



REFERRAL OF ITEM BY CITY COUNCIL

Utility Construction Photo Documentation

Date: November 20, 2025

To: Infrastructure and Environment Committee

From: City Council

Wards: 1, 2, 5, 14 and 23

CITY COUNCIL DECISION

City Council on November 12 and 13, 2025, referred Item AU10.9 to the Infrastructure and Environment Committee for consideration.

COMMITTEE RECOMMENDATIONS

The Audit Committee recommends that:

1. City Council reiterate the request made in Part 15 of its decision on item AU9.7, from July 23 and 24, 2025, to request the General Manager, Transportation Services to provide a list of permits, timing, and sequencing for all of the utility work for the following streets in Ward 14, Toronto - Danforth:

- a. Woodfield Road, from Dundas Street East to Fairford Avenue;
- b. Riverdale Avenue, from Broadview Avenue to Carlaw Avenue;
- c. Grant Street, from Queen Street East to Kintyre Avenue; and
- d. Danforth Avenue, from Jones Avenue to Ladysmith Avenue,

and that City Council direct the General Manager, Transportation Services to report to the February 12, 2026 meeting of Audit Committee with the requested information above.

2. City Council request the General Manager, Transportation Services to report on the removal of pylons following construction, at the February 12, 2026 Audit Committee meeting.

SUMMARY

Transportation Services maintains City roads and sidewalks to ensure they remain safe and accessible for all users. Integral to this, the Division must also manage the impacts of utility work, an essential service that supports the daily lives of residents and businesses across Toronto. Each year, Transportation Services issues approximately 35,000 utility cut permits.

While utility work is essential to delivering vital services, it can also disrupt traffic and generate public complaints related to noise, dust, and uneven surfaces. As such, effective oversight of the utility cut process is critical to protecting City infrastructure and minimizing public impact.

This report provides an update, as requested by City Council (2024.AU9.7), on the recent enhancements to the City's Road Disruption Allowance Control System, which now requires utility companies to submit before-and-after photos of their work and includes photos showcasing utility work completed by contractors in Wards 1, 2, 5, 14 and 23. Having utility companies submit photos of completed work through the online form enhances transparency and supports more efficient compliance monitoring, ultimately improving accountability.

Background Information (Committee)

(October 22, 2025) Report from the Acting General Manager, Transportation Services, on Utility Construction Photo Documentation

<https://www.toronto.ca/legdocs/mmis/2025/au/bgrd/backgroundfile-259594.pdf>

Attachment 1: Utility Construction Photo Examples

<https://www.toronto.ca/legdocs/mmis/2025/au/bgrd/backgroundfile-259595.pdf>

Communications (Committee)

(November 5, 2025) E-mail from Nicole Corrado (AU.New)