

May 8, 2020

Re: CurbTO Program – Accommodating Curbside Pickup and Deliveries for Retail Stores

Dear BIA Coordinators and Boards:

In its first week, the CurbTO program completed 21 installations that support essential businesses and pedestrians with physical distancing requirements and increased access to ten-minute parking to expedite food and medicine pick-ups. Thank you for your continued assistance in identifying locations in your respective Business Improvement Areas that can benefit from this program.

The Ontario government has announced that all retail stores with a street entrance may provide curbside pickup and delivery services effective Monday May 11, 2020. While a number of different strategies (i.e. scheduled pick-up appointments, pre-payment) may be used to mitigate against line-ups, the CurbTO program is poised to expand the Curb Lane Pedestrian Zone initiative to support retail businesses that may need to stage customer queues on the sidewalk in order to assist with maintaining physical distancing requirements for retail patrons and for pedestrians.

Businesses experiencing high volumes of quick curbside pick-ups may also request an investigation to determine if a Temporary Parking Pick-Up Zone can be situated in close proximity to their business to support contactless pick-ups.

Many of Toronto's retail main street areas may have challenges accommodating multiple queuing areas where several retail establishments are in operation. BIA's are uniquely positioned to assist in determining where CurbTO interventions may be useful in your catchment areas. We would like to continue to encourage you to communicate optimal locations for either Curb Lane Pedestrian Zones or Temporary Parking Pick-Up Zones that will support your active businesses with achieving physical distancing requirements.

As additional retail businesses open, there is an additional benefit to examining the location of CurbTO initiatives from a streetscape approach so that each intervention can function efficiently. Please complete the brief online survey at <https://cotsurvey.chkmkt.com/CurbTO-BIA> at your earliest convenience to help us understand how CurbTO can best serve you and your business owners and operators. The survey link also provides an opportunity to request signage reminding customers to stay apart 2 metres while waiting in line for those areas that require additional educational support.

Depending on the volume of requests received, we are aiming for investigations to be completed within a week of receiving your request and where deemed feasible, installations will occur shortly thereafter. Please note that Curb Lane Pedestrian Zones and Temporary Parking Pick-up Zones are temporary installations that can be adjusted or removed should the need arise.

Attached is a Fact Sheet that indicates tips on providing curbside pickup services that you may wish to share with retail establishments operating in your BIA. A copy of the signage options available for both CurbTO initiatives is also attached.

Please continue to communicate with us via curbTO@toronto.ca and we will endeavour to respond to and investigate your requests as soon as possible.

Sincerely,

A handwritten signature in black ink, appearing to read 'Barbara Gray', with a long, sweeping horizontal stroke extending to the right.

Barbara Gray
General Manager
Transportation Services

A handwritten signature in blue ink, appearing to read 'Mike Williams', with a stylized, cursive font.

Mike Williams
General Manager
Economic Development & Culture