

Appendix 2. Round Two Online Consultation Summary

The Quayside Round Two Online Consultation was one of several vehicles Waterfront Toronto involved to share information and seek feedback as part of its Round Two Public Consultation about Sidewalk Labs' Master Innovation and Development Plan (MIDP).

The Online Consultation period was open from February 24, 2020 to April 9, 2020 and consisted of links to Waterfront Toronto's [Round Two Discussion Guide](#), and associated Attachments, and a survey form that included both quantitative and qualitative questions for respondents to complete. The survey was designed to supplement in-person public consultation meeting feedback and help Waterfront Toronto understand public views on the results of Waterfront Toronto's Technical Evaluation of the Draft MIDP; it was not designed or intended to be statistically significant.

The intent of this summary is not to assess the merit or accuracy of the feedback shared, nor does the documentation of this feedback indicate an endorsement of any of these perspectives on the part of Waterfront Toronto.

Waterfront asked six questions in its Round Two Online Consultation:

1. Do you think the innovations raise the bar on meeting the urban challenges? Tell us why or why not.
2. Do you think that Waterfront Toronto has identified sufficient controls to manage risks? What other controls would you like to see considered?
3. Do you think that Waterfront Toronto has appropriately prioritized solutions for public investment? Tell us why or why not.
4. Are there some innovations you would like to see prioritized over others? If you answered yes, which innovations would you like to see prioritized and why?
5. What would you like to see in terms of commitments from Sidewalk Labs to this project?
6. Do you have any other thoughts you would like to share with the Waterfront Toronto team?

379 survey responses were fully or partially completed and submitted during the 45-day consultation period. This report aggregates quantitative feedback and summarizes qualitative feedback alongside the range of rationales respondents shared for their perspectives.

Online consultation statistics

The Quayside Round Two online consultation launched on February 24, 2020 at www.QuaysideTOSurvey.com. Squarespace (the platform on which the online consultation was hosted), collected Internet Protocol (IP) addresses to inform reporting on how many people visited the website, how many people submitted responses, and a general location of website

visitors (at the level of country, region, or city). IP addresses were not connected to the survey responses.

Between February, 24 and April 9, the website logged 2,410 Unique Visitors and 2,505 Visits¹. The following list details the geography of Visits by Internet Protocol (IP):

- 2,270 were from Canada (2,171 from Ontario);
- 118 were from USA;
- 1,887 were from the Greater Toronto and Hamilton Area; and
- 1,647 were from Toronto.

The survey received 379 responses. The greatest number of responses to any question was 223 for question 5 (suggested commitments from Sidewalk Labs to the project). The number of responses for other questions ranged from 114 to 192 responses.

This summary was written by the facilitation team from Swerhun Inc., the firm retained by Waterfront Toronto to support its Quayside public consultation process. Swerhun works exclusively for governments, public agencies, and non-profits working to support public policy. The Swerhun team's role is not to advocate for any particular project outcome, but rather to support the delivery of transparent, constructive, and meaningful consultation processes.

¹ Excerpt of definitions from Squarespace, the platform hosting the survey:

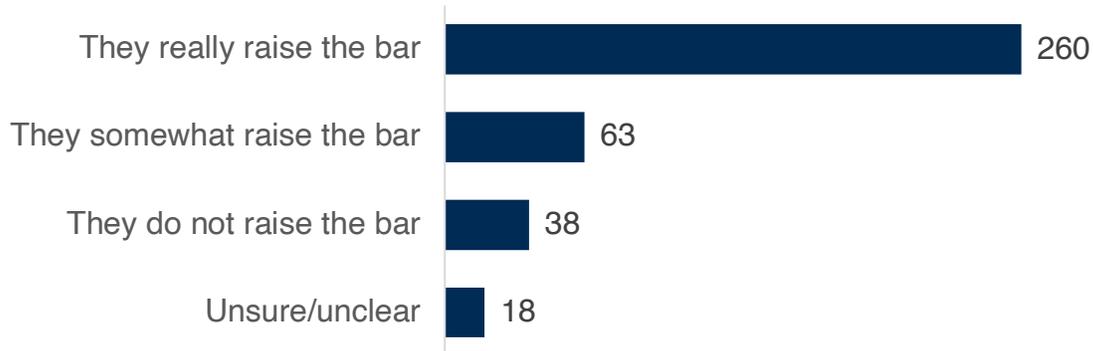
Unique Visitors. Unique Visitors is an estimate of the total number of actual visitors that reach your site in the selected time period. Unique Visitors is a good measure of your loyal audience and readership. Every time a visitor clears their cookies or opens your site from a different browser, Analytics counts their first new visit toward Unique Visitors.

Visits: A visit is a single browsing session and can encompass multiple pageviews. [Squarespace tracks] visits with a browser cookie that expires after 30 minutes. Any hits from a single user within that 30-minute browsing session count as one visit. This means that one person can register multiple visits a day if they close their browser and return to your site at least 30 minutes later. Visits are a good measure of attention on your site because they correlate with a single browsing session and are frequently used in marketing applications.

1. Do you think the innovations raise the bar on meeting the urban challenges? Why or why not?

Question 1: Do you think the innovations raise the bar on meeting the urban challenges?

Total responses: 379



Of the 379 respondents to Question 1, 198 (52%) provided additional rationale for their answers.

Respondents' rationales for answering "they really raise the bar"

- *The proposals are innovative and ahead of other initiatives in confronting everyday urban challenges.* There is potential in the solutions. They are necessary to help find new ways to make cities livable and healthy, influence positive civic behaviour, and improve overall quality of life. The innovations aim to improve mobility, affordable housing, sustainability, and waterfront revitalization. This is an opportunity for Toronto to stay innovative, vibrant, forward-thinking, and world-class. Partnering with Sidewalk Labs could help achieve innovative change on the waterfront.
- *Support for more affordable housing.* Toronto does not have enough affordable housing, so any added affordable units raises the bar. It is not typical for development proposals to think holistically about building a community and affordable, accessible housing.
- *The proposals promote smart density and set a good precedent for development.* The innovations present a new, comprehensive way for developers to give to the community and think about the public realm. The development would set a new standard, raising the bar in Quayside and if scaled up, potentially across Canada.
- *The proposals address issues of climate change and sustainability.* Environmental issues are one of Toronto's greatest challenges and the proposals provide an opportunity to jump forward on sustainable building and living standards. Support for tall timber buildings, storm water management, and revitalizing under-utilized land.
- *Appreciation for the process.* It's helpful to learn about how engagement, data, research, inclusivity, stewardship and design are considered in the project. The innovation themes

were well-researched, and it has been good to have multiple public consultation points throughout the project.

- *Interest in how new technologies will be incorporated into ways of living and solve urban challenges.* Some of the new technologies have potential and are exciting, including: using robots to create efficient building systems; implementing underground garbage collection; using technology to program and animate common areas, and; analyzing how urban environments work and operate. It is important to consider ways to solve multiple issues with one solution (e.g., decreasing traffic while also addressing noise and emissions in the public realm). New urban norms will include technology in everyday life, and this integration of technology is even more apparent due to COVID-19 and the recent shift in daily living. This project is an opportunity to develop policy and habits that allow people to use data responsibly.

Respondents' rationales for answering "they somewhat raise the bar"

- *Some raise the bar, others do not.* A greater proportion of affordable housing needs to be allocated to the project. Many people, particularly marginalized residents, do not benefit as much from the innovations as wealthy individuals.
- *More ambitious results are needed in terms of the environment and sustainability.* Tall timber and green renewable energy are good, but the project would really raise the bar if it proposed a completely off-the-grid community.
- *There should be a commitment to the Queens Quay LRT* for the project to really raise the bar.
- *It's not clear how lifecycle costs, social and environmental considerations, and other assessment metrics have been considered.* The proposals sound good, but there need to be metrics, indicators, and more information (e.g., a Life Cycle Assessment and Costing) to determine whether they really raise the bar, especially since these solutions are publicly funded.
- *The solutions need to be more innovative to be considered as raising the bar.* There should be more cutting-edge, out-side-the-box solutions and more cultural spaces, artistic training and event spaces, Fitwel-certified buildings, and climate-resilient infrastructure. *Note added by Waterfront Toronto: Fitwel is a new building certification to support healthier workplace environments and improve occupant health and productivity.*

Respondents' rationales for answering "they do not raise the bar"

- *Innovations and standards influenced by Sidewalk Labs are not in the public's interest.* We should not trust Sidewalk Labs/Alphabet/Google. Urban innovations should leverage community and public resources, and Canadian companies should fill in any gaps and lead waterfront redevelopment.
- *Too much surveillance.* Urban challenges do not require surveillance technology to be solved. We should not be giving public data to Sidewalk Labs for free.

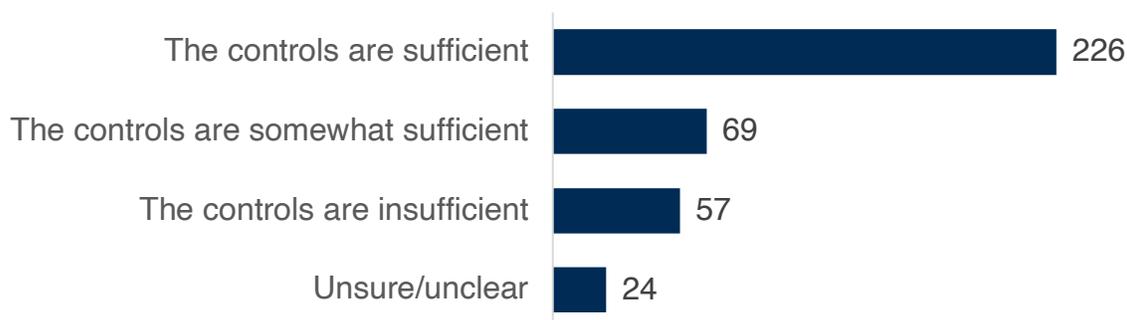
- *Most innovations aren't new or cannot adequately address challenges.* More effort needs to be given to affordable housing and climate change initiatives. Include a vertical farm to localize food, reduce emissions, and build a complete community.

Respondents' reasons for answering "unsure / unclear"

- *Too much information, unclear goals.* It takes too much time to learn about all the innovations and it's unclear how they will have a meaningful impact and be successful. The bar for measuring success in addressing urban challenges is not clear.
- *Other missing information.* To answer the questions, need answers to additional questions, including how the project will be financed and *how it will help achieve climate change adaptability.*

2. Do you think that Waterfront Toronto has identified sufficient controls to manage risks? What other controls would you like to see considered?

Question 2: Do you think that Waterfront Toronto has identified sufficient controls to manage risks? What other controls would you like to see considered? Total responses: 376



Of the 376 respondents to Question 2, 128 (34%) provided additional rationale for their answers.

Respondents' rationales for answering "the controls are sufficient"

- *Waterfront Toronto has been thorough in identifying and implementing controls.* The organization will protect Torontonians' interests and has consulted the public enough. Keep the public informed and move forward.

Respondents' rationales for answering "the controls are somewhat sufficient"

- *There is never a perfect solution,* and it's difficult to envision all risks.

- *As technology continues to change, review the controls on a regular basis.* While the controls may be enough now, Waterfront Toronto should set regular intervals to re-evaluate their effectiveness and legitimacy. Context and technology change.
- *Private companies should assume the bulk of the risk.* Waterfront Toronto should be striving to minimize risks born by public agencies and the public.

Respondents' rationales for answering "the controls are insufficient"

- *Sidewalk Labs/Alphabet/Google cannot be trusted or controlled.* These companies have a history of privacy violations and lack transparency, their involvement poses serious privacy risks, and they should not be involved in the project
- *Data collection, data management, and privacy concerns are not mitigated.* There should be additional and ongoing public consultation on how data will be collected and used.

Respondents' rationales for answering "unsure/unclear"

- *Need more information about data collection.* What are Sidewalk Labs' intentions with data collection? What data will be collected and/or sold? What data will be collected to enable what solutions? Need to know the answers to these questions to say whether the controls are sufficient, such as whether controls requiring the de-identification of data will be effective.
- *There is no evidence that the proposed controls will work.* The public has not yet seen actual controls in place, only general principles.
- *It's unclear what risks we're trying to mitigate.* What are the specific risks, and how do Waterfront Toronto's controls mitigate them?

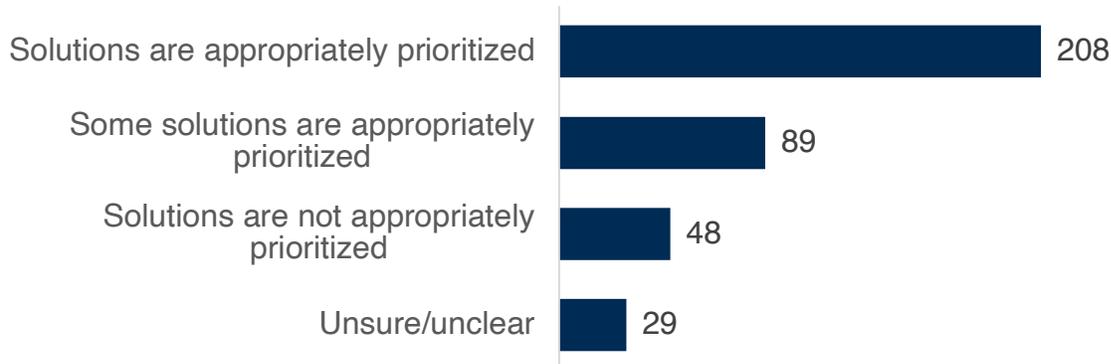
Additional controls respondents suggested Waterfront Toronto consider:

- *Controls about data collection and digital.* Consider controls like: requiring a local government policy on data ownership and privacy to be in place before proceeding; banning commercial uses of data; requiring data to be exclusively owned and used by the public/governments, not private companies; assurance that public data will not be given away from free for private gain; putting in safeguards to prevent private companies from profiting off of citizens' data; requiring the use of alternative solutions that do not rely on data mining, such as adherence to energy efficiency guidelines as opposed to data-based energy monitoring; require minimal data collection in the first place, rather than trying to regulate data collection after the fact; and, assurances that lower income populations will not have to give up personal data to live in Quayside.
- *Controls about affordable housing.* Consider controls like rent control (to promote affordable housing); guarantees for equitable access to affordable housing for vulnerable citizens, and; mandating the provision of affordable housing.
- *Other controls.* Consider controls that: provide assurances there will be high quality maintenance of public infrastructure and buildings; require citizen oversight mechanisms for both Sidewalk Labs and Waterfront Toronto; require judicious spending of public funds;

provide assurances the solutions will be completed as proposed; and, look beyond a ten-year revenue plan.

3. Do you think that Waterfront Toronto has appropriately prioritized solutions for public investment? Why or why not?

Question 3: Do you think that Waterfront Toronto has appropriately prioritized solutions for public investment? Total responses: 374



Of the 374 respondents to Question 3, 114 (30%) provided additional rationale for their answers.

Respondents' rationales for answering "the solutions are appropriately prioritized"

- *Waterfront Toronto has done good analysis and public consultation to inform the prioritization of solutions.* A lot of difficult work has gone into the evaluation process, and the analysis, and expert scrutiny should be enough to create comfort for public investment. Quayside is an exciting project and it's great that most of the funding comes from the private sector. The solutions and priorities should be publicly reviewed on an ongoing basis.
- *The partnership model enables new ways of doing things.* Public-private partnerships can potentially offer ways to provide new affordable housing and mobility options that a single actor cannot.
- *Specific prioritized solutions are appropriate,* including libraries and community centres, waste management, multi-modal transit infrastructure (and future public-private partnership to bring an LRT to Quayside), supporting Ontario-based initiatives, climate-positivity, and creating affordable housing.

Respondents' rationales for answering "some solutions are appropriately prioritized"

- *The Queens Quay / waterfront LRT and other mobility options should be prioritized to a greater degree.* Transportation infrastructure is urgently needed and should be prioritized. Transit should be built before Quayside is constructed and there should be more investment in cycling and pedestrian options.
- *More emphasis on sustainability, affordability, and diversity.* More priority should be given to achieving a net-zero or climate-positive future, and other sustainable solutions for urban living. There should be more focus on affordable housing targeting a diverse mixture of tenants, efficient unit designs, and flexible and affordable retail spaces for independent businesses.
- *More smart and flexible spaces.* The rejected building raincoats idea should be included because they could improve the use of outdoor space and walkability during poor weather. There should be more contact-less features in Quayside, such as motion activated doors and card tap (RFID) activated technology.
- *Mixed opinion on how funding should be sourced.* Some said too much relies on continuing Waterfront Toronto funding; others said it's better for Waterfront Toronto to fund some solutions to mitigate Intellectual Property and ownership risks.

Respondents' rationales for answering "solutions are not appropriately prioritized"

- *There is insufficient prioritization of transit and affordable housing.* These are Toronto's most pressing issues and there should be more priority placed on them.
- *Not enough emphasis on publicly funded community development or public uses.* Invest in solutions that benefit the public, promote fairness, equity-seeking, and anti-colonial principles. Sidewalk Labs should not be given the opportunity to make private profits from public data: those profits should go to the City.
- *The prioritized solutions do not necessarily help address real urban challenges.* The risks associated with data collection and digitally enabled solutions are not worth the minor conveniences they offer.
- *It's unclear who benefits.* Sidewalk Labs may be gaining more money than Waterfront Toronto in this partnership. Government should receive revenue from the innovations, public investment should not subsidize private sector development. Waterfront Toronto should be retaining its lands for public use and leveraging its value for public benefits.

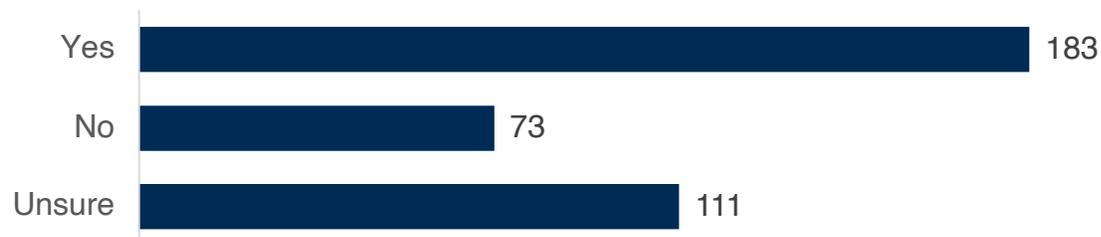
Respondents' rationales for answering "unsure/unclear"

- *Need more information,* including more detail about the specific solutions, the monetary value attached to each solution, and a clear description of the benefits of the solutions to the public.

4. Are there some innovations you would like to see prioritized over others? If you answered yes, which innovations would you like to see prioritized and why?

Question 2: Are there some innovations you would like to see prioritized over others?

Total responses: 367



Of the 367 respondents to Question 4, 176 (48%) provided additional rationale for their answers.

Solutions participants wanted to see prioritized over others

- *Sustainability and green living solutions*, including those that: enable carbon neutral transportation, manage water flow and flooding, use wood for buildings to reduce carbon emissions, create renewable energy facilities, use energy monitoring, enable innovative waste systems; and, strive for climate change mitigation and adaptation. These are the innovations needed to turn a corner on environmental degradation. Solutions should be replicable so they can be used across the city and shared with the world.
- *Affordable housing solutions*. Affordable and cooperative housing should be prioritized over others. Innovations that create different housing solutions for those with low and moderate income should be prioritized.
- *Mobility and transportation solutions*. Prioritize the Queens Quay LRT, improved signaling systems, self-driving vehicles, underground delivery system, and safe cycling infrastructure. Transportation within Quayside can impact both public and private movement across the whole city.
- *Public realm solutions*, including complete streets, flexible uses for streets, responsive streetlights, heated sidewalks, building raincoats, and commercial spaces. Solutions that put human experience and vitality at the forefront (not private interest or profit) should be prioritized
- *Tall timber buildings*. Tall timber is a great idea to tackle CO2 emissions. Testing this material in Quayside is important and Toronto could learn a lot.
- *Other suggested solutions to explore and prioritize include* technological and/or solutions for lowering utility bills, complete communities for all ages and family sizes, vertical farming,

integration with neighbouring properties, innovations that allow local business to test and showcase products, and alternative financing solutions for transit and affordable housing.

- *Protection of privacy.* People's privacy should be prioritized and respected. Waterfront Toronto should study civil liberties around the world to better understand the impact that data collection can have.

No, don't prioritize any solutions over others

- *There is already a good balance between the solutions.* Waterfront Toronto should implement them all.

Unsure

- *More work has to be done to determine whether the ideas work and are necessary.* Though it may be worth trying out the proposals, it's unclear whether they actually deliver solutions to urban challenges and whether Sidewalk Labs can deliver them.
- *Don't prioritize innovation over public good.* Waterfront Toronto should not prioritize innovation at all if it leads to data collection and privacy concerns. Focus on and prioritize the public good.
- *Need more information,* including more detail about the shared equity housing model and the supply chain for tall timber buildings.

5. What would you like to see in terms of commitments from Sidewalk Labs to this project?

223 respondents answered Question 5. Their feedback is summarized below. Suggestions shared more than once are grouped together, while suggestions shared once are summarized under "other ideas."

Suggested commitments

- **Be a good project partner.** Sidewalk Labs needs to demonstrate it can work well with the three levels of government, uphold and respect local laws and by-laws, and has Torontonians' best interests in mind. It should also commit to sharing potential revenues from innovations with governments.
- **Contribute to the long-term success of Quayside.** Sidewalk Labs should commit to carrying out its proposals to completion and to open, equitable, public access to the waterfront. Sidewalk Labs should recognize the importance of Toronto's waterfront and that Quayside should be a world-class example for innovative solutions.
- **Address data and privacy concerns.** Commit to: maintaining and respecting community members' privacy and security; not selling data collected at Quayside; de-identifying data at the source of collection, ensuring data remains open source and in public ownership; being transparent and honest about how data is used and collected in Quayside, and, only using data for public and planning efforts.

- **Provide clarity and details about commitments, investments, and timing** should this project move forward. In particular, share details and commitments related to affordable housing, mobility, energy, and waste management. Sidewalk Labs should commit to publicly releasing their business plan and/or their “Yellow Book” so that community members understand their intentions. Provide the public with a finalized Master Innovation and Development Plan.
- **Hire locally and inclusively.** Commit to hiring local tech companies and sourcing building materials, like lumber, from Canadian companies. For staffing, hire women, visible minorities, and people with disabilities.
- **Build on what works in Quayside and expand the successful solutions for the broader good of the city.** Commit to expanding/extending successful solutions to benefit Torontonians and other cities.
- **Ensure affordability of and equitable access to the proposed affordable housing.** Commit to ensuring affordable housing remains affordable to those who need it, and the process for accessing affordable housing is open and equitable. Provide subsidies for lower income populations.
- **Fund and build the waterfront LRT.** Work closely with the City of Toronto, TTC, and Metrolinx to fund and build the waterfront LRT.
- **Continue public consultations.** The public consultation process has been helpful, and there should be ongoing public consultation if/as the project unfolds. Continue engaging with Indigenous communities.
- **Other ideas** suggested by participants for Sidewalk Labs’ to consider include:
 - Commit to implementing good, ambitious architecture and urban design.
 - Consider disaster planning and how space can be transformed to ensure public safety;
 - Report on impacts and benefits of the proposed solutions and include comparisons of economic investments and environmental benefits;
 - Collaborate with academia and use the lessons learned for other developments in Toronto;
 - Move a headquarters office to Toronto to receive approval to proceed with this project;
 - Plant urban-tolerant plantings and native species;
 - Incorporate public art using technology such as projections and innovative LED lighting; and
 - Maintain access to/from Cherry Beach during construction phases.

Do not partner with Sidewalk Labs

There were respondents who suggested that, instead of making commitments, Sidewalk Labs should not be involved in this project at all. They said they do not trust Sidewalk Labs, Google, or Alphabet with anything related to collecting or managing data (based on their previous

business and privacy practices) and said Sidewalk Labs should be the subject of an anti-trust investigation.

6. Do you have any other thoughts you would like to share with the Waterfront Toronto team?

192 respondents answered Question 6. Their feedback is summarized below. Suggestions shared more than once are grouped together, while suggestions shared once are summarized under “other feedback.”

- **Good job evaluating and presenting information.** Waterfront Toronto did a lot of work breaking down Sidewalk Labs’ proposals, presenting them, and being open to hearing people with different perspectives throughout the process. It is important for Waterfront Toronto to maintain its strong oversight role and be the facilitator for improvements to the waterfront.
- **Excitement about Quayside.** There is a big opportunity for innovative urban solutions at Quayside. This project is not typical, so Waterfront Toronto must consider different types of stakeholders, new and other ways to generate revenue through innovations and partnerships, and the associated new risks that come with a new type of project. It will also be important for Waterfront Toronto to consider long-term planning, asset management, maintenance and operators, and life cycle costs. It will be interesting to see successful solutions at Quayside scaled up or expanded to other areas of the city and across Canada.
- **A range of opinions about working with Sidewalk Labs and/or private sector.** Some were happy that Sidewalk Labs was involved in the project, saying they preferred having the private sector develop and implement solutions at Quayside, drive economic development, and strengthen Toronto’s recognition around the world. Others shared strong concerns about public-private partnerships and Sidewalk Labs, saying they do not trust Sidewalk Labs because of their relationship to Google/Alphabet (since those companies have a history of poor business practices and privacy violations). They said Sidewalk Labs should be removed from the project.
- **Consider data collection and privacy concerns.** It is important for Waterfront Toronto to seriously consider data collection and privacy concerns and to prepare the oversight mechanisms required to reassure the public. Supplement the preliminary Human Rights Impact Assessment team with expertise from the Canadian Human Rights Commission and the Ontario Human Rights Commission.
- **A range of perspectives about scale.** Some said 12 acres is too small a scale to fully realize the benefits of the proposed physical and solutions. Others supported the small scale of the project, saying implementing solutions in a focused area may contain the risks associated with some of the proposals.
- **Providing affordable housing is very important.** The city is in an affordable housing crisis. Providing more affordable housing units is very important and supports city-wide objectives.

- **Provide more details about the new timber factory in Ontario**, including whether this factory is only viable if the building code changes and whether the factory would be operational in time for construction at Quayside.
- **Other feedback**, including:
 - Promote and encourage more Toronto-based or Canadian companies to be engaged in the urban innovation ecosystem;
 - Provide outdoor space for pets;
 - Investigate electromagnetic fields' effects on human health;
 - Ensure that modular walls provide adequate noise insulation;
 - Maintain access to Cherry Beach during construction phases;
 - Provide warm and safe pedestrian routes during winter;
 - Use Statistics Canada as the Public Data Trust; and
 - Provide more commercial and office uses/space to support the need for the Queens Quay LRT
 - Rather than sell public lands, leverage them to obtain public benefits.
- **Continue public consultation.** Waterfront Toronto should continue consultation throughout all phases of the project, especially with Indigenous groups.
- **Feedback about the online survey.** The survey doesn't provide enough detail and the questions are not worded clearly enough for participants to answer. Provide more time to answer the survey due to the COVID-19 pandemic and consider paying respondents for filling out the survey.