

City Council

Notice of Motion

MM22.35	ACTION			Ward: All
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Ensuring Responsible Behaviour by Rogers and other Telecommunications Companies Doing Work on Public Property - by Councillor John Filion, seconded by Councillor Shelley Carroll

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Infrastructure and Environment Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor John Filion, seconded by Councillor Shelley Carroll, recommends that:

1. City Council direct the General Manager, Transportation Services, in consultation with the Executive Director, Engineering and Construction Services and the General Manager, Parks, Forestry and Recreation to report back to the Infrastructure and Environment Committee on strategies to ensure that:

a. as conditions for third party construction permits, such as those issued to telecommunications companies in the public right-of-way, the City require, and be able to effectively monitor that:

1. construction notices produced are designed to be identifiable as such rather than as advertisements for services provided by these companies;

2. at least one notice to residents provides specific information regarding the work being done, its location, the anticipated start date and project duration;

3. such notices include a City of Toronto phone number at which residents experiencing problems can directly contact a City staff member who can effectively deal with problems in an expeditious manner; and

4. signage be posted in work zones clearly identifying the company performing the work and the City of Toronto number to call to report problems;

b. during third party construction projects performed on public property, City of Toronto staff have sufficient direction and resources to:

1. monitor work performed by contractors to ensure good customer service for residents living in work zone areas;

2. ensure proactive inspection of work zones to ensure that results meet all City of Toronto standards; and
 3. ensure that city trees are protected from construction work;
- c. there are provisions for City of Toronto staff to consider the revocation of permits, if necessary, it obtain compliance with City requirements; and
 - d. all costs associated with administering and inspecting work by third party construction work on City Property covered by the companies performing the work.

Summary

In 2019, Rogers Communications began a multi-year project for the installation of fiber optic cables across the City. This has required work on sidewalks and the City rights-of-way in front of residential properties. Construction notices sent to residents to date could have easily been confused with promotional material and has lacked detailed information about the scope of work and timelines. The phone number provided for residents experiencing issues was the same general number for those with other issues about Rogers' services. To date, there appears to be no effective oversight by City divisions.

This Motion is requesting a staff report to deal with these and other issues similar issues.

Background Information (City Council)

Member Motion MM22.35