

Building for Success

with the CaféTO Program.



TODAY'S SESSION

1
**Program
Details**

2
**Design
Tips**

3
**Operations
Advice**

1. Program Details

CaféTO 101

What's new for 2022

Matching Grant Program

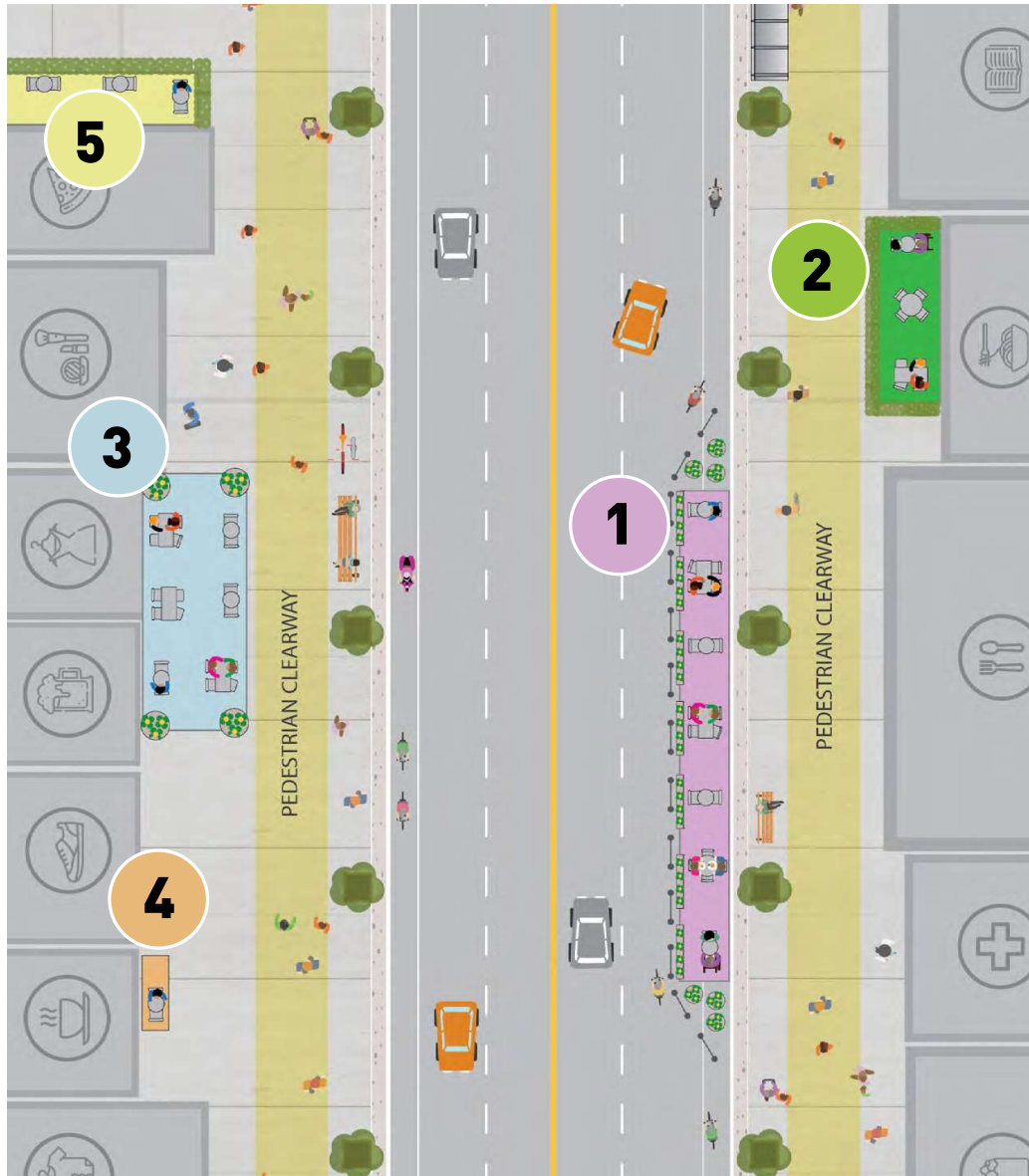
How to apply

CaféTO is a program that provides restaurants and bars in Toronto with the opportunity to expand their outdoor dining space through **sidewalk cafés, curb lane cafés** or patios on private property.

Sidewalk cafés are outdoor eating areas located on sidewalks where food or drinks are served to the public by a licensed eating or drinking establishment. These permits are issued on a permanent basis.

Curb lane cafés provide expanded temporary outdoor dining space by reallocating the public right-of-way on curb lanes (parking lanes) for use by licensed eating or drinking establishments. These permits are issued on a temporary and seasonal basis.

TYPES OF CAFÉTO PATIO



PERMIT REQUIRED

Sidewalk Café – Frontage

Located on the sidewalk adjacent to the front wall (frontage) of a building

Sidewalk cafés may be expanded in front of a neighbouring business' frontage if written permission is granted from the directly adjacent tenant and/or property owner.

Curb Lane Café

Curb lane cafés are outdoor dining areas located in the street, in a parking lane directly adjacent to a curb.

Sidewalk Café – Curbside

Cafés where the pedestrian walkway is between the building and the café.
(Special circumstances only).

Sidewalk Café – Flankage

Some sidewalk cafés may be located on designated local roads (i.e. residential roads) and have additional regulations. These may either be on the front (frontage) of a business located on a local street or on the side (flankage) of a corner unit.

Small Frontage Café

Located directly against the building
Max size of 0.8m deep by 5.5m wide (approx. 1 bistro table + 2 chairs). If you exceed these dimensions, you must apply for a sidewalk cafe permit.

Must have a planter or item with a solid base for a white cane navigation aid.

No umbrellas, fencing, or enclosures are allowed.

There's a Deadline! (Curb Lane – 11:59 pm on **April 2, 2022**)

Waived Application, Transfer, & Permit Fee

Permanent Permit issued for Sidewalk Cafés (Tied to Business Licence)

A Matching Property Improvement Grant of up to \$7,500

Temporary, professionally designed, raised platforms permitted for Curb Lane Cafés*

* Organized & Supplied by Restaurant

MATCHING GRANT

Café operators are now eligible for a matching grant of up to \$7,500 to cover 50 per cent of the cost of eligible property or site improvements related to curb lane café installations, sidewalk cafés or patios on private property, through the **CaféTO Property Improvement Program**.

More information at toronto.ca/cafeto

* Matching Grant Applies to Purchases Only (No Rentals)

HOW TO APPLY

toronto.ca/cafeto

You can apply online, or book an appointment to apply in-person (sidewalk cafés only).

YOU WILL NEED:

Insurance Proof of \$2,000,000 in Commercial General Liability (CGL) insurance. The completed Certificate of Insurance PDF must be signed and stamped by the insurer.

Liquor Licence Info Ensure you have your liquor licence details ready to make sure you can extend service to your patio

Business Licence A city of Toronto Eating Establishment Licence Number (starts with B71)

Existing Permit Info A city of Toronto Café permit number (for existing cafés, starts with R57)

Site Plan Sidewalk Café – A top-view sketch of the proposed permit area, including dimensions, photos, appropriate pedestrian clearances, etc.

Curb Lane Café A temporary ramp, or a plan for a temporary platform for accessibility.

Neighbour Permission Sidewalk Café – (if you want to expand your café in front of an adjacent property) You'll need a letter of permission from the adjacent tenant and/or property owner.

2.

Design Tips

Application Requirements – Sidewalk & Curb Lane

Accessibility

Design Considerations

A close-up photograph of several hands gathered around a table, reviewing architectural blueprints. One hand on the right holds a yellow pen, pointing to a specific section of the drawing. Another hand on the left holds a black pen. The blueprints are spread out, showing various technical drawings, lines, and text. The background is slightly blurred, focusing attention on the hands and the documents.

Sidewalk Cafés

Application Requirements

SITE PLANS – SIDEWALK CAFÉS

Even if you've applied for a CaféTO sidewalk patio in the past, you need to submit a site plan with your application this year.

Now that sidewalk café permits are permanent, your site plan and sidewalk café permit is directly connected to your business license.

GOOD NEWS – this is a one-time thing moving forward, and with application fees paused, this is the year to do it!



SITE PLANS – SIDEWALK CAFÉS

In this context, a site plan is a detailed drawing of the area you would like to put your patio. It includes measurements of the area, details of objects in the surrounding area like fire hydrants, street lamps, benches, trees, and identification of pedestrian walkways so the city can be sure the space is eligible to be approved as a CaféTO patio.

It is incredibly important that this drawing reflects the reality and is clear and legible, because these are the factors the city will be reviewing during future inspections.

REQUIREMENTS

- Clearly drawn and labelled, Computer plans preferred, but hand-drawn are accepted if clean & legible
- Accurate measurements, ensuring accessibility requirements are met
- Your application must include 3+ photos:
 - View of the front of the property, including the full width and sidewalk in front
 - Left view of your property showing the sidewalk parallel to the street
 - Right view of your property showing the sidewalk parallel to the street
 - Every desired café location requires its own set of photos (i.e. Frontage, Flankage, etc.)
- Photos must be current (2022), in focus, & show any obstacles

SITE PLAN CHECK LIST – SIDEWALK CAFÉS

- Accurate, legible and drawn to scale.

Plans created with a computer are preferred.

- If using pen & paper, try tracing paper over graph paper.
- Use a ruler.
- Use black or blue ink.
- Create a rough plan and trace over the final plan on a clean, new sheet

- A Legend must be provided marking objects, entrances, etc.

- Draw the plan view from above, with dimensions

- Include pedestrian clearway measurements

- Pedestrian clearances must be min 2.1m for collector roads and 1.8m for local roads. Minimum 2.5m for sidewalks wider than 5.0m

- Include property lines, name of streets, name of business, and address

- Show exterior walls of buildings, entrances and exits

- Width of sidewalk from the building to the curb

- Plan must extend at least 5.0m (approx. half a building) on either side of the proposed permit area to show all objects on the sidewalk and measurements, including:

- Fire connections
- Benches, Trees, Planters
- Bike parking
- Waste bins, newspaper boxes
- Transit shelters
- Taxi stands
- Utility covers, hydro vaults, etc.

- Location and dimension of the accessible entrance/exit

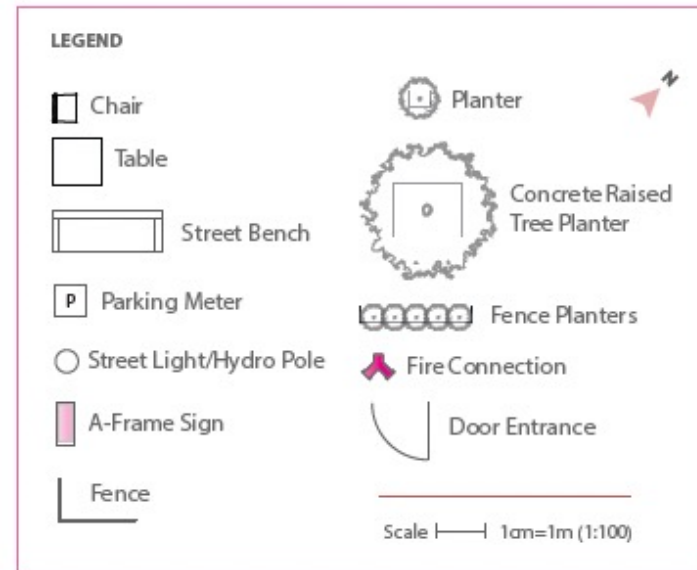
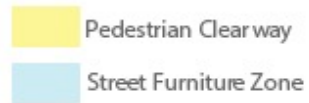
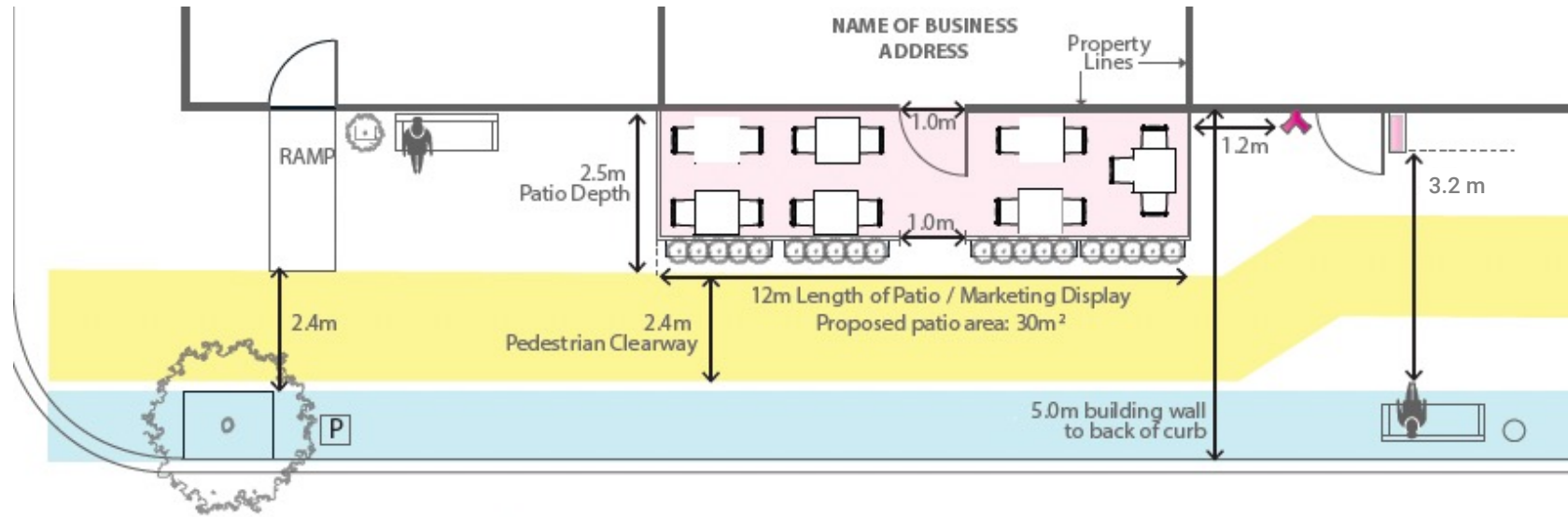
- Recent photos of the area

The background is a complex, light gray architectural site plan. It features a central circular structure with radial lines, possibly a fountain or a large well. Surrounding this are various building footprints, some with internal grid lines, and curved paths that suggest walkways or roads. There are also several circular elements of varying sizes scattered throughout the plan, some with concentric circles. The overall style is technical and precise, typical of a professional architectural drawing.

Site Plans

Best Practice Examples

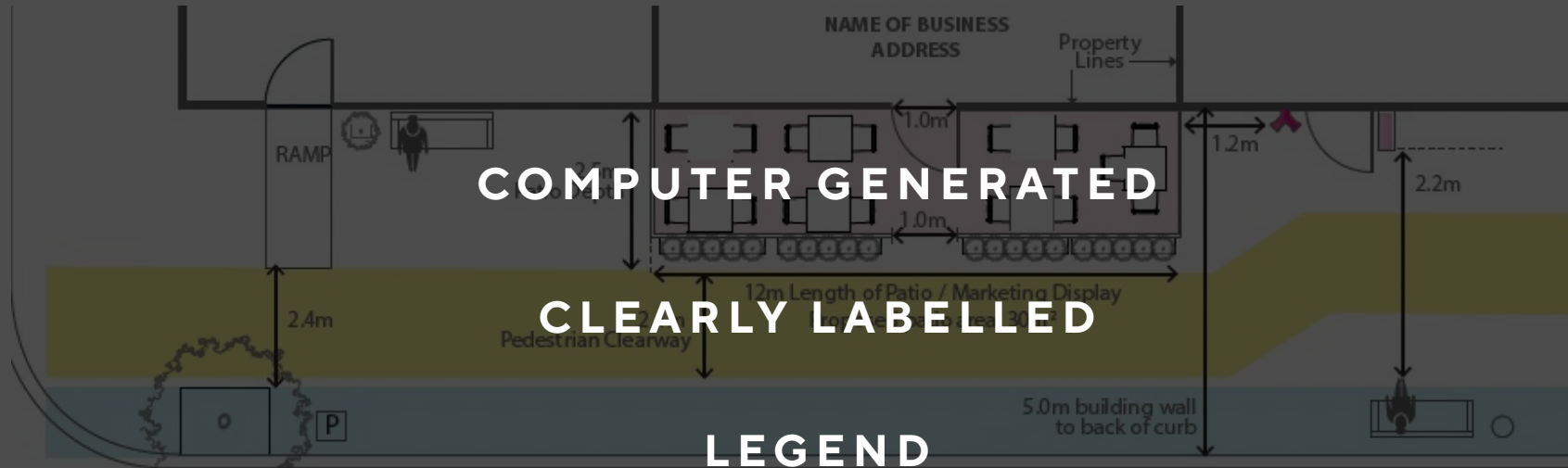
SITE PLAN – GOLD STANDARD



**RESTAURANT NAME
ADDRESS**

Proposed patio area: 30.0m²
(total square metres)

SITE PLAN – GOLD STANDARD



COMPUTER GENERATED

CLEARLY LABELLED

LEGEND

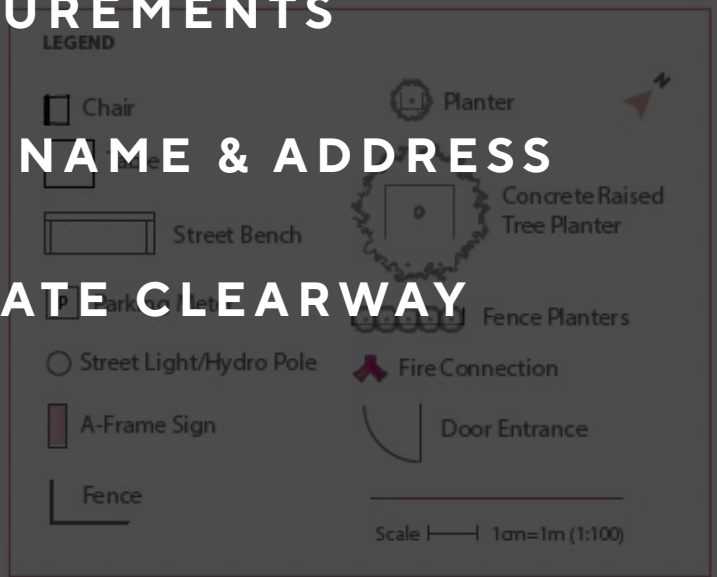
ACCURATE MEASUREMENTS

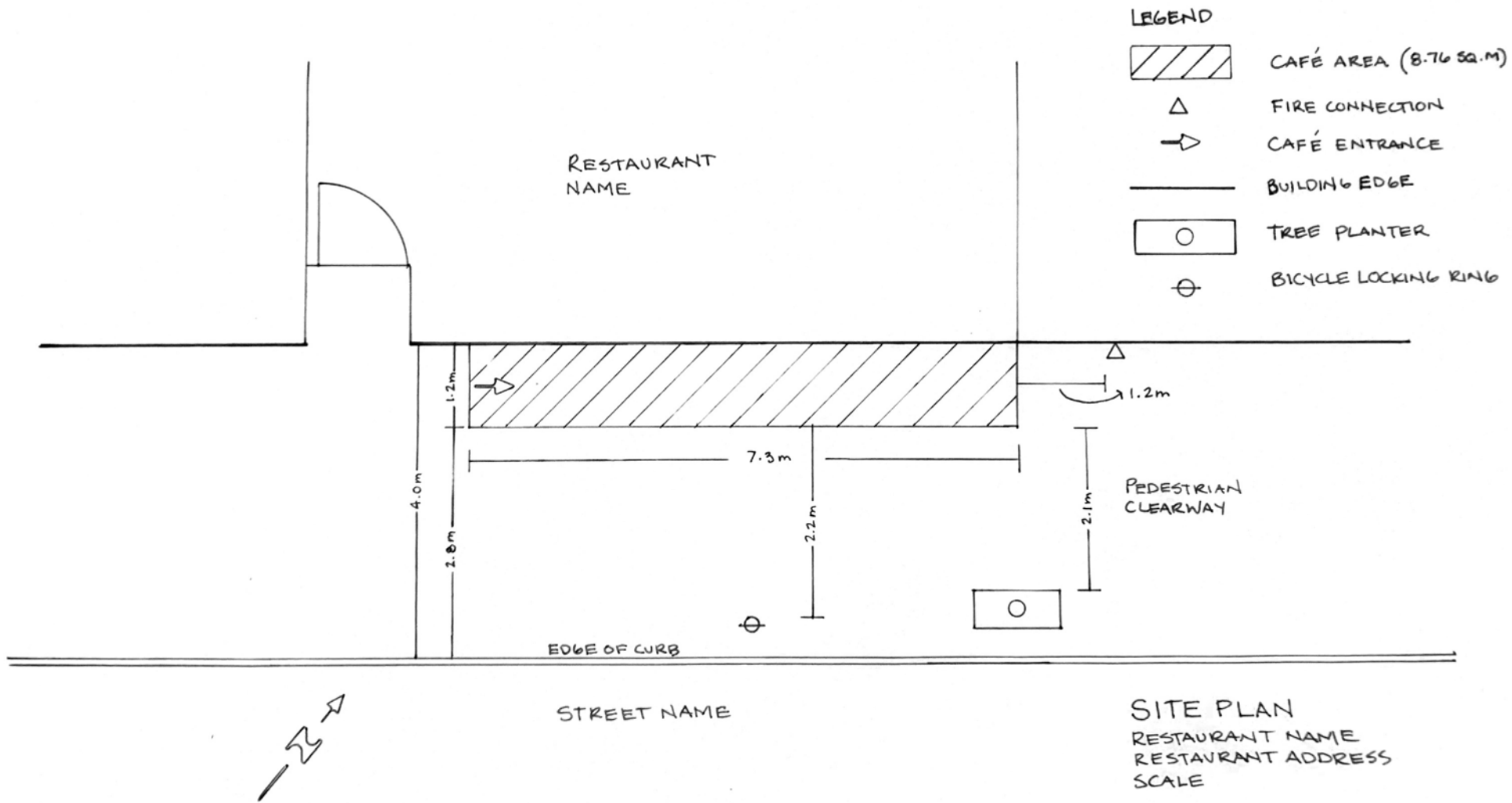
INCLUDES RESTAURANT NAME & ADDRESS

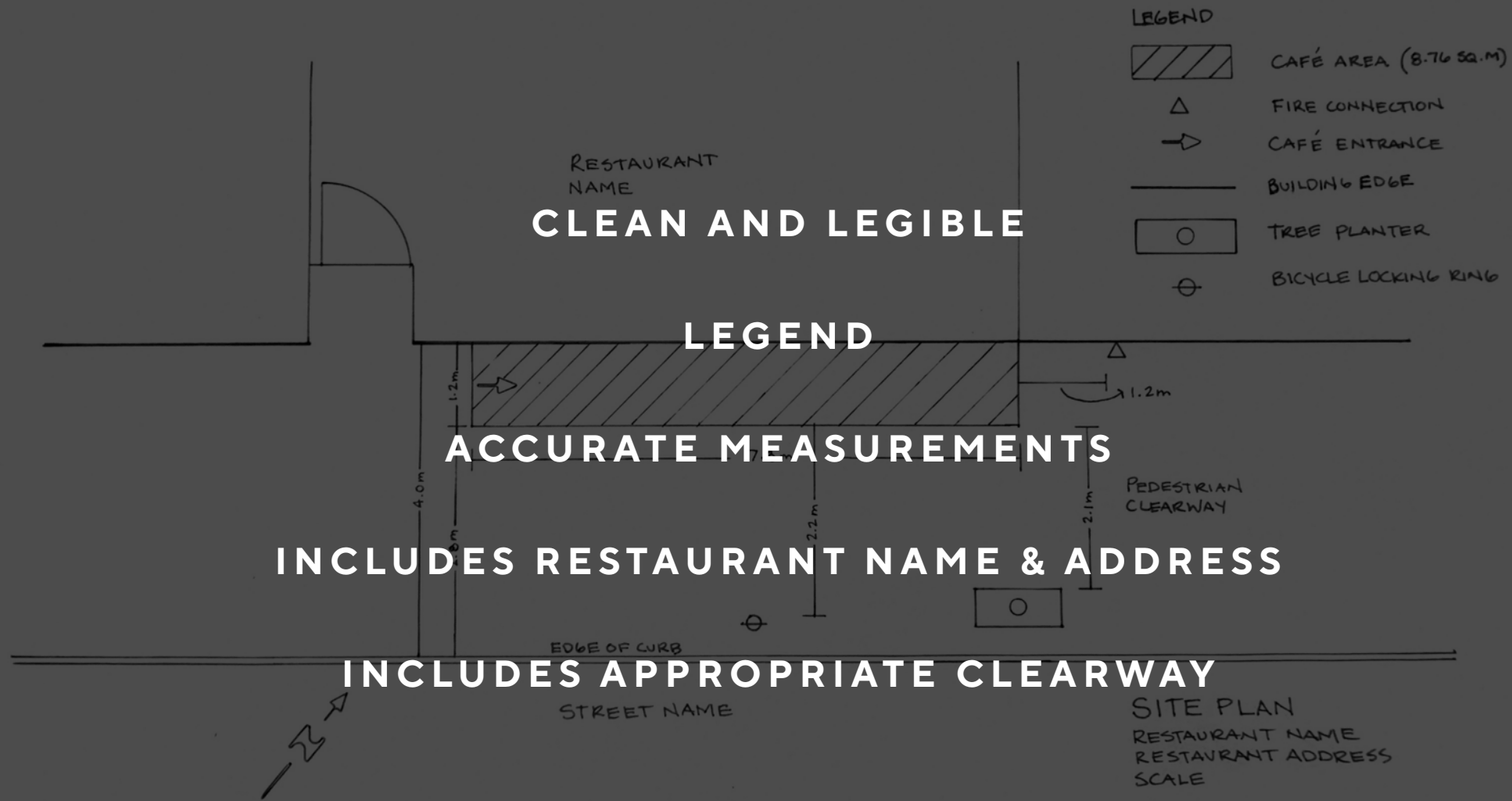
INCLUDES APPROPRIATE CLEARWAY

**RESTAURANT NAME
ADDRESS**

Proposed patio area: 30.0m²
(total square metres)







RESTAURANT
NAME
CLEAN AND LEGIBLE

LEGEND

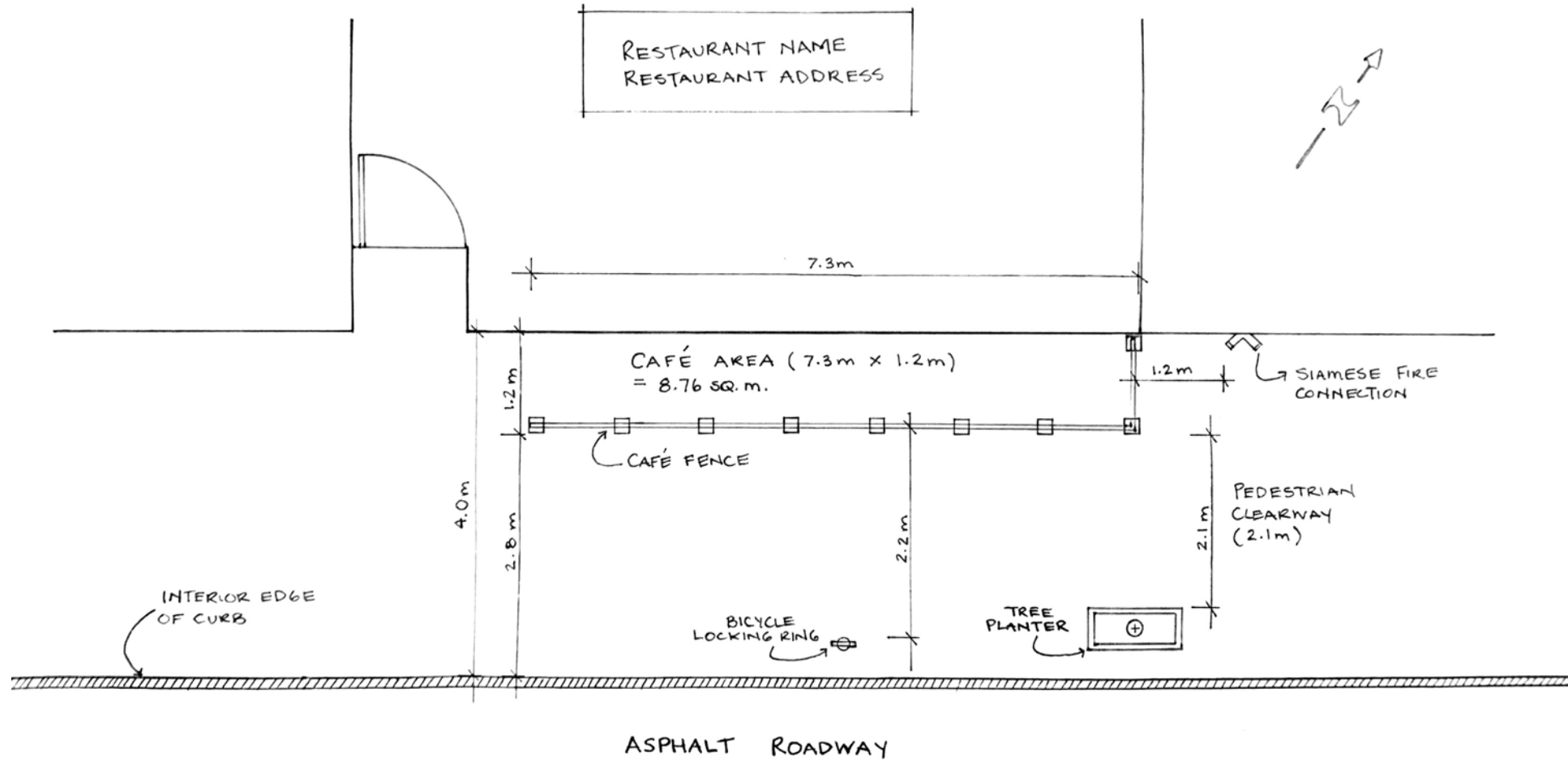
ACCURATE MEASUREMENTS

INCLUDES RESTAURANT NAME & ADDRESS

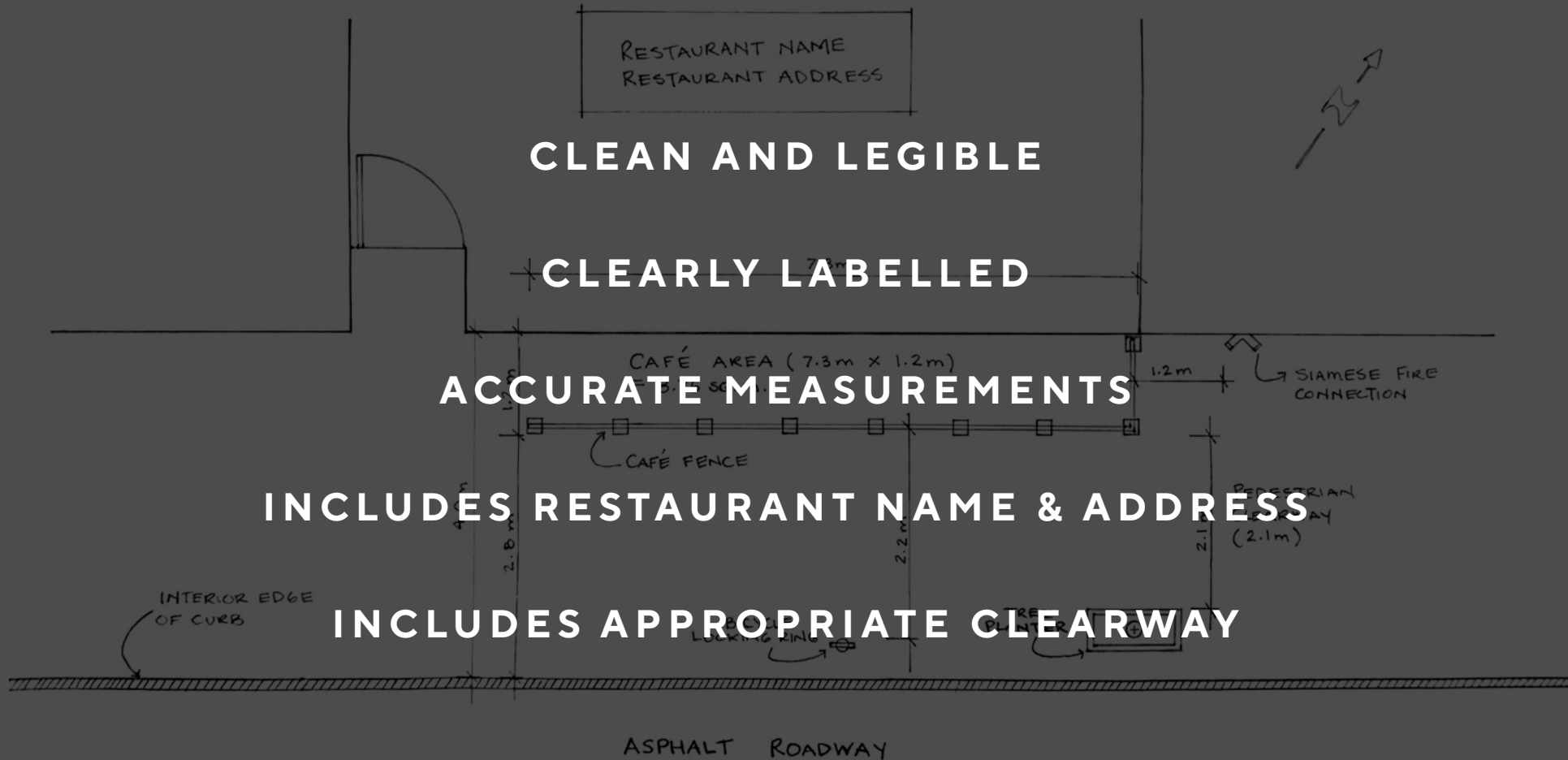
INCLUDES APPROPRIATE CLEARWAY

- LEGEND**
-  CAFÉ AREA (8.76 SQ.M)
 -  FIRE CONNECTION
 -  CAFÉ ENTRANCE
 -  BUILDING EDGE
 -  TREE PLANTER
 -  BICYCLE LOCKING RING

SITE PLAN
RESTAURANT NAME
RESTAURANT ADDRESS
SCALE



SITE PLAN
RESTAURANT NAME
RESTAURANT ADDRESS
1:50



CLEAN AND LEGIBLE

CLEARLY LABELLED

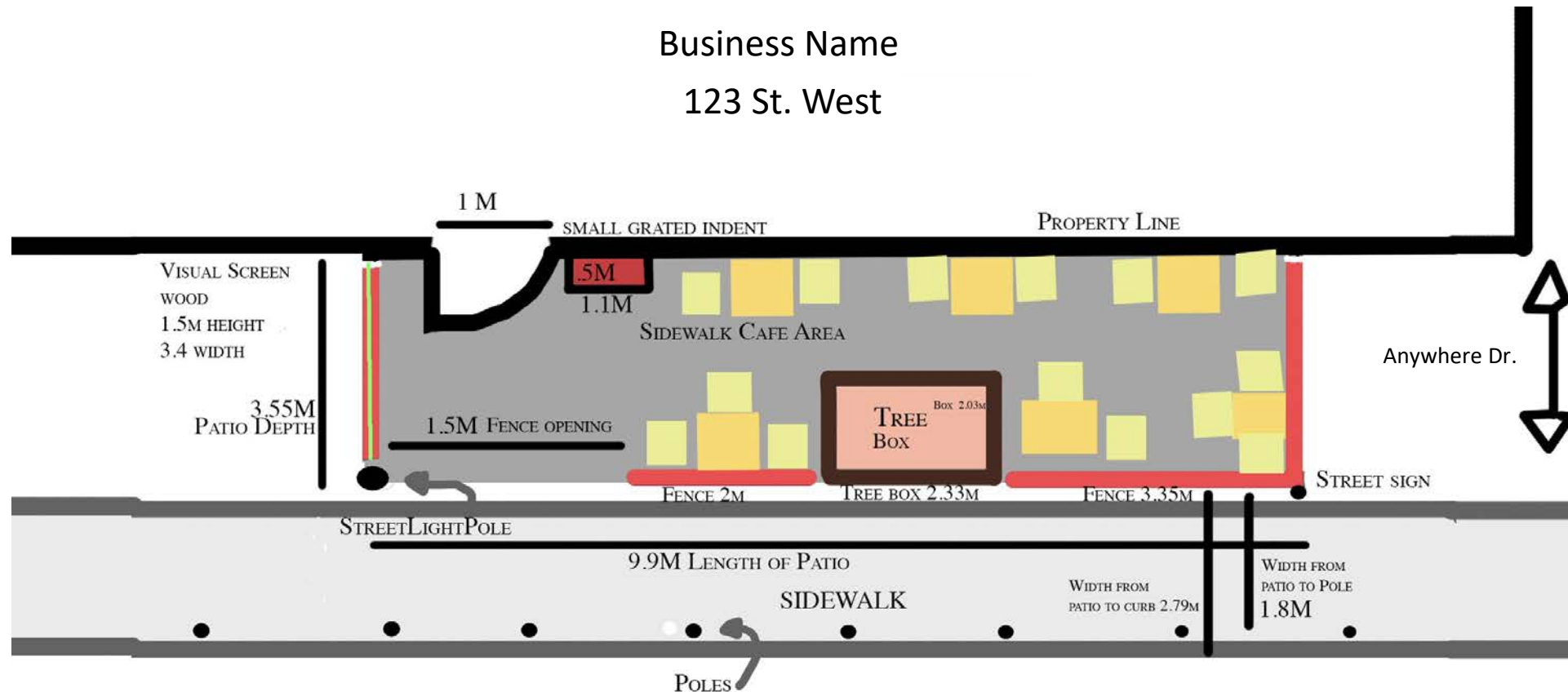
ACCURATE MEASUREMENTS

INCLUDES RESTAURANT NAME & ADDRESS

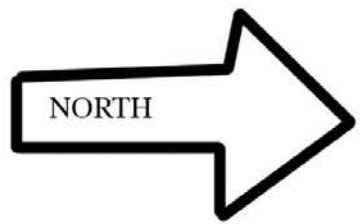
INCLUDES APPROPRIATE CLEARWAY

SITE PLAN
 RESTAURANT NAME
 RESTAURANT ADDRESS
 1:50




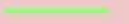
Business Name
123 St. West



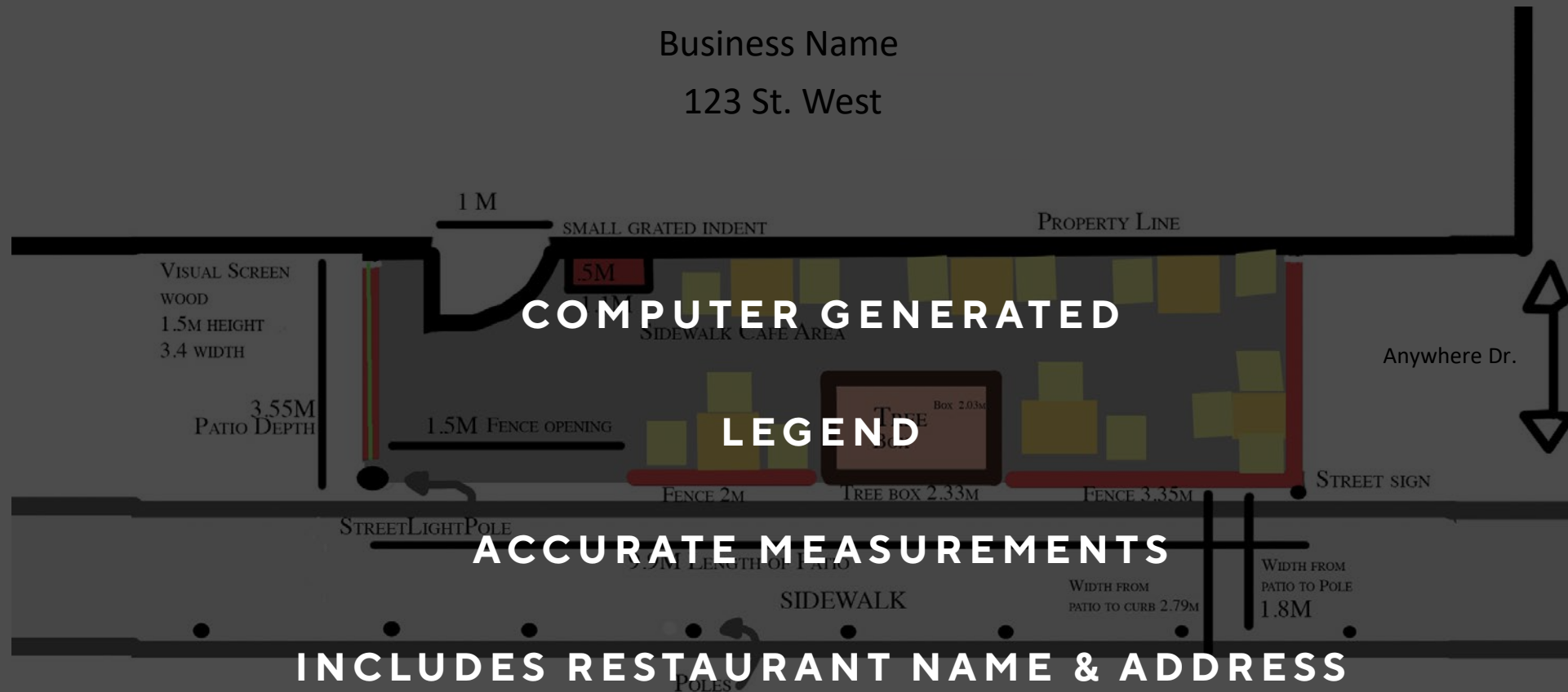
DISTANCE TO NEAREST RESIDENCE: 24.89



St. West

	TABLE
	CHAIR
	FENCE FENCE HEIGHT .9M
	VISUAL SCREEN

Business Name
123 St. West



DISTANCE TO NEAREST RESIDENCE: 24.89

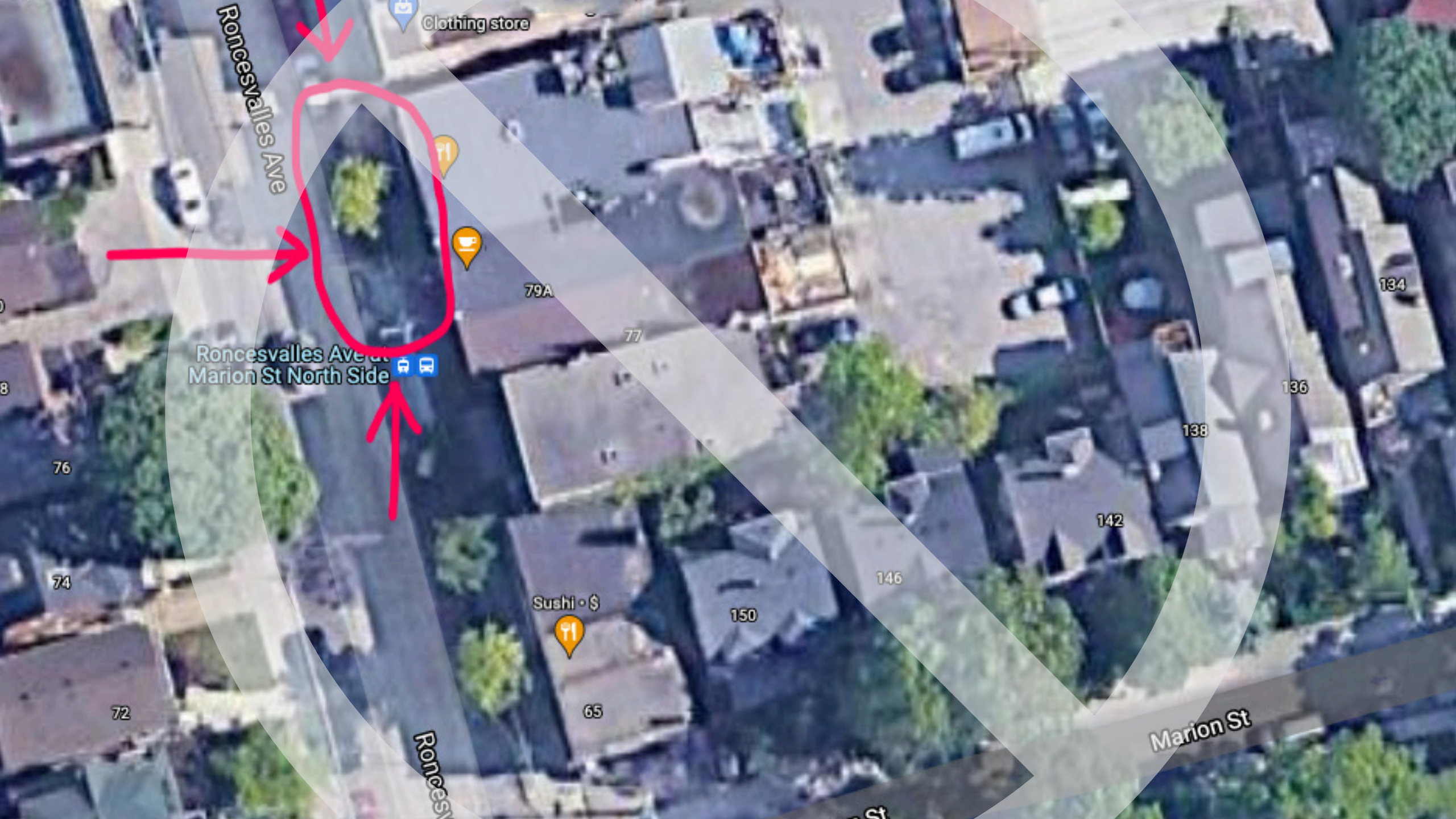
INCLUDES APPROPRIATE CLEARWAY



The background is a detailed architectural site plan in light gray. It features a complex network of lines representing walls, paths, and structural elements. A prominent feature is a large, semi-circular area filled with a hexagonal grid pattern, likely representing a courtyard or a specific site feature. The overall style is technical and precise, typical of architectural drawings.

Site Plans

What Not To Do



Roncesvalles Ave

Clothing store

Roncesvalles Ave at Marion St North Side

79A

77

76

74

72

Sushi • \$

150

146

142

138

136

134

Roncesvalles Ave

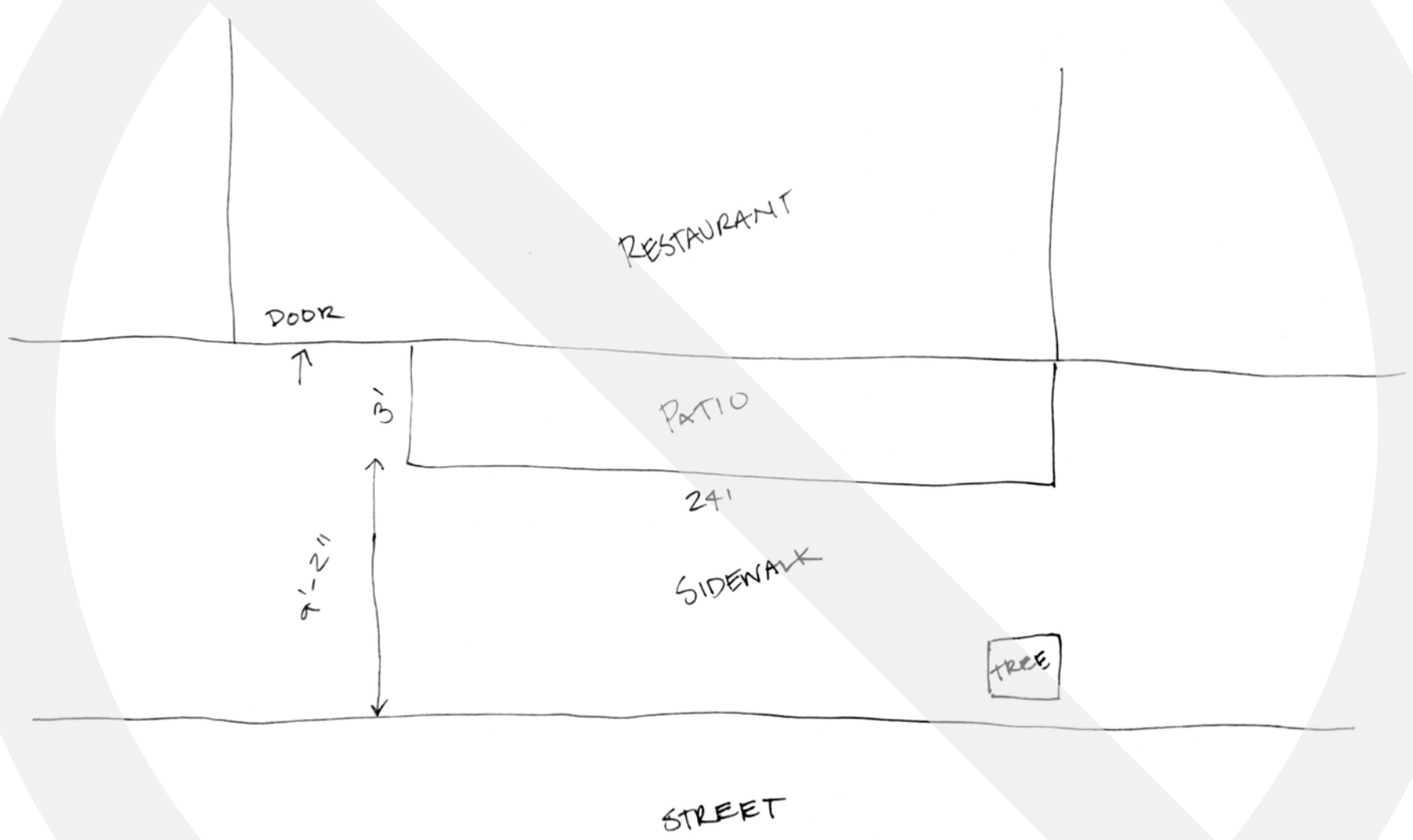
Marion St

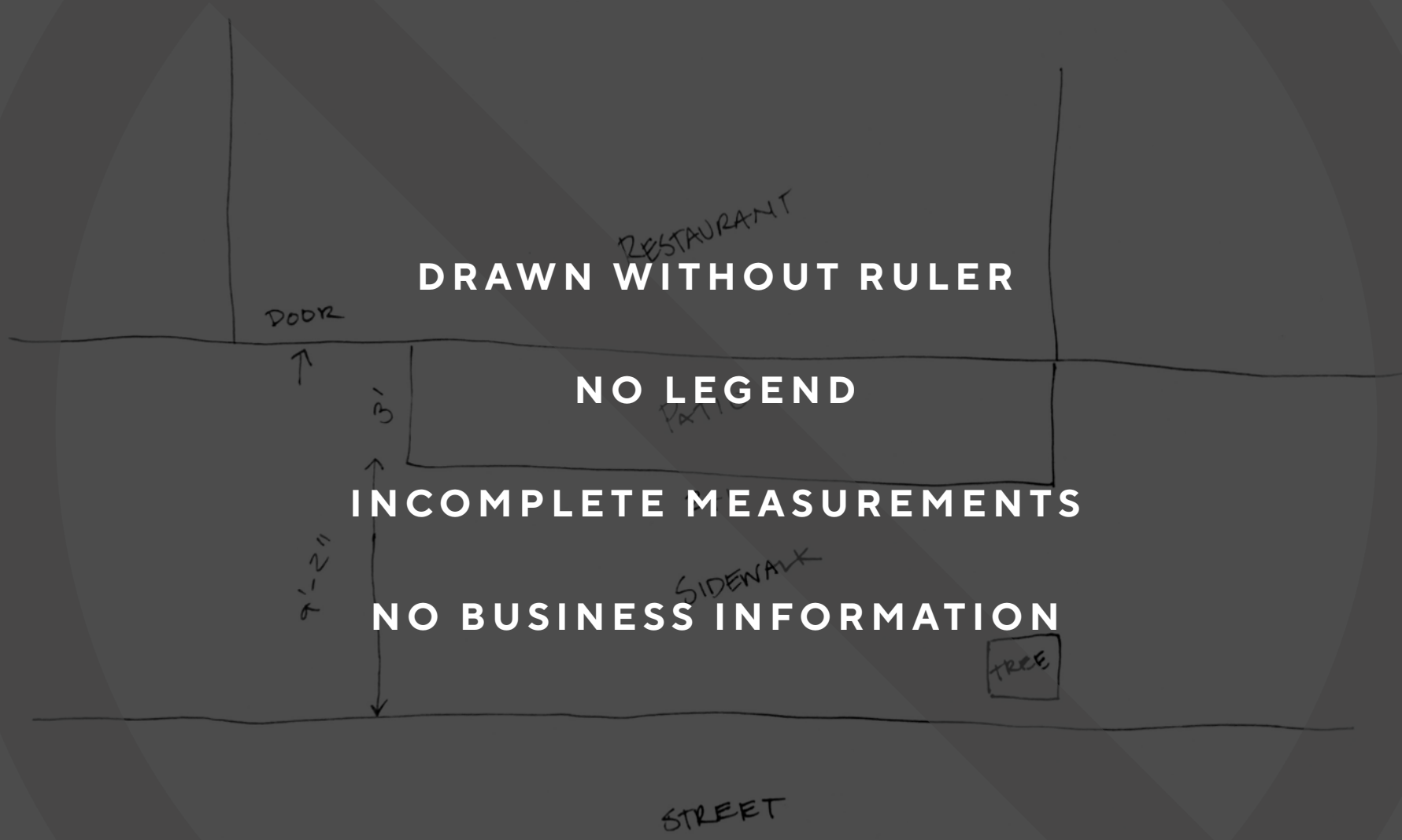


SHOWS NO DETAIL ABOUT THE PATIO

NO MEASUREMENTS

NO BUSINESS DETAILS





DRAWN WITHOUT RULER

NO LEGEND

INCOMPLETE MEASUREMENTS

NO BUSINESS INFORMATION

The background is a detailed architectural site plan in light gray lines. It features a complex network of paths, including straight lines, curves, and concentric circles. There are several building footprints with internal grid patterns, suggesting floor plans or structural layouts. A prominent feature is a large circular area with a radial pattern of lines, possibly representing a central plaza or a specific site feature. The overall style is technical and precise, typical of engineering or architectural drawings.

Site Plans

Railings – Best Practice Examples

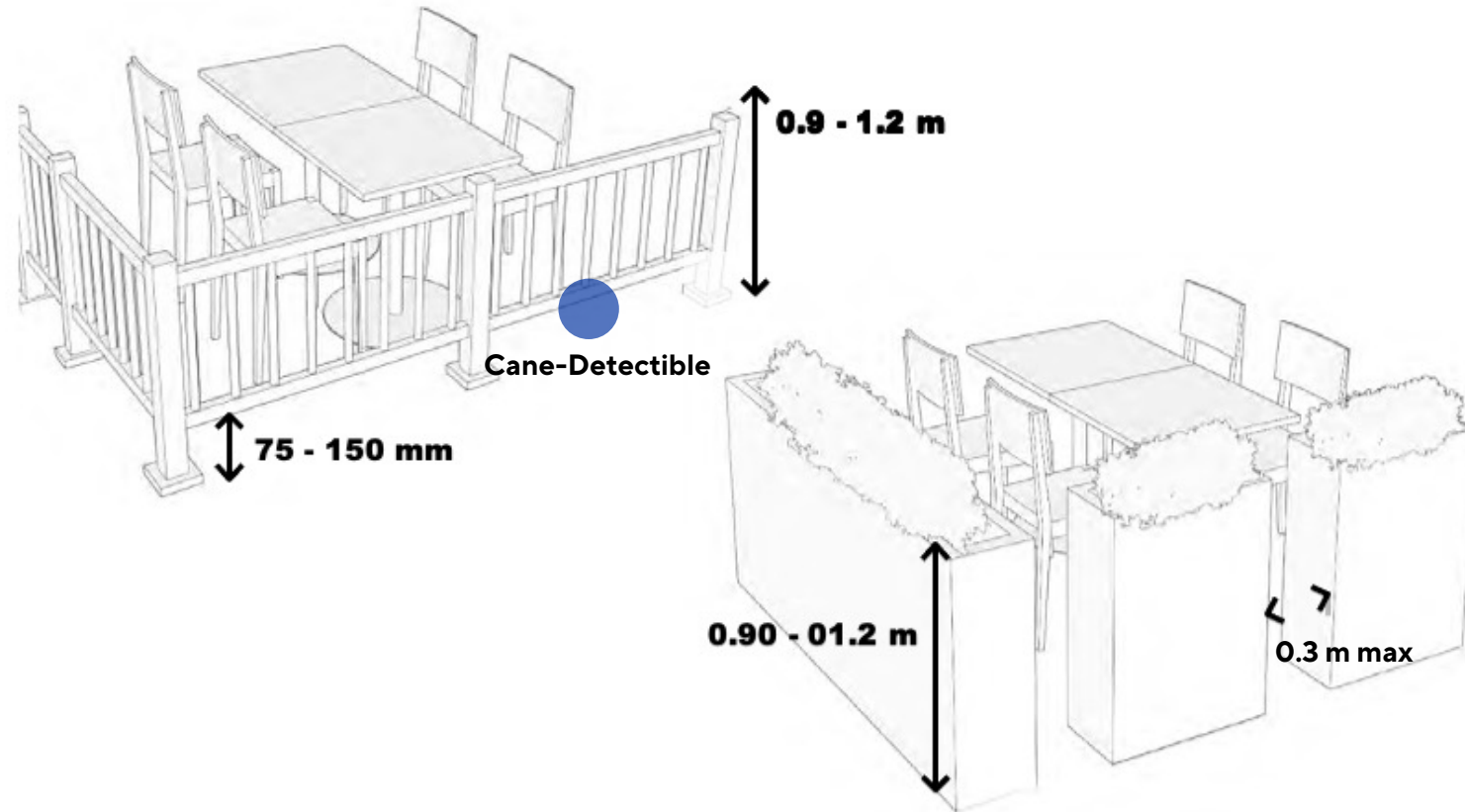
RAILINGS GUIDANCE – SIDEWALK CAFÉS

CaféTO requires a fence (or delineation such as planters) for all sidewalk cafés. This helps create separation from walkways and gives a sense of privacy for guests in your patio.

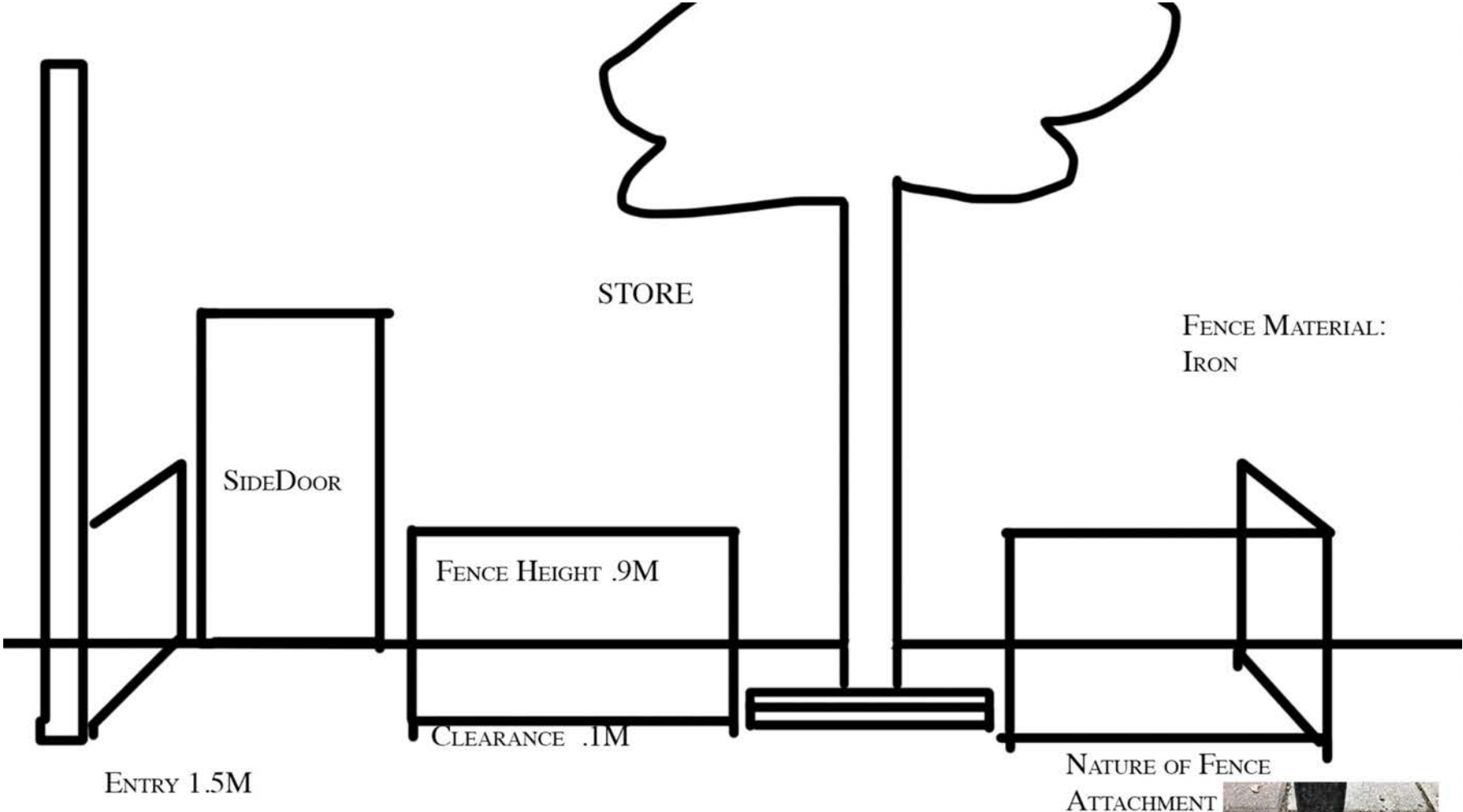
All fences and planters must have a cane-detectible base. Planters must be solid, (spaced no more than 0.3 metre apart, except for the accessible entrance which must be at least 1.0 metre wide). Fencing needs to have a low cane-detectible rail. Anything placed near a sidewalk should also have a colour contrasted to the sidewalk to make it easily identifiable to pedestrians.



RAILINGS GUIDANCE – SIDEWALK CAFÉS

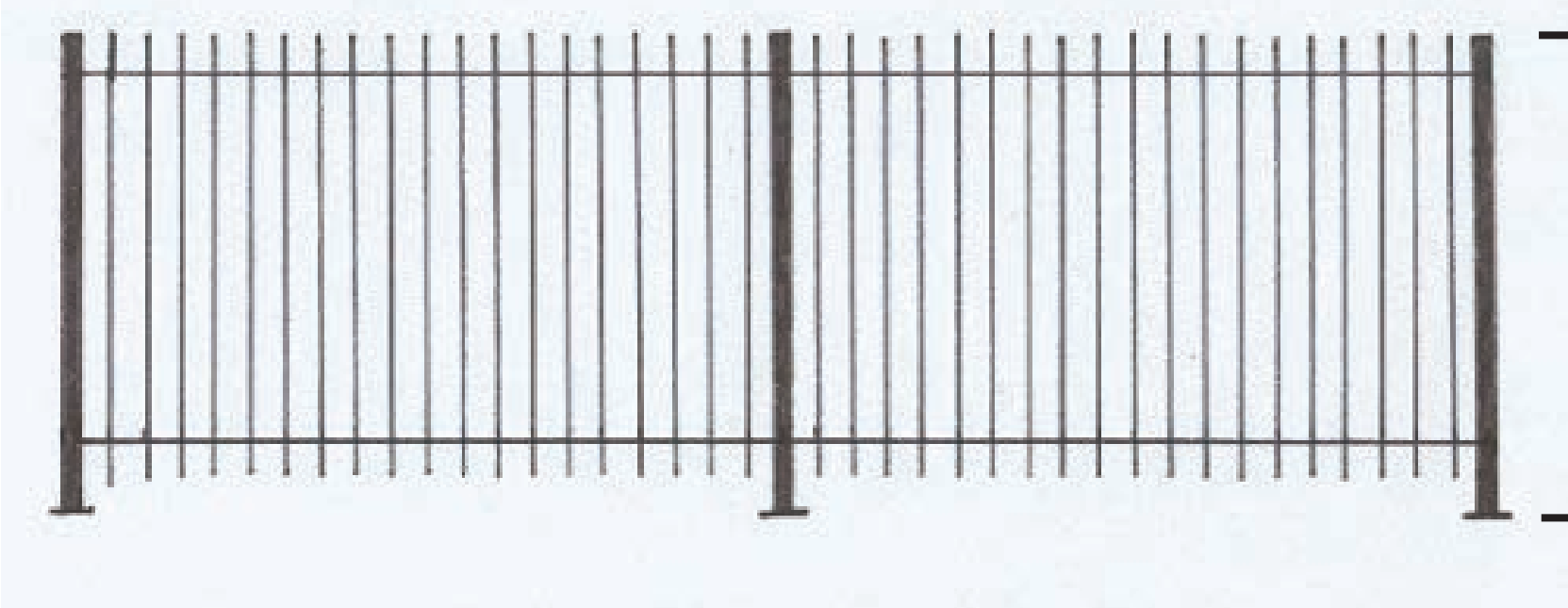


RAILINGS GUIDANCE – SIDEWALK CAFÉS



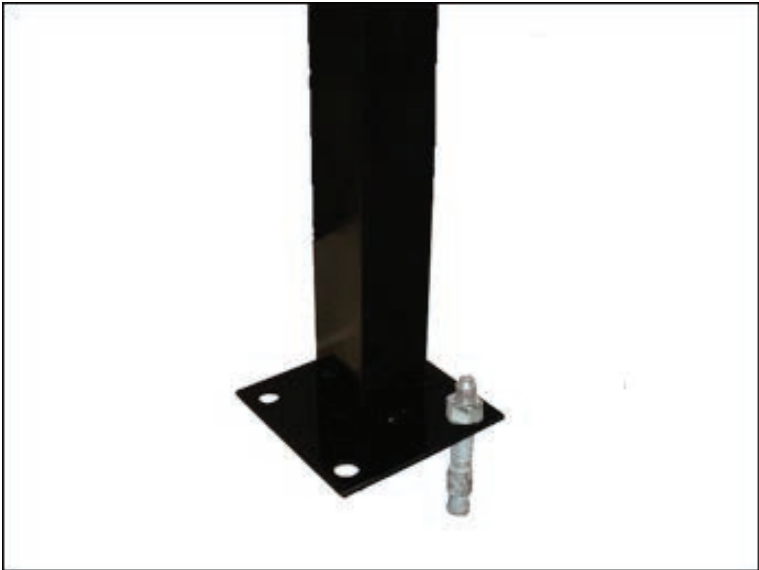
123 Anywhere St. Fence Drawing

RAILINGS GUIDANCE – SIDEWALK CAFÉS



1.0 METERS
IN HEIGHT
(TOTAL)

0.75mm - 150mm



ATTACHED WITH
REMOVABLE
ANCHOR BOLT

A person's hands are shown writing on a document with a pen. In the background, another person is using a laptop. The scene is a professional meeting or office setting.

Curb Lane Cafés

Application Requirements

APPLICATION CHECK LIST – CURB LANE CAFÉS

LOCATION – Make sure you have a suitable site

Curb Lane Cafes are not allowed in:

- Commercial or accessible loading or boarding zones
- Certain transit stop zones
- Designated Accessible Parking locations
- Designated taxi cab zones
- Certain bike lane locations
- Areas that would conflict with an active construction zone
- Your cafe must maintain emergency access routes and 1.2m clearance from fire hydrants

Thoroughly Review the CaféTO Guidebook for Curb Lane Patios

- Review Intersection Setbacks

Decide if you will be applying for a temporary platform permit, or if you will be providing ramps

If you think you have an appropriate location for a Curb Lane Café, register via toronto.ca/cafeto

APPLICATION CHECK LIST – CURB LANE CAFÉS

Your curb lane patio must have either a **temporary platform**, or **ramps** from the curb to street level to meet AODA accessibility standards. Temporary Platforms require a separate application, and are only for curb lane patios.

To install a platform/deck, you must submit:

- Two photos showing the streetscape of the proposed location, one in each direction (e.g., one facing east, one facing west) showing the curb lane where your deck or platform is proposed to be located.
- CaféTO staff will contact you with the results of the preliminary review. If the platform is feasible, you will be asked to produce and submit drawings, at your own expense*, stamped by a structural engineer/architect, or signed by a BCIN (Building Code Identification Number) licensed designer

* Up to \$1,000 of the matching grant can be applied to professional fees associated with custom platform designs.

Or provide temporary ramp(s) (a sloped entrance from the sidewalk to the curb lane cafe):

- At least 1 m wide
- Slip proof, visible at night, stable (so that it does not shift or move when used)
- There must be space at the bottom of the ramp for someone using a mobility device to turn and navigate into the café area.
- Do not affix your ramp to the sidewalk, curb edge or road with screws, bolts or any other materials.
- Ramp must be present and accessible during all operating hours.

Note: Asphalt Ramps are no longer being installed by the City allowing for more flexibility in placement

BARRIER GUIDANCE – CURB LANE CAFÉS

A vertical barrier (between 0.9 and 1.2 metres in height) must be in place along the curb lane closure area at all times. Opaque items (including dense plant material) must not be greater than 1.2 metres in height, measured from the surface of the street to preserve sight lines.

Temporary fencing, planter boxes and other vertical barrier materials must have retro- reflective tape, or reflective flexi-posts at each end of the café area, and preferably along the full length of the closure area. All other materials must minimize glare for nighttime road users.



A person wearing dark trousers and black shoes is walking on a paved path. They are using a white cane with a red band. The path is made of grey bricks, with a section of yellow tactile paving (dotted and raised) in the foreground. The background shows a blue and white striped pattern on the ground.

Accessibility

Requirements + Considerations



ACCESSIBILITY



POP UP STREET PATIOS INC.

Accessibility Check List

- Ensure that you maintain barrier-free access and sidewalk clearance for people using mobility devices, especially when considering the placement of your café equipment and guest queuing areas.
- Provide accessible access to your café with a minimum width of 1 metre*.
- Maintain pedestrian clearways on the sidewalk around your cafe
- Keep this area clear of café materials, signs, wires, etc.
- Consider furniture style selection for people in wheelchairs
- Consider colour contrast of your furniture & materials



* New for 2022 – Restaurant Operator Supplied Ramp or Platform

Design Considerations

A woman with long dark hair, wearing an orange jacket, is seated at a wooden desk in a bright office. She is focused on writing in a notebook with a pencil. In her left hand, she holds a white coffee cup. On the desk in front of her are various items: a laptop, a tablet, a pen case, a sticky note, and some papers. A potted plant is visible on a windowsill behind her. The entire image is overlaid with a semi-transparent dark filter, and the text 'Design Considerations' is prominently displayed in the center in a large, white, sans-serif font.

PATIO DESIGN CONSIDERATIONS

- Choose a colour palette
- Choose furniture that's easy to store
- Comfortable, mixed occasion seating – zones
- Looks intentional & consistent with interior
- Create a sense of separation between pathways and roadways
- Accessible – People with Disabilities and Families
- Consider guest and pedestrian traffic flow

OPPORTUNITIES

- Table Decorations
- Accessible Access Plan
- Barrier Selection
- Signage
- Greenery
- Ambiance – Acoustic Music
- Multi-level lighting
- Weather Protection

BEST PRACTICE – DESIGN OPPORTUNITIES

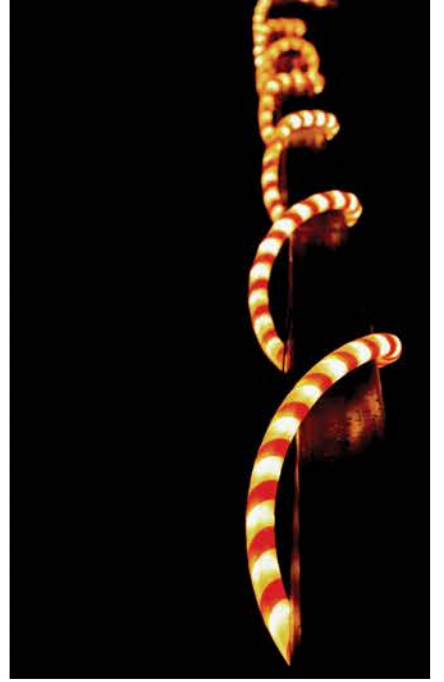


GRIPBLOCK





LIGHTING





BARRIERS





TABLE DECOR



WEATHER PROTECTION





SIGNAGE & WAYFINDING



3.

Operations Advice

Guest Experience

Operations Updates



Guest Experience

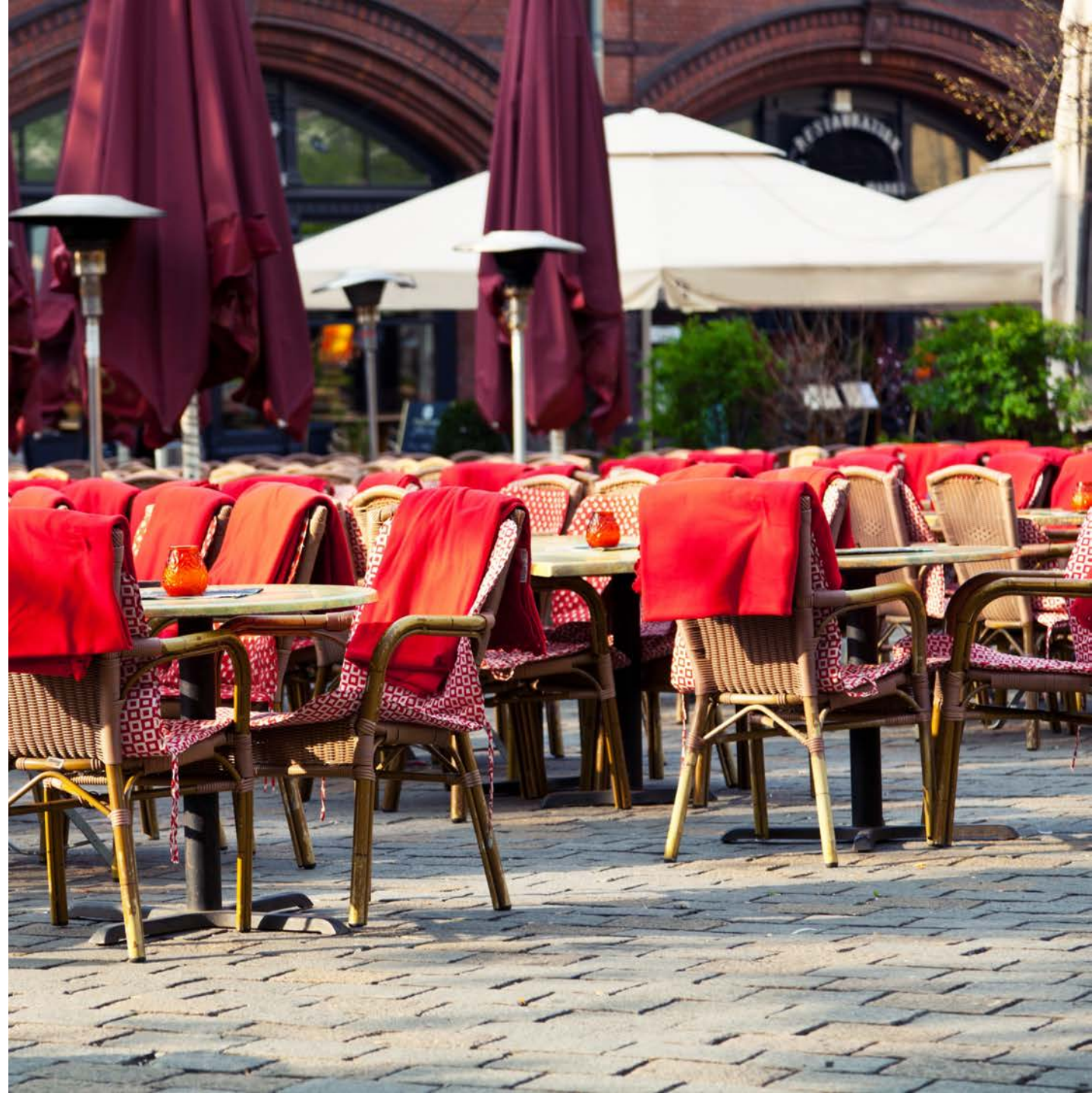
Guest Experience

- Be ready for patio season! Choose a date (potentially, pending CaféTO application) and put it in the calendar
 - Make a checklist of everything you need to do to get ready
 - There may be a warm snap you want to take advantage of
- People are eager to return to patios and will go just about anywhere they can get in
 - 10/10 service is what will set you apart
- Maintain efficient service
 - Don't want to encourage people to camp out on your patio all day and take up seats (while still providing excellent guest experience)



Guest Experience

- Know your patio, know your demographic, and prepare based on that
 - Know when you get sun and when you get shade, plan umbrellas accordingly
 - Anticipate other guest complaints and be prepared (weather, etc.)
 - Have a bad-weather backup plan ready
 - May consider additional service touches such as patio heaters, blankets



A woman in a white shirt and tie is holding a black clipboard and talking to a chef in a white uniform. They are in a restaurant setting with a white planter box in the foreground. The word "Operations" is overlaid in large white text.

Operations

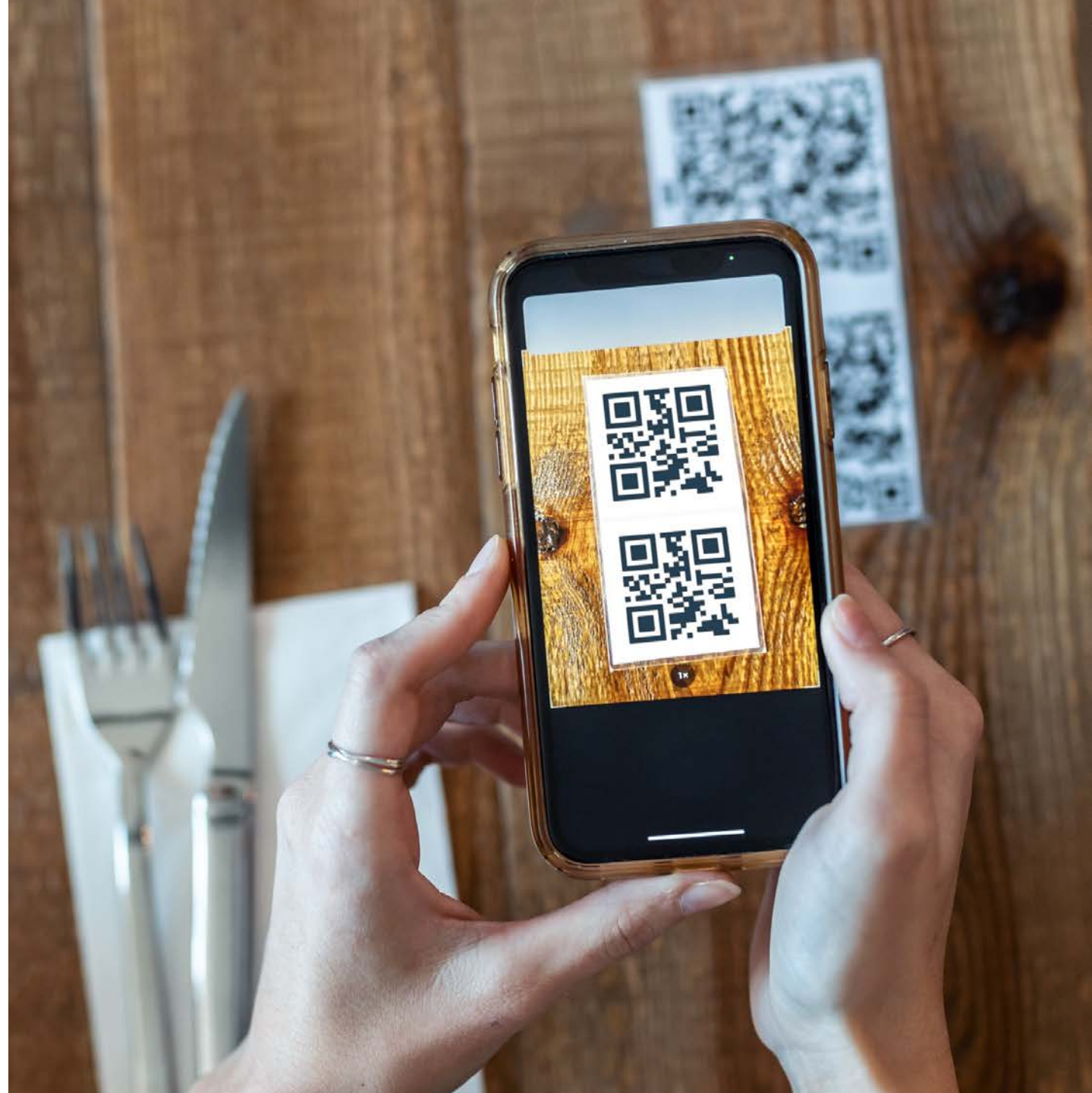
Menu

- Focus on items that are quick execution for the patio
 - Easy salads and sandwiches
 - Maybe add in a few warm/cool things for the weather (hot drinks, cool salads)
- Your patio is going to go from 0 to full in a matter of minutes most of the time, so keep chit times down
- Make sure to have lots of sharables that are conducive to groups on patios where the focus is more on drinking & snacking than individual plates
 - Sell people on the experience



Technology

- Leverage technology for things like digital menus to reduce server back and forth
- Ensure that your POS is accessible to servers
 - Consider mobile POS or a remote POS on the patio
- Certain software allows you to have a digital menu that customers can order directly from and pay through
 - Integrated with POS



Layout

- Ensure you set up your patio for optimal service
 - Side stations set up on the patio
- We recommend lots of smaller group seating options as opposed to larger tables (although still good to have a few of those)
 - Will allow you to maximize seating
 - Be restrictive on what guests can do with seating (people can't just move a bunch of tables together on the patio to fit their group)



A photograph of a city street scene. In the background is a three-story brick building with arched windows. In the foreground, there is an outdoor cafe area with black metal railings, tables, and chairs. A young tree is on the right, and a street lamp is on the left. The sky is clear and blue.

Be a Good Neighbour.

Be Considerate of Noise,
Congestion, Right of Ways, and
Neighbouring Businesses.

Need Help?

Go to toronto.ca/cafeto
Email cafeto@toronto.ca

Reach out to The Fifteen Group at
info@thefifteengroup.com

Reach out to Restaurants Canada at
members@restaurantscanada.org

Go to info.restaurantscanada.org/building-for-success-with-the-2022-caféto-program
for additional resources from this presentation.