

CASE STUDY: LESLIE BARNs AND STREETCAR TRACK CONNECTION PROJECT

Client: Toronto Transit Commission (TTC), Toronto, Ontario

OVERVIEW

The TTC is replacing its current fleet of streetcars with new, low floor, accessible vehicles. In order to provide the necessary vehicle maintenance, repairs and storage capacity, the TTC built a new maintenance and storage facility, located at the corner of Leslie Street and Lake Shore Boulevard. The new fleet of streetcars also required the construction of an 800 metre connecting track along Leslie Street between Queen Street and Commissioners Street, which the new streetcars will use to access the facility. Significant streetscape improvements, greening initiatives and public art along Leslie Street and on Queen Street in the vicinity of Leslie Street were completed in conjunction with the track construction.

SERVICES

Lura was retained by the TTC to lead community and stakeholder engagement for the Leslie Barns and streetcar track Environmental Assessment and construction project. Lura was responsible for developing and implementing a comprehensive communications and engagement strategy to engage, consult and inform the Leslieville community during the planning and construction phases of the project. This included establishing and staffing the Leslie Barns community office, forming and facilitating the Construction Liaison Group (CLG), and hosting community meetings, neighbourhood safety walks and one-on-one meetings. The community office was staffed with two full-time Lura project liaison staff who connected with community members and stakeholders, responded to construction inquiries and complaints in real-time, issued construction notices, conducted mail drop campaigns, and represented the TTC at local community events and festivals throughout the construction period.



RESULTS

The Leslie Barns and streetcar track construction was completed in late 2015. In the summer of 2016, Lura hosted a Lessons Learned meeting on the effectiveness of communications during the project to inform TTC communications for future infrastructure projects. Lura continues to play a key role in maintaining a positive relationship with community members and stakeholders during the final stages of streetscaping work around the Leslie Barns facility.