



City of
Peterborough

To: **Members of the General Committee**

From: **Jasbir Raina, Commissioner of Infrastructure and Planning Services**

Meeting Date: **February 13, 2023**

Subject: **Downtown Built Environment – Outdoor Patio Program, Report IPSPL23-004**

Purpose

A report to update Council on the review of the temporary changes made to the downtown built environment in 2022, to recommend changes to the downtown built environment to support an annual outdoor patio program and to seek delegated authority for certain changes to the proposed plan if needed.

Recommendations

That Council approve the recommendations outlined in Report IPSPL23-004 dated February 13, 2022, of the Commissioner of Infrastructure and Planning Services, as follows:

- a) That Council approve the issuing of patio permits, on a portion of the road allowance in the Central Area as depicted in the Official Plan, as amended, as part of the seasonal modifications to the downtown built environment on an annual basis from April 15th through to November 15th;
- b) That fees for the patio permit be collected in accordance with the Planning Division Fees “Outdoor Café”; and
- c) That Council pass a By-law to delegate its approval authority to the Chief Administrative Officer and the Commissioner of Infrastructure and Planning Services for certain authority respecting Highways in relation to the Central Area Outdoor Patio Program in accordance with Appendix B.
- d) That Council pass a By-law to delegate its approval authority to certain staff to grant Licences for Outdoor Patios in accordance with Appendix B.

Budget and Financial Implications

The costs for 2023, estimated to be \$40,000, to support the proposed changes to the downtown built environment can be accommodated within the 2023 approved General Contingency Budget. The General Contingency Budget was used to cover the costs for the 2022 Outdoor Patio Program.

Breakdown of major cost areas:

Item	Cost
Communication Signs	\$ 3,000.00
Advertising	\$ 3,000.00
Additional Planters and Fencing	\$ 6,000.00
Equipment and Signage Installation/Removal	\$28,000.00
Total	\$40,000.00

Staff will bring a separate budget item forward in 2024 and subsequent years to fund the proposed Outdoor Patio Program. These future budget requests will also include the cost of maintaining planters during the summer months, including supplying soil and plants and watering. In 2022 the Downtown Business Improvement Area (DBIA) covered the cost of maintaining planters, which including hiring a contractor for watering services, using City-approved funds for in-kind services to support downtown events. The DBIA has requested to use these available funds for 2023, however, they have indicated that they do not anticipate having these funds available in future years as many of the events that were put on hold due to the pandemic are anticipated to move forward in the coming years.

Background

The City's Patio Program dates back to 1997, when Council passed a By-law permitting outdoor cafes on sidewalks in the Central Business District. The original patio program permitted bistro style tables for food service in a small area adjacent to building facades. The program later evolved to include food and beverage service in 1999 and the creation of the Hunter Street Café District in 2005. Historically, the City collected fees based on the area of the patio in addition to an administration fee. The City exempted these fees with the onset of the pandemic.

On March 11, 2020, the World Health Organization declared COVID-19 a pandemic, reflecting the emergence of a world-wide health emergency. On March 17, 2022, the Province of Ontario declared a state of emergency and the City declared a local state of emergency on March 23, 2020. In the following months, the Province implemented various public health and workplace restrictions including but not limited to capacity limits in all indoor public settings. As key public health and health system indicators remained stable or improved, the Province gradually eased public health and workplace safety measures, with all remaining measures, directives and orders ending on April 27, 2022.

In 2020 and 2021, the City developed a plan to reconfigure the downtown built environment to support the COVID-19 Public Health Restrictions. With Council approval and the delegation of certain authorities to the CAO and Commissioner of Infrastructure and Planning services, staff were able to implement modifications to the downtown built environment and issue temporary patio permits. A working group of City staff from various departments/divisions, including communications, public works, traffic, planning and senior administrative staff, was created in 2020 and continues to the present day. The top priority, as determined by the working group and external stakeholders, was to support personal and community safety. The secondary guiding principles were to ensure safe movement of all modes of travel, support businesses to re-open safely and to maintain equitable access to shared public space. These guiding principles were essential as there were many competing priorities for the limited public space in the downtown core such as vehicular traffic, pedestrian circulation, cycling, business activity, parking, curbside pickup and commercial deliveries.

Downtown Built Environment Changes Implemented in 2022

With the lifting of all Provincial restrictions on April 27, 2022, no modifications, from the plan that was presented to Council in April 2022 (IPSCOM22-001), to the Downtown Built Environment were needed to comply with public health requirements. City staff and Council recognized that the recovery of the business community was still fragile and additional measures to support downtown businesses was appropriate during the period of transition during the spring and summer of 2022 whereby the community was easing out of the public health restrictions and moving back to a business-as-usual approach.

Temporary public space changes in 2022 included creating a temporary one-way street on Hunter Street West and removing some on-street parking to allow for temporary patios in certain sections of the Central Area. On streets where patios were approved, the speed limit was reduced to 40 km/h. By making these changes, the City was able to create additional space for business activity and pedestrians.

These temporary changes to the downtown built environment were fully implemented in June 2022 and remained in place until mid-October 2022. Throughout the summer and fall, staff reviewed the changes and continued to receive feedback from business operators, patrons, and citizens. Where adjustments to the plan were feasible and did not compromise the overarching objectives, staff made alterations to the original plans such as adding ramps, relocating accessible parking spaces and implementing designated waste pickup locations. The 2022 Downtown Built Environment plan was largely viewed as a success.

Summary of Consultation

Based on feedback received throughout the pandemic regarding the City's Central Area temporary on-street outdoor patio program, staff believe there is strong interest among businesses, customers, and residents to make the program permanent. To evaluate the demand for and feasibility of an annual outdoor patio program in the Central Area that would include temporary changes to public spaces during the patio season, staff proactively and collaboratively sought feedback as follows:

- An online public survey was conducted from December 12, 2022, through to January 18, 2023, to allow for broad input on the changes implemented in 2022 and to evaluate whether there was community support for an annual patio program in the Central Area;
- City staff hosted an open house at City Hall on Wednesday, January 11, 2023, to allow community members an opportunity to provide comments and ask questions of staff;
- Focused review meetings were held with DBIA staff who also conducted their own survey to gather feedback from their members; and,
- The City's working group met to discuss lessons learned from 2022 and a list of recommendations for future years was prepared which addressed concerns such as the timely processing of applications, coordinated installation efforts and enforcement for non-compliant businesses.

Online Public Survey

The City's online public survey, which was open from from December 12, 2022, through to January 18, 2023, received 515 responses. A detailed summary of the survey is provided as Appendix C to this report. The following is a summary of the key responses which informed staff's recommendation:

- 76% of respondents indicated they agree or somewhat agree that the changes in 2022 helped local businesses;
- 77% of respondents indicated they agree or somewhat agree that the changes in 2022 added vibrancy to the downtown;
- 63% of respondents indicated they agree or somewhat agree that in 2022 there was enough parking available overall, including surface lots and garages;
- 67% of respondents indicated they agree or somewhat agree that traffic lanes were adequately maintained for vehicular traffic during the 2022 patio season;
- 58% of respondents indicated they agree or somewhat agree that cycling lanes were adequately provided through the downtown during the 2022 patio season;

When asked what changes respondents would support for 2023:

- 68% of respondents supported expanding patio and pedestrian space on Hunter Street West, which would require temporarily closing one lane of traffic, making Hunter Street West a one-lane, one-way street from George Street to Aylmer Street;
- 66% supported allowing businesses on George, Water and Charlotte Street to use on-street parking spaces next to their businesses to offer patios for their customers;

- 21% preferred that no changes be made to the downtown public space in order to maintain normal conditions for patios, sidewalks, on-street parking and road lanes for vehicles. This would return the downtown to its condition pre-pandemic; and
- 13% indicated “other” which included suggestions such as making some streets pedestrian only during the summer months with the exception of cycling lanes and access for deliveries, requiring permit fees that cover the lost revenue from street parking, provide a city shuttle service from parking garages to key destinations in the downtown, and requests for additional City patios for use by the general public not just patrons of local businesses.

Survey respondents ranked their priorities, to be considered when determining how to use public space in the downtown for the purposes of creating outdoor patios:

1. Providing pedestrian space
2. Providing more space for patios
3. Providing cycling lanes
4. Providing traffic lanes for vehicles
5. Providing on-street parking

When asked to provide suggestions to improve accessibility the following themes were predominant:

- Increasing signage to indicate where the accessible parking is located;
- Ensuring sidewalks remain clear and unobstructed;
- Street maps for Hunter Street that indicate the accessible routes and amenities;
- Limiting grade changes when transitioning from the sidewalk to the patios (i.e. providing raised patios); and
- Providing wider ramps that are clearly marked with reflective indicators.

The survey also included questions to determine if respondents were owners or operators of a downtown business; 7% of the respondents were a downtown business owner or operator. When asked how the temporary downtown public space changes affected their business last year, 27 self-identified business owners/operators responded noting that the changes:

- Increased enjoyment, by employees, of their office space in the downtown and encourages them to visit other businesses while there;
- Increased the walking distance between their business and available parking;

- Added to the vibrancy of the downtown;
- Encouraged more visitors to the downtown;
- Increase in customer complaint due to less available parking;
- Made deliveries and waste collection more challenging; and
- Made it easier to get around on foot which increased pedestrian traffic.

Additionally, some business owners and operators noted that more signage is needed to direct people to the various garages which have parking available.

The survey asked respondents to agree or disagree with the following statements regarding the implementation of downtown public space changes for 2023:

- 75% of respondents agree or somewhat agree that the changes are overall positive to the downtown;
- 78% of respondents agree or somewhat agree that they support an annual patio program which would allow businesses to use city space to create patios for use by their customers;
- 71% of respondents agree or somewhat agree that they support downtown public space changes as a COVID-19 recovery strategy; and
- 74% of respondents agree or somewhat agree that the downtown public space changes helped to boost the local economy.

Planning for an annual outdoor patio program

It is staff's recommendation that an annual patio program be implemented in the Central Area. Based on feedback from key stakeholders and the public, there is strong support for a patio program that is operated on an annual basis which allows businesses to use City-owned lands to create patios for use by their customers. The survey results provide clear indication that the majority of respondents agreed that the outdoor patio program adds vibrancy and boosts the economy in the downtown. While the initial temporary patio program was implemented as a response to COVID-19 restrictions and subsequently as a COVID-19 recovery strategy, it is understood that the benefits of the proposed outdoor patio program extend beyond a pandemic response and represent an overall benefit to the Central Area.

If the annual patio program is approved by Council, staff will be working to provide a streamlined administrative patio permit process. This will include the development of an online permit application system which will identify application deadlines, requirements including details relating to insurance and provide clarity for business owners as to the process for obtaining a patio permit.

To ensure compliance with the patio permits and limit the City's risk related to non-permitted patios operating on city-owned lands, the City is proposing an Administrative Monetary Penalty System that would create an enforcement process for businesses that are not in compliance with their permit or have not obtained a permit.

The proposed plan for the annual patio program would be similar to the patios that were established in 2022. This will include some changes to the locations of loading zones, accessible parking spaces, and other alterations in the road allowance as needed. Specific changes will not be known until staff can confirm which businesses have applied for patio permits. Some level of delegated authority is required to allow staff to make modifications to the plans based on the permit applications received.

George and Water Streets

The existing sidewalks on George and Water Streets are planned to remain designated for pedestrian use, as they were in 2022. This change was implemented in response to feedback from the public and to ensure minimum sidewalk widths are maintained which improved accessibility in the Central Area. Requests for expanded patio space on George and Water Streets will be accommodated by converting existing parking spaces to patio areas. This will allow George and Water Street to be maintained with existing lane arrangements for traffic/cycling.

Hunter Street West

The current configuration of the sidewalks on Hunter Street, in the city's Café District, have already been designed with wider sidewalks to accommodate seasonal patios on a permanent basis. In 2022, a temporary sidewalk space was created within the closed traffic lane along Hunter Street to provide expanded patio space on the sidewalks and increased walkway widths on the closed portions of the road. It is proposed that traffic will be shifted in a similar manner as in 2022, with one-way traffic maintained in the westbound direction between George Street and Aylmer Street. It is proposed that the City would continue to use a combination of portable planters, delineators and/or temporary fencing treatments to provide this physical separation and enhance the accessibility for those with low vision.

In past years the City invited local artists to participate in the 'Renaissance on Hunter Street' which positively contributed to streetscape beautification. This included the Artists' Garden Projects and art interventions such as streetscape painting and additional planters with unique designs. It is anticipated that this Public Art project would continue in future years, if the annual patio program is approved, which would animate the public space, enhance the pedestrian experience within the City's Café District and support local artists in our community.

Hunter Street East

The sidewalks on Hunter Street East are approximately 6.4m (20') wide. Given the wider pedestrian sidewalks, from Burnham Street to Rogers Street, there is ample space to allow for small outdoor patios on a portion of the sidewalk while still maintaining a 1.5 m unobstructed pedestrian walkway. In 2022 there was an increased number of unpermitted

patios erected on city lands in this area. It is proposed that this portion of the Central Area be included in the annual outdoor patio program to ensure any use of city land is approved through the permit process which will mitigate risk to the city and provide a benefit to local businesses in East City.

Charlotte Street

Charlotte Street, one of the main streets in the City's Central Area, contains primarily retail uses with some restaurants. In 2022, both lanes of traffic along Charlotte Street remained open with patios being erected in the on-street parking areas. In previous years this section of the street was converted to a one-way street, eastbound. With the ending of Covid restrictions, only 3 of the restaurants located on Charlotte Street expressed interest in participating in the patio program in 2022. City staff did not feel the road closure was justified given the small number of patio permit applicants along Charlotte Street. No physical changes to Charlotte Street are recommended to support an annual patio program at this time. In future years if there is an increase interest from business owners' staff would reevaluate this recommendation.

Patio Permits

In 2022 a total of 26 businesses took advantage of the opportunity to operate an outdoor patio on city-owned land. In 2023, business owners who want the opportunity to use city-owned land will be required to acquire a permit, provide a plan illustrating the proposed patio location and provide proof of the required insurance. It is anticipated that a similar number of businesses would apply for a permit to operate a patio in 2023. The City intends to implement the 'Outdoor Café' permit fee for this year to cover a portion of the administrative costs associated with processing the permits. In previous years, this fee was waived as part of the Covid-19 recovery strategy.

The City's working group is proposing to use planters along with decorative fencing to de-mark the space in the parking lanes to be used for expanded patios and displays. The planters and fencing treatments, which were used in previous years, received positive reviews and proved to be effective in de-marking the patio space. The City still has the patio enclosures purchased in 2021 and can reuse the existing equipment to establish new temporary patios in future years. Depending on the popularity of the patio permit program in 2023 and future years, additional equipment may need to be purchased, and has been incorporated into the estimated costs for 2023.

In 2022, the insurance requirements for patio permits were raised as an issue of concern for some downtown businesses. Based on review of insurance requirements with the City insurance carrier, patio permit holders will be required to carry a minimum of \$2,000,000 in insurance for the period of the patio permit, to protect the City against claims associated with use of the patios for the 2023 patio season.

Communication

Strides were made throughout 2022 to develop a coordinated approach to communications between the City, Peterborough Public Health, Police Services, and the DBIA. For 2023,

this collaboration is continuing, and the team will build upon these coordinated efforts by developing clear and concise communication for businesses, citizens, and visitors regarding any changes in the right of way and modifications to the outdoor patio program.

The proposed budget for 2023 will cover the costs of a print add as well as a radio campaign to inform the public of the public space changes including any partial lane closures. Additional information will be made available on the City's website.

Ongoing Monitoring

The City's working group will be meeting regularly throughout the spring and summer to monitor the public space changes and will make any modifications as required based on feedback from staff, business owners and the public. To assess and react efficiently to the needs of downtown businesses and their customers, staff is recommending a level of delegated authority to allow for required modifications to be implemented in a timely manner (e.g. adding/moving a parking or pick up space, adding/adjusting a time limited parking space, adding/moving a delivery zone, adjusting a roadway speed limit, adjusting use of a portion of the sidewalk/road, etc.).

Appendix B is a proposed by-law that would delegate certain authority respecting Highways in the Central Area, as depicted on Schedule J of the City's Official Plan and Schedule 'C' of the Council Adopted Official Plan, to implement Council's direction in response to this report in continuing furtherance of the City's plans to implement an outdoor patio program. The proposed draft by-law includes paragraph 7.d) which would delegate authority to amend Parking By-law 09-136 to aid in the implementation of Council's direction in response to this report. The proposed bylaw would be in effect annually from April 15th through to November 15th.

Summary

It is staff's recommendation that an annual patio program be implemented which would allow for businesses to use city-owned lands for the purposes of an outdoor patio. A certain level of delegated authority is proposed which would allow staff the authority to make changes to the plan shown in Appendix D based on the applications received and input from the broader community. The city will continue to communicate with local business owners and the community in order to ensure that the annual outdoor patio program contributes positively to the Central Area, adds vibrancy to the downtown, and provides an economic benefit to our local businesses.

Submitted by,

Jasbir Raina, CEng., M.Tech, MBA, PMP, MIAM
Commissioner of Infrastructure and Development Services

Contact Name:

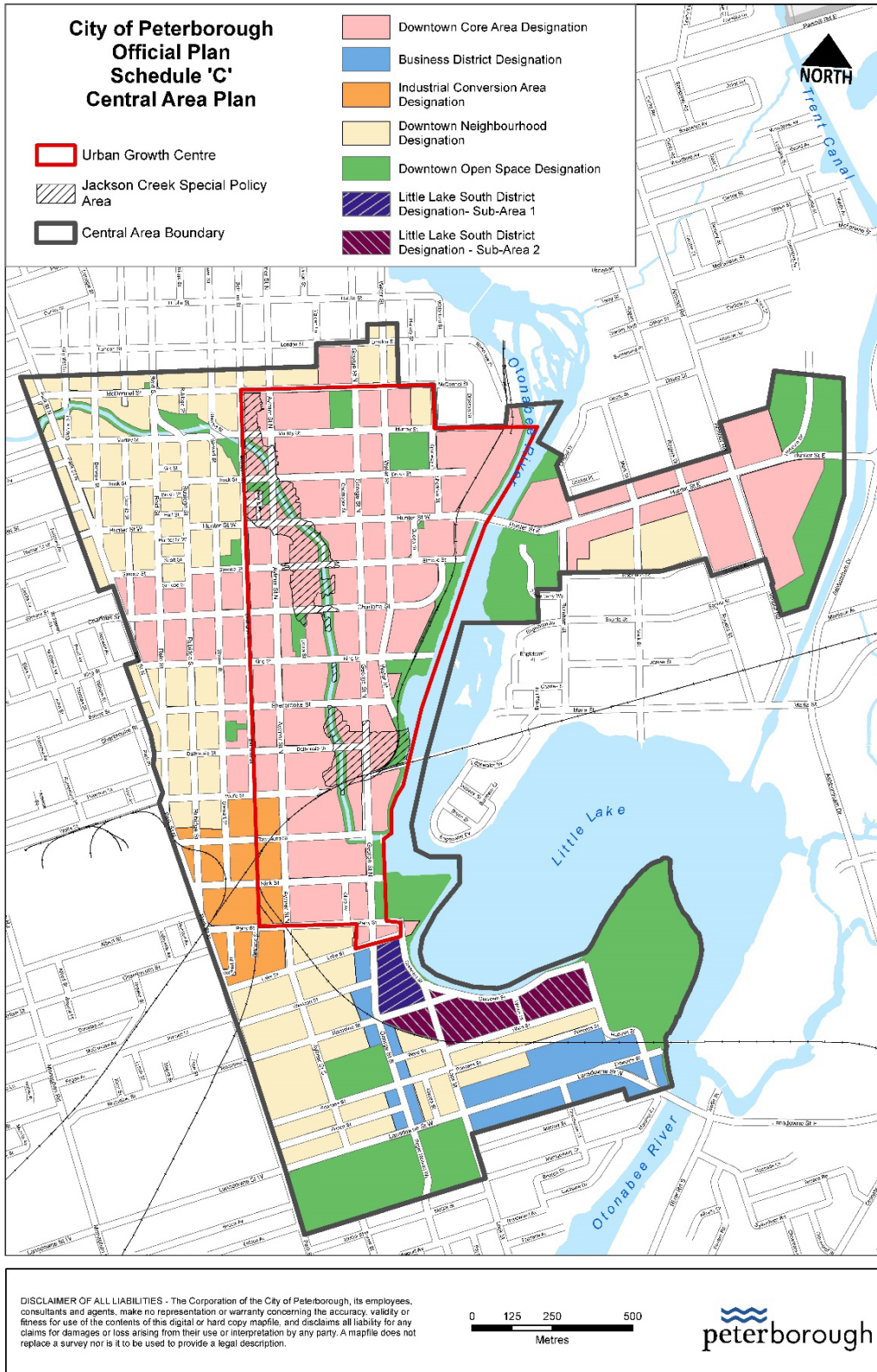
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Attachments:

Appendix A: Schedule C, Central Area Plan, of the City's Council Adopted Official Plan
Appendix B: Delegation By-law
Appendix C: Summary of Online Survey
Appendix D: 2022 Temporary Changes to the Downtown Built Environment

Appendix A – Schedule C, Central Area Plan, of the City’s Council Adopted Official Plan (November 2021)



Appendix B – Draft Delegation By-Law



The Corporation of the City of Peterborough

By-Law Number 23-[insert number]

Being a By-law to delegate certain authority respecting Highways in relation to the City's Downtown Built Environment Outdoor Patio Program.

Whereas:

1. Council considers it to be in the City's interests to delegate certain authority respecting Highways in relation to the City's Downtown Built Environment Outdoor Patio Program.

NOW THEREFORE, The Corporation of the City of Peterborough by the Council thereof enacts as follows:

Short Title

1. This By-law may be referred to as the "Outdoor Patio Program By-law".

Interpretation

2. Unless otherwise stated:
 - a) a reference to a statute or regulation refers to a statute or regulation of the Province of Ontario;
 - b) a reference to a statute, regulation or by-law refers to that enactment as it may be amended or replaced from time to time; and
 - c) a reference to a section, paragraph, clause or schedule is a reference to this By-law's section, paragraph, clause or schedule.
3. The headings in this By-law are for convenience only and do not form part of this By-law.
4. If any part of this By-law is determined to be invalid by a court of competent jurisdiction, the invalid part is severed, and the remainder continues to be valid.
5. The delegations of authority by this By-law are in addition to delegations of authority established by other City by-laws and otherwise at law. In the event of any

inconsistency between this By-law and any other City by-law, the provision that more effectively delegates authority prevails to the extent of the inconsistency.

Definitions

6. In this By-law:

- a) “By-law” means this By-law.
- b) “CAO” means the City’s Chief Administrative Officer.
- c) “City” means The Corporation of the City of Peterborough or the geographic area of the City of Peterborough as the context requires.
- d) “Commissioner IPS” means the City’s Commissioner of Infrastructure and Planning Services.
- e) “Council” means the City’s Council.
- f) “Director” means the City’s Director, Planning, Development and Urban Design.
- g) “Highway” means each highway or part of such highway as defined by the **Municipal Act, 2001**, S.O. 2001, c. 25, as amended, including sidewalks thereon, within the limits of the Central Area Boundary described and depicted in Schedule “C”, Central Area Plan, of the City’s Official Plan, attached as Schedule A to this By-law, subject to the following:
 - i) excludes any part that is within a “Downtown Open Space Designation”;
 - ii) where the Central Area Boundary itself traverses any part of a Highway, includes to that extent only the part of the Highway measured from its centre line to its limit within the Central Area Boundary; and
 - iii) in the event of any uncertainty or dispute as to the extent of a Highway to which this By-law applies, the determination of any of the CAO, Commissioner IPS or Director prevails and the determination is final and not subject to review.
- h) “Licence” means a licence issued pursuant to this By-law.
- i) “Officer” means:
 - i) each of the Director and the Supervisor;
 - ii) each person from time to time appointed as a municipal law enforcement officer to enforce all or any of the City’s by-laws;
 - iii) each assistant to the Fire Marshal employed by the City; and
 - iv) a police officer employed by Peterborough Police Service, the Ontario Provincial Police or the Royal Canadian Mounted Police.
- j) “Supervisor” means the City’s Urban Design Supervisor.

Delegation

7. Each of the CAO and the Commissioner IPS may do any of the following respecting a Highway where, in the opinion of the CAO or the Commissioner IPS, so doing will implement Council's direction in response to Report IPSPL23-004 Downtown Built Environment – Outdoor Patio Program:
 - a) Temporarily close from time to time all or any part of a Highway for a period ending on the earlier of:
 - i) a day as determined by the CAO or Commissioner IPS; and
 - ii) the day on which this by-law is repealed; and
 - b) Pass by-laws from time to time:
 - i) respecting all or part of any Highway to prescribe a rate of speed that is less than or equal to 50 kilometres per hour;
 - ii) to amend Parking By-law 09-136 and Traffic By-law 91-71; and
 - iii) to amend Schedule A to this By-law so that it remains consistent with Schedule C, Central Area Plan, of the City's Adopted Official Plan (November 2021).
8. Each of the Director and the Supervisor may grant a Licence to a person for the use of all or any part of such closed Highway where, in the opinion of the Director or the Supervisor, so doing will implement Council's direction in response to Report IPSPL23-004 Downtown Built Environment – Outdoor Patio Program and, for such purpose, may:
 - a) from time to time impose such terms and conditions on the Licence as the CAO or Commissioner IPS may determine;
 - b) from time to time suspend the Licence; and may
 - c) revoke the Licence.
9. The CAO, Commissioner IPS, Director and Supervisor are each authorized to execute such documents as each of the CAO or Commissioner IPS determines, in consultation with the City Solicitor, to be necessary to give effect to the authority delegated by this by-law.
10. It is Council's opinion that the powers being delegated by this by-law are of a minor nature, having regard to the number of people, the size of geographic area and the time period affected by an exercise of the powers.

Compliance with Licence and Applicable Law

11. No person may use or permit the use of any part of a Highway that is closed pursuant to this By-law except pursuant to and compliance with:

- a) a Licence including all terms and conditions imposed on the Licence;
- b) this By-law; and
- c) all applicable law relating to the use.

Administrative Orders

12. If an Officer is satisfied that a contravention of this By-law has occurred, the Officer may

- a) make an order requiring the person who contravened this By-law to discontinue the contravening activity; and may
- b) make an order requiring the person who contravened this By-law to do work to correct the contravention.

13. Any order or notice to be given to a person pursuant to section 12 is sufficiently given:

- a) when given verbally to the person;
- b) when delivered in writing to the person;
- c) on the third (3rd) day after it is sent by regular lettermail to the person's last known address; or
- d) when sent to the person by e-mail or other means of electronic transmission.

14. Without limiting section 19, each person to whom an order is given pursuant to section 12 and who fails to comply with the order is guilty of an offence.

15. If an Officer is satisfied that a person to whom an order has been given pursuant to section 12 has failed to comply with the order, the Officer may cause to be done the work set out in the order at the person's expense.

Administrative Penalties

16. AMP System By-law 20-073 applies to each administrative penalty issued pursuant to this By-law.

17. Subject to section 18, each person that contravenes this By-law is, upon issuance of a penalty notice in accordance with AMP System By-law 20-073, liable to pay to the City an administrative penalty of:

- a) \$175 for the remainder of the first day on which the contravention occurs; and
- b) \$275 for each subsequent day on which the contravention continues.

18. Each person that contravenes this By-law by undertaking an activity without a required Licence is, upon issuance of a penalty notice in accordance with AMP System By-law 20-073, liable to pay to the City an administrative penalty of:

- a) \$500 for the remainder of the first day on which the contravention occurs; and
- b) \$750 for each subsequent day on which the contravention continues.

Offences

19. Subject to section 20, each Person that contravenes this By-law is guilty of an offence and, upon conviction, is liable to a fine for each day or part of a day on which the offence occurs or continues of:

- a) not less than \$300 and not more than \$10,000 for a first conviction of an offence;
- b) not less than \$400 and not more than \$25,000 for a second conviction of the same offence; and
- c) not less than \$500 and not more than \$50,000 for a third or subsequent conviction of the same offence.

20. A Person is not guilty of an offence for which a penalty notice has been issued pursuant to sections 17 or 18.

General

21. No proceeding for damages or otherwise may be commenced against the City, a member of Council or an officer, employee or agent of the City or a person acting under the instructions of the officer, employee or agent for any act done in good faith in the performance or intended performance of a duty or authority under this By-law or for any alleged neglect or default in the performance in good faith of the duty or authority.

22. Paragraph 2(a) of By-law 99-115 is repealed.

23. This by-law is effective when it is passed.

By-law passed this 27th day of February, 2023.

Jeff Leal, Mayor

John Kennedy, City Clerk

Appendix C – Summary of Online Survey

Online Public Survey Results

The City's online public survey received 515 responses.

When asked about their typical or primary mode of transportation while visiting or travelling through the downtown area, respondents indicated:

- 57% use a personal vehicle as their primary mode of transportation;
- 35% walk as their primary mode of transportation;
- 6% cycle as their primary mode of transportation; and,
- 2% use public transit as their primary mode of transportation.

Respondents were asked whether they agreed with a series of statements regarding the temporary downtown public space changes made for 2022 which included: using on-street parking spaces on George Street, Water Street and Charlotte Street for expanded patios while maintaining two lanes of traffic on each street and expanding patio and pedestrian spaces on Hunter Street West by closing one lane of traffic and making Hunter Street West a one-lane, one-way street.

When asked if the changes helped local businesses:

- 76% of respondents indicated they agree or somewhat agree;
- 10% indicated they neither agree nor disagree (i.e., neutral); and,
- 14% indicated they disagree or somewhat disagree.

When asked if the changes added vibrancy to the downtown:

- 77% of respondents indicated they agree or somewhat agree;
- 5% indicated they neither agree nor disagree (i.e. neutral); and,
- 18% indicated they disagree or somewhat disagree.

When asked if there was enough parking available overall, including surface lots and garages:

- 64% of respondents indicated they agree or somewhat agree;
- 8% indicated they neither agree nor disagree (i.e. neutral); and,
- 28% indicated they disagree or somewhat disagree.

When asked if traffic lanes were adequately maintained for vehicular traffic:

- 68% of respondents indicated they agree or somewhat agree;
- 8% indicated they neither agree nor disagree (i.e. neutral); and,
- 24% indicated they disagree or somewhat disagree.

When asked if cycling lanes were adequately provided through the downtown:

- 59% of respondents indicated they agree or somewhat agree;
- 26% indicated they neither agree nor disagree (i.e. neutral); and,
- 15% indicated they disagree or somewhat disagree.

When asked what changes respondents would support for 2023:

- 68% of respondents supported expanding patio and pedestrian space on Hunter Street West, which would require temporarily closing one lane of traffic, making Hunter Street West a one-lane, one-way street from George Street to Aylmer Street;
- 66% supported allowing businesses on George, Water and Charlotte Street to use on-street parking spaces next to their businesses to offer patios for their customers;
- 21% preferred that no changes be made to the downtown public space in order to maintain normal conditions (pre-pandemic) for patios, sidewalks, on-street parking, and road lanes for vehicles; and,
- 13% indicated 'other' which included suggestions such as making some streets pedestrian only during the summer months with the exception of cycling lanes and access for deliveries, requiring permit fees that cover the lost revenue from street parking, provide a city shuttle service from parking garages to key destinations in the downtown, and requests for additional City patios for use by the general public not just patrons of local businesses.

Survey respondents were asked to rank the following statements, in order of priority, to be considered when determining how to use public space in the downtown for the purposes of creating outdoor patios:

1. Providing pedestrian space
2. Providing more space for patios
3. Providing cycling lanes
4. Providing traffic lanes for vehicles
5. Providing on-street parking

When asked to provide suggestions to improve accessibility the following themes were predominant:

- Increasing signage for accessible parking;
- Ensuring sidewalks remain clear and unobstructed;
- Limiting grade changes when transitioning from the sidewalk to the patios (i.e. providing raised patios); and,
- Providing wider ramps that are clearly marked with reflective indicators.

The survey also included questions to determine if respondents were owners or operators of a downtown business; 7% of the respondents were a downtown business owner or operator. When asked how the temporary downtown public space changes affected their business last year, 25 people responded noting that the changes:

- Increased enjoyment, by employees, of their office space downtown and visiting other businesses while there;
- Increased the walking distance between their business and available parking;

- Added to the vibrancy of the downtown;
- Encouraged more visitors to the downtown;
- Made deliveries and waste collection more challenging; and,
- Made it easier to get around on foot which increased pedestrian traffic.

Additionally, some business owners and operators noted that more signage is needed to direct people to the various garages which have parking available.

The survey asked respondents to agree or disagree with the following statements regarding the implementation of downtown public space changes for 2023:

The changes are overall positive to the downtown:

- 76% of respondents agree or somewhat agree;
- 5% of respondent neither agree nor disagree (i.e. neutral);
- 19% of respondents disagree or somewhat disagree;

I support an annual patio program which would allow businesses to use city space to create patios for use by their customers:

- 78% of respondents agree or somewhat agree;
- 2% of respondent neither agree nor disagree (i.e. neutral);
- 20% of respondents disagree or somewhat disagree;

I support downtown public space changes as a COVID-19 recovery strategy:

- 72% of respondents agree or somewhat agree;
- 12% of respondent neither agree nor disagree (i.e. neutral);
- 16% of respondents disagree or somewhat disagree;

The downtown public space changes helped to boost the local economy:

- 75% of respondents agree or somewhat agree;
- 7% of respondent neither agree nor disagree (i.e. neutral); and,
- 18% of respondents disagree or somewhat disagree.

We asked respondents provide any other comments that they would like to share about the implementation of the temporary downtown public space changes in 2022 or suggestions on changes if the City considers similar temporary changes in 2023 or on an annual basis. The following themes were predominant:

- Reducing car traffic and increasing walkability are good for the local economy and also climate change initiatives.
- Make people-centric decisions rather than car-centric ones.
- A permanent patio program makes the downtown more livable
- Pedestrians generate more value in the downtown than cars
- Look for opportunity to include retail businesses in the downtown improvements not just restaurants as some retailers believe the patios hurt their business

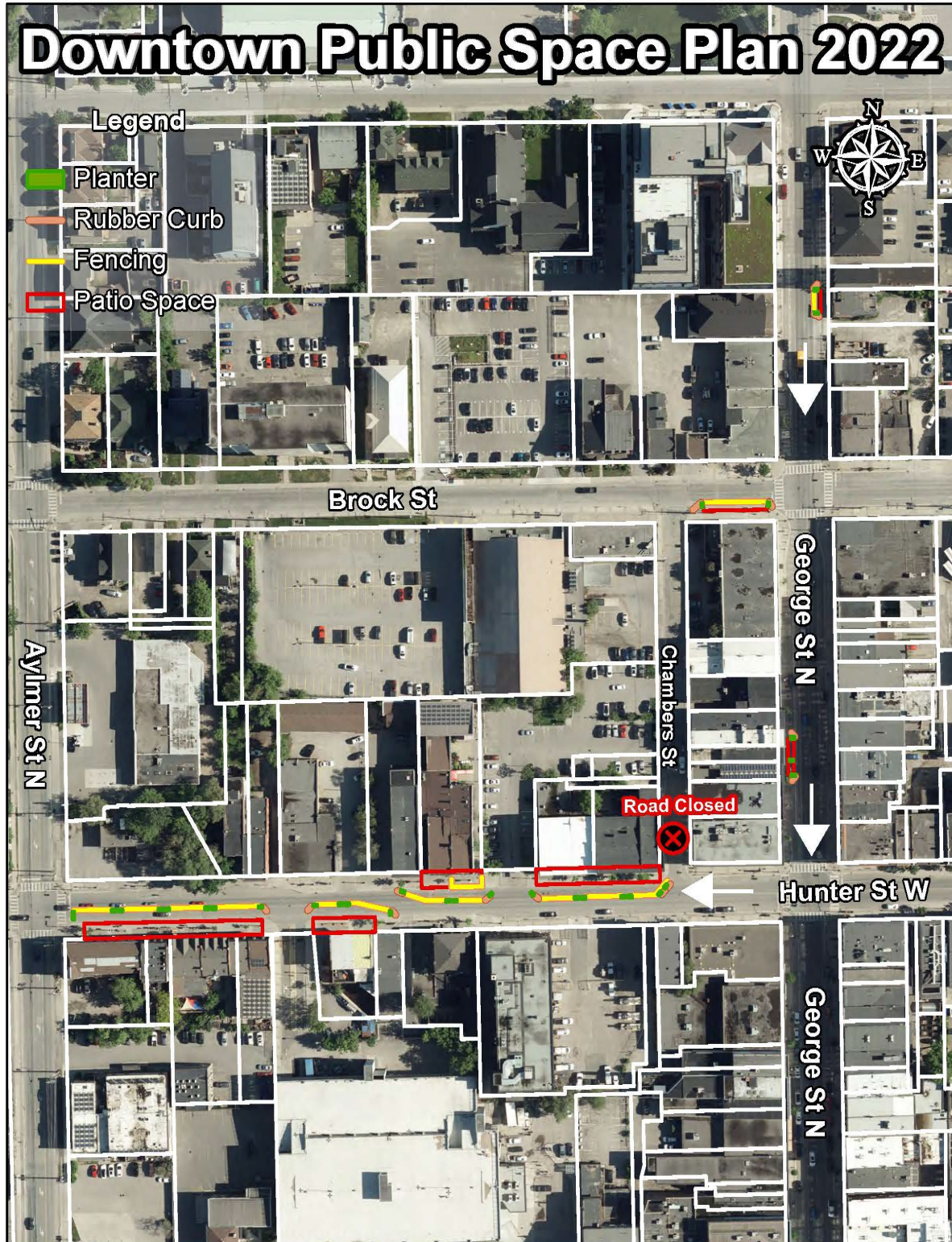
- Ensure there is a balance between the needs of pedestrians and vehicles
- Increase transit options in the City of Peterborough
- Avoid patios that block the sidewalks
- Normalize the idea that people will have to walk a short distance from where they park to their destination
- Consider pedestrian only areas in future planning during the summer months or on weekends which would include full road closures except for bikes and pedestrians
- Ensure the changes do not impact emergency response times
- The pollinator gardens and public art projects contributed positively to the patio program
- Ensure permitted patios are being used on a regular basis
- The planters and barriers used improved the aesthetic of the downtown
- The exhaust fumes from cars can make some of the on-street patios unpleasant, having areas with no cars would increase the enjoyment of the patio space
- Convert George and Water Street to two-way traffic
- Support other initiatives that work to address the homelessness crisis in the City

Survey respondents were asked to rank the following statements, in order of priority, regarding the implementation of downtown public space changes for 2023:

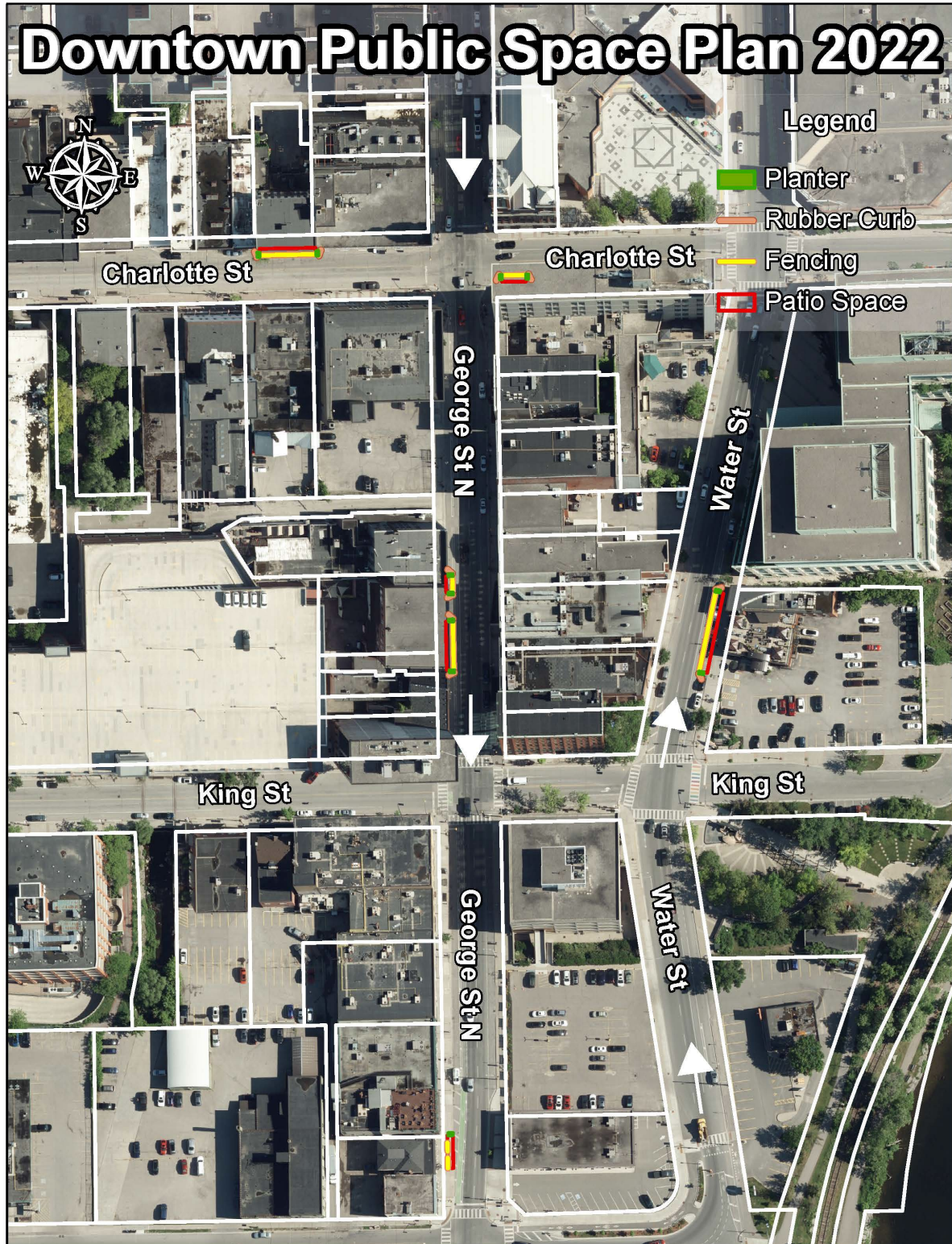
1. The changes are overall positive to the downtown.
2. I would support an annual patio program which would allow businesses to use city space to create patios for use by their customers.
3. The temporary downtown public space changes help boost the local economy.
4. I support the temporary downtown public space changes as a COVID-19 recovery strategy.

Appendix D: 2022 Temporary Changes to the Downtown Built Environment

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