



**MINUTES OF MEETING #47**  
**TUESDAY, May 14, 2013**  
**Radisson Admiral Hotel, 249 Queens Quay West**  
**Chaired by Allan Rivers**

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**Residents attending:**

10 Yonge Street – Steve Fry  
33 Harbour Square – Fred Taylor, Helen Skwarok, Caroline Walker, Janet Walker, M. Burkhard  
55 Harbour Square – Ulla Colgrass, Bob & Celia Rasmussen, R.T. Ruggles, Braz Menezes, Norma Starkie, Nancy Hardy, Leah Lambert  
65 Harbour Square – Lauren Stephenson, Susan LeMay  
77 Harbour Square – Laura Cooper, Nan Cooper  
99 Harbour Square – Ginette Fournier, John & Penny Smith  
208 Queens Quay West – Estelle Weynman, Greg Gibb  
218 Queens Quay West – Patrick & Siana Walton  
228 Queens Quay West – Sandra Taylor, Karen MacHardy  
230 Queens Quay West – Sara Hsieh, Marie Blanchard  
250 Queens Quay West – Claire Sparks  
260 Queens Quay West – Lilly Li, Juanita Smith, Becky Nelson, Marcia Boyd, Vikram Ravindran  
270 Queens Quay West – Neal Colgrass, Pamela Richardson, Peter Wood  
245 Queens Quay West – Blair Keetch  
251 Queens Quay West – Angie & Allan Rivers  
480 Queens Quay West - Walter Miller  
500 Queens Quay West - Susan Davies  
34 Little Norway Crescent – Hal Beck  
65 Bremner – Elizabeth Jin

**Guests**

Rosario Marchese  
Adam Vaughan  
Heather Waddell (Harbourfront Centre)  
Jen Chan (rep. Councillor Vaughan)  
Carol Jolly, Kevin Currie, Waterfront BIA  
Dermot McKeown, Radisson Hotel  
Steve Munro  
Samantha Gileno, Pina Mallozzi (Waterfront Toronto)  
Annabel Hoyt  
Glenn Gustafson (City Hall)  
Bill Leeder (Manager, Sobey's at Queen's Quay Terminal)  
Steve W  
Sylvia Pellman (160 The Esplanade)  
Karl Junkin City of Toronto Transportation

**1. Adoption of Minutes from March 12, 2013 meeting**

On a motion from Sandra Taylor, seconded by Braz M., the minutes were approved.

**Adoption of agenda**

On a motion from Fred Taylor, seconded by Ulla C., the agenda was approved.

## **2. Treasurer's Report**

We have \$1,323.07 and will have to pay \$250 for a webmaster. We got a \$50 donation from Dawn.

## **3. Report from the Chair**

We have a lot of activity with issues like construction, casino, etc.

Leah L. is the liaison between Planning & Development and the website to have a mailing list. Our website is now under construction.

Our guest speaker in September will be Jennifer Keesmaat.

## **Traffic (report from Kelly )**

### Metrolinx plan:

At our last meeting, Kelly reported that she had attended the Metrolinx forum at St. Lawrence Hall. The majority of speakers and attendees agreed that congestion is a serious problem for the city and that ways have to be found to improve transit service and fund the Metrolinx plan. Since then, City Council met to discuss ways to fund the project and decided to leave most of the decisions to the province.

### Streetcars:

Streetcars will not be returning this summer. The target date to complete the tracks is November. TTC service in both directions will return at that time so all of our TTC stops will return to Queens Quay and no longer be on Lakeshore. A decision about whether or not to use streetcars as soon as the tracks are completed has not yet been made; this is because the platforms at Union Station won't be completed until Spring 2014 so passengers cannot be dropped off or picked up at Union Station; therefore bus service in both direction on QQW may continue until that time. The new tracks will be compatible with the new streetcars which are wheelchair accessible.

### Lay-bys:

Rees parking lot lay-by: The lay-by for bus drop off and pick up at Rees Street parking lot is being constructed. Residents have been concerned that the lay-by has removed parking spots for approximately 30 cars; Kelly has been assured by Chris Hodgson at Harbourfront that the lot has been reconfigured and that there are still the same number of spots, i.e. 300.

Lay-by at York Street: has been completed but there have been problems: it is supposed to be for bus drop off and pick up but others have been parking there which makes it difficult for tour busses to drop off and pick up their passengers;

According to Carol Jolly of the BIA, the city signage has not yet been installed. "Until then, we cannot easily enforce the use of this lay-by. Cindi Vanden Heuvel has had to place staff there to control the space but moving forward, this won't be practical. Once the signage is in place, we will need assistance by local police and the city bylaw officers to enforce it. There is no plan for the BIA to use the Ambassadors for this task."

Eastern has installed some signage at the bus lay-by and have been very helpful, but neither Eastern nor Mariposa representatives have any authority to request vehicles move from the layby.

Some tour groups are avoiding the area all together due to traffic congestion and time constraints with their tour itinerary, which is of course, beyond our control.

Ulla C. asked the BIA and Mariposa if there was a problem getting to Waterfront. The cruise ship industry and the owner at Spice Thai are facing a big challenge. Groups are dropped off on Bremner. It is critical to have access on Queen's Quay. 2013 is going to be the most challenging year.

Claire S. made a suggestion that the lay-bys be chained off and opened when buses are coming in.

### **Report from Jack Layton Ferry Terminal Working Group (report from Fred Taylor)**

Fred Taylor attended a meeting at the end of April.

Art Project: The concept received positive response at Waterfront Toronto CLC meeting. The artist, Lara Freiberg, will be in the area for the launch at the end of June. The installation will be funded by Koffler Centre for the Arts. The art will comprise of yellow vinyl sheet applied directly to concrete panels, and will be in place for about 6 months.

Landscape: Landscape design to accommodate the Jack Layton sculpture to be completed by May 15.

Sculpture and Installation: Bronze sculpture to comprise a life-size Jack Layton at the rear saddle of a two-seat bicycle. Included with the installation will be a commemorative text, donor recognition banner, and a bench. Design completion is planned for June 30.

#### Ferry Dock Update:

- Waiting Area: Interior woodwork and benches now completed.
- Egress Wall Art: Mosaic art now applied to wall.
- Concession: Notification pending to successful bidder for concessions in terminal waiting area and on Island.
- Kiosk and Signage: Former Centre Island ticket kiosk has been moved from pending disposal by the owner. Removal of tri-panel sign by owner is yet to be scheduled; if failing, the City will remove and charge back.
- Plantings: Toronto Botanical Gardens has offered to do some plantings at terminal area.
- Security: Transport Canada now prescribes Marine Security Level 1 which requires increase in corporate security by five guards, plus added signage, CCTV, increased lighting, fencing, and an update to staff post orders.
- Cage: A designated cage will be provided at the terminal for residents to drop off packages while they wait for the ferry.
- Entrance: Design for the entry gates nearing completion and will include removal of upward facing lights; interior lumination to be toned down both in terms of lumens and CRI.
- Banners: Island and Harbourfront schools will submit art for banners along the Ferry Dock entry corridor.

Design Competition: Design competition expected to start in the fall.

Harbour Square Park: Harbour Square Park East will be included within the scope of initial competition.

### **Report from Planning Committee (reports from James and Ulla)**

No casino: City Council has voted against a casino in Toronto.

Airport expansion: YQNA has sent an official letter of opposition to jets over the Waterfront. We have also asked politicians from three levels of government to arrange a citywide public meeting in Toronto, where the jet issue can be discussed without spin from lobbyists. Other

neighbourhoods have already scheduled local public meetings. This is not a local issue, because it affects people from all over the GTA who enjoy our beautiful Waterfront. Only City Council controls the future of the airport – will it stay a convenient niche airport or will it double in size and fill the Waterfront with the roar of jets? If you want your voice heard concerning the jet threat to our quality of life, please email councillor Pam McConnell ([councillor\\_mcconnell@toronto.ca](mailto:councillor_mcconnell@toronto.ca)) and ask her to share your message with other councillors. You may also look up NoJetsTO at <http://nojetsto.ca>

Fundraising: We will ask for donations on website

Website: We contacted Tony Makepeace to redesign our website.

e11even restaurant patio: e11even, located on the corner of Bremner Avenue and York Street, built a large summer patio on the sidewalk three years ago. Their permit at City Hall was recently up for review, and this time the owner asked for the rights in perpetuity at the Committee of Adjustment. YQNA argued that only a three-year permit made sense, because cutting the sidewalk in half could create serious problems when new buildings will add 28,000 people living and working on York Street south of Bremner. A discussion took place with YQNA, city planners, Maple Leaf Square and their lawyer. Thanks to the negotiating skills of Braz M., a patio permit of three years was approved.

#### **Report from Police Liaison Committee (report from Cyndy)**

1. CPLC (Community Police Liaison Committee) and the Toronto Police Service at 52 Division are celebrating the Annual Police Week/Day on Thursday, May 30, 2013 (11:00 am to 3:00 pm). It will be held in front of the Police Station at 255 Dundas St. West. This year's theme is "Be Aware, Don't be Distracted." Everyone is encouraged to come. There will be Displays from the Crime Prevention Unit, Mounted & Parking Enforcement, St. Johns Therapy Dogs, Crime Stoppers, Drug Education, Custom Window Guards, and Emergency Services Unit. Entertainment will be provided by DJ Chris Gordon (Element Sound). Food (BBQ) and drinks will be sold for a nominal fee. All proceeds will fund CPLC Community initiatives.

2. The Toronto Police Service maintains several mailing lists to help keep citizens of Toronto up-to-date on current happenings in their communities. If you wish to receive these news by email, you can sign up using this link: <https://secure.torontopolice.on.ca/tpsml/subscribe.php>

3. June 5, 2013 @6:30 pm, CPLC meeting at Toronto Police Service, 52 Division. If you have any concerns/comments that you want TPS to hear, please contact Cyndy, Allan, or Marie.

#### **4. Other business**

No other business.

#### **5. Special Guest Speakers:**

**Andy Byford, CEO, TTC**

It was a compelling challenge to come here (from Australia), but Mr. Byford saw a capable organization, stalled in its development, that needed to be modernized. His role is to take the TTC to the next level. He launched a corporate plan available on internet.

**Processes:** the way we go about thing (payroll, operating procedures). We have to put the customers first. In some cases systems and practices exist to serve the organization, the "production" of service rather than the customers who ride it, for example: the short-turning

of vehicles to get operators back on time, as well as fare disputes that cause vehicles to stop until inspectors or police arrive. This must change to focus on keeping service moving.

**Equipment:** huge change about to happen. We will be seeing, over the next 5 years spectacular changes: Low floor fully accessible streetcars, Automatic tracking, Presto coming soon (smart card), should be largely implemented by the PanAm Games. Articulated buses are coming (new technology): 150 new accessible articulated buses (greater capacity).

Pan Am Games: will be serviced by TTC.

**People:** we have to change the way we manage people. Provide better customer service. Culture of accountability. We now have performance reviews, corporate plan, and a mission. We are changing the way we manage stations. Recruited group stations managers (GSM). Eve Wiggins (GSM) is in charge of Union Station and is liaison to BIA, residents, etc.

**Improve reputation:** recruited chief of staff. Developed coordination table (committee) between Operations group and engineering, etc., and the partners (Enwave, Hydro, etc.).

In response to questions submitted in advance by YQNA.

**1. How can service be immediately improved to seamlessly move customers to and from the Waterfront and the Spadina north district until such time that the Spadina streetcar is again in operation to Union Station?**

There are a couple of options. We can provide feedback. The streetcar service could be restored in November, but because the platform won't be ready at Union, full service might be restored only in Spring of 2014. Starting in June, additional buses on QQ and Spadina.

**2. There is currently no TTC seamless service from the Distillery tourist district to the Waterfront tourist district. Such a service would also facilitate movement from parking lots to the east and west for visitors to the waterfront and the Toronto Island ferry terminal. Is the TTC able to operate a direct east/west service along Queens Quay that does not require multiple transfers including the current one at Union Station, at least during the summer months?**

We don't want to duplicate the Waterfront LRT (downtown relief line). Determine if there is viable service and demand. The 65 Parliament bus can be extended to QQ. The number 6 Bay bus will operate on QQ to Sherbourne and then Parliament. Would like to replace this bus with an LRT.

**3. What are the TTC recommendations to move large volumes of visitors to the waterfront on weekends and during festivals?**

Additional transit loops for most popular events (e.g. Tall Ships). Increase capacity for other big events.

**4. How can websites, help lines and signage be reworked so that first time visitors are clearly guided to the waterfront from as far north as ROM and Yonge/Bloor interchange?**

Signage has been an issue in the past. It is now better, although it might not be quite intuitive yet. Will have another look at it. It has to be adequate, and look good.

**5. As a customer service initiative, to speed up loading and unloading of buses along the waterfront, can a free bus loop from Front St. to Queens Quay be offered during high passenger volume times on the**

## **Waterfront?**

With the new streetcars, we will have all full doors boarding. Inspectors on site to board quickly, etc. Not considering fare-free.

- 6. Will you please update us on the discussions with Transportation regarding the improvement of the temporary service along the Lake Shore?**

City is responsible for shelters, etc.

- 7. Can you confirm that bus drivers now ensure the Harbourfront name is being used on all 509/510 buses?** Will do.

- 8. How can formal communication channels between the BIA, City of Toronto special events, Transportation and the TTC be improved so that the TTC can keep close tabs on events (sports, festivals, parades, concerts, marathons, etc.) that affect access to, from and along the waterfront and nimbly adjust to transit demands? Will one of the new zone managers be the liaison point person for communication or could we assemble a small working group that will have the ability to quickly penetrate all organizations to get solutions?**

We have that in place.

More questions were asked by residents:

**Can 509 buses going on Lakeshore instead of QQ to speed up service, and have a mobile inspector at Union at night time (between 4 and 6 pm), because right now it is crowding at Union for the 509 while the Bay 6 are almost empty?** Will have a look at it.

**There is no bus service north-south between Bay and Spadina, could there be some to alleviate traffic on QQ?**

**Are there discussions regarding zone charging?** It would be a way to increase revenues, but it would be unfair for people who are living further away because they cannot afford to live in the downtown core.

**What does Presto card do with credit card technology?** We will have a second generation open access system.

**We are focusing on train-based, why not focus on trolley buses?** MOU with Metrolinx for LRT and SRT.

**What do you think of YQNA proposal (convention center corner of QQ and Bay)? We thought we can save \$320 millions.** Will have a look at it, as well as anticipation of future demand. Although it would save money, we would like to get the design right from the start. People don't like transfers, and they will have to transfer twice.

**Any plans to improve accessibility?** In addition to having accessible buses and streetcars, future plans to make fully accessible subway by 2025 (about 50% of stations are done already). Pape Station will be in 2013.

**Regarding discussion at City Hall, did you have the benefit to give a presentation?**

The Corporate plan gives a description of what TTC will look in 5 years...what it can be if we have the funding. There will be a presentation at City Hall in the fall.

**Could there be a booth selling tickets at Ferry Docks?**

**Need to beautify Union hoarding. Can we put big pictures to make it better?**

**6. Joe Cressy, President, Trinity Spadina Federal NDP, on behalf of Olivia Chow**

Joe was not able to be with us. Please check Olivia's website

(<http://www.oliviachow.ca/2013/02/i-heart-public-transit-take-the-pledge-today/>) to learn more about HEART public transit campaign.

**7. MPP Rosario Marchese on Condo Act Reform**

When amendments were made to the Act in 1998, we didn't know much about condos then. Most condos were built after that. Much of condo boom is in downtown. There are lots of issues in condominiums. We needed language of declarations to be standardized. Should be good faith language.

There are conflicts at many levels: between bad developers and condo owners, between condo boards and other condo owners, between condo owners and property managers. One of the few recourses is to go to the court system. We suggest a Condo Review Board.

We also need changes to Tarion (<http://www.tarion.com/Pages/default.aspx>). It is intended to provide warranties to condo owners, but it represents developers, and this is wrong. Property managers should be licensed and shouldn't be affiliated with a developer.

The review of the Act is a 2-year process. By the time recommendations come forward, we will probably be into elections.

We also need changes to the building code. There are noise problems between units, and from the outside.

**8. Position of elected officials on expanding the Island Airport**

We asked that our elected officials hold a meeting (not for Waterfront only) about the issue. We should have the meeting before councillors have the first report in July.

Following are official positions of the various stakeholders:

Toronto Port Authority: here is a Tripartite agreement, and TPA has no intention to amend the agreement. That is their official position from 2009.

Porter: In a Toronto Star article in 2002, Porter declared that they had no plans to use jets.

MP Olivia Chow: Refer to her website (<http://www.oliviachow.ca/2013/04/toronto-waterfront-no-place-for-jets/>).

Councillor Adam Vaughan: ([http://www.ward20.ca/bulletins\\_article.php?article=185](http://www.ward20.ca/bulletins_article.php?article=185)) does not favour expansion to the airport. Huge impact on Bathurst Quay neighbourhood, and the Waterfront in general. Proposal requires significant fill in the water to accommodate at least 1,000 foot expansion.

At the city council level, we have to make Mr. Deluce accountable for his promises, i.e. make sure there is no change to the marine exclusion zone, no expansion of other runways. General aviation must be protected.

We also have to make sure we do not open the tripartite agreement.

Regarding the promise made to residents of no jets, and because of Open Skies policy, we cannot exclude other aircrafts.

At the July 3 meeting, we need to make sure taxpayers won't be paying for detailed study (around \$2 million). Key dates for submissions: try to find consultants. First week of June (public consultation by the city).

Where are the big guns (BIA, Waterfront Toronto, Harbourfront Center)? Porter has been sponsoring events with these organizations.

The lake is the main argument in this debate (not really the noise).

#### Councillor Pam McConnell

Pam's official position is on her website (<http://pammccconnell.ca/2013/04/26/jets-are-not-appropriate-in-the-downtown/>). She sees an education process with councillors. Community consultation meetings (mid-June).

#### MPP Rosario Marchese (<http://rosariomarchese.ca/an-industrial-scale-airport-has-no-place-on-toronto-island/>)

We can't trust the TPA. We can't trust the federal government. We already have an airport that has jets (Pearson). It makes no sense to build a fast train to Pearson for people to get to their jets, and have jets on the island airport.

We can't rely on Toronto Star (big ads for Porter, condo developers, etc.).

Suggestion from YQNA: visit the No Jets TO website (<http://nojetsto.ca/>).

### **9. Committee Reports**

This item was moved ahead of Mr. Byford's presentation.

### **10. Next Meeting Date: Tuesday, September 10, 2013**

### **11. Next Chair: James Russell**

### **12. Adjournment**

On a motion from Marie Blanchard, seconded by Allan Rivers, the meeting was adjourned.