



方卓怡 市議員 **Paula Fletcher**

City Councillor | Ward 14 Toronto-Danforth

May 27, 2026

Infrastructure and Environment Committee
100 Queen Street West
Toronto, ON M5H 2N2

Enhancing Coordination with Navigation Platforms for Road Closures

Dear Members of the Infrastructure and Environment Committee,

City of Toronto residents, businesses, and visitors increasingly rely on navigation apps such as Google Maps, Waze, and Apple Maps to guide their daily travel. Unfortunately, there have been recent instances where these platforms have failed to accurately or promptly display road closures related to construction, special events, or other traffic management activities. As a result, motorists have been directed into heavily congested areas or even routed onto streets that are effectively closed, creating confusion and delays for drivers.

The City makes significant efforts to provide accurate and timely information through its Road Restrictions and Closures website and an automated data feed for these navigation providers. Despite the City's efforts, these platforms do not always reflect City-provided updates, even when staff follow up with platform operators to flag discrepancies.

As we welcome the world to Toronto for the FIFA World Cup this summer, it is crucial that these navigation apps consistently incorporate City-issued road closure and traffic management information into their systems. Google Maps, Waze, and Apple Maps, along with the City of Toronto, have a shared responsibility to ensure the public have accurate and timely information about road closures and traffic delays.

Recommendation:

1. Infrastructure and Environment Committee request the General Manager, Transportation Services to immediately engage with navigation platform providers, including those responsible for Google Maps, Apple Maps, and Waze, to request their consistent, timely, and accurate representation of City road closure, construction, and traffic management data within their platform, and emphasize that, as widely used public-facing services relied upon for mobility, these platforms have a social responsibility to the public to maintain current and accurate information.

Thank you for your support,

Paula Fletcher
City Councillor, Ward 14, Toronto-Danforth



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