

## **Improving Bike Lane Inspections in Toronto and East York Community Council district**

**Date:** February 3, 2025

**To:** Toronto and East York Community Council

**From:** Director Operations and Maintenance Transportation Services, Director Permits and Enforcement Transportation Services, and Director Traffic Management Transportation Services

**Wards:** Ward 4, Parkdale-High Park; Ward 9, Davenport; Ward 10, Spadina-Fort York; Ward 11, University-Rosedale; Ward 12, Toronto-St. Paul's; Ward 13, Toronto Centre; Ward 14, Toronto-Danforth; Ward 19, Beaches-East York

### **SUMMARY**

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On November 13 and 14, 2024, City Council requested the Deputy City Manager, Infrastructure Services to report to the February meeting of Toronto and East York Community Council with a street sweeping service standard for both separated and non-separated bikeways, and to provide a plan for how staff will improve their routine and complaint-based bikeway inspections, including enforcement inspections fronting private and third party construction sites within the Toronto and East York Community Council area.

Transportation Services plans to report to the Infrastructure and Environment Committee meeting in the second quarter of 2025 with a City-wide street sweeping review, which will include bikeway street sweeping service standards.

The purpose of this report is to provide a high-level overview of Transportation Services' recent and planned improvements to both routine and complaint-based bikeway inspections, including enforcement inspections fronting construction sites.

### **RECOMMENDATIONS**

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The Director Operations and Maintenance Transportation Services, the Director Permits and Enforcement Transportation Services and the Director Traffic Management Transportation Services recommends that:

1. Toronto and East York Community Council receive this report for information.

**FINANCIAL IMPACT**

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There are no financial impacts resulting from the adoption of the recommendation in this report.

**DECISION HISTORY**

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On November 14, and 15, 2024, City Council requested the Deputy City Manager, Infrastructure Services to report to the February 20, 2025, meeting of the Toronto and East York Community Council with a street sweeping service standard for both separated and non-separated bike lanes, and their routine and complaint-based bike lane inspections, including enforcement inspections of bike lanes fronting private and third party construction sites for Toronto and East York Community Council district.

[Agenda Item History - 2024.TE17.24](#)

On July 10, 2024, Toronto and East York Community Council directed Transportation Services to implement a protocol to ensure bike lanes are clear and safe from debris following construction projects and investigate the condition of two intersections in Ward 14 to address any unsafe cycling conditions.

[Agenda Item History - 2024.TE15.65](#)

**COMMENTS**

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**Improvements to Routine and Complaint-based Bikeway Inspections**

In 2023, a dedicated bikeway infrastructure inspection and maintenance program was developed by the Operations and Maintenance Section within Transportation Services Division to ensure that Toronto's bikeways and related infrastructure are maintained in a safe and operational condition. This program ensures compliance with Provincial inspection standards, as well as the City of Toronto's service maintenance standards for the cycling network.

Since 2023, Transportation Services has executed the following bikeway maintenance activities:

- 387 potholes and road damage service requests completed
- 3417 bollards repaired
- 10 pre-cast curb replaced\*

\* This metric does not include pre-cast curb realignments. Staff regularly realign and adjust pre-cast curbs to ensure bikeways are free and clear for use.

In addition to addressing 311 service requests, the program focuses on conducting proactive inspections by identifying, documenting, and addressing any deficiency issues that could affect the safety and usability for people cycling.

Inspection, maintenance, and repair activities are adjusted seasonally. In winter, staff focus on winter maintenance of bikeways, along with repairs to bollards and pre-cast curbs. For two months at the start of spring (April or when winter weather ceases), Transportation Services does enhanced twice monthly inspections, addressing more service requests, by virtue of the transition from harsh winter conditions that come with increased needs for repairs that cannot all be addressed during winter months such as pavement marking deficiencies and pothole repairs.

### **Enhanced Cycling Inspection/Maintenance Program**

Operations and Maintenance Section's dedicated bikeway inspection staff conduct inspections to proactively identify deficiencies and hazards such as broken pre-cast curbs and bollards. In 2025, a select number of staff will ride e-bikes to survey the cycling network, aiding in the identification of hazards and assessing the overall functionality of the infrastructure. To date, four e-bikes are available for staff, which will expand to eight by 2026. Transportation Services staff have successfully completed safety training through the City of Toronto-sponsored accredited CAN-BIKE program.

E-bikes will allow staff to experience Toronto's cycling network as a cyclist, better observe road discontinuity, potholes, pre-cast curb misalignment and/or damage, faded pavement markings, damaged street signs and obstructions. Previously, inspections were completed in vehicles, which presented challenges such as obstructed views, various distractions and considerations taken while operating a vehicle.

In addition, Transportation Services has been researching the integration of Artificial Intelligence (AI) technologies to provide data to support inspection and maintenance operations to improve efficiency and effectiveness. Transportation Services is considering motor vehicle mounted technology to collect data on pavement conditions, broken assets and other deficiencies. In addition to augmenting data collection, this technology will improve the safety of staff while operating their vehicle and reduce the risk of a collision while navigating the busy streets of Toronto.

The advanced AI-driven hazard identification software is planned to be integrated with Maximo and would automatically generate new work orders for maintenance crews to efficiently organize their tasks of repairing potholes and road discontinuities, replacing pre-cast curbs and bollards, as well as conducting concrete repairs.

### **Complaint-Based Response Improvement Strategy**

Transportation Services has developed an internal service request dashboard as a valuable tool for enhancing service delivery. This service request dashboard provides a quick-reference portal with real-time insights and data visualization, enabling efficient monitoring, management, and optimization of service performance and delivery.

This service request dashboard is integrated with the 311 system and the Enterprise Work Management System (EWMS) powered by Maximo.

Currently, Transportation Services has bikeway specific 311 service request problem codes for pothole/pavement damage and damaged pre-cast curbs. Through an ongoing service level and problem code review these codes will be expanded to include damaged bollards and bikeway-specific debris clearing. This will make it simple for residents when they are contacting 311 and will also support Transportation Services' Operations and Maintenance staff in addressing issues and tracking more effectively.

### **Specialized Street Sweeping**

Transportation Services will be presenting a Street Sweeping Review which will include bikeway sweeping standards to Infrastructure and Environment Committee in the second quarter of 2025.

To date, Solid Waste Management Services have been providing bikeway sweeping services. In Spring 2025, it will be transferred to Transportation Services. In advance of the transfer of responsibility, four dedicated specialized sweepers for bikeways have been purchased that will allow Transportation Services to develop sweeping schedules and operations exclusively for bikeway.

### **Improvements to Bike Lane Enforcement Activities fronting Construction Sites**

Starting in August 2024, Transportation Standards Officers (TSOs) initiated daily, proactive inspections of bikeways, with a priority focus near construction sites. These patrols focused on increasing the frequency and coverage of bikeway inspections to address and mitigate safety concerns more effectively.

Between August 1, 2024 and January 16, 2025, these daily proactive patrols in addition to complaint-driven inspections resulted in the issuance of 33 Notices of Violation (NOVs) and six (6) charges laid. Staff will continue analyzing data from inspections to identify trends and areas of the City requiring additional focus.

Transportation Services conducts bi-annual audits of construction staging locations which includes large-scale construction projects that occupy a portion of the public right-of-way such as condominium developments. The purpose of a construction staging audit is to ensure compliance with regulatory requirements and to address any potential hazards or accessibility issues that may affect/impact the public.

Construction staging audits now include a specific focus on the condition of bikeway fronting construction sites. TSOs verify whether the construction staging area is still in place, the associated permit is valid, and that the area provides adequate pedestrian clearway and underside clearance within the covered walkway. Additionally, they help confirm that the staging and surrounding areas are free from dirt, debris, unpermitted encroachments, and unauthorized occupations. Results are documented, and compliance is tracked to ensure that remedial actions are taken when necessary.

Starting in Spring 2025, a select number of TSOs will be equipped with bicycles to access and inspect bikeways more efficiently, ensuring a faster response to complaints

and better oversight of debris and obstructions. Staff will monitor the effectiveness of bicycle patrols and integrate feedback into operational plans with the goal of expanding the use of bicycles for patrols in the future.

Transportation Services' Work Zone Construction Coordination Unit and Construction Activity Unit staff will be reviewing the permit conditions language for construction staging permits to see if there are any opportunities to strengthen the language to hold applicants more accountable for maintaining clear and debris-free bikeways and roadways near their construction sites. The intent of these efforts would be to provide more clarity around the applicants' responsibilities. Where applicable, applicants may be made responsible for clearing the area overlapping between their site and any adjacent construction work zone sites to improve the overall level that streets with multiple ongoing development projects are cleaned.

## **CONTACT**

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## **SIGNATURE**

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