

## **Interim Community Engagement and Communications Plan for Upcoming Watermain and TTC Streetcar Track Replacement on King Street West**

**Date:** July 28, 2026

**To:** City Council

**From:** Chief Engineer and Executive Director, Engineering and Construction Services

**Wards:** Ward 10 (Spadina-Fort York) Ward 4 (Parkdale-High Park)

### **SUMMARY**

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The City will be replacing the watermain and streetcar tracks on King Street West, between Dufferin Street and Close Avenue and Portland Street to Spadina Avenue concurrently, starting in November 2026. The work is expected to be complete in August 2027. In spring 2027, similar work will take place on King Street West from Shaw Street to Bathurst Street and is expected to be complete by the end of 2027.

An interim community engagement and communications plan has been developed jointly by Engineering and Construction Services, the Public Consultation Unit, the Communications division and the Toronto Transit Commission (TTC) in consultation with Councillor Malik and Councillor Perks. The plan will be used to inform and engage residents, businesses, Business Improvement Areas (BIA) and institutions ahead of and during construction, while also providing timely information to the broader travelling public about construction-related impacts, traffic conditions, transit service changes and available travel options.

The plan includes regular Councillor briefings, meetings with local BIAs, direct liaison with affected properties and businesses, virtual public information meeting(s), mailed construction notices, email and social media updates, media outreach, project signage and web resources including project-specific details and broader congestion management information. These activities are intended to provide people with timely information on project scope, construction scheduling, traffic management, transit diversions, and anticipated construction impacts, specific to the project, as well as the surrounding area, while providing opportunities to ask questions and identify local considerations prior to the start of construction.

## FINANCIAL IMPACT

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There are no financial implications resulting from the adoption of this report.

## DECISION HISTORY

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On July 8 and 9, 2026 Toronto and East York Community Council adopted motion requesting the Chief Engineer and Executive Director, Engineering and Construction Services to consult with the local Councillors and report directly to the July 29, 30 and 31, 2026 meeting of City Council with an interim communications and engagement plan related to the watermain replacement and TTC streetcar track work on King Street, including engagement activities to take place before construction begins in Fall 2026. <https://secure.toronto.ca/council/agenda-item.do?item=2026.TE34.105>

## COMMENTS

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Starting in November 2026, the City and TTC will begin two major infrastructure renewal projects along King Street West between Dufferin Street and Close Avenue, and between Portland Street and Spadina Avenue. Construction for each project is expected to take approximately ten months. In spring 2027, similar work will take place on King Street West from Shaw Street to Bathurst Street and is expected to be complete by the end of 2027. The projects will include replacing aging watermains and TTC streetcar tracks to maintain reliable water and transit infrastructure while supporting the continued safe operation of the corridor.

The coordinated watermain replacement and TTC streetcar track renewal projects on King Street West will require ongoing notification and engagement with local Councillors, residents, businesses and BIAs, institutions and other interest groups, as well as communications to the broader travelling public, ahead of and throughout construction.

A project specific interim community engagement and communications plan has been developed jointly by Engineering and Construction Services, Public Consultation Unit, the Communications division and TTC, in consultation with Councillor Malik and Councillor Perks. The objectives of the plan are to provide timely information regarding construction scheduling, traffic management, transit operations, and anticipated construction impacts. The activities identified in the plan are intended to provide opportunities to receive project information, ask questions, and identify local considerations that can be incorporated into construction planning where feasible. It is also aligned with the work currently underway to enhance capital construction delivery.

## Plan Overview

Ahead of construction, the City and TTC will use multiple touchpoints to keep residents and businesses informed, including notices issued through Canada Post to approximately 52,000 properties, email updates, social media, media outreach, web resources including project-specific details and broader congestion management information and project signage. All materials will be coordinated between the City and TTC to ensure consistent messaging and provide staff contacts for further information.

The City's project webpage will include project-specific information, including maps showing construction areas and travel impacts, copies of notices and contact information. The TTC will also create a complementary project webpage providing information related to transit service impacts.

Pre-construction Notices will be issued at the end of August 2026, followed by Construction Notices in October 2026. A Construction Update Notice will be issued in mid-April 2027, before the start of streetcar track renewal work. In addition to construction notices, Traffic Impact Notices will be issued to residents who will be affected by temporary two-way conversions of local roads within the project limits.

Project updates will also be shared through the City and TTC social media channels to provide timely information on construction progress, traffic and transit impacts, and upcoming work. The City will provide regular updates to traffic reporting agencies and media outlets to help inform commuters of construction activities, lane closures, and anticipated travel impacts.

The City and TTC have held early meetings with local BIAs and resident associations to share information about the upcoming construction, gather feedback, and discuss opportunities to minimize disruption. These meetings have focused on anticipated construction impacts, maintaining access for businesses and residents, traffic and transit operations, and strategies to support ongoing communication and coordination throughout construction.

Meetings will be held with:

- Queen Street West BIA
- Parkdale Village BIA
- West Queen West BIA
- Liberty Village BIA
- Toronto Downtown West BIA
- Roncesvalles-Macdonell Residents' Association
- Queen Beaconsfield Residents Association
- Ossington Community Association
- Garment District Residents Association
- Parkdale Residents Association
- Wellington Place Neighbourhood Association
- Liberty Village Residents Association
- Toronto Entertainment District Residents Association (TEDRA)
- Trinity Bellwoods Community Association

Early engagement provides an opportunity to gather feedback that will be considered, where feasible, in the development of construction staging, notifications, access planning, and mitigation measures. The project team will continue working with BIAs and community representatives throughout construction on initiatives such as "Open for Business" signage, parking and access information, business notifications and construction information sessions to help businesses, residents, and visitors prepare for upcoming work and stay informed.

A virtual Public Information Meeting will be held prior to the start of construction to provide an overview of the construction work, travel impacts and respond to questions.

The proposed activities are summarized in Table 1 below.

**Table 1 – Communications and Engagement Activities**

| Activity                                                     | Timing                                                                                                                                       |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Meetings with BIAs                                           | Late July/Early August 2026 and regularly through construction                                                                               |
| Meetings with Resident Associations                          | Late July/Early August 2026                                                                                                                  |
| Project webpage launch                                       | End of July 2026                                                                                                                             |
| Pre-Construction Notice                                      | End of August 2026                                                                                                                           |
| Door to door outreach                                        | September 2026                                                                                                                               |
| Preparing for Construction Notice for businesses             | September 2026                                                                                                                               |
| Construction Notice                                          | October 2026                                                                                                                                 |
| Virtual Public Information Meeting                           | October 2026                                                                                                                                 |
| Construction Notice Updates & Travel Advisory Impact Notices | Ongoing                                                                                                                                      |
| Email Updates to subscribers                                 | Ongoing                                                                                                                                      |
| Social Media Updates                                         | Ongoing                                                                                                                                      |
| Media outreach                                               | In advance of project start and ongoing - including broader congestion management information as well as project-specific traffic advisories |

The TTC will share upcoming service changes through additional community engagement activities, both locally and across the transit network.

Engineering and Construction Services and the TTC will continue to work collaboratively with local Councillors, residents, businesses, Business Improvement Areas, and community interest groups throughout construction to ensure timely information and opportunities to provide feedback as the project progresses.

## **CONTACT**

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## **SIGNATURE**

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