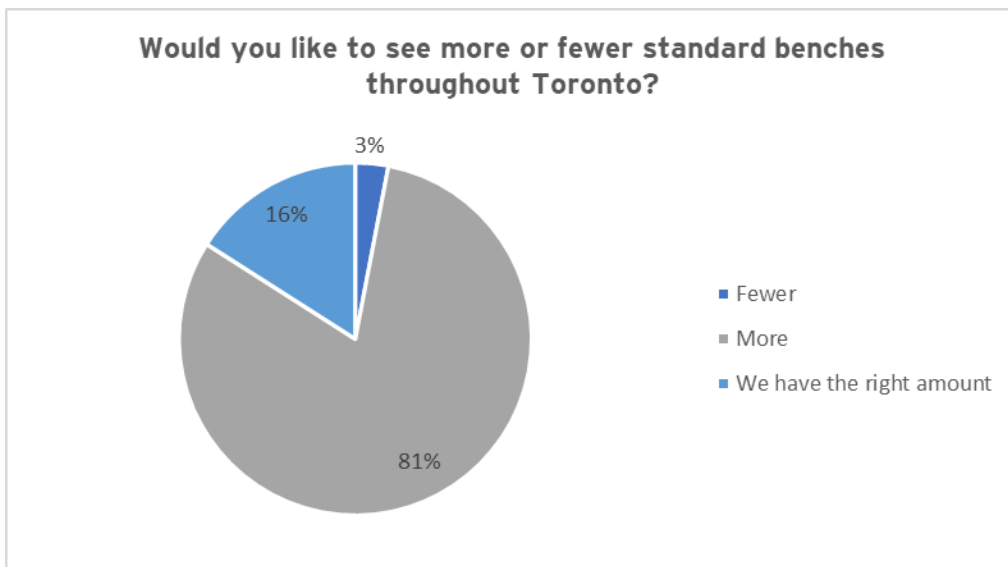
Aesthetic and comfort-related features also received notable support. Some respondents expressed interest in incorporating artwork into bench design (35%) and in larger or wider seats (31%), suggesting meaningful demand for benches that are both more comfortable and contribute positively to streetscape character. Different colour or material options were also selected by some respondents (27%), reflecting moderate interest in visual variety and design flexibility.

Other features attracted lower levels of support. Few respondents preferred fewer armrests (19%), while fewer respondents expressed interest in more armrests (11%), indicating differing views on accessibility and seating configuration. Relatively few respondents selected other features (10%), were unsure (9%), preferred no changes (8%), or indicated interest in Wi-Fi availability (7%). Open-ended responses suggest that the most common “new feature” requested for standard benches relates to operational performance, particularly more frequent cleaning and quicker repairs, which respondents identified as key barriers to use. Additional themes included preferences for more durable, weather-resistant and easily cleanable materials, improved comfort and accessibility (e.g., backrests and appropriate seat height), and better bench siting (notably shade, orientation away from heavy traffic, and placement near destinations). A recurring message was simply the need for more benches overall.

Overall, the findings indicate that respondents prioritize functional comfort and weather protection in potential bench upgrades, with secondary interest in aesthetic enhancements and mixed views on seating configuration details.

**Question 18: Would you like to see more or fewer standard benches throughout Toronto?**

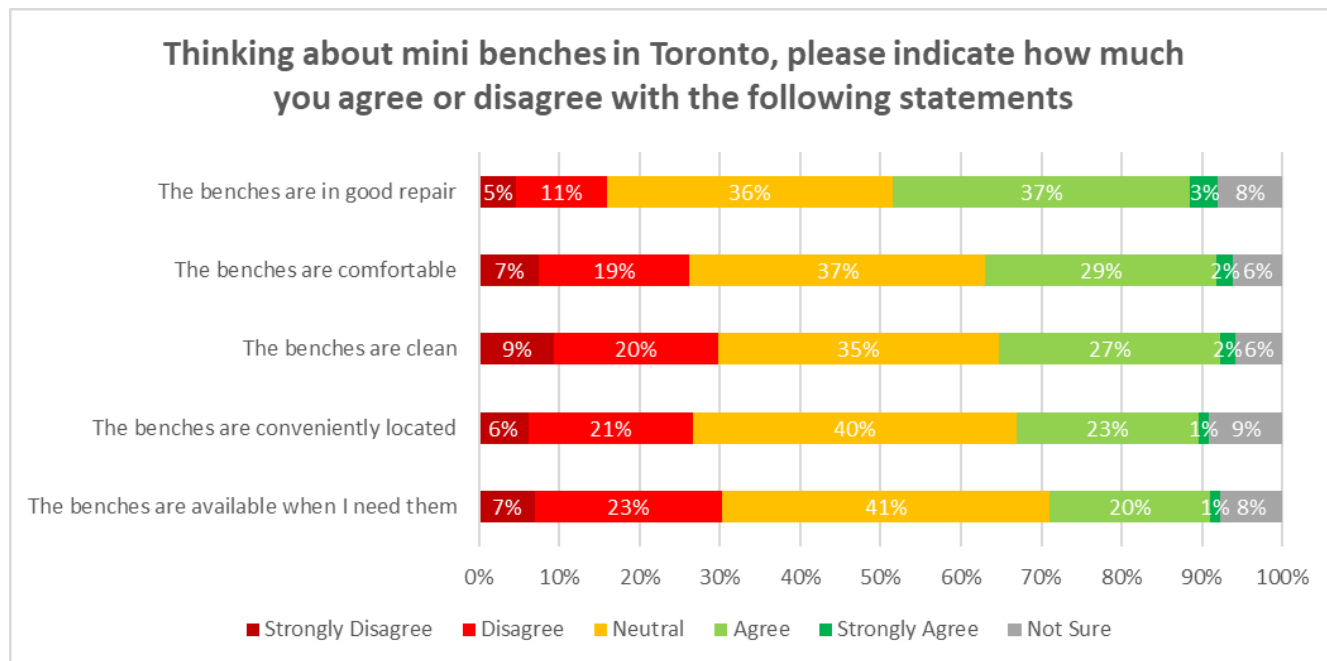
Figure 18: Summary of Public Opinion Survey Responses - Need for Standard Benches n=11.9



Respondents were asked whether they would like to see more or fewer standard benches throughout Toronto. The results indicate very strong support for expanding the number of standard benches. An overwhelming majority of respondents (81%) indicated they would like to see more standard benches, signaling broad agreement that additional seating is needed across the city.

**Question 19: Mini benches are a second seating option found throughout the City, particularly where space is limited. Thinking about mini benches in Toronto, please indicate how much you agree or disagree with the following statements**

Figure 19: Summary of Public Opinion Survey Responses - Perception of Mini-Benches n=12k



Respondents were asked to indicate their level of agreement with a series of statements about mini benches in Toronto. Overall, perceptions are generally positive but less definitive than those observed for standard benches, with neutral responses accounting for a substantial share across all attributes.

Perceptions of condition are the most favourable, with some respondents (40%) agreeing or strongly agreeing that mini benches are in good repair, while a similar proportion selected neutral responses (36%) and fewer respondents expressed disagreement (16%). This pattern suggests that while condition is viewed relatively positively compared to other attributes, it is not strongly endorsed by most respondents.

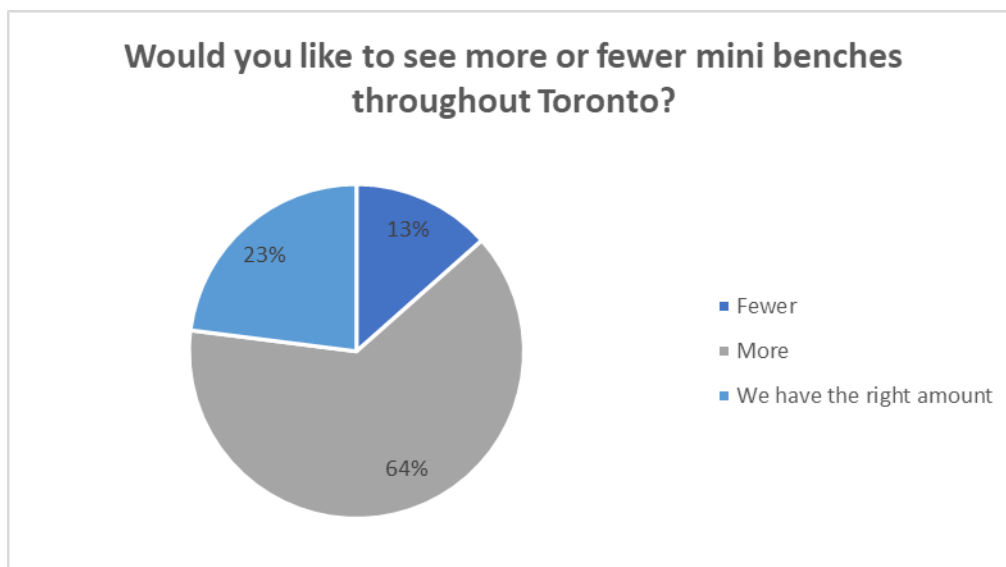
Comfort and cleanliness show similar response distributions. Some respondents agreed that mini benches are comfortable (31%) and clean (29%), but larger shares selected neutral responses (37% and 35%, respectively). Disagreement remains present but does not dominate, indicating mixed experiences rather than clear dissatisfaction.

Perceptions related to availability and location are weaker. Only some respondents agreed that mini benches are conveniently located (24%) or available when needed (21%), while neutral responses are the most common selection for both statements (40% and 41%, respectively). This suggests that many respondents do not consistently encounter or rely on mini benches, limiting the strength of expressed views.

Overall, the results indicate that mini benches are not viewed negatively but also do not generate strong positive sentiment. Instead, respondent views are largely neutral, pointing to limited salience or variable exposure rather than clear approval or dissatisfaction.

**Question 20: Would you like to see more or fewer mini benches throughout Toronto?**

Figure 20: Summary of Public Opinion Survey Responses - Need for Mini-Benches n=11.9k



Respondents were asked whether they would like to see more or fewer mini benches throughout Toronto. The results indicate a clear preference for increasing the number of mini benches, though with less consensus than for standard benches. A majority of respondents (64%) indicated they would like to see more mini benches, suggesting general support for expanding their presence across the city.

**Question 21: Do you have any other comments you would like to provide about benches? (n=2.4k)**

Sentiment regarding benches reflects a strong desire for more seating, coupled with concerns about accessibility, comfort and placement.

Many respondents characterize Toronto as having a significant shortage of public seating, particularly along busy sidewalks, commercial corridors, transit routes and outside of major parks.

Accessibility considerations feature prominently. Backless benches, low seating heights, and benches without supportive features are described as difficult or unusable for some users. Placement directly adjacent to traffic, in narrow pedestrian corridors, or without shade also discourages use.

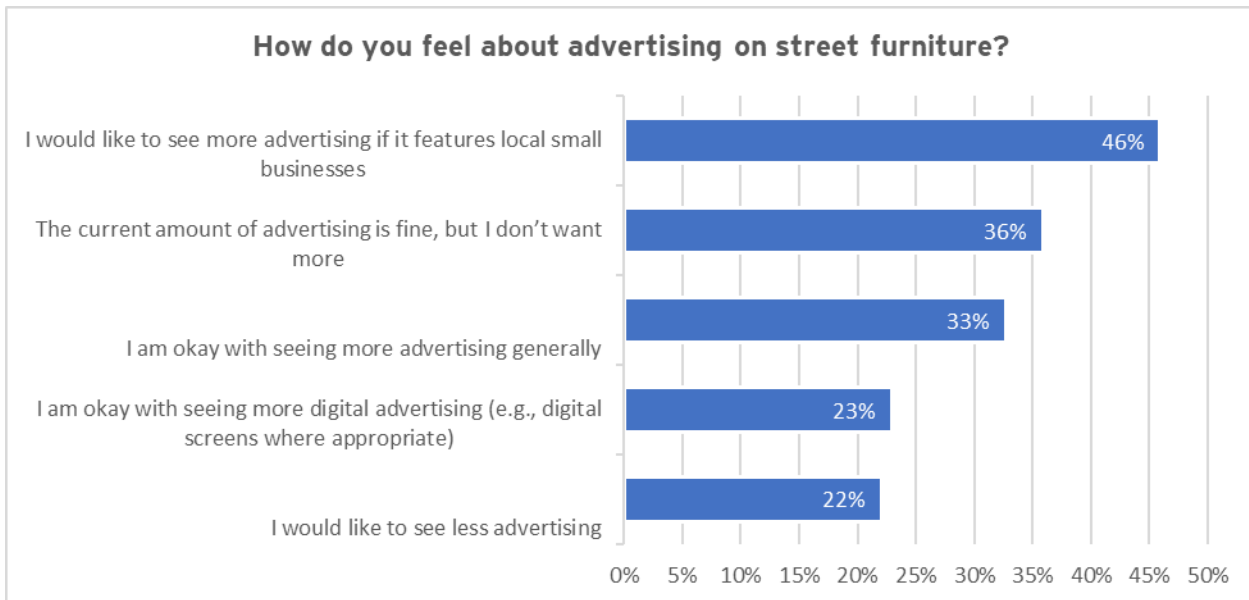
The comments indicated widespread opposition to design elements, such as central armrests or dividers intended to prevent lying down. Some respondents view these features as reducing comfort and usability for all users, while also raising concerns about inclusivity.

Cleanliness and maintenance are additional concerns, with respondents noting that dirty, damaged or poorly maintained benches are often avoided altogether. Where benches are plentiful and well-maintained, respondents express strong appreciation and note their contribution to neighbourhood vibrancy and social interaction.

## 2.1.6 Advertising

**Question 22: Advertising on transit shelters and other street furniture helps pay for their upkeep and supports other City programs. How do you feel about advertising on street furniture. Select all that apply.**

Figure 21: Summary of Public Opinion Survey Responses - Perceptions of Advertising on Street Furniture n=12k



Respondents were asked how they feel about advertising on street furniture and were presented with several response options reflecting different levels and conditions of acceptance. Overall, the results suggest general support for current or increased levels of advertising.

The most frequently selected option was support for increased advertising when it features local small businesses, with some respondents (46%) indicating this preference. This suggests that advertising is viewed more favourably when it is perceived to support local economic activity. At the same time, a notable share of respondents (36%) indicated that the current amount of advertising is acceptable and that they would not like to see more, reflecting a meaningful level of satisfaction with existing conditions.

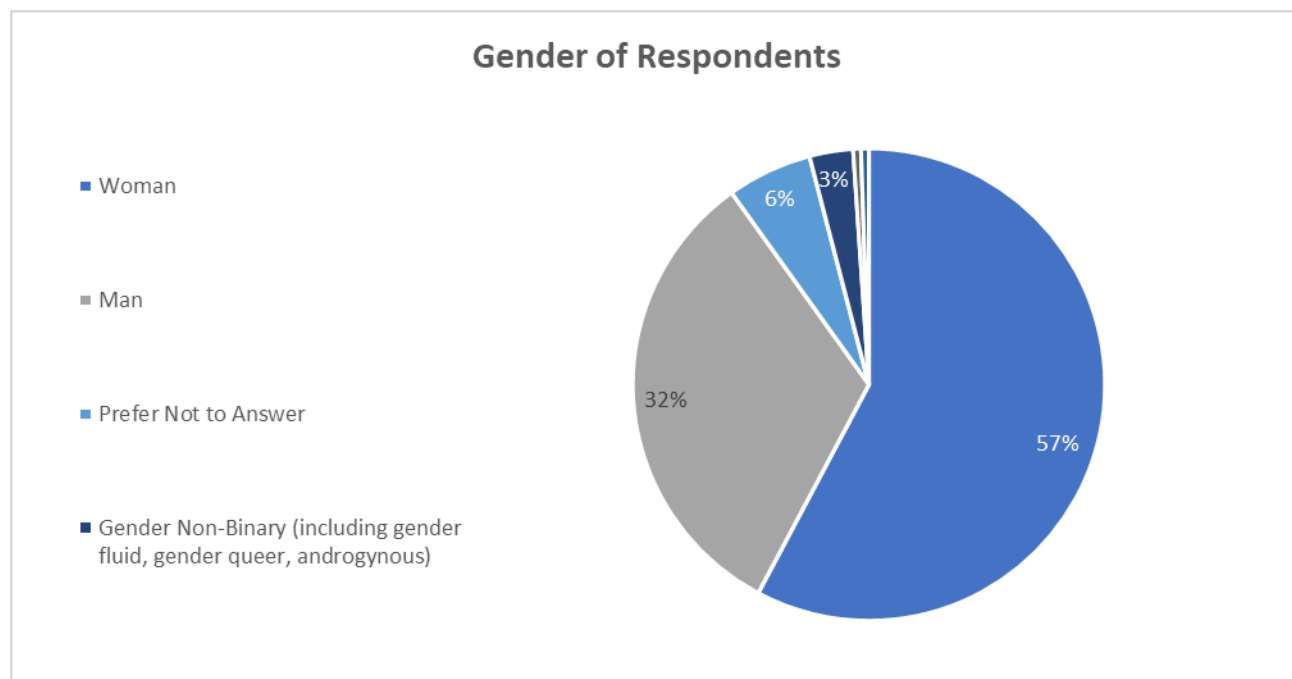
General openness to additional advertising is more mixed. Some respondents (33%) indicated that they are okay with seeing more advertising overall, while only 23% expressed support for increased digital advertising, such as digital screens where appropriate. A small minority of respondents (22%) indicated that they would like to see less advertising.

Overall, the results suggest acceptance of the current level of advertising on street furniture and openness to increases under certain conditions, particularly when advertising supports local businesses. Opposition to advertising is limited, while views on the form and extent of expansion, especially digital formats, are more divided.

## 2.1.7 Demographic Information

### Question 23: What best describes your gender?

Figure 22: Summary of Public Opinion Survey Responses - Demographics of Respondents (Gender) n=12.1k



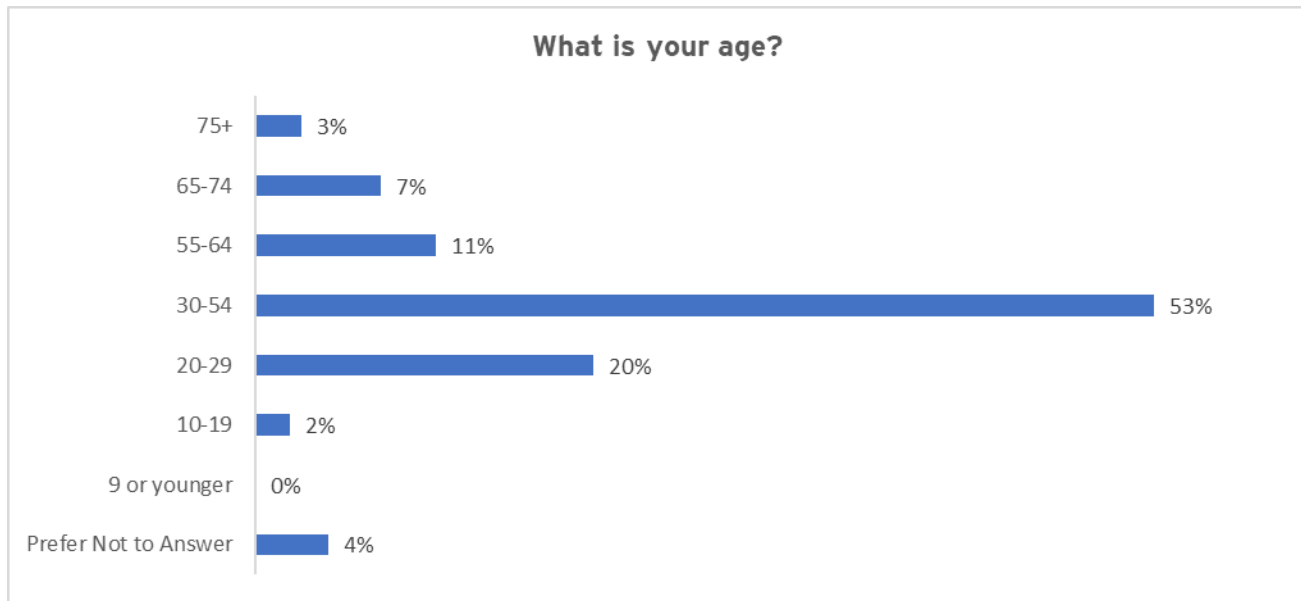
Respondents were asked to indicate which option best describes their gender. The results show that over half of respondents identified as women (57%), while approximately one-third identified as men (32%). Together, these responses account for the large majority of survey participants. A smaller share of respondents selected other options. Some respondents (6%) preferred not to answer the question, while a small minority identified as gender non-binary (3%).

By comparison, the 2021 Toronto Census reports a more evenly balanced gender distribution. Census data show that women+ accounted for approximately 52% of Toronto's population, while men+ accounted for 48%. Under Statistics Canada's methodology, the "men+" and "women+" categories include some non-binary individuals alongside males and females, respectively.

Overall, while the survey broadly reflects the city's gender balance, it skews toward higher participation from women.

### Question 24: What is your age?

Figure 23: Summary of Public Opinion Survey Responses - Demographics of Respondents (Age) n=12.1k



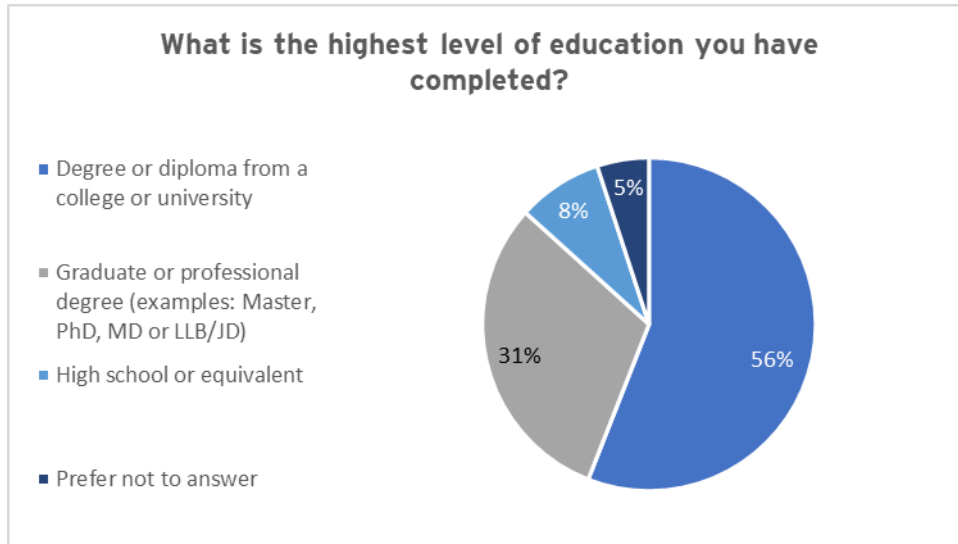
Respondents were asked to indicate their age group. The results show that responses were concentrated among working-age adults. A majority of respondents (53%) were between the ages of 30 and 54, making this the most represented age group in the survey.

A notable share of respondents were younger adults aged 20 to 29 (20%), indicating meaningful participation from this age cohort. Smaller proportions of respondents fell within older age groups, with some respondents aged 55 to 64 (11%) and 65 to 74 (7%). Very few respondents were aged 75 or older (3%).

According to the 2021 Census, approximately 68–69% of Toronto’s population falls within the broad working-age category (ages 15–64), while about 17% are aged 65 and older and roughly 14% are under 15. Compared with the 2021 Toronto Census, the survey age profile overrepresents adults aged 30–54 and underrepresents older adults (65+).

**Question 25: What is the highest level of education you have completed?**

Figure 24: Summary of Public Opinion Survey Responses - Demographics of Respondents (Education-Level) n=12.1k

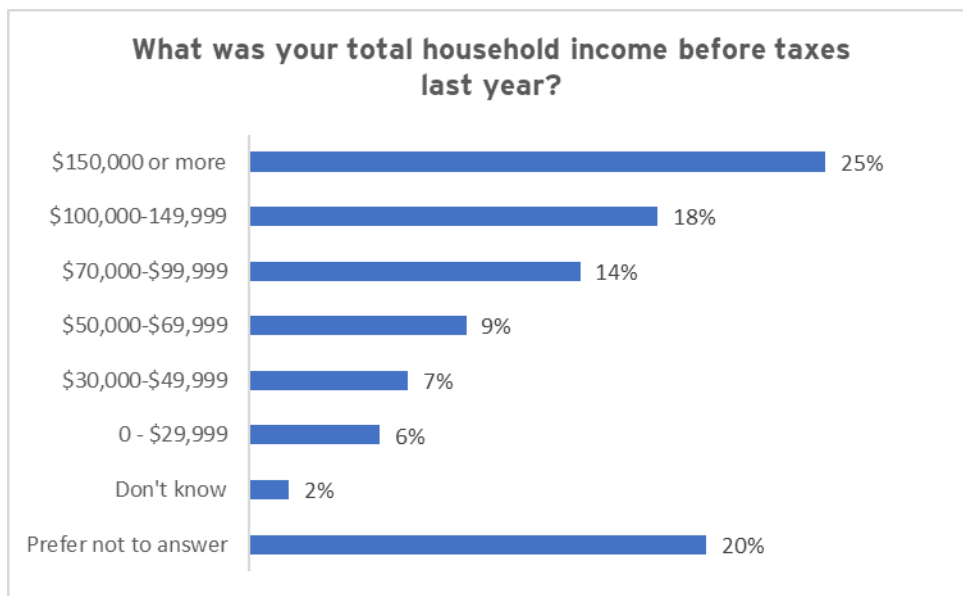


Respondents were asked to indicate the highest level of education they have completed. The results show that post-secondary qualifications are overrepresented in the survey sample with a majority of the respondents (56%) reported having completed a degree or diploma from a college or university, and a further 31% reporting a graduate or professional degree, such as a master’s degree, PhD, MD, or LLB/JD. Together, these groups account for a substantial majority of respondents with post-secondary qualifications.

A small minority reported high school or equivalent as their highest level of completed education (8%). Very few respondents preferred not to answer this question (5%). Overall, the results indicate that the survey sample is largely composed of respondents with post-secondary and graduate-level education, with more limited representation from those without post-secondary credentials.

**Question 26: What was your total household income before taxes last year? Your best estimate is fine. Please select one only.**

Figure 25: Summary of Public Opinion Survey Responses - Demographics of Respondents (Household Income) n=12k



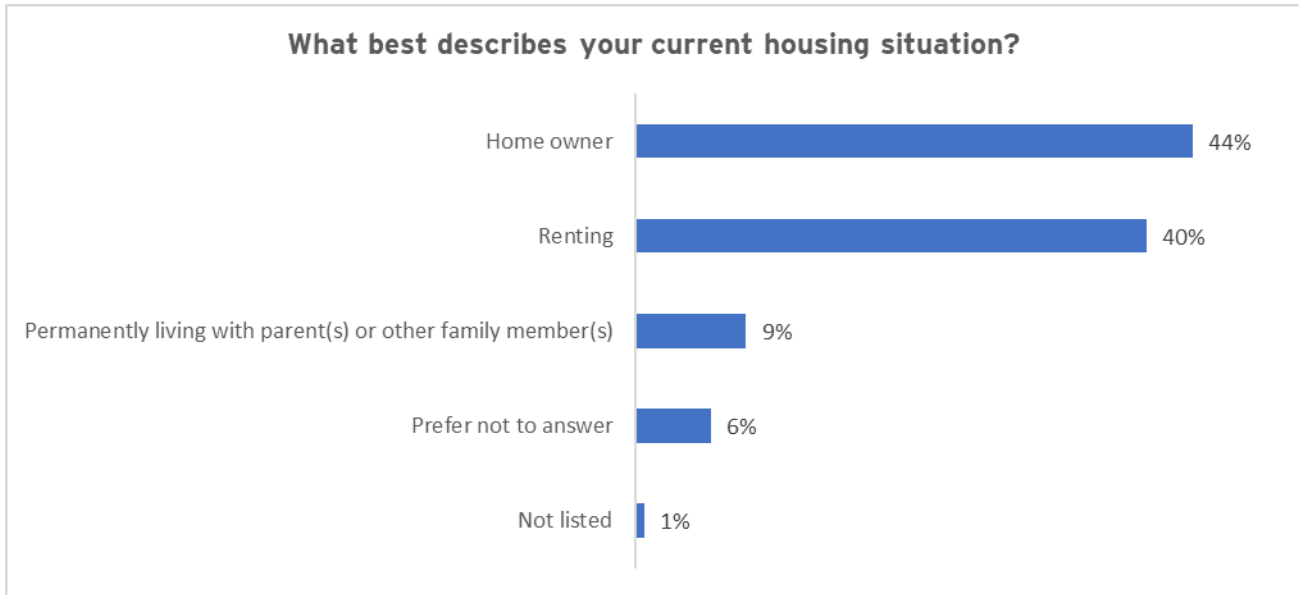
Respondents were asked to report their total household income before taxes for the previous year. The results indicate that survey participation was skewed toward higher-income households. A notable share of respondents (43%) reported household incomes of \$100,000 or more, including one quarter of respondents (25%) reporting incomes of \$150,000 or higher. This suggests strong representation from higher-income groups within the survey sample.

Middle-income households are also represented. Fewer respondents reported incomes between \$70,000 and \$99,999 (14%) and between \$50,000 and \$69,999 (9%), together accounting for just under one quarter of respondents. Lower-income households represent a smaller minority of responses, with some respondents reporting incomes between \$30,000 and \$49,999 (7%) and only a few respondents (6%) reporting incomes below \$30,000.

A share of respondents preferred not to answer the question (20%). Overall, the results indicate that the survey captured perspectives primarily from middle- to higher-income households, with more limited input from lower-income groups.

### Question 27: What best describes your current housing situation?

Figure 26: Summary of Public Opinion Survey Responses - Demographics of Respondents (Housing) n=12k



Respondents were asked to indicate which option best describes their current housing situation. The results show that survey participation reflects a relatively balanced mix of housing tenures. Homeowners represent the largest single group of respondents (44%), closely followed by renters (40%).

Smaller shares of respondents reported other living arrangements. Some respondents (9%) indicated they are permanently living with parents or other family members.

#### 2.1.8 Additional Feedback

### Question 28: Please share any additional comments, concerns, observations, or suggestions related to Toronto's street furniture. (n=2.7k)

Broader comments on street furniture reinforce and amplify themes raised across the three asset types.

Maintenance and accountability emerge as the most consistent cross-cutting issue. Respondents frequently express frustration with broken, dirty or vandalized assets that remain in disrepair for extended periods. Many perceive a lack of clear responsibility or enforcement regarding upkeep.

Advertising-related concerns are also prevalent. While some respondents accept advertising as a potential funding mechanism, many feel that advertising—particularly large or digital formats—detracts from safety, blocks sightlines, contributes to visual clutter, and prioritizes revenue over public benefit. Digital advertising, in particular, attracts criticism related to brightness, distraction and perceived misalignment with the primary function of street furniture.

A significant portion of feedback reflects tension between street furniture use and broader social challenges, particularly homelessness and housing insecurity. Respondents note that shelters and benches are affected by the absence of adequate support services, leading to debates about safety, accessibility, and appropriate design responses. Many acknowledge these challenges as systemic rather than design-driven, while still emphasizing the impact on day-to-day usability.

Finally, respondents call for greater equity, accessibility, and place-based design, including more consistent distribution of street furniture across neighborhoods, improved accommodations for an aging population, and designs that are visually appealing, community-oriented and reflective of Toronto's identity.

## **2.2 Comparison with 2017 Street Furniture Satisfaction Survey**

### **2.2.1 Overview of the 2017 Survey**

In 2017, the City of Toronto conducted a city-wide Street Furniture Satisfaction Poll at the midpoint of the 20-year Street Furniture Agreement. The survey was administered online between May 18 and May 29, 2017 and received responses from 1,002 Toronto residents. The 2017 survey focused on residents' familiarity with and satisfaction across a broad range of street furniture elements, including enclosed and canopy transit shelters, litter bins (with foot pedals and slim bins), standard benches, public message centres, publication box corrals and kiosks, and overall visual aesthetics and placement. The primary purpose of the survey was to assess satisfaction with the performance, condition, and design of street furniture at that point in the contract period, as well as to gauge awareness of City and vendor processes for placement and maintenance.

### **2.2.2 Areas of Direct Comparison**

While the two surveys differ in structure, several thematic areas allow for meaningful comparison over time, particularly with respect to transit shelters, litter bins, benches, cleanliness and maintenance and overall sentiment. Both surveys were designed to capture perspectives from the general population of Toronto residents.

#### **Transit Shelters**

In 2017, perceptions of transit shelters were generally positive. A strong majority of respondents at the time indicated that enclosed shelters met their needs (76%), were comfortable (69%), felt safe (69%), and were clean and in good repair (67%). Canopy shelters also received majority satisfaction across metrics, though at consistently lower levels than enclosed shelters (e.g., 57% needs, 52% comfort, 53% safety, 63% cleanliness). By contrast, results from the 2026 survey indicate weaker perceptions, especially with respect to comfort and cleanliness. While use of enclosed shelters remains high (85% of respondents reported using them in the past 12 months), perceptions of performance are more mixed. Only 22% of respondents agreed that enclosed shelters are comfortable, while 39% expressed disagreement. Cleanliness shows a more pronounced decline, with a majority of respondents (51%) disagreeing that enclosed shelters are clean, compared to 24% who agreed.

For canopy shelters, the divergence is more pronounced. In 2026, only 13% of respondents agreed that canopy shelters are comfortable, and 50% disagreed, while 56% disagreed that canopy shelters provide adequate protection from the weather.

Overall, while the preference for enclosed shelters over canopy shelters has remained consistent, satisfaction with shelter comfort, cleanliness, and weather protection has declined or become more polarized over time.

#### **Litter Bins**

In 2017, litter bins were widely used and generally viewed positively for availability and ease of use. However, cleanliness was a weaker area, with only 52% satisfaction for litter bins with foot pedals and 54% for slim litter bins, making cleanliness the lowest-rated metric at that time.

The 2026 survey indicates that these concerns have intensified rather than improved. While 98% of respondents reported using litter bins in the past 12 months, perceptions of maintenance are more negative. A majority of respondents (63%) disagreed that litter bins are clean, and 63% also disagreed that they are well-maintained. Only 15% agreed that bins are clean, representing a decline relative to the 2017 satisfaction figures.

At the same time, the current results highlight operational concerns reflected in respondents' stated priorities. While most respondents perceived improvements in ease of use (70%) with newer bins, a large majority (71%) identified increased storage capacity as a priority for future improvement, pointing to persistent service-level gaps.

## **Benches**

In 2017, standard benches received relatively high satisfaction ratings. Among those familiar with or using benches, 75% indicated benches met their needs, 70% were satisfied with comfort, 62% with cleanliness, and 59% with availability and convenience.

In the 2026 survey, perceptions of condition and comfort remain generally acceptable, with 51% of respondents agreeing that standard benches are comfortable and 51% agreeing they are in good repair. However, views on availability are more muted. Only 24% of respondents agreed that benches are available when needed, while 39% expressed disagreement.

Importantly, attitudes toward future provision have shifted. In 2017, a majority of respondents (59%) indicated satisfaction with the availability and convenience of benches. By contrast, results from the current survey point to a shift in emphasis, with a large majority of respondents (81%) indicating that they would like to see more standard benches installed across the city. This points to a growing emphasis on distribution, accessibility and coverage, rather than core design alone.

### **Overall Direction of Change**

In 2017, a strong majority of long-term residents<sup>1</sup> (77%) felt that street furniture had improved compared to ten years earlier, reflecting a broadly positive assessment of the program at that stage of implementation.

By contrast, the 2026 survey reflects a more critical, performance-focused public perspective. Respondents continue to recognize the importance and everyday use of street furniture, but they express stronger and more consistent concern about maintenance, comfort, capacity and equitable distribution. At the same time, areas of continuity remain evident, including strong preference for enclosed shelters, prioritization of core functionality over aesthetics, and recognition of street furniture as essential public infrastructure.

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<sup>1</sup> Respondents who lived in Toronto for 10 years or longer at the time of the survey.

### 3. Conclusions

Public perceptions and expectations regarding the design and functionality of street furniture have evolved significantly over the years. Incorporation of feedback from street furniture users provides a unique opportunity to enhance Toronto's public realm. The future CSF Program needs to support the beautification of public spaces, better align the program with current City policies, and provide improved services to residents and visitors. The results of the 2026 survey reflects a more critical, performance-focused perspective centered on maintenance, comfort, capacity, and equitable distribution when compared to the 2017 survey.

Based on feedback from the public opinion survey, residents of Toronto showed strong support for prioritizing road safety, equity, accessibility and urban design in the next CSF Program. Transit shelters were noted as a particular area of concern, with improvements required for design (i.e., safety and capacity), functionality (i.e., weather protection), and maintenance dimensions. Respondents place greatest importance on core transit shelter features that enhance comfort and reliability, especially having a covered shelter and real-time transit arrival information. Respondents also indicated the need for more benches (both standard and mini) throughout the City, with consideration to improved comfort and weather protection.

## Appendices

# Appendix A – Public Opinion Survey Questions

## Street Furniture Program

### Public Opinion Poll

The transit shelters, benches and litter bins that make up the City of Toronto’s Coordinated Street Furniture (CSF) Program make our city a more comfortable and accommodating place. The elements of the program are ever-present on our streets, being used by hundreds of thousands of transit riders and others each day.

The term of the current agreement comes to an end in August 2027, providing the City with an opportunity to improve and enhance the shelters, benches and other program elements that define public life in our city. We ask that you take a few minutes to provide us with your suggestions on how we can improve our Street Furniture Program. The survey will take about 10 minutes of your time to complete but you’ll have the opportunity to help make Toronto more accessible and inviting to all.

This is not a vote. Public opinion, along with technical and policy considerations, will be used to inform staff recommendations and decisions made by City Council.

**Survey closes:** [March 26, 2026]

If you have any questions about this survey, need assistance or require the survey in an alternative format, please contact:

Jayne Armstrong

Senior Coordinator, Public Consultation Unit

City of Toronto

416-316-5785

Jayne.Armstrong@toronto.ca

No personal information will be asked. Please do NOT include any personal information in your responses, such as names, addresses, phone numbers or email.

**Page: About You** [required]

1. How do you typically travel around Toronto? Select all that apply.

- Walk
- Cycle
- Drive
- Public transit
- Taxi/ Rideshare app
- Wheelchair or assistive mobility device
- Other (please explain):

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2. What are the first 3 digits of your postal code?

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**Page: Street Furniture Priorities**

3. The City is preparing for a new contract for the management of its street furniture program in September 2027. How important is it to you that the next program focuses on:

*(Rate each: Not important / Somewhat important / Very important)*

- Accessibility- minimizing barriers in the right of way and ensuring inclusive designs and access for all
- Economic viability- continuing to position the Coordinated Street Furniture Program to advance the City's economic objectives through revenue growth and investment in City services
- Equity- ensuring the City allocates street furniture assets across Toronto communities to provide fair and inclusive access for all residents
- Innovation and digital technology- integration of digital and data-enabled technologies to enhance functionality and user experience (i.e. Wi-Fi, digital wayfinding)
- Placemaking- supporting the creation of vibrant public spaces that foster community gathering and reflect Toronto's diverse cultural identities
- Road safety- designing and positioning street furniture to avoid obstructing sightlines for road users and improving pedestrian safety
- Urban design improvements- focusing on the visual aesthetics of street furniture elements and aligning design with the character of Toronto

## Page: Transit Shelters

The City of Toronto wants to understand your preferences for design features on transit shelters.

4. What existing features of transit shelters are most important to you? Select your top three.

- Covered shelter
- Lighting
- Seating
- TTC service map
- Real-time transit arrival information (available at some locations)
- Advertising (at some locations)

5. What new features would you most like to see in transit shelters? Select your top three.

- More/enhanced lighting
- More seating, including other rest options (i.e. Leaning benches)
- Wi-Fi
- Real-time transit arrivals information at all locations
- Emergency call button/other emergency response system
- Maps and wayfinding
- Artwork
- Temperature control (i.e. heating in the winter, cooling in the summer)
- Digital and/or interactive screens
- Prefer no changes
- Not sure
- Other (please specify):

Transit shelters are available at approximately 57% of TTC stops and are used to provide the best possible comfort for transit patrons within the available space.

Enclosed shelters are preferred for their ability to shield transit users from the elements in all directions.



6. Have you used an enclosed transit shelter in the past 12 months?

Yes	No
<input type="radio"/>	<input type="radio"/>

7. Thinking about enclosed transit shelters in Toronto, how would you rate your satisfaction with:

- How well they meet your needs
- How comfortable they are
- How safe they feel
- How clean and well-maintained they are
- Where they are located

Response options:

- Satisfied
- Not satisfied
- Not sure

8. Would you like to see more or fewer enclosed transit shelters throughout Toronto?

More	Fewer	I think we have the right amount
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Canopy shelters provide an alternative where space or other factors do not allow for an enclosed shelter.



9. Have you used a canopy transit shelter in the past 12 months?

Yes	No
<input type="radio"/>	<input type="radio"/>

10. Thinking about canopy transit shelters in Toronto, how would you rate your satisfaction with:

- How well they meet your needs
- How comfortable they are
- How safe they feel
- How clean and well-maintained they are
- Where they are located

Response options:

- Satisfied
- Not satisfied
- Not sure

11. Would you like to see more or fewer canopy transit shelters throughout Toronto?

More	Fewer	I think we have the right amount
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you have any other comments you would like to provide about transit shelters? (Open ended question)

**Page: Litter bins**

Litter bins are placed along roadways and near transit stops to collect waste. The bins offer disposal for both litter and recycling.

13. If litter bins could be improved, what new features would you choose? Select your top three.

- Different colour options
- Different material options
- Artwork incorporated into the design
- Prefer no changes
- Not sure
- More frequent emptying of trash
- More frequent clean up of the area around the bin
- Other (please specify):



14. Have you used a litter bin in the past 12 months?

Yes	No
<input type="radio"/>	<input type="radio"/>

15. Thinking about litter bins in Toronto, how would you rate your satisfaction with:

- How easy they are to use
- How available and convenient they are
- How clean and well-maintained they are
- Where they are located

Response options:

- Satisfied
- Not satisfied
- Not sure

16. Would you like to see more or fewer litter bins throughout Toronto?

More	Fewer	I think we have the right amount
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Do you have any other comments you would like to provide about litter bins? (Open ended question)



The standard bench aims to provide a comfortable place for rest throughout the City, where space allows. The backrest and armrests provide safety and stability for individuals including older adults and persons with disabilities.

18. Which new features would you most like to see in standard benches? Select your top three.

- Different colour options
- Different material options
- More armrests
- Fewer armrests
- Larger/wider seats
- Wi-Fi availability
- Artwork incorporated into design
- Covered benches that provide shelter from the elements
- Prefer no changes
- Not sure
- Other (please specify):

19. Have you used a standard bench in the past 12 months?

Yes	No
<input type="radio"/>	<input type="radio"/>

20. Thinking about standard benches in Toronto, how would you rate your satisfaction with:

- How well they meet your needs

- How comfortable they are
- How clean and well-maintained they are
- How available they are
- Where they are located

Response options:

- Satisfied
- Not satisfied
- Not sure

21. Would you like to see more or fewer standard benches throughout Toronto?

More	Fewer	I think we have the right amount
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mini benches are a second seating option found throughout the City, particularly where space is limited.



22. Have you used a mini bench in the past 12 months?

Yes	No
<input type="radio"/>	<input type="radio"/>

23. Thinking about mini benches in Toronto, how would you rate your satisfaction with:

- How well they meet your needs

- How comfortable they are
- How clean and well-maintained they are
- How available and convenient they are
- Where they are located

Response options:

- Satisfied
- Not satisfied
- Not sure

24. Would you like to see more or fewer mini benches throughout Toronto?

More	Fewer	I think we have the right amount
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Do you have any other comments you would like to provide about benches? (Open ended question, 250 characters)

26. How do you feel about advertising placed on street furniture? Advertising placed on transit shelters and other street furniture in the City's program provides funding for the amenities, their maintenance, and other City programs. Please tell us your feelings about the following advertising qualities in Toronto's Coordinated Street Furniture Program:

- There isn't too much advertising, but I wouldn't want more.
- I would like there to be less advertising.
- I don't want any advertising and prefer the program is paid for with tax dollars.
- I wouldn't mind if there was more advertising.
- I would be more supportive if I saw more small, local businesses advertising.
- I don't mind static (poster) advertisements.
- I don't mind digital advertisements.
- I have found some of the ad content offensive; please describe.

**Page: Additional Feedback**

27. The City of Toronto provides street furniture (such as transit shelters, benches, litter bins, and information pillars) through a partnership with Astral Media.

Did you know that this partnership allows Astral Media to display advertising on certain street furniture elements that generates revenue to pay for the installation, operation, and maintenance of street furniture?

- Yes
- No
- Not sure

28. Please share any additional comments, concerns, observations, or suggestions related to Toronto's street furniture.

## Page: About You

The last few questions ask about who is filling out this survey. These questions help the City understand who this survey reached, and whose feedback we may be missing.

Responses to these questions are voluntary.

**1. What best describes your gender? Please select one.**

- Woman
- Man
- Trans Woman
- Trans Man
- Gender Non-Binary (including gender fluid, gender queer, androgynous)
- Two-Spirit
- Not Listed (please describe): \_\_\_\_\_
- Prefer Not to Answer

**2. What is your age? Please select one.**

- 9 or younger
- 10-19
- 20-29
- 30-54
- 55-64
- 65-74
- 75+
- Prefer Not to Answer

**3. What is the highest level of education you have completed? Please select one only.**

- Less than high school
- High school or equivalent
- Degree or diploma from a college or university
- Graduate or professional degree (examples: Master, PhD, MD or LLB/JD)
- Prefer not to answer

4. What was your total household income before taxes last year? Your best estimate is fine. Please select one only.

- 0 - \$29,999
- \$30,000-\$49,999
- \$50,000-\$69,999
- \$70,000-\$99,999
- \$100,000-149,999
- \$150,000 or more
- Don't know
- Prefer not to answer

5. What best describes your current housing situation? Please select one only.

- Home owner
- Renting
- Permanently living with parent(s) or other family member(s)
- Temporarily staying with others (no fixed address)
- Homeless (staying outside, in a shelter, in a 24-hour respite)
- Not listed, please describe: \_\_\_\_\_
- Prefer not to answer

**Final Page:**

**Your responses have been received!**

Thank you for taking the time to complete this survey. Your input is valuable to us.

**Comment Deadline: [March 26, 2026]**

If you have questions that require a response, please contact staff directly:

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City of Toronto

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