

# Attachment-2 Seasonal Patio Program Engagement Report

## Introduction

We listened to the Guelph community's hopes, desires and concerns and considered them in developing a seasonal patio program for both private and public properties. Engagement activities included stakeholder group meetings, two online surveys (one open to all of Guelph and one open to downtown businesses), and a telephone survey.

The stakeholder group was developed at Council's request and consisted of members from Guelph business organizations, local companies and residents. The stakeholder group met twice – November 23, 2020 and December 7, 2020 and were also asked to take part in additional engagement activities.

The first online survey was open to all of Guelph and was conducted between November 13, 2020 and December 7, 2020. This survey collected information from businesses, organizations, residents, and patio patrons about the 2020 program and what they would like to see for future patio programs. There were 1,743 respondents.

The telephone survey was conducted in November 2020 by Oraclepoll Research Limited. The purpose of the research was to gather opinions from residents on issues related to the Temporary Seasonal Patio Program piloted in 2020 and suggestions for the future patio program. Many of the questions asked were the same as the online survey. The sample was stratified to ensure that there was an equal distribution across the community and 100 surveys were conducted in each Ward. There were 600 respondents.

The second online survey was exclusive to downtown Guelph businesses and was conducted between January 8, 2021 and January 18, 2021. This survey collected business feedback on proposed on-street patio locations and proposed road closure boundaries. There were 50 respondents.

All information gathered from the above engagement activities has been summarized below.

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# Stakeholder group

The stakeholder group was developed at Council's request and consisted of members from Guelph business organizations, local companies and residents.

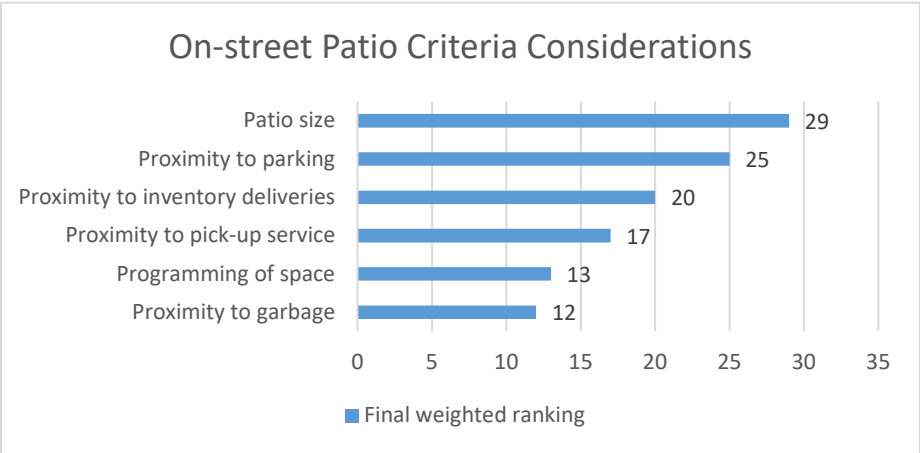
Representatives:

- Mike Darmon, Guelph Coalition for Active Transportation
- Court Desautels, The Neighborhood Group
- Nicole Hogg, Atmosphere Care + Etc.
- Abhilash Kantamneni, resident
- Colton Purview, Brothers Brewing Company
- Shakiba Shayani, Guelph Chamber of Commerce
- Marty Williams, Downtown Guelph Business Association

The stakeholder group met twice on November 23, 2020 and December 7, 2020. Agenda topics consisted of facilitated discussion on barriers, accessible ramps, tents, noise, the patio application process and encroachment agreements, police presence, smoking, heaters, and communication improvements. Also discussed was on-street patio criteria (capacity, parking, pick-up service, deliveries, garbage, programming, retail inclusion) and

Feedback gathered through these meetings helped to inform updates to the Seasonal Patio Guidelines to reduce obstacles for participation and improve the quality of applications resulting in faster approval times. Staff also used this feedback to develop criteria that staff will consider in the placement of on-street patios to mitigate impact on necessary parking, access to garbage receptacles and the flow of short-term parking.

Polls were conducted to determine importance of the various on-street patio criteria. Patio size was ranked most important by the stakeholder group receiving four first place votes and proximity to parking was a close second. In response staff based the design of the On-street Patio Permissions Map to include traffic modeling has been completed to provide on-street patio applicants with the maximum space available for conversion of parking spaces to patio-use while accounting for open and free two-way traffic and turning radii of buses and emergency vehicles.



# Online and telephone survey

## Businesses

### Businesses with seasonal patio (participants)

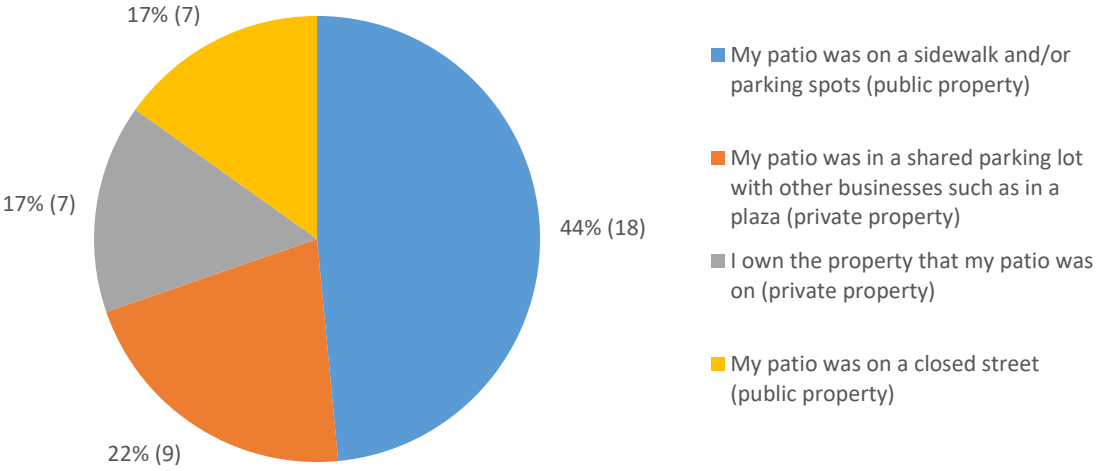
Total respondents: 41 respondents (30 downtown businesses)

Online survey respondents: 33 (25 downtown businesses)

Telephone survey respondents: 8 (5 downtown businesses)

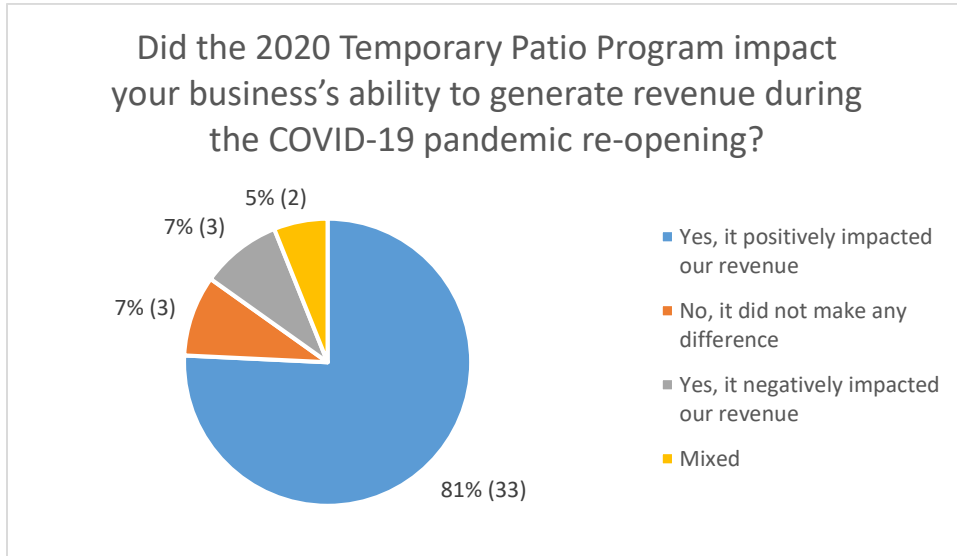
### What kind of patio did you have?

### What kind of patio did you have?



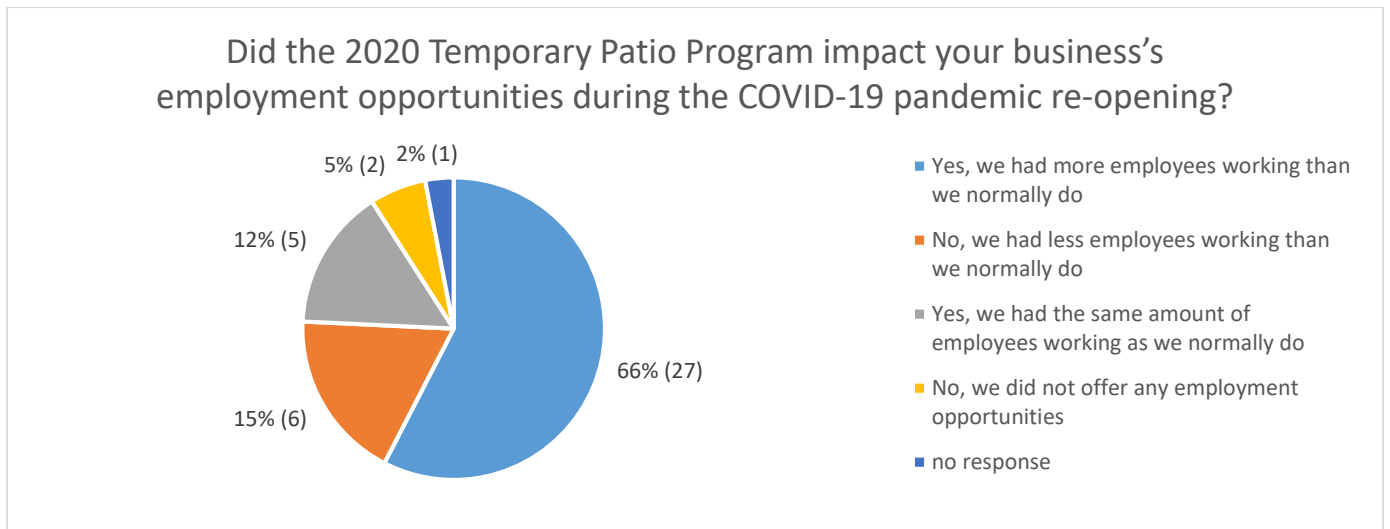
**Did the 2020 Temporary Patio Program impact your business’s ability to generate revenue during the COVID-19 pandemic re-opening?**

Most businesses participants that had a patio reported that the seasonal patio program positively impacted their revenue. A few businesses reported that the program had no impact or negatively impacted their revenue. Two businesses had mixed results.



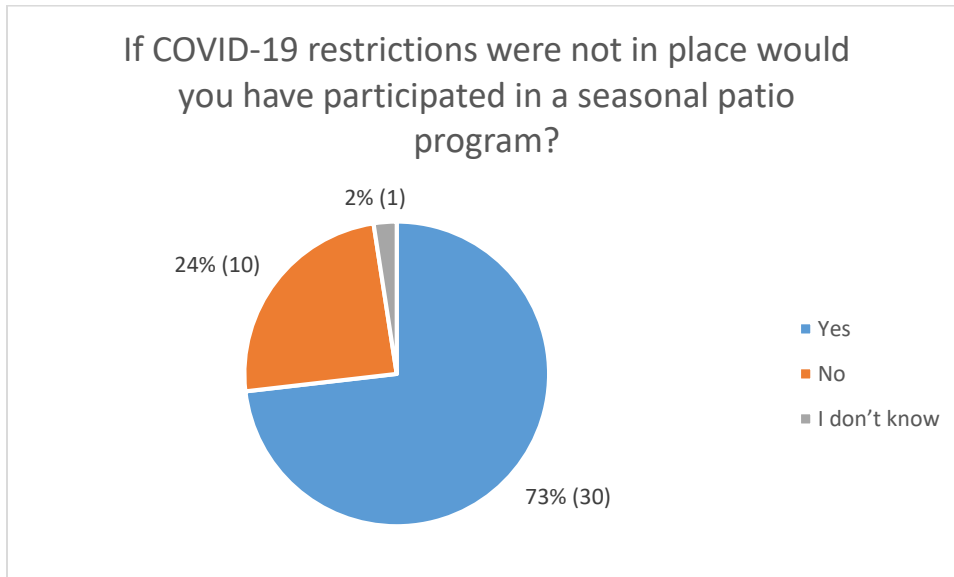
**Did the 2020 Temporary Patio Program impact your business’s employment opportunities during the COVID-19 pandemic re-opening?**

Most businesses participants that had a patio reported that they hired more employees than they normally do, due to the seasonal patio program. Significantly less businesses that had a patio reported they had less employees. A few reported that they had the same number of employees working and a couple reported they didn’t offer employment due to the program.



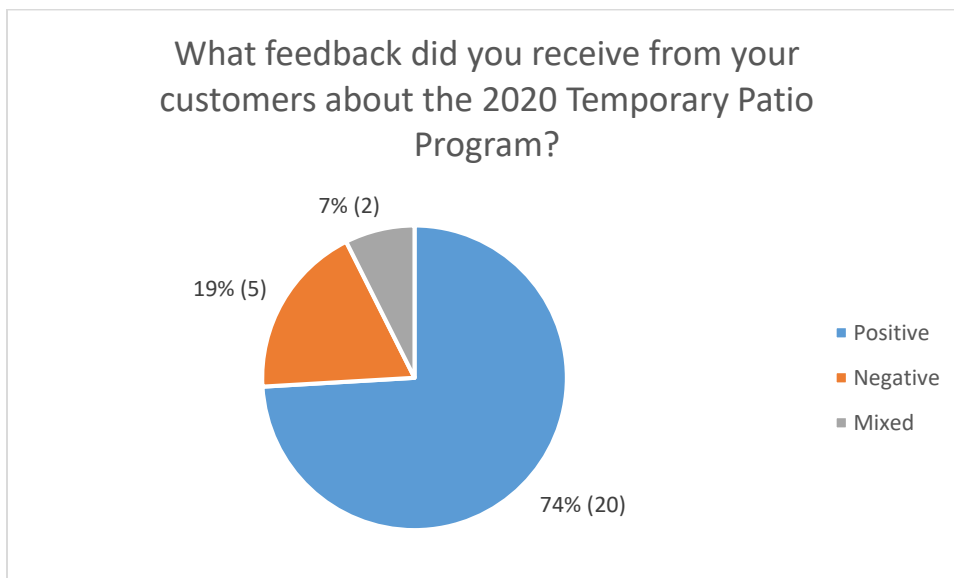
### If COVID-19 restrictions were not in place would you have participated in a seasonal patio program?

Most businesses participants that had a patio reported that they would have participated in a seasonal patio program if COVID-19 restrictions were not in place. Ten out of the 41 businesses that had a patio reported they would not participate in the seasonal patio program if COVID-19 restrictions were not in place. One business was undecided.



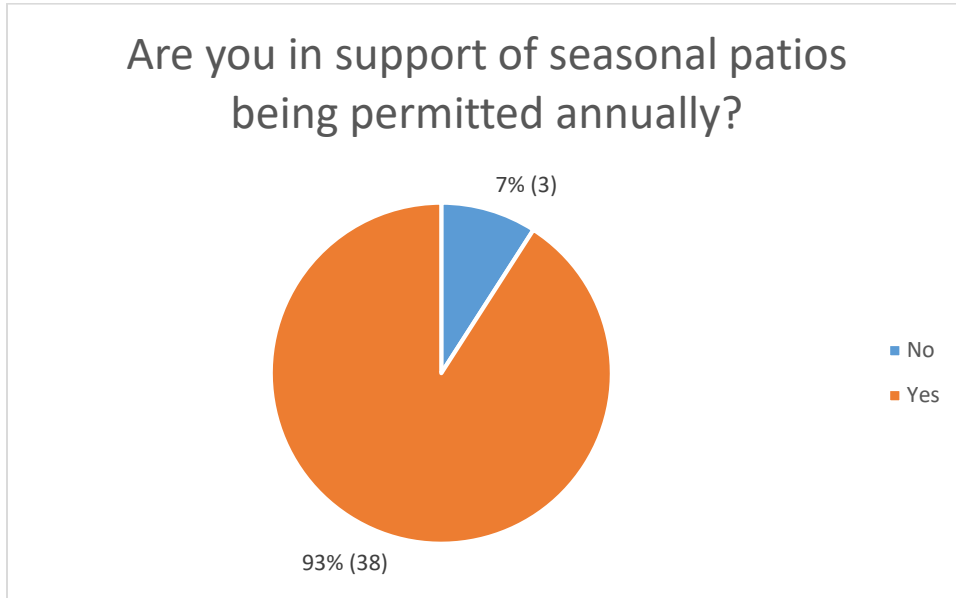
### What feedback did you receive from your customers about the 2020 Temporary Patio Program?

Most businesses participants noted very positive feedback from their customers on the patio program. Customers really enjoyed the outdoor setting during pandemic restrictions, and would like to see this happen more often. Some customers did note the impact the street closures had on their ability to navigate downtown.



### Are you in support of seasonal patios being permitted annually?

Almost all businesses participants that had a patio are in support of seasonal patios being permitted annually. Three businesses that had a patio are not in support of seasonal patios being permitted annually.



### Why are you in support of an annual seasonal program?

Key themes of support:

- 1) Seasonal patio program helps and support local businesses (13)
- 2) Seasonal patio program brings patrons downtown (10)
- 3) Seasonal patio program makes downtown a destination and creates a buzz (6)
- 4) Supports employment (5)
- 5) Seasonal patio program addressed concerns with eating inside (4)

### Why are you not in support of an annual seasonal program?

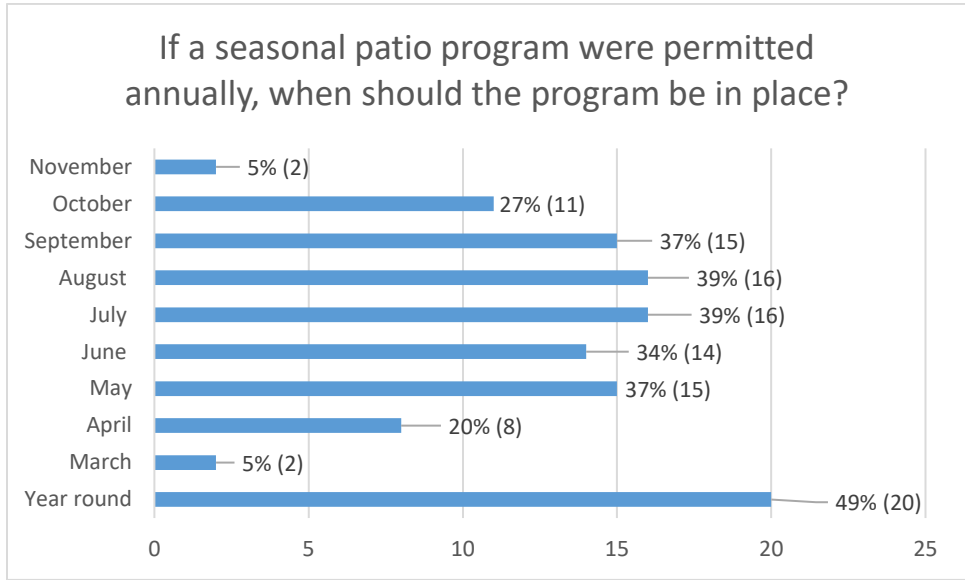
Key themes not in support:

- 1) Road closures restrict traffic, take away parking spaces and are generally ugly (1)



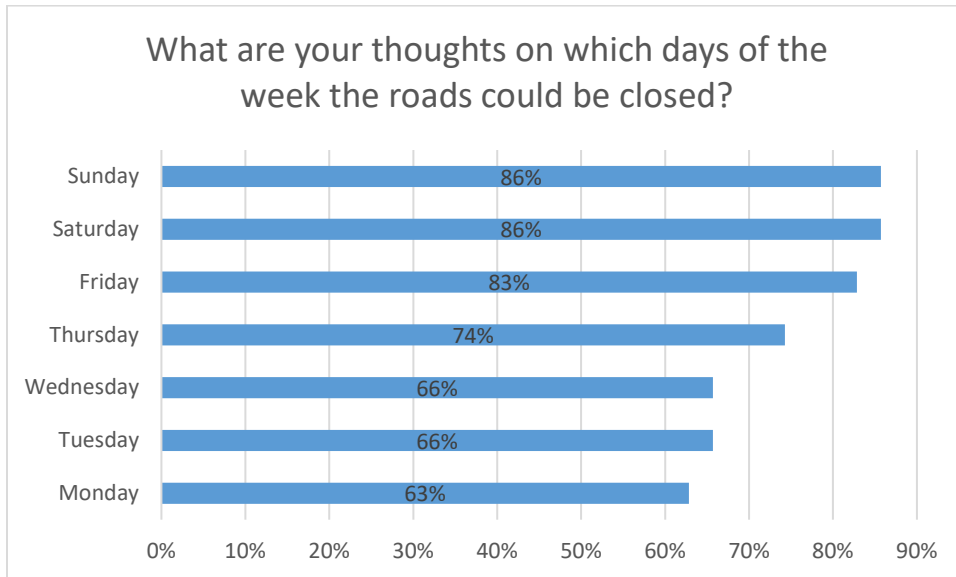
**If a seasonal patio program were permitted annually, when should the program be in place?**

Just under half of the businesses participants that had a patio, would like to see the program implemented year-round. Of those businesses that selected specific months, May to September had the most support (>34% support each month) with both April and October having some support as well.



**The 2020 temporary patio program road closures were in place 7 days a week. If road closures were permitted to allow for on-street patios in the future, what are your thoughts on which days of the week the roads could be closed?**

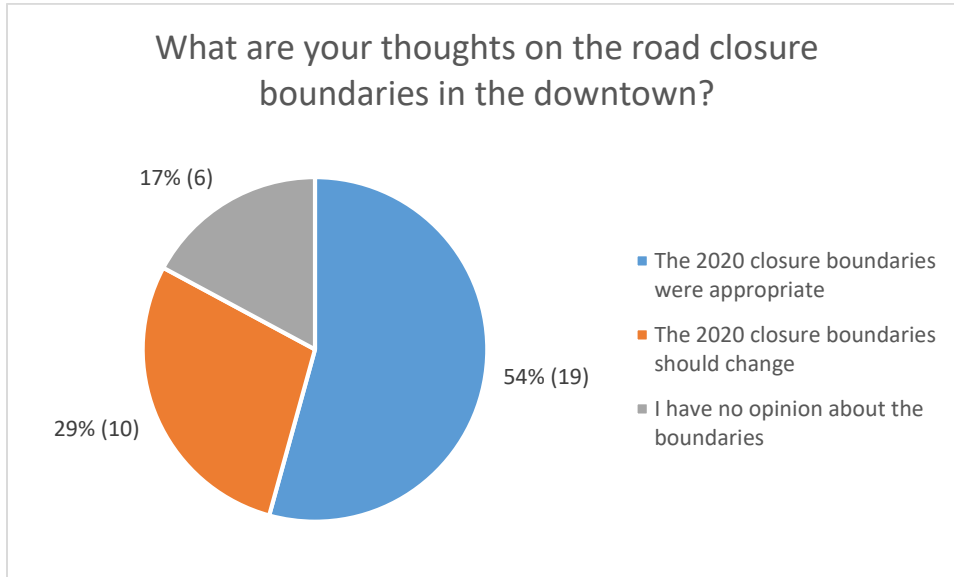
There is support by more than half of business respondents (with a patio) to have the roads closed all 7 days (>54%). The strongest supported days for road closures are Friday to Sunday (>71%).



**If road closures were permitted to allow for on-street patios, what are your thoughts on the road closure boundaries in the downtown?**

Seventy-one percent of business participants with a patio thought the 2020 closure boundaries were either appropriate or didn't have an opinion on the boundaries.

Ten businesses with a seasonal patio thought the closure boundaries should change. Of those, five suggested expansions to the boundaries (boundary expansions listed below). Four businesses with patios called for restricted boundaries (or no closures) and one business mentioned closures should only be on weekends.



**In your opinion, where should the boundaries be?**

Of those businesses that felt boundaries should be extended, had the following boundary change suggestions:

- 1) Include Wyndham to Woolwich in road closures
- 2) Include Carden Street in closures
- 3) Include Douglas Street in closures
- 4) Include Wilson Street in closures

**If seasonal patios were permitted annually, what do you think worked well that we should continue to do?**

What to continue doing for annual program:

- 1) Road closure (6)
- 2) City providing tables and barricades (4)
- 3) Provide additional seating (3)
- 4) Ease and expedited timing of application process/approval (2)
- 5) Keep the program as is (2)
- 6) Flexible enforcement (1)

**What improvements should be made if seasonal patios were permitted annually?**

Improvements to the annual program:

- 1) Enforcement of parking needs to be increased (4)
- 2) Keep the roads open (no closure) (3)
- 3) Better communication about the program (3)
- 4) Expand the aesthetics of the closed area to the rest of the downtown (2)
- 5) Increase the speed of approval timelines (2)
- 6) Consistency on patio requirements (1)
- 7) No fencing (1)
- 8) Increase spots for delivery/pick up (1)
- 9) Increase public health inspections (1)
- 10) Liquor license for the entire closed area (1)
- 11) Ability to play music (1)

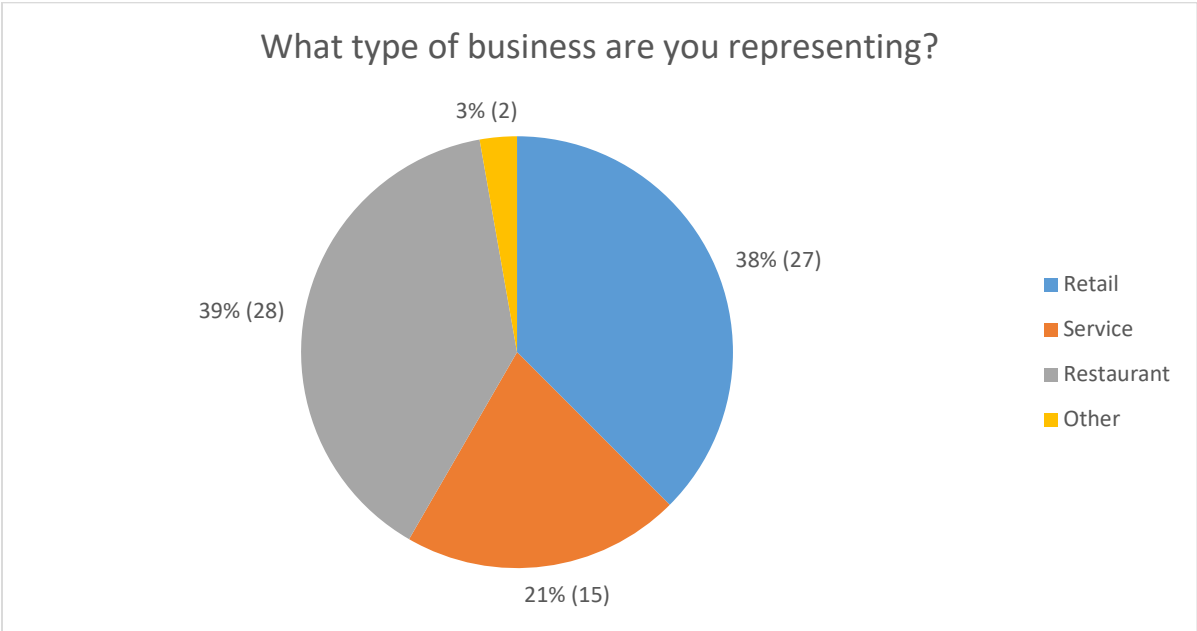
### Businesses (non-participants)

Total respondents: 72 respondents (59 downtown businesses)

Online survey respondents: 44 (44 downtown businesses)

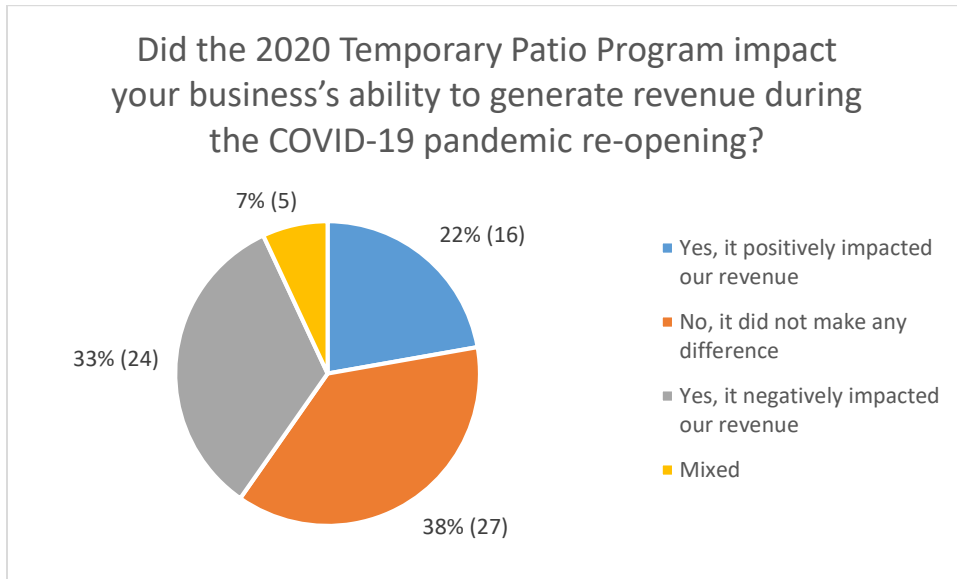
Telephone survey respondents: 28 (15 downtown businesses)

### What type of business are you representing?



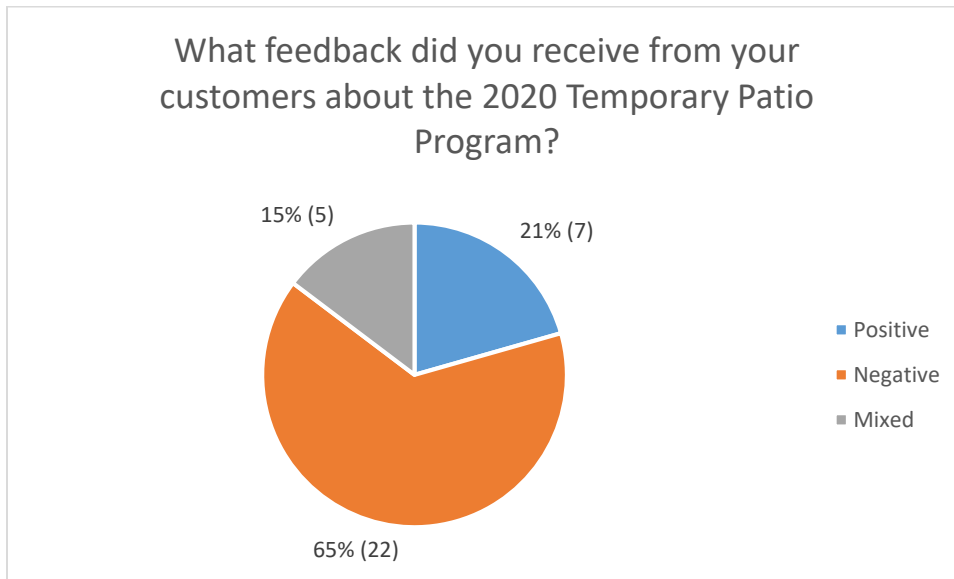
**Did the 2020 Temporary Patio Program impact your business’s ability to generate revenue during the COVID-19 pandemic re-opening?**

One in three business participants that didn’t have a seasonal patio reported that the seasonal patio program did not make a difference on their ability to generate revenue. One in three reported that the program negatively impacted their revenue. 16 reported that the program positively impacted their revenue and five had reported mixed reviews on their ability to generate revenue.



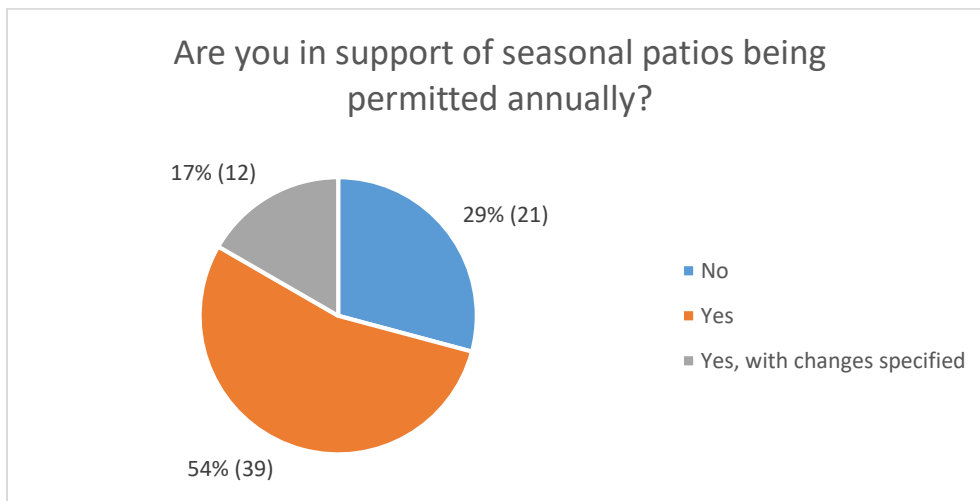
### What feedback did you receive from your customers about the 2020 Temporary Patio Program?

Most business participants that didn't have a seasonal patio noted very negative feedback from their customers on the patio program. Many customers noted the access to parking as a deterrent as well as not being able to get to other businesses in a timely manner due to the road closure. Others noted that it helped only a few businesses and that it was dangerous for public safety. Some heard great feedback about how it brought the Downtown to life again and brought new people to the core to spend money at the various businesses. There were also some mixed reviews on how it was a great idea but needs more planning.



### Are you in support of seasonal patios being permitted annually?

Almost three out of four business participants that didn't have a seasonal patio are in support of seasonal patios being permitted annually either as is, or with suggested changes. One out of four non-participating businesses are not in support of seasonal patios being permitted annually.



## Why are you in support of an annual seasonal program?

Key themes of support:

- 1) Seasonal patio program brings patrons downtown (13)
- 2) Seasonal patio program makes downtown a destination (12)
- 3) Seasonal patio program helps and support local business (1)

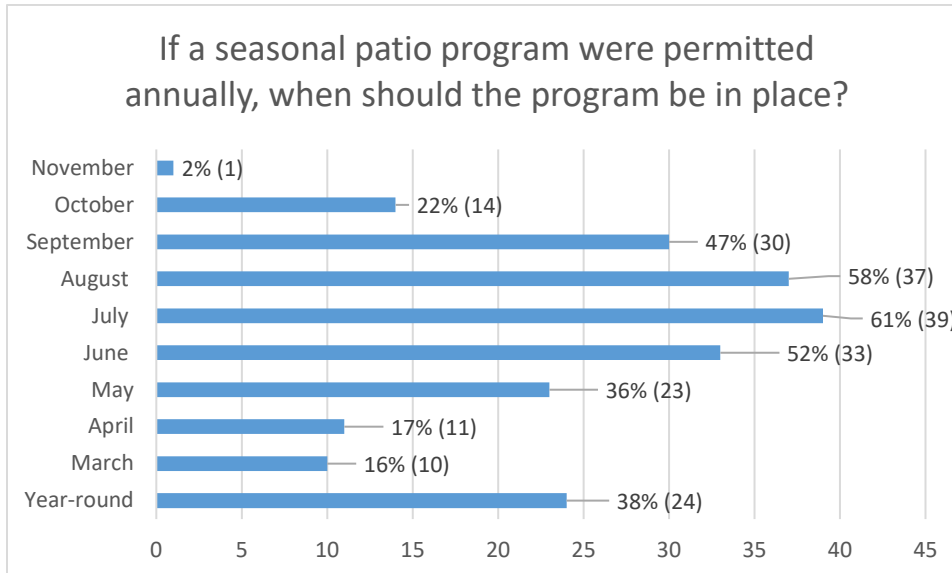
## Why are you not in support of an annual seasonal program?

Key themes not in support:

- 1) The seasonal patio program only helps certain businesses (8)
- 2) Roads should not be closed (7)
- 3) Negatively affects non-participating businesses (4)
- 4) Discourages patrons from visiting downtown (1)

## If a seasonal patio program were permitted annually, when should the program be in place?

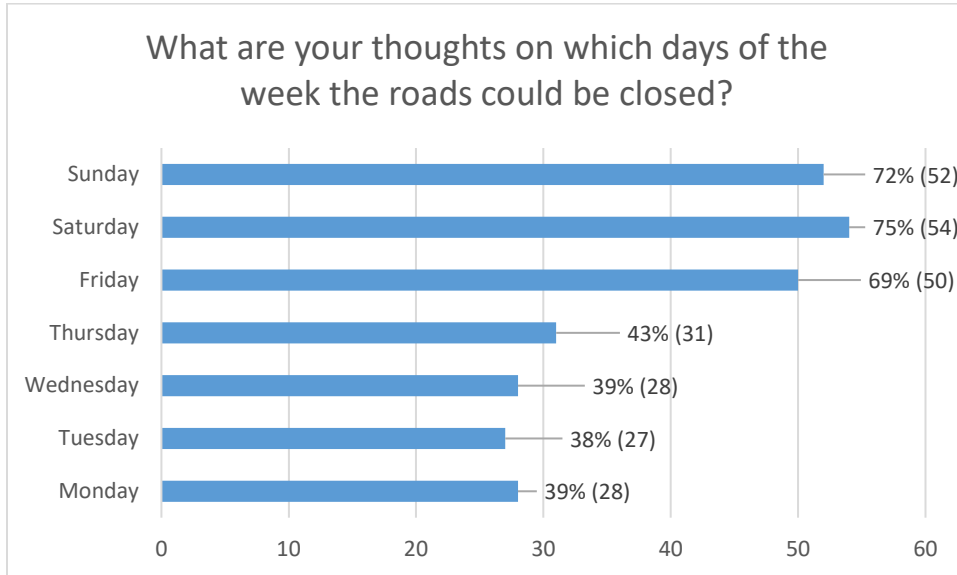
One in three non-participating businesses, would like to see the program implemented year-round. Of those businesses that selected specific months, May to September had the most support (>36% support each month) with October having some support as well.





**The 2020 temporary patio program road closures were in place 7 days a week. If road closures were permitted to allow for on-street patios in the future, what are your thoughts on which days of the week the roads could be closed?**

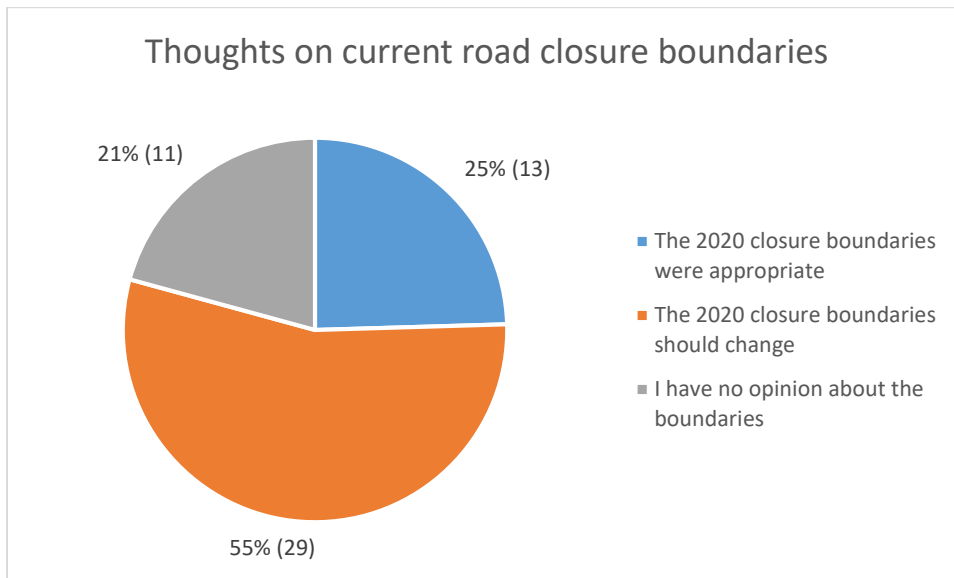
Nearly three out of four non-participating businesses would like to see the roads closed from Friday-Sunday. There is also support for seven-day closures with between 38 and 43 per cent support for Monday through Thursday.



**If road closures were permitted to allow for on-street patios, what are your thoughts on the road closure boundaries in the downtown?**

Forty-six percent of non-participating businesses surveyed think the 2020 closure boundaries were either appropriate or didn't have an opinion on the boundaries.

More than half would like to see the 2020 closure boundaries change. Of those, 69% suggested boundaries should be restricted (or no closures), 31% suggested expansions to the boundaries and one mentioned that any closure should account for delivery vehicles.



**In your opinion, where should the boundaries be?**

Of those businesses that felt boundaries should be extended, had the following boundary change suggestions:

- 1) Include Carden Street
- 2) Include Quebec Street
- 3) Include all of Macdonell Street
- 4) Include Upper Wyndham Street
- 5) Safe Semester boundaries

**If seasonal patios were permitted annually, what do you think worked well that we should continue to do?**

What to continue doing for annual program:

- 1) Overall atmosphere (3)
- 2) Keep roads closed (2)
- 3) Run it exactly how it ran in 2020 (2)
- 4) Include picnic tables (2)
- 5) Delivery accommodations (1)
- 6) Do not make them annual (1)

- 7) Add a general eating area within closed roads (1)

**What improvements should be made if seasonal patios were permitted annually?**

Improvements to the annual program:

- 1) No road closures (10)
- 2) Include more businesses (6)
- 3) Limit the days for road closures (4)
- 4) Increase police presence (4)
- 5) Barriers (3)
- 6) More programming (3)
- 7) Charge rent for using road space for patios (2)
- 8) Discontinue the seasonal patio program (2)
- 9) License the full area within closed roads (2)
- 10) Increase the closure boundaries (2)
- 11) Rotate road closures (1)
- 12) Listen to City staff's recommendations (1)
- 13) Keep a centre lane open for deliveries (1)
- 14) Allow restaurants to cook outside (1)
- 15) More bike parking (1)
- 16) Secure tents and canopies (1)
- 17) Increased communications about the program (1)
- 18) More signage (1)

**Key items of note:**

Most downtown businesses noted their customers typically park when visiting their business (either on-street parking, private parking lot or a shared parking lot). A high number of customers also visit by foot/mobility device and by bike. Few customers visit by uber, taxi, or bus.

## Residents and Visitors (used a patio)

Total respondents: 1,529 respondents

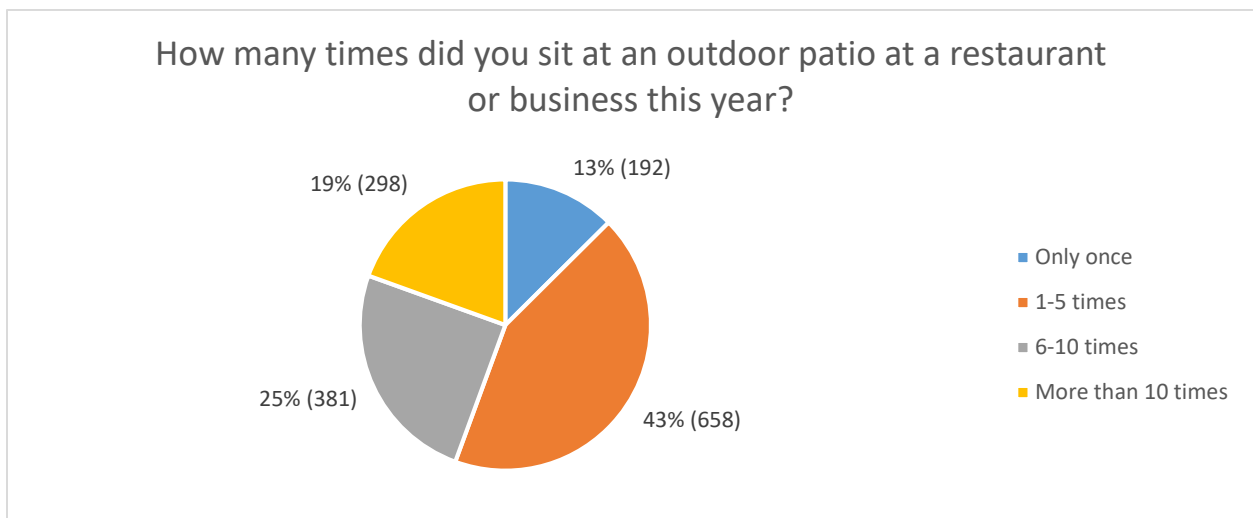
Online survey respondents (residents who used a patio): 1241

Online survey respondents (visitors who used a patio): 94

Telephone survey respondents (residents who used a patio): 194

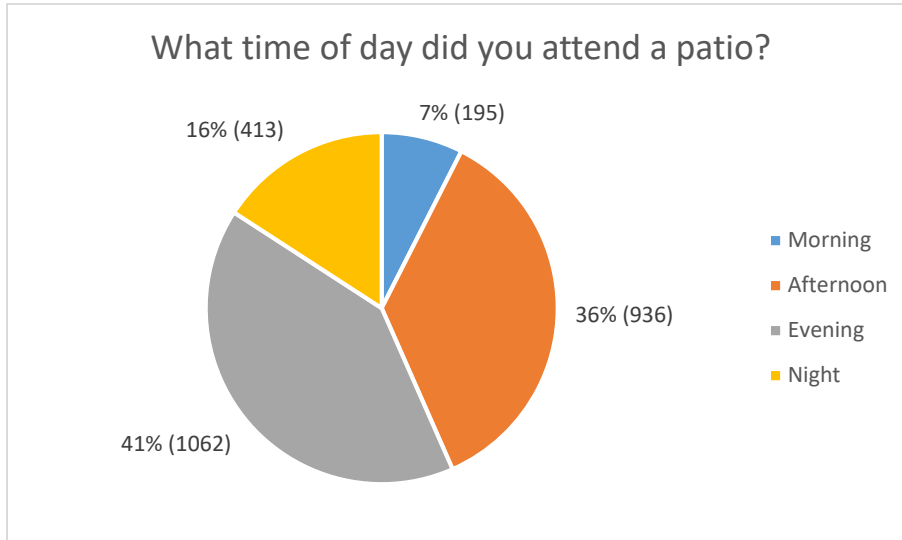
### How many times did you sit at an outdoor patio at a restaurant or business this year?

Most respondents visited a Guelph outdoor patio between 1-5 times with some visiting 6-10 times or more than 10 times. A few also visited only once.



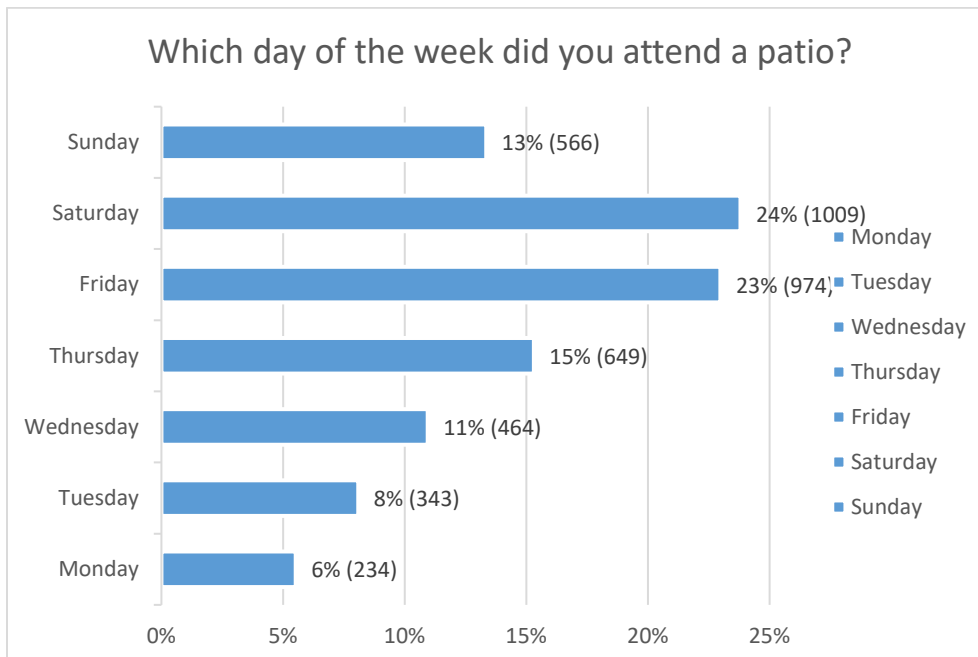
### What time of day did you attend a patio?

Respondents could select all that applied which is why there are more responses than respondents. The afternoon and evening were the two most attended times with 936 and 1062 respondents respectively. The night was the third most attended time with 413 responses and morning was the least attended time with 195 responses. Note: this question was not asked to telephone survey respondents.



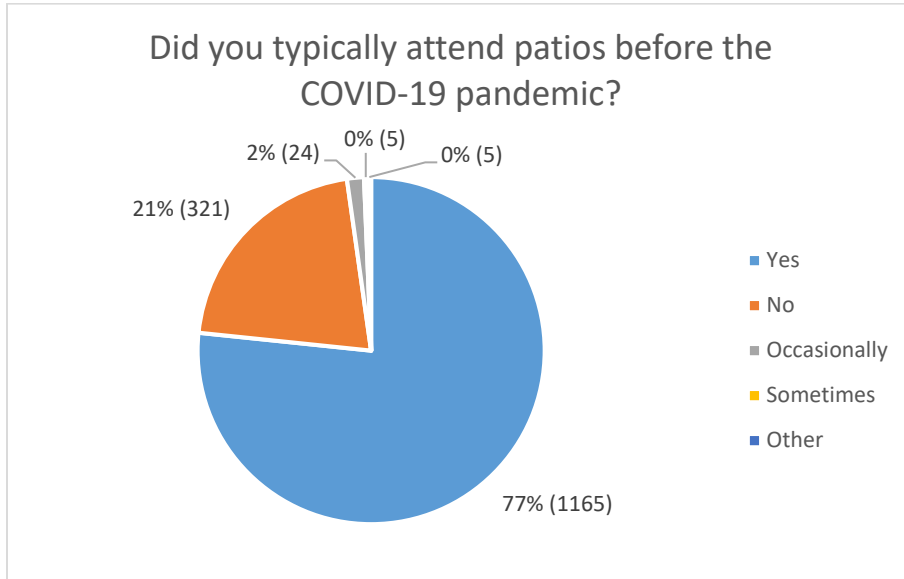
### Which day of the week did you attend a patio?

Respondents could select all that applied which is why there are more responses than respondents. Most respondents attended from Wednesday to Sunday. A few visited Monday and Tuesday. Note: this question was not asked to telephone survey respondents.



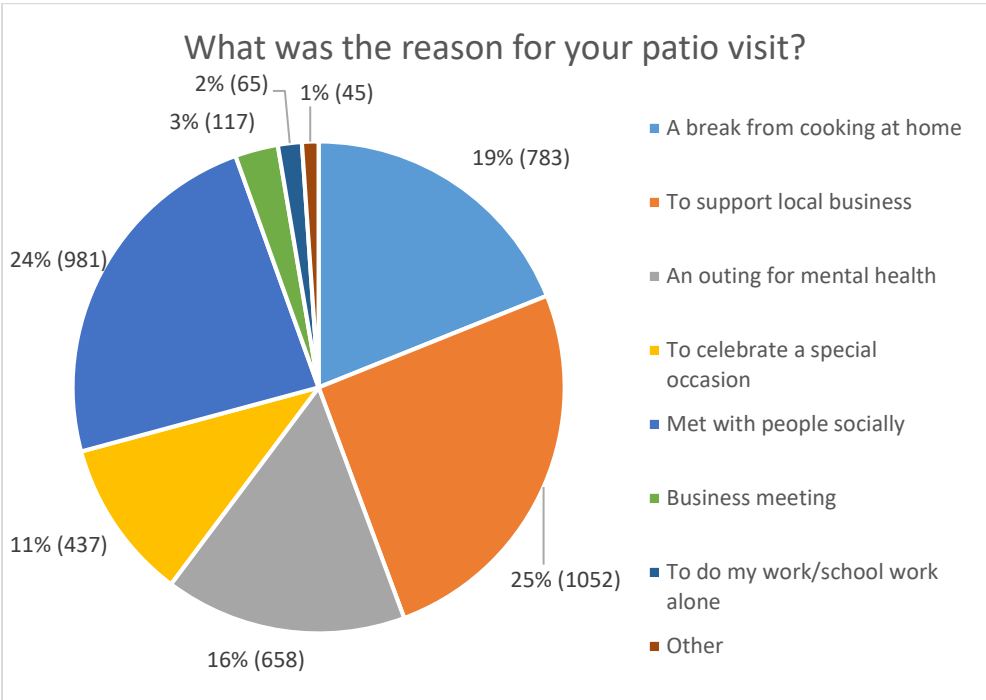
### Did you typically attend patios before the COVID-19 pandemic?

Three out of four patio attendees attended patios before COVID-19. 321 attendees attended a patio for the first time during COVID-19 or didn't attend regularly prior to COVID-19.



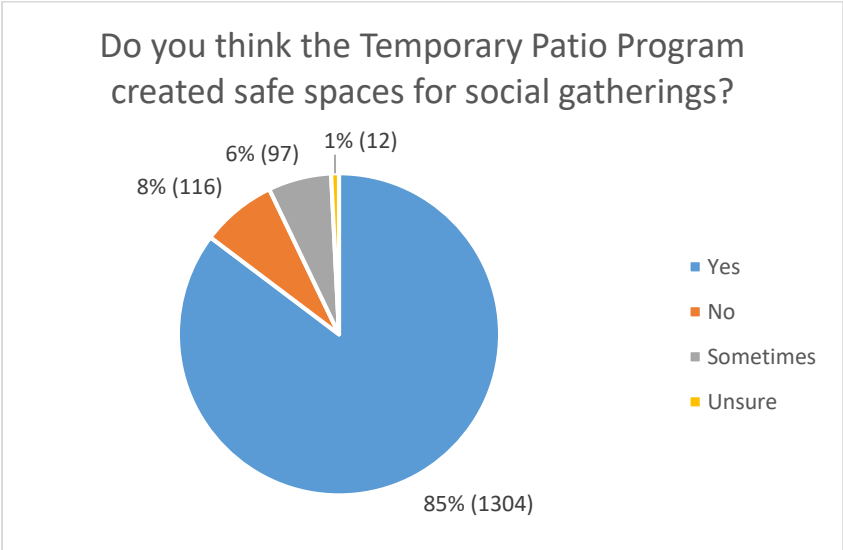
### What was the reason for your patio visit?

Respondents could pick all that applied which is why there are more responses than respondents. The top three reasons for attending a patio were: to support local business, meet with people socially, and a break from cooking at home. An outing for mental health, to celebrate a special occasion and business meeting also had many selections. To do work/school work and other were the two lowest selected options.



**Many people used the Temporary Patio Program to be able to have safe social gatherings during the pandemic. Do you think the Temporary Patio Program created safe spaces for social gatherings?**

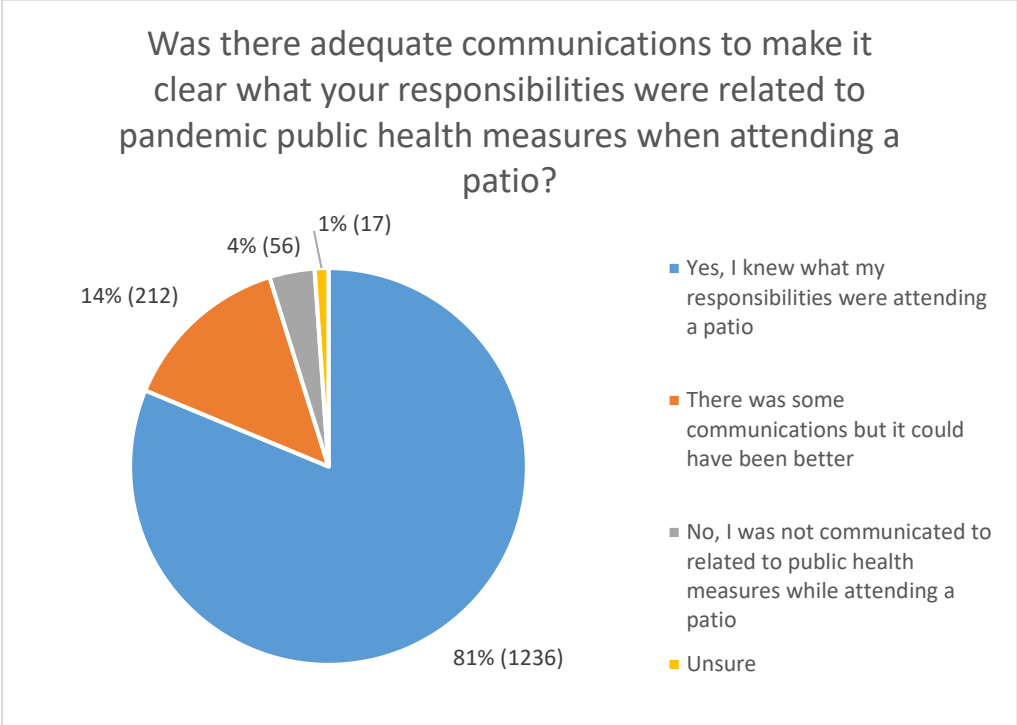
Most patio attendees thought the Temporary Patio Program created safe spaces for social gatherings. 116 patrons thought they didn't create safe spaces for gatherings, 97 patrons thought that they sometimes created safe spaces for gatherings and 12 were unsure.





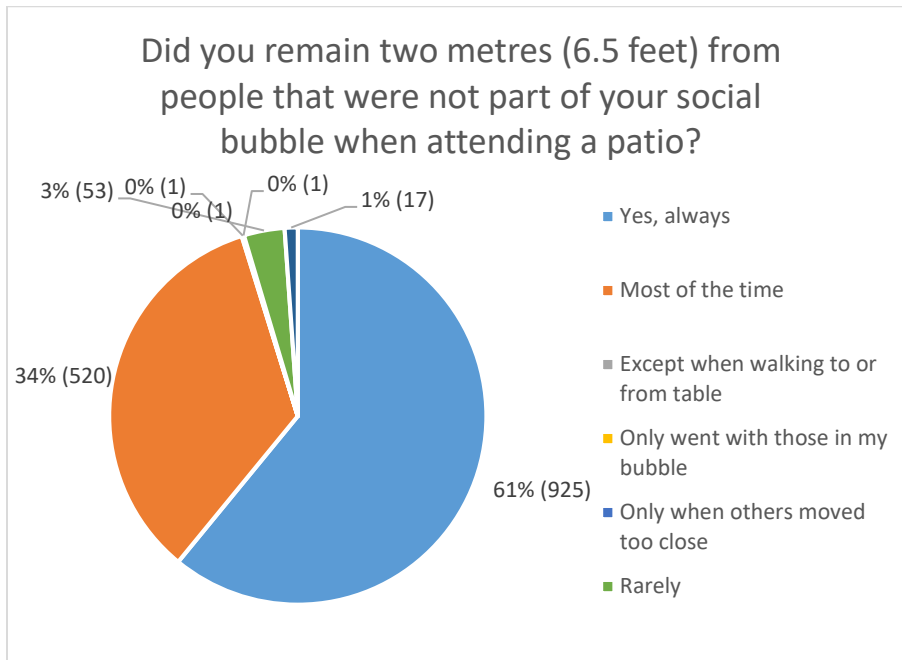
**Was there adequate communications to make it clear what your responsibilities were related to pandemic public health measures when attending a patio?**

Four out of five patio attendees agreed that there were adequate communications to make it clear what their responsibilities were related to public health measures. 14% (212 people) thought there were some communications, but it could have been better. 56 people said they were not communicated to related to public health measures and 17 were unsure.



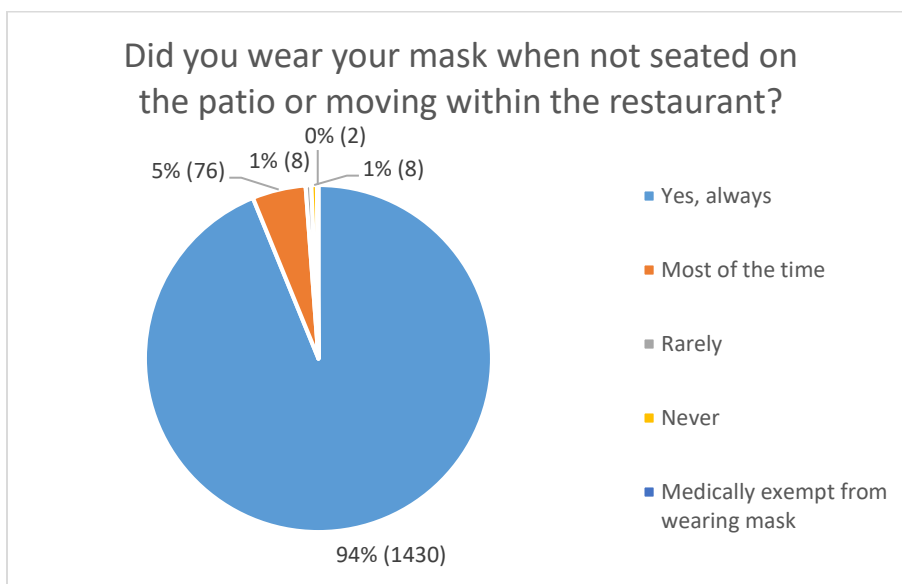
**Did you remain two metres (6.5 feet) from people that were not part of your social bubble when attending a patio?**

95% of patrons who attended a patio maintained social distancing from those not part of their social bubble either all the time or most of the time. The remaining patrons either didn't maintain social distancing or rarely did.



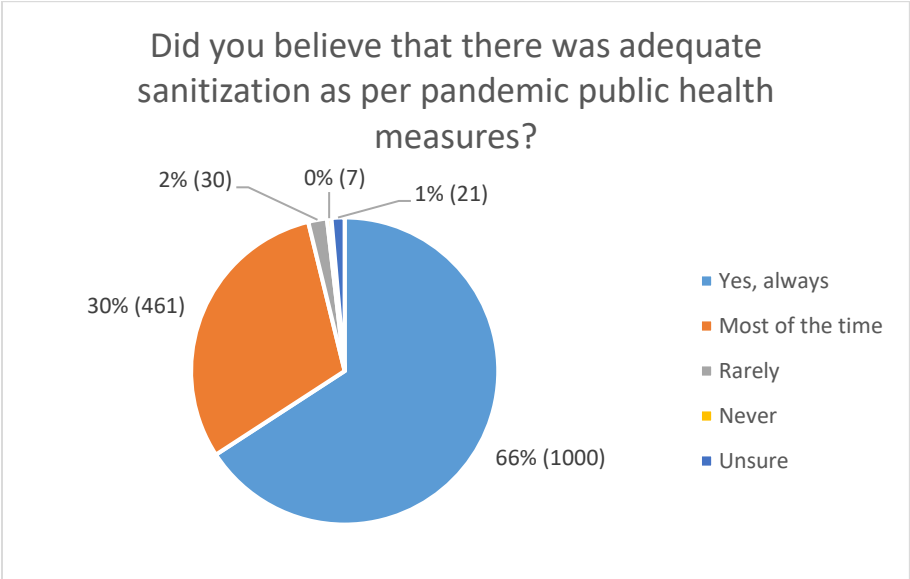
**Did you wear your mask when not seated on the patio or moving within the restaurant (such as to use the washroom)?**

Almost all patrons who attended a patio always wore their mask when not seated or moving around always or most of the time. 16 either wore their mask rarely or never and 2 respondents were medically exempt from wearing a mask.



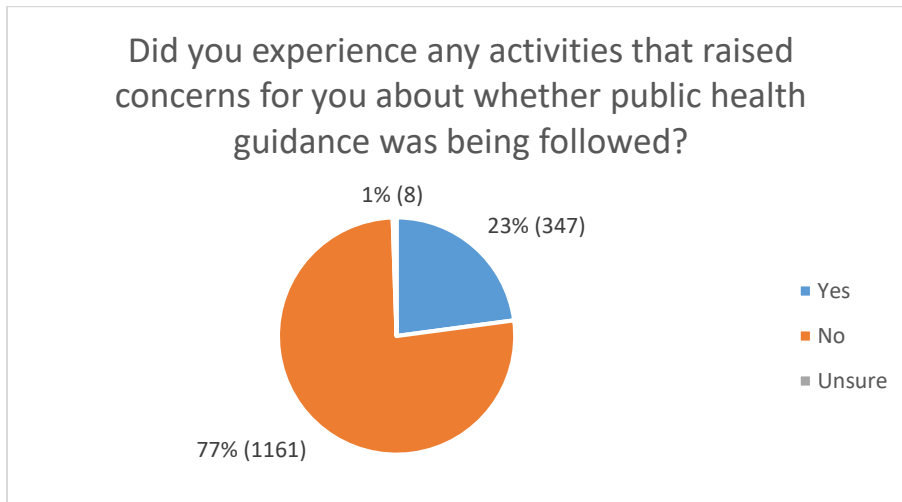
**Did you believe that there was adequate sanitization as per pandemic public health measures (such as wiping tables, washroom cleanliness, handling food, etc.)?**

Most (1461) patrons who attended a patio thought there was always or most of the time adequate sanitation by restaurants that were apart of the patio program. 30 thought adequate sanitization was completed rarely and 7 people said there was never adequate sanitization. 21 patrons were unsure.



**Did you experience any activities that raised concerns for you about whether public health guidance was being followed (incorrect PPE usage dancing or singing that was not part of performances, people gathering in large groups or standing too close to each other, etc.)?**

Most patio patrons didn't experience any activities that raised concerns about whether public health guidance was being followed. 347 patrons did experience activities where public health guidelines were not being followed. 8 patrons were unsure.



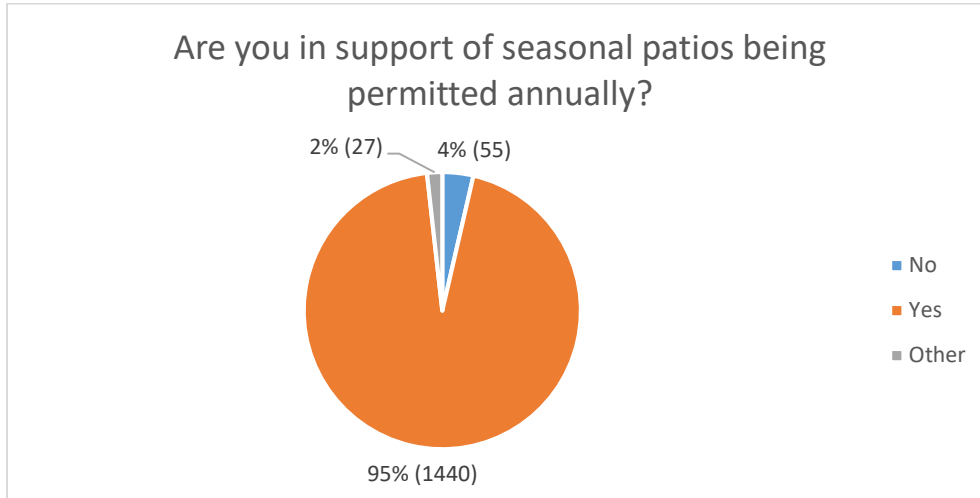
**What activities did you experience that raised concern for you?**

Activities experienced that raised concern:

- 1) Confined Space/Pathways, Crowding, Lineups (100)
- 2) Large group gathering (94)
- 3) Mask compliance (94)
- 4) Community/large tables (75)
- 5) Close seating (53)
- 6) Cleaning procedures (27)
- 7) Homeless concerns (5)
- 8) Contact tracing (4)
- 9) Music, dancing (2)
- 10) Missing accessibility features (i.e. ramps, spacing for mobility devices) (1)
- 11) Over capacity (1)
- 12) Vehicle traffic (1)
- 13) Not enough barricades (1)

## Are you in support of seasonal patios being permitted annually?

Almost all 2020 patio patrons are in support of seasonal patios being permitted annually. 55 patio patrons are opposed to the program being continued. 27 patrons were unsure.



## Why are you in support of an annual seasonal program?

Key themes of support:

- 1) Helps/supports business (526)
- 2) Brings people downtown (499)
- 3) Enjoy dining outside or enjoy being outside (214)
- 4) Meet up with friends and/or socialize (144)
- 5) Encourage pedestrian/bike safe areas (134)
- 6) Builds community (97)
- 7) Less car traffic in core (95)
- 8) Addresses concerns with dining inside (45)
- 9) The program is fun (36)
- 10) Great idea (31)
- 11) Supports employment (14)

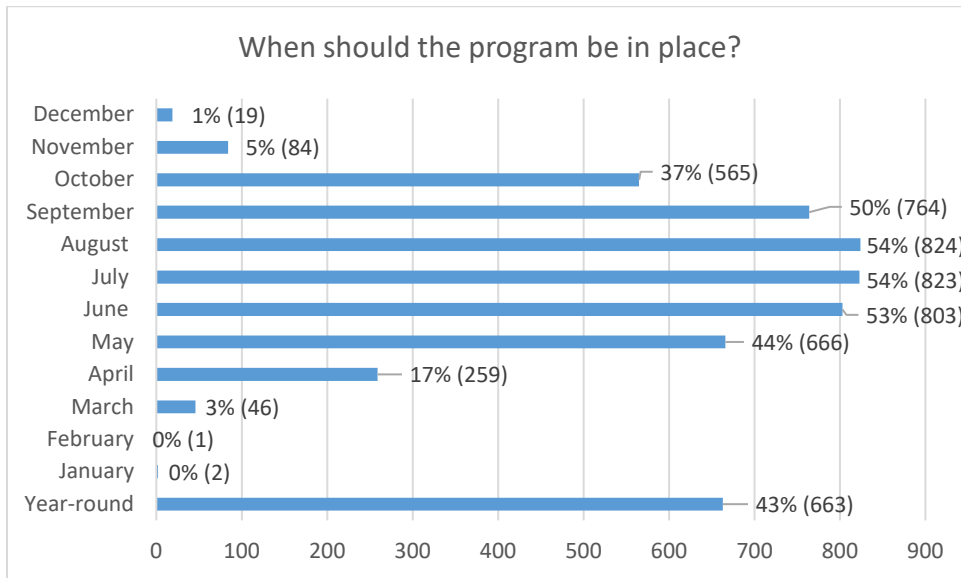
## Why are you not in support of an annual seasonal patio program?

Key themes not in support:

- 1) Not inclusive of all businesses (8)
- 2) Traffic annoyance (6)
- 3) There should be no road closure (7)
- 4) Noise (2)
- 5) Not enough parking (2)
- 6) Not in support of on-street patios (1)
- 7) Need more permanent patios (1)
- 8) Public health guidelines were not being followed (1)

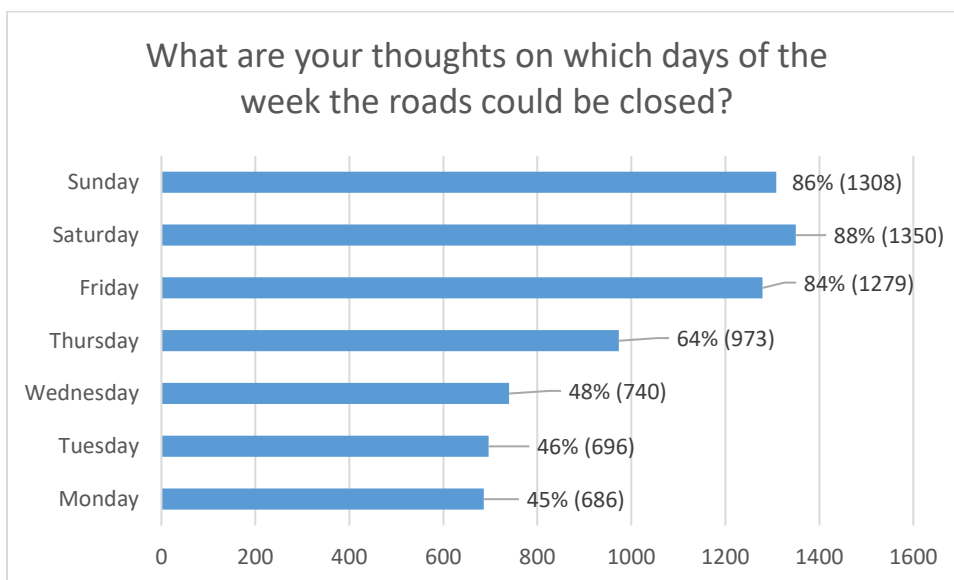
**If a seasonal patio program were permitted annually, when should the program be in place?**

More than half of patio patrons would like to see the program run from June to September with slightly less (44%) wanting May included. There is also strong support for a year-round program with 43%.



**The 2020 temporary patio program road closures were in place 7 days a week. If road closures were permitted to allow for on-street patios in the future, what are your thoughts on which days of the week the roads could be closed?**

Patio patrons strongly favour the roads being closed from Friday to Sunday (>84% support). There is slightly less support for Thursday being added to the closure days and under half think Monday to Wednesday should be included in the road closures.

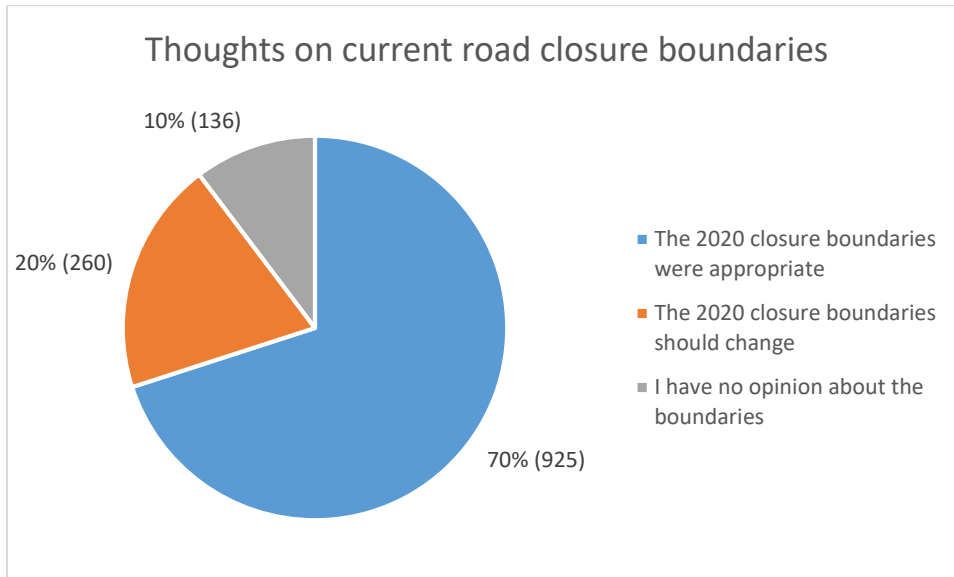


**If road closures were permitted to allow for on-street patios, what are your thoughts on the road closure boundaries in the downtown?**

Eighty percent patio patrons surveyed thought the 2020 closure boundaries were appropriate or had no opinion on the boundaries.

20% of respondents thought road closures should change, of those 58% suggested expansions to boundaries, and 42% suggested restricted boundaries (or no closures).

**Note: this question was not asked to telephone survey respondents.**



**In your opinion, where should the boundaries be?**

Of those businesses that felt boundaries should be extended, had the following boundary change suggestions:

- 1) All of downtown (41)
- 2) Include all of Wyndham Street (37)
- 3) Include Carden Street (37)
- 4) Include all of Macdonnell Street (27)
- 5) Include Quebec Street (24)
- 6) Include Wilson Street (14)
- 7) Include Cork Street (11)
- 8) Expand boundaries north (3)
- 9) Include Gordon Street (2)
- 10) Include Douglas Street (2)
- 11) Include Paisley Street (2)
- 12) Include Baker Street (1)

## **If seasonal patios were permitted annually, what do you think worked well that we should continue to do?**

What to continue doing for annual program:

- 1) Closed Streets/Pedestrian only area/allowing patios to use street (218)
- 2) All good/everything was great (179)
- 3) Infrastructure (i.e. tables, barriers, patio lights, heaters, tents) (119)
- 4) Social distancing measures/barriers between patios/size of patios (109)
- 5) Makes downtown a destination/ great atmosphere (43)
- 6) Location/defined area (20)
- 7) Flexibility for Businesses/business working together (those with and without kitchens) (21)
- 8) Use of parking for patios (on-street and parking lots) (17)
- 9) Delivery access (4)
- 10) Pick-up parking (4)
- 11) Emergency access (3)
- 12) Communications and signage (2)
- 13) Issue management (1)
- 14) Shouldn't be 7 days per week (1)

## **What improvements should be made if seasonal patios were permitted annually?**

Improvements to the annual program:

- 1) Increased infrastructure (patio heaters, covered areas/tents, hand sanitizer stations) (120)
- 2) Coordination of decorations/beautification (105)
- 3) Extend area (93)
- 4) Activation of closed area (58)
- 5) Keep street open/one lane of traffic (41)
- 6) Wayfinding signage/clear communication (45)
- 7) Open Dining/market for on street (not linked to business) (32)
- 8) Increased enforcement (26)
- 9) More parking (20)
- 10) Use of sidewalks (displaying products) (17)
- 11) Increased spacing (12)
- 12) Clearer delineation of sidewalk space and patio space (12)
- 13) Reduce Transit impacts (if so, better clarity) (12)
- 14) Cycling impacts (11)
- 15) Delivery parking spots (10)
- 16) Engagement of business within the area and their impacts (10)
- 17) Free parking at lots (9)
- 18) More tables and seating (7)
- 19) Smoking areas (5)
- 20) Increased accessibility (3)
- 21) Inclusive of more businesses (3)



- 22) Permanent plan for patios (1)
- 23) Less days for the closure (1)
- 24) Summer months only for program operation (1)
- 25) Expand operating months to later in the year (1)
- 26) More bicycle parking options (1)

## Employees

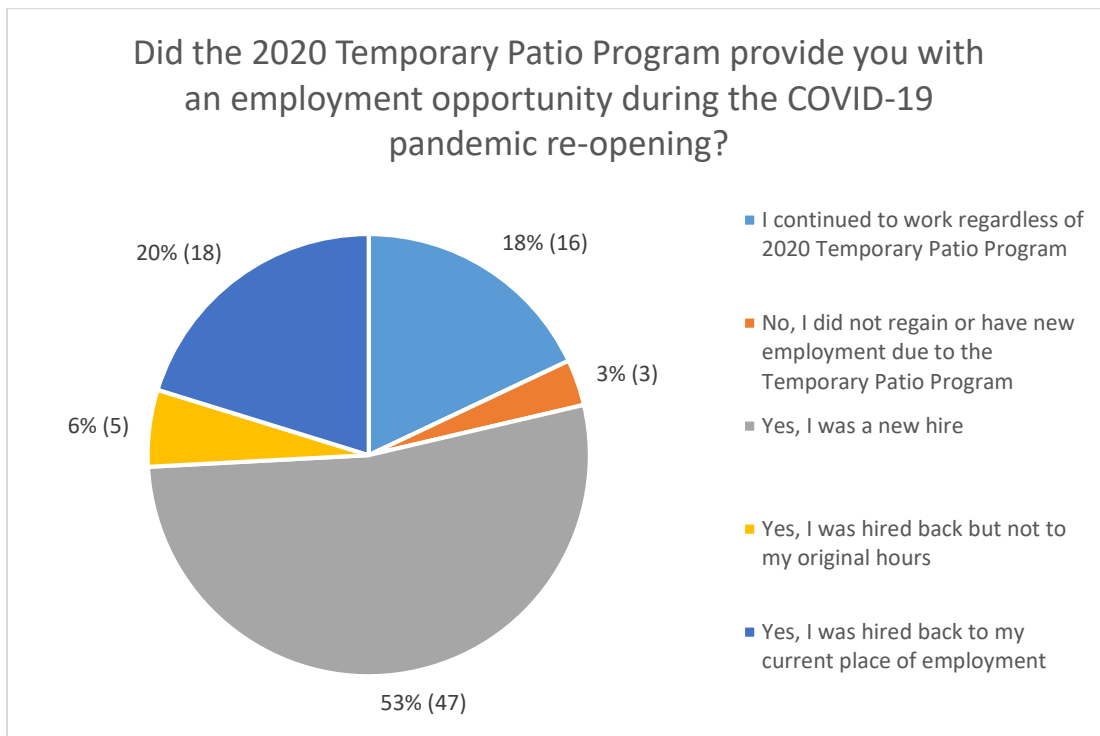
Total respondents: 89 respondents

Online survey respondents: 47

Telephone survey respondents: 42

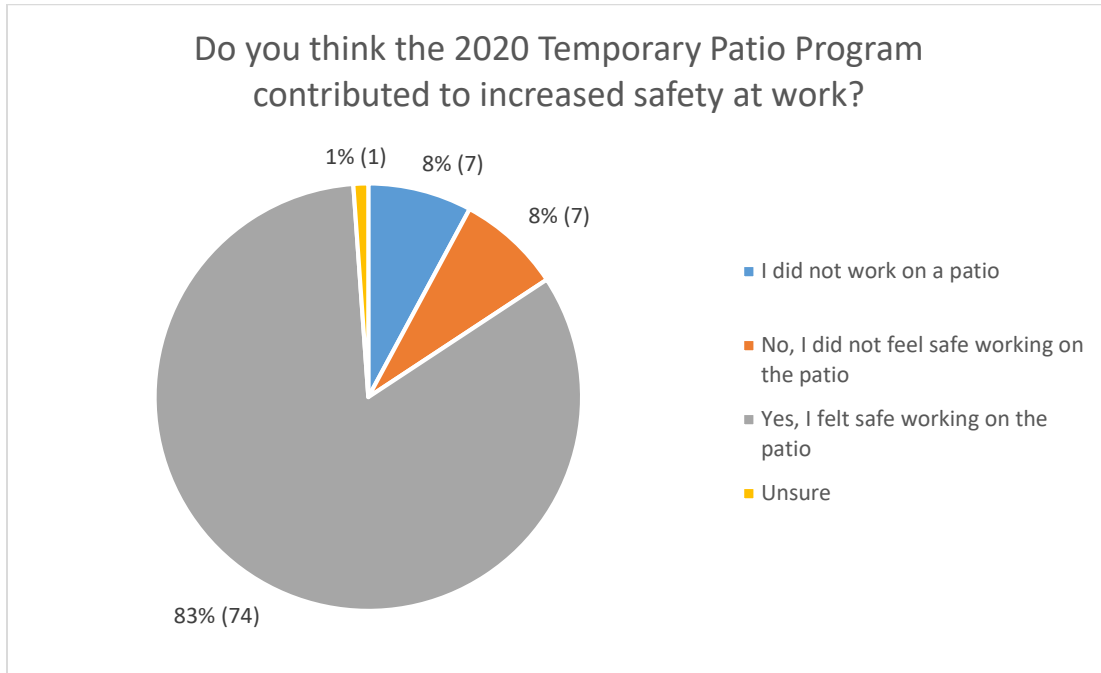
### Did the 2020 Temporary Patio Program provide you with an employment opportunity during the COVID-19 pandemic re-opening?

More than half of employees surveyed were a new hire due to the patio program. One in five employees was hired back to their current place of employment due to the patio program and 6% were hired back but not to original hours. Three employees did not regain employment or have new employment because of the program and 18% continued to work regardless of the patio program.



## Do you think the 2020 Temporary Patio Program contributed to increased safety at work?

Four out of five employees that were surveyed felt the 2020 Temporary Patio Program contributed to increased safety at work. Seven employees didn't feel safe working on a patio, 7 didn't work on a patio, and one employee was unsure.



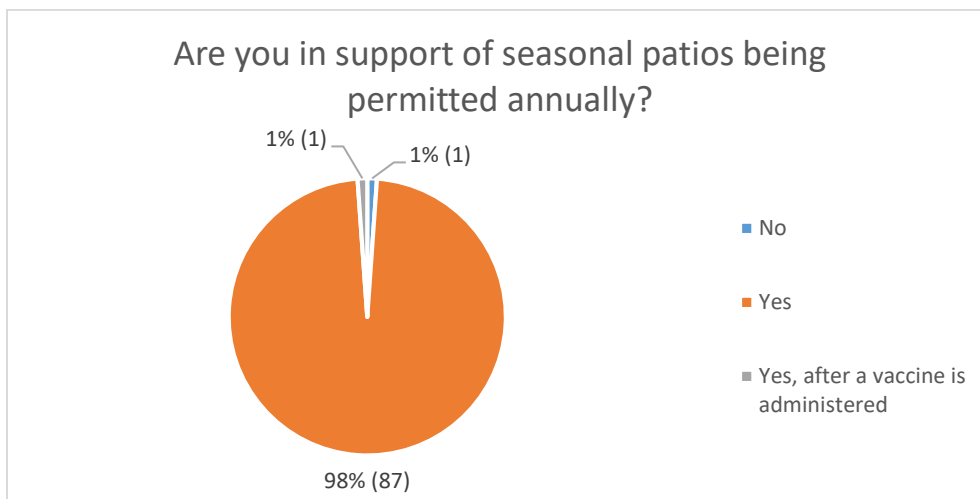
**Did your employer make it clear what your responsibilities were related to pandemic public health measures for restaurants and bars?**

Ninety percent of employees felt that their employer made their public health responsibilities clear. Seven employees felt their employer didn't make their responsibilities clear and two employees were unsure.



**Are you in support of seasonal patios being permitted annually?**

Employees are almost unanimously in support of seasonal patios being permitted annually. One employee is not in support.



## Why are you in support of an annual seasonal program?

Key themes in support:

- 1) Seasonal patio program helps and supports local businesses (20)
- 2) Seasonal patio program supports employment (13)
- 3) Seasonal patio program makes downtown a destination (9)
- 4) Seasonal patio program addressed concerns with dining inside (8)
- 5) Seasonal patio program brings people downtown (6)
- 6) Seasonal patio program provided normalcy (1)

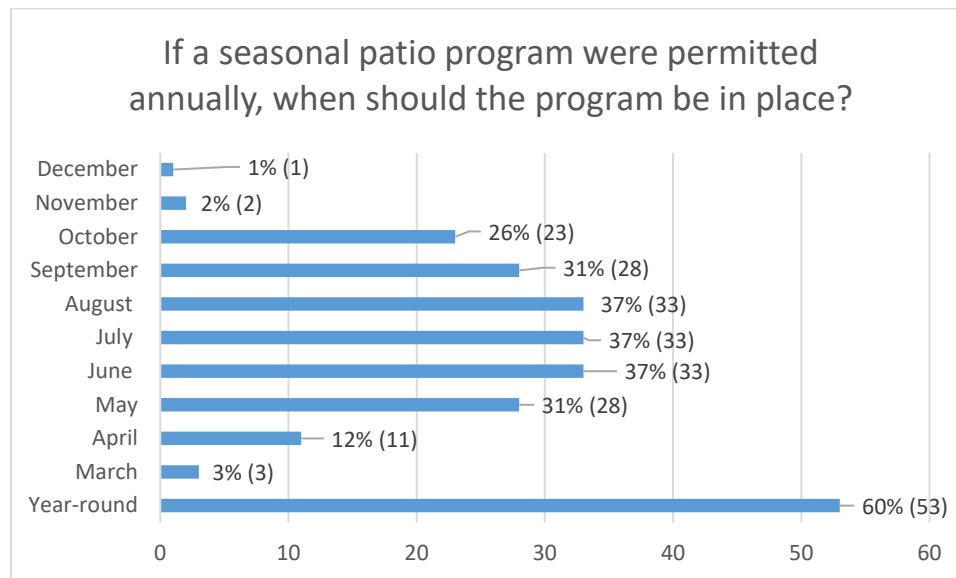
## Why are you not in support of an annual seasonal patio program?

Key themes not in support:

- 1) The seasonal patio program with road closures only helps certain businesses (1)

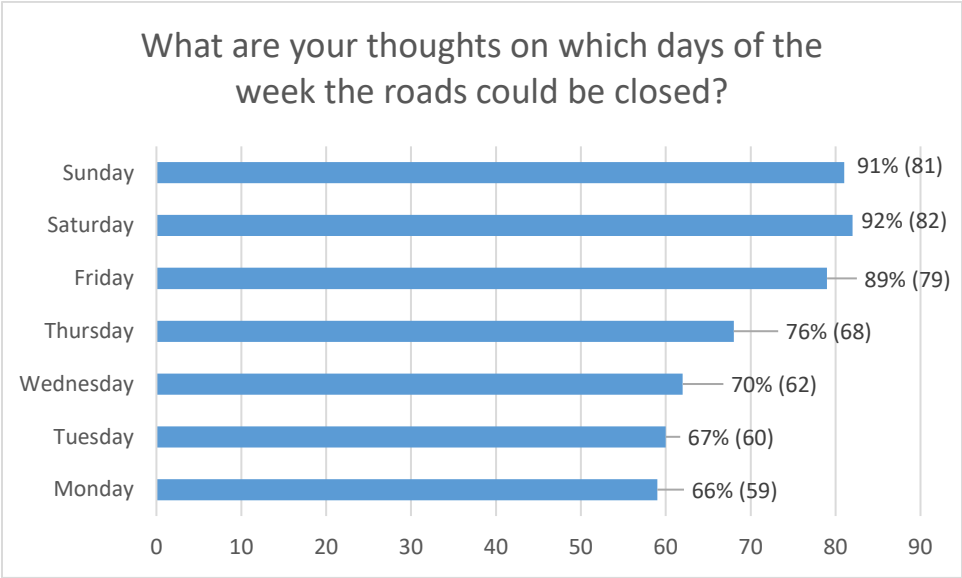
## If a seasonal patio program were permitted annually, when should the program be in place?

Three in five patio employees support the program being year-round. Of the employees that selected specific months, May to October garnered the most support (<26% support for each month).



**The 2020 temporary patio program road closures were in place 7 days a week. If road closures were permitted to allow for on-street patios in the future, what are your thoughts on which days of the week the roads could be closed?**

Employees strongly favour road closures between Friday and Sunday. There is also some support for Monday to Thursday (66% to 76% support).

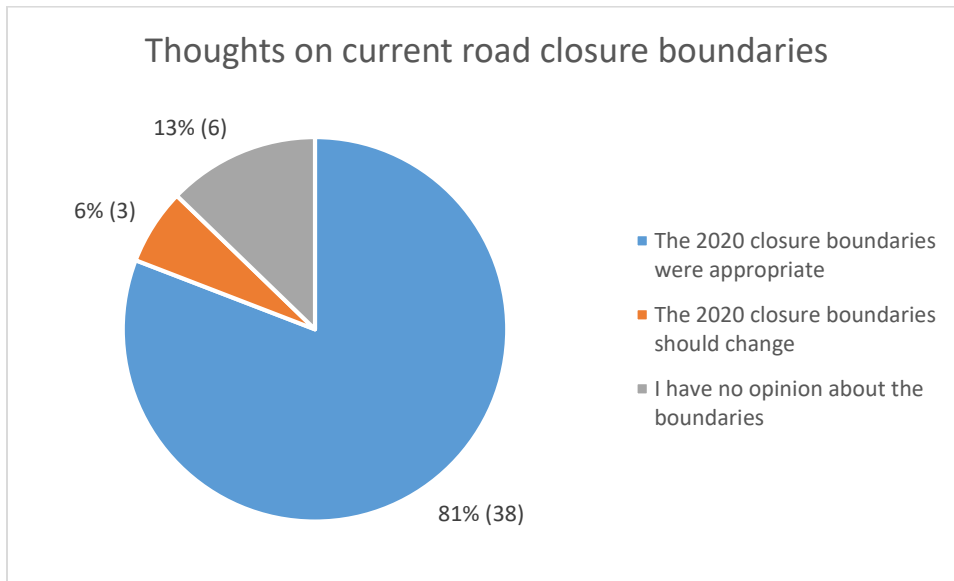


**If road closures were permitted to allow for on-street patios, what are your thoughts on the road closure boundaries in the downtown?**

Just over 94% employees that participated are happy with the 2020 road closure boundaries.

Six percent of patio employees surveyed believe the road closure boundaries should change. Of those, all suggested an expansion to the current boundaries.

**Note: this question was not asked to telephone survey respondents.**



**In your opinion, where should the boundaries be?**

Of the patio employees that provided feedback on where new boundaries should be, three suggested expansions to the boundaries (boundary expansions listed below).

Boundary change suggestions:

- 1) Expand closure to all of Wyndham Street
- 2) Quebec Street to Woolwich Street
- 3) Allow patios anywhere that they are requested by businesses

**If seasonal patios were permitted annually, what do you think worked well that we should continue to do?**

What to continue doing for annual program:

- 1) Keep roads closed (9)
- 2) Public health measures (4)
- 3) Extended patio sizes (4)
- 4) Continue the program (3)
- 5) Barrier usage (3)
- 6) Keep a pedestrian only walkway (2)
- 7) Communications (1)
- 8) End earlier in the night (1)
- 9) Heater usage in colder months (1)
- 10) Everything worked well (1)
- 11) Support provided to businesses (1)

**What improvements should be made if seasonal patios were permitted annually?**

Improvements to the annual program

- 1) More security/police presence (4)
- 2) More programming of the space (3)
- 3) Keep running things as they ran in 2020 (3)
- 4) Uniformity in décor and theme of space (2)
- 5) Designated smoking areas (2)
- 6) Improved accessibility (1)
- 7) More signage (1)
- 8) More sidewalk space (1)
- 9) Stricter public safety guidelines (1)
- 10) No road closure (1)
- 11) Permanent patio setup (1)
- 12) Marked/designated lanes for walkways (1)
- 13) More inclusiveness on businesses that can get involved (1)
- 14) More structured barriers (1)
- 15) More garbage bins and increased cleaning of streets (1)
- 16) Weekend only road closures (1)
- 17) Traffic redirection (1)



## Residents (did not attend a patio)

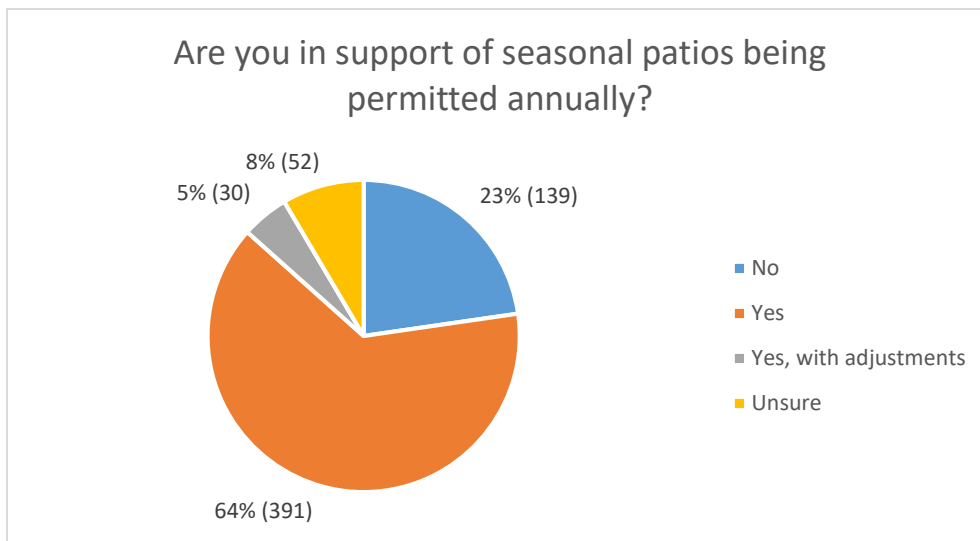
Total respondents: 612 respondents

Online survey respondents: 284

Telephone survey respondents: 328

### Are you in support of seasonal patios being permitted annually?

Seven out of ten residents that didn't attend a patio are in support of seasonal patios either as it was run in 2020 or with adjustments. Nearly one in four residents that didn't attend a patio are opposed to seasonal patios. 52 responders were unsure.



## Why are you in support of an annual seasonal program?

Key themes of support:

- 1) Brings people downtown (71)
- 2) Helps/supports business (55)
- 3) Enjoy dining at patios (12)
- 4) Addresses concerns with dining inside (9)

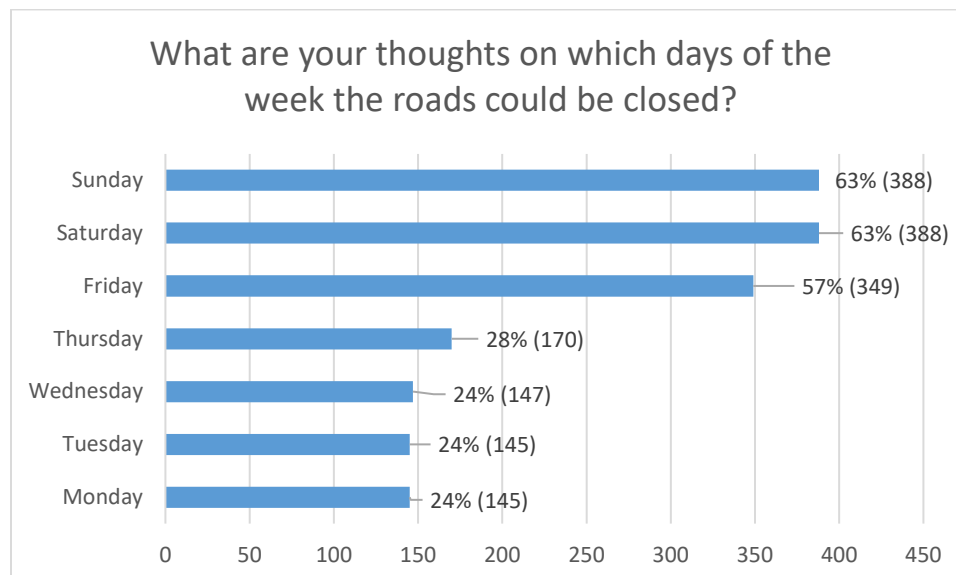
## Why are you not in support of an annual seasonal patio program?

Key themes not in support:

- 1) Blocks traffic flow (35)
- 2) Only helps certain businesses (23)
- 3) COVID concerns (20)
- 4) Transit concerns (14)
- 5) Not in favour of road closures (12)
- 6) Accessibility concerns (11)
- 7) Disruptive (8)
- 8) Bad idea (3)
- 9) Noise (3)

## The 2020 temporary patio program road closures were in place 7 days a week. If road closures were permitted to allow for on-street patios in the future, what are your thoughts on which days of the week the roads could be closed?

Residents who didn't attend a patio prefer for the roads to be closed between Friday and Sunday. Nearly one in four residents who didn't attend a patio are in support of road closures between Monday and Thursday.

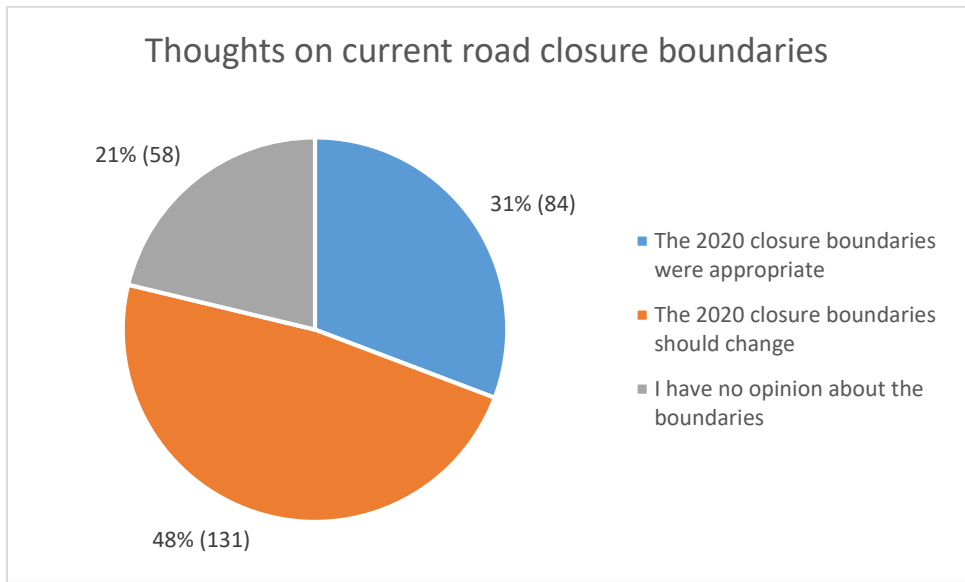


**If road closures were permitted to allow for on-street patios, what are your thoughts on the road closure boundaries in the downtown?**

Just over half of residents surveyed that did not attend a patio felt the 2020 road closure boundaries were appropriate or have no opinion the boundaries.

Nearly half felt that the road closure boundaries should change. Of those, 86% suggested restricted boundaries (or no closures) and 14% suggested that the current boundaries should be expanded.

**Note: this question was not asked to telephone survey respondents.**



**In your opinion, where should the boundaries be?**

Of those businesses that felt boundaries should be extended, had the following boundary change suggestions:

- 1) All of Downtown (10)
- 2) All of Wyndham Street (9)
- 3) Carden Street (8)
- 4) All of Macdonnel (5)
- 5) Quebec Street (4)
- 6) Cork Street (3)
- 7) Woolwich Street (2)

## Additional telephone survey results

This section includes telephone survey responses that were not categorized by respondent type. Responses below are from businesses, employees, patio patrons, and Guelph residents.

### **Can you tell me why you support or oppose permitting patios annually?**

Support:

- 1) Socialize / gives people somewhere to go / to get out (87)
- 2) Supports / gives businesses revenue (83)
- 3) Safer option for gatherings (71)
- 4) A break from cooking / eating (takeout) at home (65)
- 5) Provides jobs / employment (4)
- 6) Something to look forward to / for enjoyment (25)
- 7) Prevents bankruptcy / allowed businesses to stay open (11)
- 8) (Our) sector hard hit / needs a break / support (10)
- 9) Mental health break (7)
- 10) Weather permitting (3)
- 11) Good to be outdoors (2)
- 12) Until there is a vaccine / a cure (1)

Opposed:

- 1) Some / people will break rules (6)
- 2) Need to know more about impact (social, economic) (4)
- 3) Not safe / Covid will spread (3)
- 4) Parking / traffic flow issues (3)
- 5) There are other ways to be outdoors (1)

### **What did you most like about the 2020 Temporary Patio Program?**

- 1) Being able to socialize / gave people somewhere to go / to get out (76)
- 2) Provided businesses with revenue / stay in business (74)
- 3) Provides jobs / employment (57)
- 4) No experience / did not participate, attend (48)
- 5) It was a safe space / place to be (40)
- 6) An option for eating out (35)
- 7) Nothing (35)
- 8) Allowed for a sense of community (30)
- 9) Allowed businesses to stay open (21)
- 10) Good for the Downtown (19)
- 11) Mental health break (14)
- 12) Was good to be outdoors (10)
- 13) Was something to look forward to / for enjoyment (3)

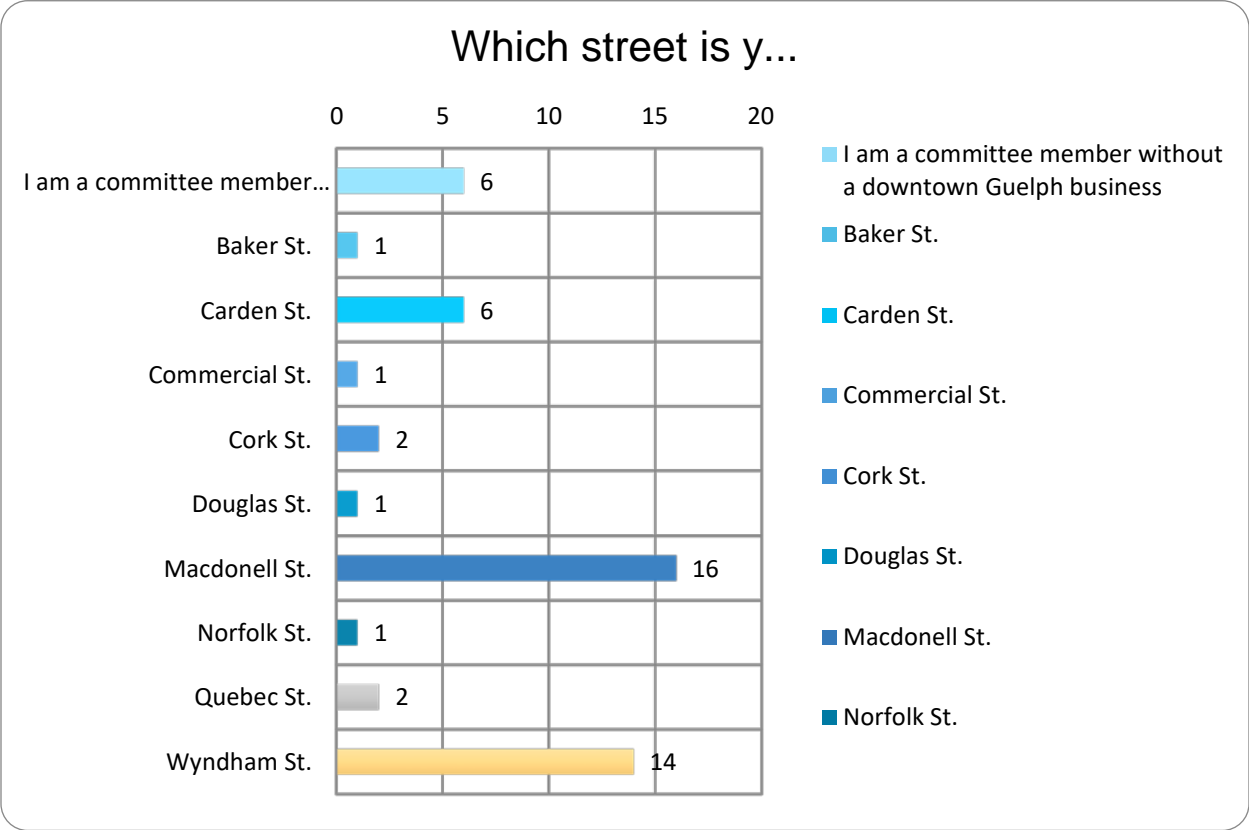
### **What improvements should be made if seasonal patios were permitted annually?**

- 1) None / no changes needed (100)
- 2) Extend it during Covid (so businesses can survive) (69)
- 3) Ensure (distancing) rules are followed (47)
- 4) Extend it during Covid (for workers) (35)
- 5) Ensure contact information of patrons recorded (22)
- 6) Have it seasonal / weather permitting only (16)
- 7) Larger seating / patio areas (14)
- 8) Keep at least one lane for traffic (13)
- 9) Do not block roads / streets (12)
- 10) Extend (only) until a vaccine (8)
- 11) Allow all restaurants to participate (6)

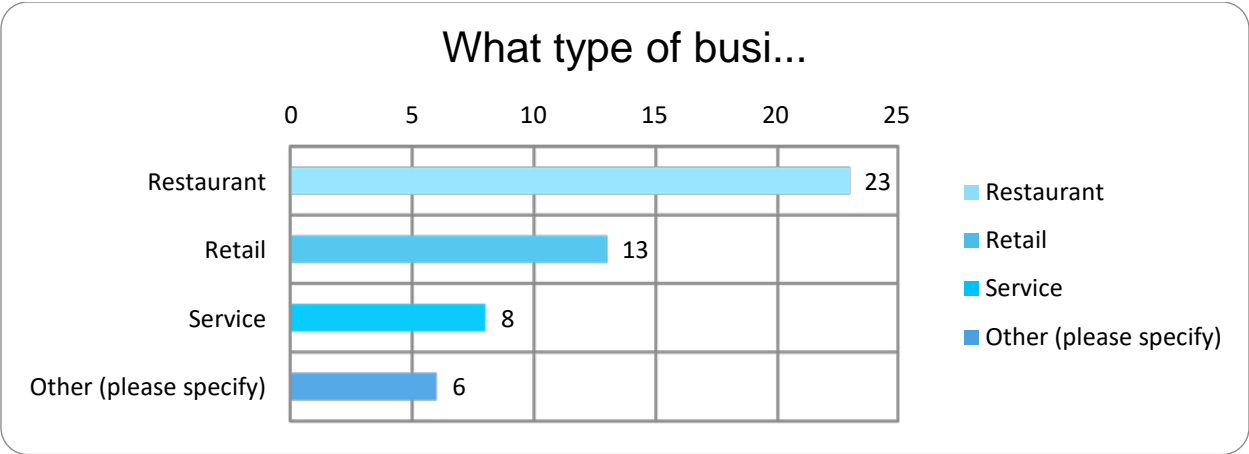
# Downtown business survey

Total downtown business respondents: 50

## Which street is your business located on?

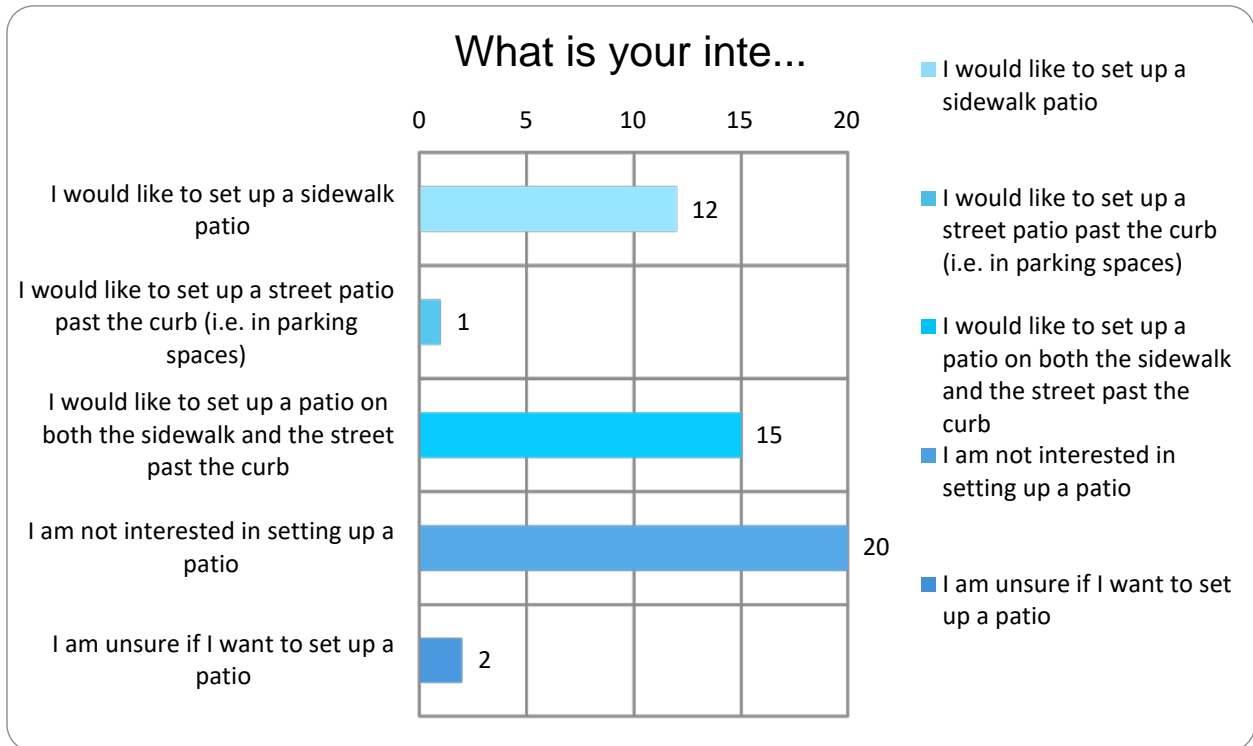


## What type of business are you representing?



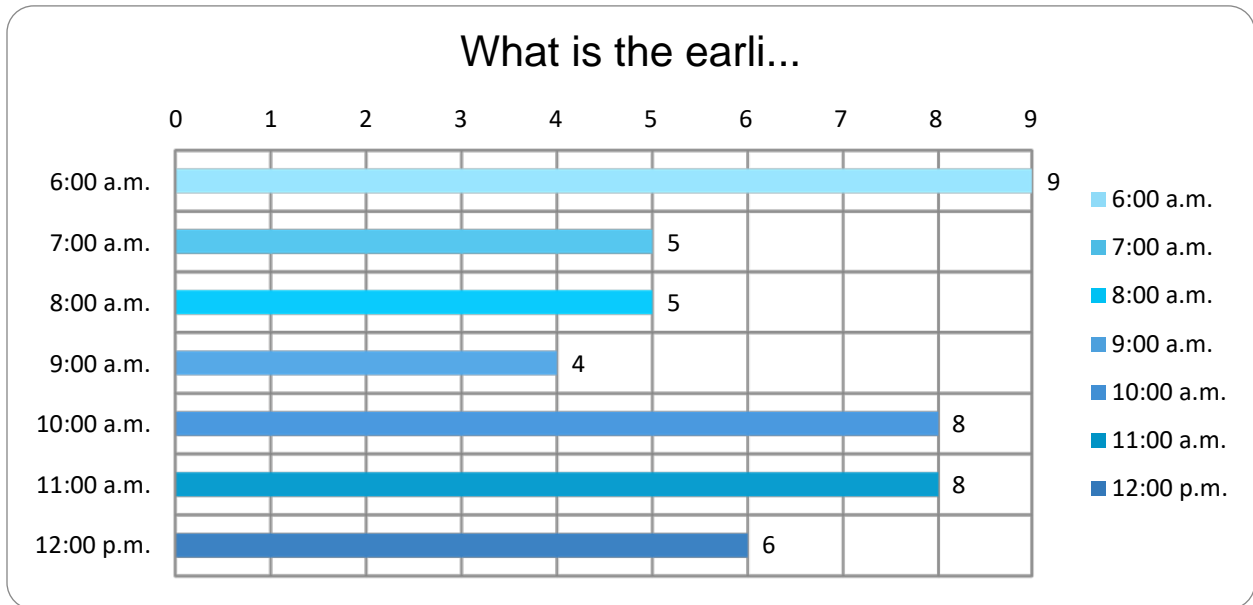
## What is your interest in setting up a patio for the 2021 season?

Over half of the downtown businesses surveyed have an interest in setting up a patio for 2021. Of those 28 businesses, 12 would like to set up a sidewalk patio, one would like to set up a street patio, and 15 would like to set up a patio on both the sidewalk and street. 20 businesses are not interested in setting up a patio in 2021 and two businesses are unsure of their patio plans for 2021.



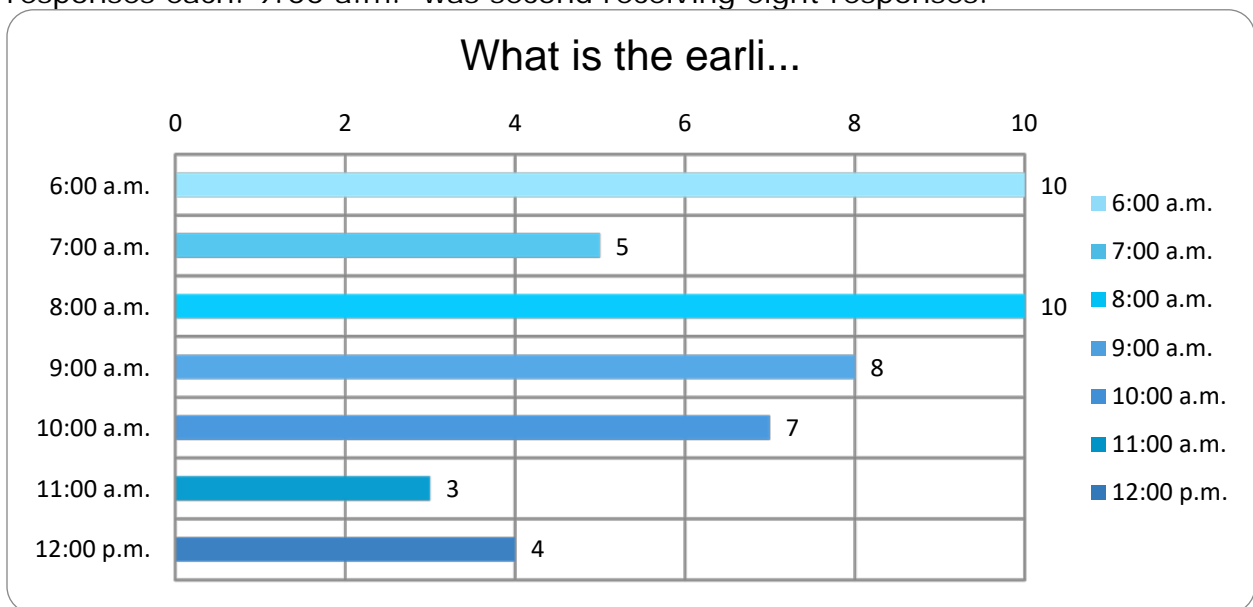
**What is the earliest time patios should be permitted to open on weekdays (Monday-Friday)?**

Responses for this question were varied. 6:00 a.m. received the most support from downtown Guelph businesses for the earliest opening time of patios during the week (nine responses). A close second place was 10:00 a.m. and 11:00 a.m. both receiving eight responses.



**What is the earliest time patios should be permitted to open on weekends (Saturday, Sunday and holidays)?**

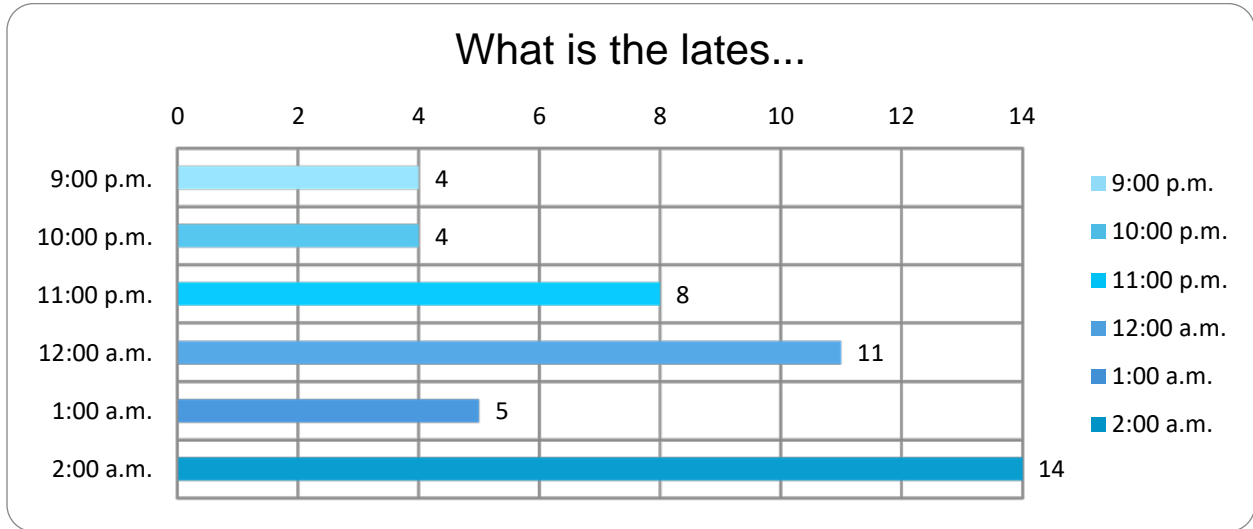
Responses were varied for this question. Both 6:00 a.m. and 8:00 a.m. received the most support for the earliest time patios should be open on weekends with ten responses each. 9:00 a.m. was second receiving eight responses.





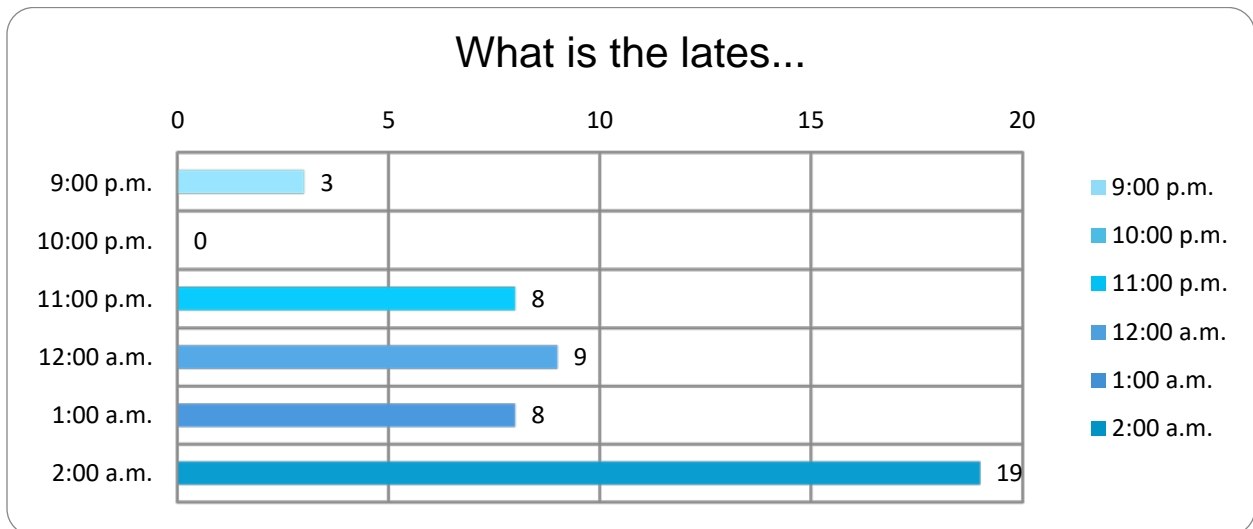
**What is the latest time patios should be permitted to remain open on week nights (Sunday-Thursday)?**

2:00 a.m. was voted on most as the latest time patios should remain open on week nights receiving 14 responses. 12:00 a.m. was second with 11 responses.



**What is the latest time patios should be permitted to remain open on weekends (Friday, Saturday and on the Sundays of three day weekends)?**

2:00 a.m. was the favourite latest time patios should remain open on weekends receiving 19 responses. 12:00 a.m. was second receiving less than half the responses of 2:00 a.m. and 11:00 a.m. and 1:00 a.m. were tied for third.



## On street patio feedback (open roads)

Some of this feedback has been altered or redacted to remove unrelated comments and distinct identifiers so businesses feel comfortable participating in future engagements.

### **Macdonell Street**

Comments in support:

- 1) Please allow the same setup as last year for me. Thank you!
- 2) Please consider keeping the dining district open again this year. This will be essential for us to keep staff employed and continue operating in a city we love. So much positive feedback.
- 3) I feel that the road should be closed here to allow for the pedestrian only zone. Let's make Downtown Guelph a destination once again.
- 4) Last year was an excellent set up. The extra room for patio tables was a big attraction and brought lots of new families downtown. It also kept the streets cleaner, as each restaurant/store took great pride in maintaining their store front and extended patio area. Having more tables allowed us to hire more staff. Also the outdoor dining district brought the downtown community closer together.
- 5) Looks great.
- 6) Looks great! This is exactly what we are hoping the layout will be for the upcoming patio season. Everyone has a patio space in the parking areas but the road stays open (can be down to 1 lane each direction). We think putting the resources into all areas of downtown and not just the main intersection will still bring a lot of people downtown and help all businesses.

Areas of concern:

- 1) This intersection is the direct access route for all east end traffic to our business. Evenings only would work for us, we close at 6pm or leave MacDonnell open but close Wyndham. Especially if there is continuing construction on other routes like last summer.
- 2) Same patio set up as last year. Pedestrian zone with no traffic was the main attraction.
- 3) This is far too broad of on street patio border area.

### **Carden Street**

Comments in support:

- 1) All of Carden. This street was intended to be used as a pedestrian street, so use it.
- 2) Looks great.
- 3) Every type of business should have the opportunity to "claim the frontage"(be it sidewalk or parking spaces) in front of their location. They should have first right of refusal to use it for an „intended purpose“. There should be a viable case made (in writing) by each business for what proposed activity the business would like to explore on said frontage. There should be Criteria List that must be met as a guideline for business to apply. Only once a proprietor has said "no thanks", or has not met the criteria to using their frontage in a viable manner... then it shall go on offer to a neighbouring business. There needs to be a transparent process where each DT

business member stands on the same footing, regardless of their business model. Any businesses that propose to operate a patio past 10:30pm should be subject to the same noise by-laws that exist in residential areas. Noise should be kept to within reason... as the downtown core is obvi a mixed use of residential and commercial.... restricting patio capacity limits to a reasonable number of patrons will aid in keeping the noise to a reasonable decibel. Just because “you can“ fit 200 people on a patio, does not mean it is the correct model to follow when taking into consideration all aspects of community harmony. Please note; by selecting 12am as a patio closure time... I am suggesting a “last call for alcohol” of a HARD 10:50pm.... last drink goes on table by 11pm. Then there is 45 minutes of consumption time... until ALL drinks must be removed from tables (11:45pm) ... 15 minutes for patrons to exit = Midnight = patio empty = closed

### **Wyndham Street**

Comments in support:

- 1) Looks great. (3)
- 2) We support the same on street patio borders that were in place last summer. (2)
- 3) Although we are not service that needs a patio, we love seeing other business prosper especially in a financially tough year therefore having patios open for the 2021 season is a GREAT idea! Both for customers and the businesses themselves.

Areas of concern:

- 1) All of Wyndham Street should always be open to traffic at least one lane each way. It is an integral part of public transit as well as access to all parades and emergency services.
- 2) This should be a pedestrian only zone. Downtown never saw so many people aka foot traffic. Open roads never received this much traffic.
- 3) This intersection should be closed to all vehicular traffic.
- 4) This whole intersection should be closed with a 10km service lane in the center. There is no way to make an intersection like this safe for street dinning. Insurance for patios at the intersection would become much higher if the street is open, possibly making it unfeasible.

### **Baker Street**

Comments in support:

- 1) Looks great.

### **Quebec Street**

Comments in support:

- 1) Looks great. (2)

### **Cork Street**

Area of concern:

- 1) Not sure I fully understand why there would be a patio in front of an ugly barbed-wire fenced-off parking lot.

## Road closure feedback

### Macdonell Street

Comments in support of proposed closure:

- 1) Let make downtown a destination again this year. Overwhelming positive feedback.
- 2) Please keep the dining district the same as last year. Such positive feedback. This will allow us to keep many people employed and create a great atmosphere making Downtown Guelph a destination.
- 3) Road closed barrier should be same place as last year to direct the traffic flow into the Macdonell parking lot and back out in a circle. This will prevent 3 point turns in the middle of the road. All food delivery trucks for restaurant supplies loved the barrier set up last year. They had more than enough room to pull right to the barrier and unload. They also had much less traffic concerns when delivering orders from the middle of street. They are not concerned about the road closures.
- 4) In favour of full road closure. Brought countless new faces to Downtown Guelph.
- 5) I think this barrier made sense and the extra space it provided for pickup/drop off was ideal. With a little more signage and clarity for other drivers of the intended use of the spaces, this would be even more efficient. Perhaps adding signage with dedicated spaces for different stores would help ensure their customers could get an even closer spot than in normal times.
- 6) Please keep road closures the same as last year. We have never seen so many families and tourists riding bikes into our downtown core in relative safety and comfort. Have personally met visitors in the district for meals and drinks and they all wished their city was as progressive. Most commented on how European it felt.. Many commented on the enjoyment of not having cars racing through DT and how beautiful it looked.
- 7) There is lots of talk about allowing traffic through this year or to only close the roads on the weekend. For us to build a patio that is attractive with the lighting and appearance of last year it is not possible to expand and contract it weekly. The fence and electrical just cannot be that easily moved. We also have an issue of where we would store all those tables and umbrellas which are large and quite heavy. If the city wants us to put up those ugly gates or just a rope then that might be feasible. However, I see the impact and the attraction of what we all did last year being significantly reduced and the draw not being there you run the risk of losing a lot of ambience. Does opening the road for 3 days really making a difference or are we just trying to placate those whining who don't realize the impact was not road closure but a pandemic. Our second issue is that if the city is not going to indemnify us for liability then we may not participate if the road isn't closed. Our insurer has already brought the issue to our attention. Third point is the barriers I saw last year are just plain ugly and will again hurt the ambience of the patio district. Thank you.
- 8) The patio program helped my business immensely!

- 9) I like the idea of offering non-food based businesses the option to have a patio area. It would feel more like an outdoor market area that would draw more people to shop local than just those who want to eat.
- 10) In front of the road closure you should allow some spots for people to pick up orders for take . I think if we allow enough parking people will come downtown knowing they will be able to pick up instead of driving around looking for a park or parking illegally and getting a fine for an order pickup that takes 2 min. Designate parking area. Love the patio setting . I noticed a lot of families came downtown and was nice to see even older couples
- 11) I have been in many pedestrianized areas in other countries (e.g. Belgium, Denmark, France, Netherlands) where it is nothing strange to have a street patio serving coffee first thing in the morning and drinks until 2 or later. We should be flexible and creative to support businesses expanding into the pedestrianized street, not wrapping them up in red tape and making it hard to do their business.

#### Areas of concern:

- 1) Please do not close this intersection to vehicle traffic. Allow on street patios, but do not close it to traffic. It negatively impacts all traffic through downtown, last summer people drove around downtown to avoid it, which is terrible for downtown businesses.
- 2) Please do not close this intersection for normal traffic. It affected our business last year 2020. Please don't close it for 5 bars in that area. And think about small business also. The business using the public road should be charged rent. Because I have to pay for keeping my sign on the sidewalk using 2 square feet space. What about business using thousands of square feet for free. Why. Please call me and explain.
- 3) Need to have access for deliveries and traffic.
- 4) Just listen to Marty Williams (DGBA) recommendations from the special council meeting that took place Sept.21st. What a novel idea that would be??
- 5) The road closure last year has been a disaster to the business. It discouraged potential customers visiting and shopping downtown. It also caused delays in mail and package delivery. Please keep the Macdonell Street open for traffic flow.
- 6) The dining district was an amazing experience last year. Keep it the same. Pedestrian free and barricades where they were last year!
- 7) This orange line should be extended to the parking lot so that royal city and breezy corners can participate again.
- 8) This barrier should be adjacent to the parking lot (as it was last year) to allow the business in this area to retain their patios.
- 9) Having the traffic block (orange barrier) in this location will not be a safe idea for the traffic flow. People continually drive their cars up to the road closed sign and then will proceed to try to do a 3-point turn in the middle of the street. We are located at 44 Macdonell and the set up last year at this barrier was excellent. As cars approached the road closed sign, they would turn in to the Macdonell parking lot and do the full circle back out. It was a nice and easy flow of traffic. I also recommend taking a few parking spaces located on the road by the parking lot and label them 15 min parking (not the No Stopping, we seen last year) This will help with food takeout drivers and also customers looking to pick up curbside purchases at the local retailers. Actually, each

barricaded area should have 2-3 spots 15 min parking for this reason. I think the city should also post a sign at the Macdonell lot, clearly marking more parking at the new parking structure as this will direct the overflow of traffic to that spot.

- 10) A seven day a week patio with street closure is not required and overkill. Saturday to Sunday is more appropriate.
- 11) The most important concerns for these patios are the loudness of music. They should not be louder than others where it distracts others and is interfering with other neighbours. More signage needed, where patrons can stand and smoke. Smoking should not be allowed anywhere there are patios, i.e. beside them, in front of other businesses. It was discussing to see the employees, bar owners were smoking right in front of their businesses. These patios were never overlooked by bylaw, patio ambassadors or sometimes even the police. Often patios had patrons standing and drinking wherever they wanted, staff not controlling. There has to be more accountability from the owners, staff etc. It seems it's all about making as much money as possible without any strong rules. The patios on other streets were calm, not noisy and comfortable to sit with friends. Wyndham was a loud and out of control on weekend nights. Also chaotic with delivery drivers on Wyndham with parking and creating turmoil with pedestrians and traffic. The city officials have to take control with organization and communication. Be more organized. This can run smoother. Good luck. Thank you. Also we need to keep the streets open, patios can still do lots of business. Absolutely to many seats outside of rest-bars that had less accommodation inside.
- 12) I found that having the patio really hindered business, most of my customers come from out of town and when they arrive at the boutique they are frustrated and angry with how difficult it was to come to their appointment. I also struggle because I have to give clients directions on the phone while they are lost in Guelph. This often interrupts a consultation I have providing at that time as I have to stay on the phone with my next customer while they drive (taking 15 minutes of from my current consultation). This is despite giving the directions to clients when their appointment was scheduled. This is time consuming and means I can't schedule as many clients in a day. I've also had clients just give up and call me to say they are no longer coming because they are fed up with trying to get to me. I support the patio's but not having the road closures.
- 13) I strongly think patios should NOT be permitted on the street/sidewalk and the streets be closed. If it's voted that the dining district is to happen again, please don't close Mon-Sun. Have some consideration for other business it is negatively affecting. Compromise and have it close Thurs. to Sun. afternoon. Keep it fair and compromise.
- 14) How about limiting the road closure at Wyndham and Macdonell to weekends and keeping the streets open for small business' the rest of the week. All you have to do is roll the tape from Sept. 21st special council meeting and listen to Executive Director of the DGBA Marty Williams recommendations. Considering he and his staff have the pulse of what's going on down here, that is all you need to do. Small business' got torched in the summer of 2020 by the lobbying of 4 bars.
- 15) I do not support patios being reinstated for the summer of 2021 or any other summers in the future. It is too much of a burden on all other businesses with the road closures, parking spots being taken away and the congestion of traffic with all the delivery trucks just parking anywhere

they can find a spot. I also believe it is a huge risk for emergency services to access the downtown core for health and fire safety of our citizens.

- 16) Blocking off the main arteries to downtown Guelph is unacceptable. At points during the past 10 months, Macdonald street, both ends of Wyndham street, and Gordon were blocked off. This is totally unacceptable especially considering all of the other challenges we have had this year. I would love to see expanded patios in downtown Guelph but it should not come at the expense of other businesses foot and car traffic unless it was for a short time period. I would be happy to chat with you further about some ideas I have to make downtown Guelph more vibrant.
- 17) We would like to ensure we have access to the West and East parkade and to our buildings. If road closures do occur (i.e. intersection of Macdonell/Wyndham) it would be great to get an advance notice on the timing of the closure, so that we can advise our vendors & staff, who need to come through the downtown area.
- 18) Hi There! I live and work in the downtown business area & my family and business are strong supporters of local downtown businesses. I disagree with the how the business patio program was set up in 2020. Why? What the City and Downtown business area publicized originally lead me to believe that there was going to be outdoor patios that encourage families and the general public to come to downtown, shop and hang out. The patios were not more than a partying area targeted to individuals who just wanted to drink. It didn't really encourage people who wanted to shop downtown or just hang out and have a snack/meal because it was so focused on large areas of just drinking. It kind-of-reminded me of something we'd normally see during Oktoberfest versus patios that are more like something you'd see in Europe. My family enjoys hanging out downtown and having a couple of "pints". The patio area didn't encourage just the regular public and families to come out and enjoy the down town. Thanks for getting input.
- 19) Patios WITHOUT street closures PLEASE. Street closures impact on our business. Especially the McDonnell Street and Wyndham. street intersection. Yes to patios on the sidewalks and parking spaces but Please NO street closures.
- 20) I would only like to share once again that the dining district killed us last year, we laid off a lot of staff and still haven't recovered. I hope that this year the decision makers will be fair in accommodating all of us and not just the 4 bars that prosper from this.

## **Wyndham Street**

Comments in support of proposed closure:

- 1) Keep the district the same as last year. Traffic free - good barricade placement.
- 2) In support of a pedestrian only district. This barricade last year was perfect for deliveries.
- 3) Having been a business owner in Downtown Guelph for almost two decades, it is my opinion that The Seasonal Street Patio Program has been one of the most rewarding and revitalizing initiatives we have ever undertaken. The sheer amount of increased foot traffic alone is a boon for all businesses. No one is window shopping in their car... One of the most frequent comments I received last year is how pleasant and inviting our citizens found a "European-style" pedestrian only promenade. Guelph has a vibrant downtown (the envy of many other communities I'm sure). That said, it does not flourish on its own. It must be cared for, fostered, and encouraged. Guelph has always been renowned for being progressive and we have many incredible neighbourhoods, programs, and businesses to show for it. We must continue to innovate and

improve to live up to these ideals. I believe The Seasonal Street Patio Program is a important piece in that picture. I am strongly opposed to vehicular traffic of any kind. Not only does it pose a safety issue to the patrons of downtown businesses, it also creates a multitude of problems including: -cost to the City: barricades, signage, setup/takedown (potentially twice a week) - insurance complications for all stakeholders -a complete destruction of the pedestrian atmosphere we are trying to cultivate, which according to the public, is the main draw. I believe all of the concerns by those opposing closing the streets to traffic can be addressed by providing: -designated pick-up/drop-off zones for deliveries, ride-share, taxis, and food pick-up/deliveries -encouraging (through signage or incentive) the use of new parking facilities (ie. Wilson St.) -providing directional signage for access to businesses within the closed off areas - ensuring adequate re-zoned parking for accessibility needs around perimeter of zone. I would like to see all business segments participate in a street program. For example, retail stores setting up sidewalk/road displays/outdoor markets. This initiative should be expanded even further to be inclusive to all businesses, not just foodservice establishments. This is an incredible opportunity for Downtown Guelph both economically and to become a true destination for citizens and tourists alike. I believe now is the time for bold action to ensure a vibrant and healthy pedestrian-oriented retail community for decades to come.

- 4) This area worked well last year for pick-up/deliveries. It could be improved with proper signage and dedicated spots for deliveries/taxis/car-share/etc.
- 5) I think this barrier made sense and the extra space it provided for pickup/drop off was ideal. With a little more signage and clarity for other drivers of the intended use of the spaces before cork street, this would be even more efficient. I personally used this space to load daily beer deliveries, and it worked just fine.
- 6) I think this barrier made sense and the extra space it provided for pickup/drop off was ideal. With a little more signage and clarity for other drivers of the intended use of the spaces, this would be even more efficient. Perhaps adding signage with dedicated spaces for different stores would help ensure their customers could get an even closer spot than in normal times.
- 7) I think this barrier made sense and the extra space it provided for pickup/drop off was ideal. With a little more signage and clarity for other drivers of the intended use of the spaces, this would be even more efficient. Perhaps adding signage with dedicated spaces for different stores would help ensure their customers could get an even closer spot than in normal times.
- 8) Better signage for clarity of pickup and delivery. Also more electronic signage indicating spaces available (incl pricing or free) in parking garages .An App would be really great for all available parking locations etc. Wayfinding to other patios outside the street closure district.
- 9) This border was done well. Better signage indicating delivery and pickup areas for drivers would be helpful. Having pedestrians cross from the NW corner to the other side, rather than from the TD bank side would make it safer for pedestrians as delivery drivers navigate out of the delivery parking area.
- 10) With more time, the barricades on all sides could be made more attractive to downtown visitors, rather than put up hastily (Last year was obviously a special case). In my 16 years operating down here, there has NEVER been as many families downtown as we witnessed this summer. It was a tremendous draw for the downtown and I would encourage all retail stores downtown to participate with sidewalk sales and events of that nature. Feedback from every patron was overwhelmingly positive.



Areas of concern:

- 1) I too would like to see this intersection remain open for traffic flow to the downtown. I think the patios are a great draw, but people still need to get to their service appointments on time.
- 2) Keep the roads open, no road closures! Allowing all businesses to have appealing patios and really bring ALL of downtown looking the same during the patio season. This allows all downtown businesses to patriciate equally and not just be the after thought. It allows for people to still get to where they need to go, access for emergency vehicles, all while still having all businesses extend their seating outside.

## **Carden Street**

Comments in support of proposed closure:

- 1) Would love to see parallel parking on Carden instead of angled. Would allow for more patio space and better safety for pedestrians and cyclists. New parkade is steps away so no need for angled .

## **General comments**

- 1) The Dining District is a fine idea and I agree that it is beneficial for all of downtown Guelph. However, are "mega patios" necessary to achieve this gain? If we tuck in the patios and allow reasonable capacity limits we should still be able to keep the traffic flow alive in the core and have patios that can flourish. An investment in proper signage (digital & wayfinding) that indicates spot availability and directions so people can easily locate the Wilson Street Parkade is long overdue. This investment will be mutually beneficial, as it supports parkade use and creates foot traffic along Wilson, Carden and Market Square.
- 2) The patios downtown in 2020 was in my opinion very successful - especially for the restaurants/bars closest to the MacDonell and Wyndham intersection. Considering it was a first time ever - covid 19 fueled, closing of the street and a very fluid and fast moving operation - the entire venture had to be considered a success. The bars/restaurants/fast serve outside of the street closure - had a very different opinion. Many felt that the street closures negatively affected their business in a bad way. I am in support of the street being left "open" with 2 way traffic - and the street being "closed" for special events a few weeks throughout the summer months Friday, Saturday, and Sunday. I think this scenario although not "perfect" for anyone - presents a "best-case" for all. The streets would be open for traffic during the slower days of the week, and closed say 5pm on a Friday and reopened for 6am Monday morning. When closed - it would be my hope that all of the bars and restaurants on MacDonell and Wyndham could be well informed and work together on events that would be outstanding for the citizens of Guelph - and the street closures could encompass more of the original footprint as well as the quick serve restaurants along MacDonell to work with one another successfully. Special events - could include Canada Day, a fair (amusement rides for children) car show, buskers, comedians, bands, special food events etc...etc. On inclement weather days - a decision could be made - to leave the street open rather than closing the streets to empty patios when that situation occurs. Last

years "dry run" under the most dire of circumstances - quite simply was a success - with better planning - and more communication with stake holders - patios downtown Guelph can only get better!!