REPORT FOR ACTION

Supplementary Report - Paid Duty Officer Form Documentation

Date: March 24, 2026
To: City Council
From: General Manager, Transportation Services and Chief Engineer and Executive Director, Engineering & Construction Services
Wards: All

SUMMARY

On February 12, 2026, Audit Committee requested the General Manager, Transportation Services to report directly to the March 25, 26 and 27, 2026 meeting of City Council to provide examples of the forms that set out the specific instructions and duties associated with Paid Duty Officer (PDO) postings. The Audit Committee also requested that the Chief Engineer and Executive Director, Engineering & Construction Services provide the initial instructions for the Paid Duty Officers (PDOs) and subsequent instructions for the Toronto Water and Toronto Transit Committee Queen Street East construction between Broadview Avenue and the Don Valley Parkway entrance via Davies Avenue.

This report responds to Council's direction by providing examples of the documents and forms that outline the specific instructions and duties for PDOs deployed for traffic control at construction projects and major events. A summary of the PDO instructions specific for the Queen Street East construction project are also included.

RECOMMENDATIONS

The General Manager, Transportation Services and Chief Engineer and Executive Director, Engineering & Construction Services recommends that:

1. City Council receive this report for information.

FINANCIAL IMPACT

There are no financial implications for this budget year resulting from the recommendations included in this report. The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Audit Committee, at its meeting on February 12, 2026, amended Item - 2026.AU11.7 and requested the General Manager, Transportation Services to report directly to the March 25, 26 and 27, 2026 meeting of City Council and provide examples of the forms on which the specific instructions and duties are outlined for the posting for Paid Duty Officers. The item was also amended with a request to the Chief Engineer and Executive Director, Engineering & Construction Services, to report with the initial instructions for Paid Duty Officers for the Toronto Water and Toronto Transit Commission construction on Queen Street East between and Broadview and the Don Valley Parkway entrance and the subsequent instructions for this construction.
Agenda Item History - 2026.AU11.7

At its meeting on November 12 and 13, 2025, City Council requested the Deputy City Manager, Infrastructure Services, to report to the February 12, 2026 meeting of the Audit Committee on the basis of requests for Paid Duty Officers for Toronto Water, the Toronto Transit Commission and Transportation Services projects and provide examples of common instructions provided to Paid Duty Officers and alternative options for the use of Paid Duty Officers.
Agenda Item History - 2025.AU10.3

COMMENTS

Examples of Instructions for Paid Duty Officers

In response to the direction outlined in AU11.7, Transportation Services is providing examples of the documents and forms that outline specific instructions and duties for Paid Duty Officers (PDOs) deployed for traffic control around construction projects and major events.

Examples of the PDO forms and directions provided to the Paid Duty Office for construction and event closures are shown in Attachments 1, 2, 3 and 4. A summary of the PDO requests and general types of instruction/specific duties is listed below.

It should be noted that the specific duties in the PDO forms are brief due to the limited amount of text that can be inserted in the form. Prior to the submission of the PDO form, Transportation Services (TS) will discuss the requirement for PDOs and specific duties with the contractor and Engineering & Construction Services (ECS) staff. These specific

instructions are sent to the contractor who then submits the PDO forms to Toronto Police Services.

In addition, the contractor will reiterate the specific duties each time at the start of each PDO shift.

(Attachment 1) Traffic Management, Queen Street East and Broadview Avenue

- PDOs were asked to prioritize diversion transit vehicles (buses and streetcars) making northbound left-turns, eastbound left-turns, southbound right-turns and eastbound right-turns at the intersection of Dundas Street East and Broadview Avenue.
- PDOs were asked to prioritize diversion streetcar vehicles making westbound left-turns and northbound right-turns at the intersection of Dundas Street East and Parliament Street.
- PDOs were asked to discourage pedestrians from jaywalking in front of turning transit vehicles.
- PDOs were asked to hold conflicting turning vehicles to allow transit vehicles through the intersection and to enforce the flashing "don't walk" pedestrian signal.

(Attachment 2) Traffic Management, Liberty Street at Dufferin Street and Strachan Avenue

- PDOs were deployed at constrained intersections affected by major construction closures.
- PDOs were asked to monitor westbound and eastbound movements on Liberty Street for excessive queuing.
- PDOs were asked to temporarily stop northbound and southbound traffic on Dufferin Street and Strachan Avenue to release queued traffic on Liberty Street.
- PDOs were asked to support traffic flow and access to Liberty Village during prolonged construction impacts.

(Attachment 3) Traffic Management for Major Events and Construction, Dufferin Street at Liberty Street / King Street West

- PDOs were deployed during a major event (Canadian National Exhibition) combined with construction-related closures.
- PDOs were asked to inform southbound traffic motorists of the downstream intersection closure and only local access to be maintained for Liberty Village to residents, local traffic, and businesses.
- PDOs were asked to advise motorists of downstream closures and to redirect general traffic accordingly.
- PDOs were asked to minimized cut-through traffic and preserve local access within the neighbourhood.

(Attachment 4) Traffic Management, Adelaide Street West and University Avenue

- PDOs were deployed at the intersection of Adelaide Street West and University Avenue to provide traffic management support given the impacts at York Street and Adelaide Street West.

- PDOs were asked to redirect vehicular traffic because of the closure at York Street and Adelaide Street West but, to allow local traffic to proceed through.

Instructions for Paid Duty Officers for the Queen Street East Construction Project

The City commenced construction activities on Queen Street East between Broadview Avenue and the Don Valley Expressway ramp via Davies Avenue on January 19, 2026, to replace the aged watermain, portions of which are over 100 years old. This work was coordinated with critical streetcar track replacement at the same location.

The need for PDOs or alternate measures such as Traffic Agents was developed during the ECS's design of the contract with TS and the Toronto Transit Commission (TTC). The project team determined that Traffic Agents were required at the construction limits and PDOs at the intersections of the streetcar diversion route along Dundas Street at Broadview Avenue and Parliament Street. PDOs were needed to provide enforcement support given the complex transit impacts caused by the road closure on Queen Street East. The requirement for the PDOs formed part of the construction contract.

Initial instructions given to the contractor, who makes the formal request for PDOs, were that the function of the officers were to provide standard traffic control and pedestrian assistance, which includes monitoring traffic flow to facilitate the safe and smooth movement of vehicles, cyclists and pedestrians.

During construction modifications to the traffic control instructions were made to reflect field observations and feedback from affected stakeholders including TTC, TS and the public. The updated instructions to the PDOs for the Queen Street East project are described in Attachment 1. A map of locations for PDOs for the Queen Street East project is Attachment 5.

CONTACT

Roger Browne, P. Eng. Director, Congestion and Network Management, Transportation Services, (416) 392-5372, Roger.Browne@toronto.ca

Eugene Chen, P.Eng., M.B.A., Director (A), Design & Construction - Roadways, Engineering & Construction Services, (416) 338-1168, Eugene.Chen@toronto.ca

SIGNATURE

Ashley Curtis
General Manager (A)
Transportation Service

Jennifer Graham Harkness P.Eng.
Chief Engineer and Executive Director
Engineering and Construction Services

ATTACHMENTS

Attachment 1: Traffic Management, Queen Street East and Broadview Avenue

Attachment 2: Traffic Management, Liberty Street at Dufferin Street and Strachan Avenue

Attachment 3: Traffic Management for Major Events and Construction, Dufferin Street at Liberty Street / King Street West

Attachment 4: Traffic Management, Adelaide Street West and University Avenue

Attachment 5: Queen Street East Construction Project PDO Locations Map