

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** July 14, 2010

**SUBJECT:** TTC CORPORATE POLICY – CUSTOMER NOTICE SIGNAGE  
FOR CONSTRUCTION AND MAINTENANCE PROJECTS

## **ACTION ITEM**

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### **RECOMMENDATION**

It is recommended that the Commission approve the TTC Corporate Policy 3.5.1 Customer Notice Signage for Construction and Maintenance Projects.

### **FUNDING**

The cost of the signage is included in the appropriate 2010-2014 Capital Program which was approved by City Council on December 8, 2009 and in the 2010 Operating Budget which was approved by the City Council on April 15, 2010.

### **BACKGROUND**

There is a need for the Commission to install and regularly replace prominent signs at every location where construction is underway in public areas of the operating transit system.

### **DISCUSSION**

With a large number of ongoing and upcoming construction and maintenance projects taking place throughout the system, it is important to inform transit customers of the nature and duration of work. Currently various notices and signs are used; however, there is inconsistency in their appearance as well as the type of information provided. Therefore, a policy is required to ensure that the signage is consistent throughout the system.

Proposed sample signs are attached in Appendix A.

**JUSTIFICATION**

The proposed policy, as attached in Appendix B, will standardize the customer notice signage for construction and maintenance projects to advise the customers for work that is being done and when it will be completed.

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June 16, 2010  
50-101-56  
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Attachment: Appendix A – Sample Signs  
Appendix B – Policy

# Construction

## Structural Rehabilitation Program

Our rehabilitation program involves the evaluation of existing structures.

The finishes of this station have been removed for inspection.

Repairs and restorations are expected to be completed by October 2010.

For information related to this project: Visit our website or call TTC Customer Service, daily from 8am to 6pm, excluding holidays



ttc.ca  
416.393.3030



Figure 1

# General Maintenance

## Subway Tile Replacement

The replacement of tiled surfaces is required at this location to ensure safety and to maintain passenger flow.

Use other available stairways and escalators during the construction.

The project is expected to be completed by October 2010.

For information related to this project: Visit our website or call TTC Customer Service, daily from 8am to 6pm, excluding holidays



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Figure 2

## Appendix A



TORONTO TRANSIT COMMISSION

### Pape Station Modernization Project

Upgrades at Pape Station are being undertaken to improve station finishes integrating public art, enhance the street presence of station entrances, improve lighting and signage at all station levels, and improve public access.



#### Key improvements to the station will include:

- Upgrades to all finish materials, including integrated public artwork, new signage and lighting;
- A modified bus terminal layout, including a weather-protected waiting area beside the main station entrance;
- New elevators to provide full accessibility between the station entrance, bus platforms, station concourse, and subway platforms; and
- A new second exit from the east end of both platforms to street level.

Expected project completion: 2012

#### For more information:

E-mail: [station.modernization@tto.ontario.ca](mailto:station.modernization@tto.ontario.ca) Phone: 416-393-4001 Fax: 416-338-0194  
By Mail: Pape Station Modernization Project, 5180 Yonge Street, 6th Floor, Toronto ON M2N 6L9

Figure 3

**Appendix B**

**Toronto Transit Commission**

**POLICY/INSTRUCTION**

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Customer Notice Signage For Construction and Maintenance Projects	Engineering & Construction		

**1.0 RESPONSIBILITY**

Chief Project Manager – Construction

Department Heads are responsible for implementing this policy for specific construction or maintenance projects.

**2.0 PURPOSE**

To inform customers of upcoming and ongoing construction and maintenance projects in public areas of the transit system.

**3.0 DEFINITION**

For the purpose of this policy, construction and maintenance projects are defined as any work in public areas within the system.

**4.0 CONSTRUCTION/MAINTENANCE NOTICE SIGNAGE**

**4.1 SIGNAGE TEMPLATE**

To ensure uniformity, signage will be comprised of the following as a minimum:

4.1.1 Size of the signage is to be 70 cm (24 inches) wide by 81 cm (32 inches) high.

4.1.2 Header to indicate either “Construction” or “General Maintenance” depending on the nature of work.

4.1.3 Body of the signage will include the name of the project if applicable, a brief description of work being done and the expected completion date.

4.1.4 Contact information will be included on the signage.

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**Appendix B**

**Toronto Transit Commission**

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Customer Notice Signage For Construction and Maintenance Projects	Engineering & Construction		

4.1.5 For large construction projects resulting in significant modifications or upgrades to the facility, project information signage may be used as an additional means to provide information to customers. Project information signage will include photographs/renderings and additional information on the improvements being made.

4.2 Placement

4.2.1 Where hoardings and/or fences are erected to separate the work areas from the public areas, the signage should be placed on the hoarding and/or fences at approximately 10 metres apart on all sides visible to customers.

4.2.2 Where there are no hoardings and/or fences in place, the signage will be placed in a prominent location in the vicinity of the work.

4.3 Timing and Maintenance

4.3.1 For planned projects with significant impact to customers or service, appropriate signage will be posted at least 10 days in advance to inform the customers.

4.3.2 The signage will be reviewed regularly to update the information as required. Where applicable, the corresponding TTC website information will be updated.

4.3.3 Damaged signage will be replaced as required.

4.3.4 All signage will be removed upon completion of the project.

5.0 REFERENCE SOURCES

None

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