MetrolinxEngage


March 27, 2017
Public Input: Community Charter

1. Please rank these six themes in order of their importance to you ........................................... 20
2. What do you think the Community Charter should include in order to be meaningful to you? ........................................................................................................................................ 20
3. How important a priority do you think this should be for Metrolinx? ................................ 21
4. Do you have any additional comments? ..................................................................................... 22
1. What does safety at Metrolinx mean to you? ............................................................................. 23
2. What do we need to keep in mind when talking to you about safety? .................................. 23
3. How important do you believe public safety should be for Metrolinx when planning, building and operating our regional transportation system? .................................................. 24
4. Do you think public safety should be included in the Metrolinx Community Charter? ..... 24
5. Do you have any other comments on this theme? ................................................................. 24

Connecting Communities

1. How important do you believe the idea of connecting communities should be for Metrolinx as we plan, build and operate our regional transportation system? ........................ 25
2. Do you think that the commitment to connect communities should be included in the Metrolinx Community Charter? ................................................................................................. 25
3. Do you agree that the regional transportation system supports the demographic, cultural, and economic growth of communities along its corridors? ......................................... 25
4. Are there other measures we might take to strengthen our commitment to connecting communities? .......................................................................................................................... 25
5. Do you have any other comments on this theme? ................................................................. 28

Fiscal Responsibility

1. How important do you believe fiscal responsibility should be for Metrolinx when planning, building and operating our regional transportation system? .......................... 29
2. Do you think fiscal responsibility should be included in the Metrolinx Community Charter? ................................................................................................................................. 29
3. What does fiscal responsibility mean to you? .......................................................................... 29
4. How can we help show you that we’re investing public funds wisely and responsibly? ............. 30
5. Do you have any other comments on this theme? .................................................................. 31

Courtesy and Respect

1. How important do you believe consideration and respect should be for Metrolinx in our dealings with individuals and communities as we plan, build and operate our regional transportation system? ................................................................. 32
2. Do you think the idea of consideration and respect should be included in the Metrolinx Community Charter? ................................................................. 32
3. What do consideration and respect mean to you when dealing with an organization like Metrolinx? ............................................................................. 32
4. Are there other measures we might take to strengthen our commitment to consideration and respect in our interactions with groups and individuals? 33
5. Do you have any other comments on this theme? ....................................... 35
1. How important do you believe the idea of transparency, openness, and keeping the public informed should be for Metrolinx as we expand our regional transportation system? .......................................................................................... 36
2. Do you think that a commitment to transparency, openness and keeping the public informed should be included in the Metrolinx Community Charter? .......... 36
3. What does transparency and openness mean to you when dealing with an organization like Metrolinx? ............................................................................. 36
4. How would you like Metrolinx to keep you informed of developments related to the regional transportation system? ................................................................. 37
5. Are there other measures we might take to strengthen our commitment to transparency, openness, and keeping the public informed? ............................. 37
6. Do you have any other comments on this theme? ........................................ 38

Public Input.................................................................................................................. 39
1. How important do you believe the idea of public input should be for Metrolinx as we plan, build and operate our regional transportation system? ...................... 39
2. Do you think the public input concept should be included in the Metrolinx Community Charter? ...................................................................................... 39
3. What does public input mean to you when dealing with an organization like Metrolinx? ...................................................................................... 39
4. Are there other measures we might take to strengthen our commitment to public input? ................................................................................................. 39
5. Do you have any other comments on this theme? ............................................. 41

Employee Input: Community Charter ........................................................................ 45

Community Charter Overview.................................................................................... 45
1. Please rank these six themes in order of their importance to you. ....................... 45
2. What do you think the Community Charter should include in order to be meaningful to you? ...................................................................................... 45
3. How important a priority do you think this should be for Metrolinx? .................... 45
4. Do you have any additional comments? .................................................................. 45

Public Safety................................................................................................................ 46
1. What does safety at Metrolinx mean to you? ............................................................ 46
2. What do we need to keep in mind when talking to you about safety? ................. 46
3. How important do you believe public safety should be for Metrolinx when planning, building and operating our regional transportation system? ...................... 46
4. Do you think public safety should be included in the Metrolinx Community Charter? ................................................................................................. 46
5. Do you have any other comments on this theme? ................................................. 46

Fiscal Responsibility ................................................................................................... 47
1. How important do you believe fiscal responsibility should be for Metrolinx when planning, building and operating our regional transportation system? ........................ 47
2. Do you think fiscal responsibility should be included in the Metrolinx Community Charter? ................................................................................................. 47
3. What does fiscal responsibility mean to you? .......................................................... 47
4. How can we help show you that we’re investing public funds wisely and responsibly? .......................................................... 47
5. Do you have any other comments on this theme? .................................................. 47

Timely Information ............................................................................................................. 48
1. How important do you believe the idea of transparency, openness, and keeping the public informed should be for Metrolinx as we expand our regional transportation system? .......................................................................................................................... 48
2. Do you think that a commitment to transparency, openness and keeping the public informed should be included in the Metrolinx Community Charter? ................................................................................................................. 48
3. What does transparency and openness mean to you when dealing with an organization like Metrolinx? ............................................................................................................................................... 48
4. How would you like Metrolinx to keep you informed of developments related to the regional transportation system? ........................................................................................................................................... 48
5. Are there other measures we might take to strengthen our commitment to transparency, openness, and keeping the public informed? .................................................................................................... 49
6. Do you have any other comments on this theme? .................................................. 49

Courtesy and Respect ...................................................................................................... 50
1. How important do you believe consideration and respect should be for Metrolinx in our dealings with individuals and communities as we plan, build and operate our regional transportation system? .......................................................................................................................... 50
2. Do you think the idea of consideration and respect should be included in the Metrolinx Community Charter? ............................................................................................................................................... 50
3. What does consideration and respect mean to you when dealing with an organization like Metrolinx? ............................................................................................................................................... 50
4. Are there other measures we might take to strengthen our commitment to consideration and respect in our interactions with groups and individuals? ....................................................................................... 50
5. Do you have any other comments on this theme? .................................................. 50

Public Input ....................................................................................................................... 51
1. How important do you believe the idea of public input should be for Metrolinx as we plan, build and operate our regional transportation system? .......................................................................................................................... 51
2. Do you think the public input concept should be included in the Metrolinx Community Charter? ............................................................................................................................................... 51
3. What does public input mean to you when dealing with an organization like Metrolinx? ............................................................................................................................................... 51
4. Are there other measures we might take to strengthen our commitment to public input? ............................................................................................................................................... 51
5. Do you have any other comments on this theme? .................................................. 51

Connecting Communities .............................................................................................. 52
1. How important do you believe the idea of connecting communities should be for Metrolinx as we plan, build and operate our regional transportation system? ............................................................. 52
2. Do you think that the commitment to connect communities should be included in the Metrolinx Community Charter? ............................................................................................................................................... 52
3. Do you agree that the regional transportation system supports the demographic, cultural, and economic growth of communities along its corridors? .............................................................................................. 52
4. Are there other measures we might take to strengthen our commitment to connecting communities? ............................................................................................................................................... 52
5. Do you have any other comments on this theme? .................................................. 53
Scope
The report presents data for attention, active engagement and public input to MetrolinxEngage.com relating to the Community Charter. The consultation period extended three weeks plus two days from the launch of the input opportunity on February 8, 2017 to close of comments on March 3, 2017.

N.B. Two engagements were active during the period of this report:

- The public Community Charter input opportunity; and
- A mirror Community Charter input opportunity accessible only to employees.

Key Performance Indicators of Public Participation
We assess participation along three dimensions: attendance, active engagement, and input.

Attention: By coming to the site, people are doing the digital equivalent of attending a public meeting. That does not guarantee that they will raise their hand to speak. But it does provide us with an opportunity to inform them. Informing oneself is an important form of participation. To gauge this type of activity, we look at the number of unique visitors, the number of repeat visits, the time on site and the average number of pages being viewed during that time, as well as the time they spend on the key pages delivering information that they can use to learn about the engagement subject matter.

Active engagement: Active engagement captures those participants who send a signal about their views, such as contributing a comment, a rating. These are the people who actively engage in the conversation and provide us with data that may be used to gauge public opinion and considered in decision-making.

Input: Input is the ultimate goal of the site. Input can take many forms, depending on the nature of the content being discussed, the lived experience of participants, and their knowledge, both prior to arriving at the site and incorporating that which they learned on the site. Input may take a variety of forms, including rankings, choices, sentiment or expressions of opinion, preferences or fact. It is important to seek the correct type of input in order to ensure that it the input is meaningful. To be meaningful, the input sought must:

- Involve a topic on which the public is qualified to express an opinion, either because their preferences matter or because they have relevant knowledge or lived experience
- Advance a question that is an open variable and on which the organization is open to being influenced by public input.
Attention
During the course of the Community Charter engagement, 1563 people visited the site 1999 times. On average, they spent 2 minutes and 42 seconds on the site during each visit, viewing an average of 3.36 pages of information.

<table>
<thead>
<tr>
<th>Period</th>
<th>Unique Users¹</th>
<th>Sessions</th>
<th>Average session duration</th>
<th>New visitor</th>
<th>Returning visitor</th>
<th>Pages / session</th>
<th>Bounce rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-Feb</td>
<td>555</td>
<td>650</td>
<td>2:58</td>
<td>74%</td>
<td>26%</td>
<td>3.91</td>
<td>43.54%</td>
</tr>
<tr>
<td>19-Feb</td>
<td>486</td>
<td>602</td>
<td>2:42</td>
<td>67%</td>
<td>33%</td>
<td>3.18</td>
<td>45.02%</td>
</tr>
<tr>
<td>26-Feb</td>
<td>385</td>
<td>457</td>
<td>2:30</td>
<td>70%</td>
<td>30%</td>
<td>2.98</td>
<td>47.48%</td>
</tr>
<tr>
<td>03-Mar</td>
<td>261</td>
<td>290</td>
<td>2:21</td>
<td>73%</td>
<td>27%</td>
<td>3.11</td>
<td>48.62%</td>
</tr>
<tr>
<td>Feb 8-March 3</td>
<td>1563</td>
<td>1999</td>
<td>2:42</td>
<td>71%</td>
<td>29%</td>
<td>3.36</td>
<td>45.62%</td>
</tr>
</tbody>
</table>

Attention to the engagement peaked at launch and again on the following Monday, February 13. Traffic to the site dropped on each weekend and generally increased during the week.

Figure 1 Attention over time

¹ The number of unique users is calculated for each time period. A user who visited more than once during the full engagement period is counted only once in the total Feb 8 – March 3 total.
Attention Generators

Just under 17.5% of the visits to the site were generated by Search. Google search delivered over 93% of the search traffic, with Bing generating just over 6%.

Metrolinx websites referred more than one out of five (21.41%) of the visits made to MetrolinxEngage.

- Metrolinx.com drove 13.26% of the visits;
- GoTransit.com drove an additional 6.7%; and
- TheCrosstown.ca generated 1.45% of the visits to the site.

Figure 2: Metrolinx.com includes a prominent link to MetrolinxEngage
Metrolinx’s The Link blog appeared to be a particularly effective channel to raise awareness of and drive traffic to the Charter engagement. On February 22, Metrolinx published a post on The Link blog. In the three hours following this post, both traffic and submissions to the Charter engagement spiked. This would suggest that people subscribed to The Link blog are at the core of the target audience most interested in Metrolinx-related issues.

Figure 3: The Link blog article drove a spike in visits and input
Social media drove 12.75% of the visits to MetrolinxEngage. Of this, Twitter accounted for 7.3% and Facebook for 4.95%. LinkedIn was the referral source for 0.3% of the visits to the site. Metrolinx’s French Twitter feed drove 0.2% of the visits to the site.
We want your help creating the Metrolinx Community Charter to put customers & communities first.

The Charter will guide every area of our operations as we build the regional transportation system the GTHA needs, in a way that is respectful of the communities we touch.

Your involvement is key to our success. Tell us what issues matter to you. ... See more

Figure 6: Metrolinx announced the engagement on its Facebook page
Figure 7: A promotional message on Twitter

Our Community Charter will capture our commitment to the people and communities we serve. Help us get it right. bit.ly/2lhtYSK
Figure 8: Metrolinx used video to deliver the Charter message on Facebook
Help us put communities first. You have until Friday to comment on our proposed Community Charter promises. [bit.ly/2IhtYSK](https://bit.ly/2IhtYSK)

*Figure 9: Metrolinx added a sense of urgency to the call to action in the final days of the engagement*
<table>
<thead>
<tr>
<th>Source / Medium</th>
<th>Acquisition</th>
<th>Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sessions</td>
<td>% New Sessions</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>(direct) / (none)</td>
<td>839 (41.97%)</td>
<td>76.76%</td>
</tr>
<tr>
<td>google / organic</td>
<td>327 (16.36%)</td>
<td>73.09%</td>
</tr>
<tr>
<td>metrolinx.com / referral</td>
<td>265 (13.26%)</td>
<td>65.28%</td>
</tr>
<tr>
<td>gotransit.com / referral</td>
<td>134 (6.70%)</td>
<td>55.22%</td>
</tr>
<tr>
<td>twitter / twitter_mx</td>
<td>133 (6.65%)</td>
<td>63.16%</td>
</tr>
<tr>
<td>facebook / facebook_mx</td>
<td>47 (2.35%)</td>
<td>76.60%</td>
</tr>
<tr>
<td>m.facebook.com / referral</td>
<td>35 (1.75%)</td>
<td>82.86%</td>
</tr>
<tr>
<td>thecrosstown.ca / referral</td>
<td>29 (1.45%)</td>
<td>68.97%</td>
</tr>
<tr>
<td>bing / organic</td>
<td>22 (1.10%)</td>
<td>68.18%</td>
</tr>
<tr>
<td>outlook.live.com / referral</td>
<td>21 (1.05%)</td>
<td>71.43%</td>
</tr>
<tr>
<td>mylinx / referral</td>
<td>18 (0.90%)</td>
<td>50.00%</td>
</tr>
<tr>
<td>facebook.com / referral</td>
<td>17 (0.85%)</td>
<td>70.59%</td>
</tr>
<tr>
<td>t.co / referral</td>
<td>13 (0.65%)</td>
<td>100.00%</td>
</tr>
<tr>
<td>webmail.bell.net / referral</td>
<td>9 (0.45%)</td>
<td>55.56%</td>
</tr>
<tr>
<td>mail google.com / referral</td>
<td>7 (0.35%)</td>
<td>57.14%</td>
</tr>
</tbody>
</table>

*Figure 10: Top 15 sources of traffic to MetrolinxEngage, Feb.8 - March 3*
**Active Engagement**

During the course of the Charter engagement, 132 additional people registered to receive information and participate on MetrolinxEngage. Of these, 32.6% actively participated by submitting input.

In total, 130 submissions about the Charter were contributed. Of these, 111 came from the general public and 19 of the submissions made to the employee-only consultation.

<table>
<thead>
<tr>
<th>Period</th>
<th>New Registered Participants</th>
<th>Total MetrolinxEngage Registered Participants</th>
<th>Public Charter Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-Feb</td>
<td>66</td>
<td>1619</td>
<td>38</td>
</tr>
<tr>
<td>19-Feb</td>
<td>28</td>
<td>1647</td>
<td>18</td>
</tr>
<tr>
<td>26-Feb</td>
<td>24</td>
<td>1671</td>
<td>48</td>
</tr>
<tr>
<td>03-Mar</td>
<td>14</td>
<td>1685</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>132</strong></td>
<td><strong>1685</strong></td>
<td><strong>111</strong></td>
</tr>
</tbody>
</table>

The map below indicates the geographic distribution of the actively engaged participants. Participants span the Lakeshore East and West lines as well as the Barrie and Stoufville lines. Unfortunately, there were no participants from communities on the Kitchener line west of Brampton.
The actively-engaged participants represented a cross section of transit users and drivers/non-transit users:

- 26% report that they are drivers/non-transit users;
- 51% indicate they are transit users;
- 32% describe themselves as transit enthusiasts; and
- 7% report that they are employers.

Two target audiences were under-represented in the active participants:

- only 3.5% indicate that they are students; and
- only 7% are known to be Metrolinx employees (as indicated by the use of a Metrolinx-associated email domain.)

Transit systems used by active participants include:

- 28% GO Transit
- 21% TTC
- 7% Mi Way
- 5% Durham Region Transit
- 3.5% Burlington Transit
- 2% Hamilton Street Railway
- 2% Oakville Transit
- 2% York Region Transit (VIVA)
Input Overview

Participants rate the Community Charter as a very high priority for Metrolinx, assigning a mean score of importance of 4.5 out of a maximum score of 5 in response to the question, "How important a priority do you think this should be for Metrolinx?"

Following the presentation of information on each theme, participants were asked to indicate “How important do you believe the idea of [theme] should be for Metrolinx as we plan, build and operate our regional transportation system?” With the information on the topic card in hand, participants rated the themes in the following order of importance:

1. Public safety (mean 4.85)
2. Timely information (mean 4.8)
3. Public input (mean 4.8)
4. Connecting communities (mean 4.8)
5. Courtesy and Respect (mean 4.6)
6. Fiscal responsibility (mean 4.4)

Participants were also asked about their preferred channels to receive information from Metrolinx. No single channel was identified by a majority of people. Channels ranked by frequency of preference are:

1. Email
2. Public meetings
3. Website
4. Mailings
5. Media
6. Twitter
7. Facebook

The number of comments on each theme were:

<table>
<thead>
<tr>
<th>Theme</th>
<th>Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecting communities</td>
<td>27</td>
</tr>
<tr>
<td>Charter Overview</td>
<td>23</td>
</tr>
<tr>
<td>Public input</td>
<td>20</td>
</tr>
<tr>
<td>Courtesy &amp; Respect</td>
<td>17</td>
</tr>
<tr>
<td>Fiscal</td>
<td>16</td>
</tr>
</tbody>
</table>

Readers are reminded that this is not a statistically representative sample of the public or employees. This analysis should be read as suggestive rather than definitive.
Interesting and engaging feedback quotes:

Connecting Communities

- “Transit oriented development in existing communities and realigning stations to fit the community.”
- “Consider measures to include connectivity to local transportation networks (e.g. walking paths, bike lanes, bike share) and stop building GO facilities for only 100% car use.”
- “Provide excellent maps. Show how communities are connected through showing how people cross boundaries.”

Public Input

- “Frequent forums for feedback by the public to planning and implementation.”
- “Have a standard minimum public input threshold for different types of projects and widely publicize for transparency.”
- “Have a non-ambiguous, clear, and precise matrix of factors/criteria on how [public input] will affect the final decisions.”

Fiscal responsibility

- “To use the money efficiently and productively.”
- “Show the lifecycle costs and benefits clearly.”
- “Annual project report should state purpose of project, show project costs accrued to date, expected costs given degree of completion, current variance, expected completion date.”

Courtesy and Respect

- “Being transparent; being open; opening meaningful two-way communication; using simple language that everyone can understand; answering questions truthfully.”
- “Respect of peoples’ properties as work is carried on.”
- “Taking care of the property that belongs to Metrolinx. It is a common courtesy for the residents and neighbourhood who have to live in close proximity to the tracks.”

Public safety

- “Safety for all should be underpinning of the work done and services provided.”
- “Safety for workers, users, and others on the road.”

Timely Information
• “The effectiveness, such as number of people reached, some hard data to demonstrate the flow of information to the public, instead of just telling how many numbers of public meetings held, or website poses for this period.”

• “Quick responses to questions posed to the organization. Answers need to be specific, detailed and meaningful, rather than vague policy statements.”

• “Open data, great maps, lots of videos of progress.”
Public Input: Community Charter

Community Charter Overview

1. Please rank these six themes in order of their importance to you.

<table>
<thead>
<tr>
<th>Theme</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Safety</td>
<td>45%</td>
<td>15%</td>
<td>0%</td>
<td>15%</td>
<td>15%</td>
<td>10%</td>
<td>4.3</td>
</tr>
<tr>
<td>Consideration and Respect</td>
<td>10%</td>
<td>0%</td>
<td>55%</td>
<td>25%</td>
<td>5%</td>
<td>5%</td>
<td>3.7</td>
</tr>
<tr>
<td>Fiscal Responsibility</td>
<td>10%</td>
<td>30%</td>
<td>15%</td>
<td>5%</td>
<td>10%</td>
<td>30%</td>
<td>3.35</td>
</tr>
<tr>
<td>Actively Informing the Public</td>
<td>5%</td>
<td>25%</td>
<td>15%</td>
<td>15%</td>
<td>30%</td>
<td>10%</td>
<td>3.3</td>
</tr>
<tr>
<td>Public Input</td>
<td>5%</td>
<td>15%</td>
<td>10%</td>
<td>40%</td>
<td>30%</td>
<td>0%</td>
<td>3.25</td>
</tr>
<tr>
<td>Connecting Communities</td>
<td>25%</td>
<td>15%</td>
<td>5%</td>
<td>0%</td>
<td>10%</td>
<td>45%</td>
<td>3.1</td>
</tr>
</tbody>
</table>

2. What do you think the Community Charter should include in order to be meaningful to you?

- A feedback mechanism to demonstrate that the community views are being respected.
- Assurance that the people Metrolinx serves are a meaningful voice in all that Metrolinx does.
- How Metrolinx is committed to improving the lives of its riders.
- Project goal, Requirements, Milestones, Communication, Public (stakeholders), Participants, and the Deliverables upon completion.

While I agree the importance of all 6 themes, fiscal responsibility is primary. Public projects always run over in time and money. This results in a waste of my time and money. Either the projects are intentionally underbid (like real estate) or those bidding are totally incompetent. It would be nice to have a promise of keeping to budget kept.
It should be visionary. It should help define an entirely new way to engage the public in everything that Mx does - plan, build, invest, connect. It should carefully define audiences: the travelling public, existing customers, future customers, taxpayers, local residents etc.

Transparency, Choices in Modes of Transportation geared to address the individualized needs of each community, addressing Citizen/Business losses throughout construction and planning stages, and most importantly - Accessibility - physically and financially.

Commitment to providing services people want at a sensible price. Looking at Transit as a whole not just specific parts

Structure and organization.

It should include commitments to work with other orders of government and public agencies to ensure Metrolinx projects align with, respect, and add value to the work that these other entities do, and to comply with the policy frameworks they have in place.

Should include aspects important to the customer and those that help Metrolinx meet its mission in a compliant manner

A commitment from the Board down for everyone at Metrolinx to answer every (legitimate) question that is asked of them.

I think you are missing the theme of "Community Impact". In the past Metrolinx has missed the opportunity to add to the communities they impact. Graffiti ridden sound barriers, bus station too close to people's backyards, Diesel trains on a brand new track (Union Pearson Express) when electric would have less of a negative impact on residences along the line. Pile driving around Dupont without understanding the impact on peoples lives in the area. Ringing a train bell needlessly day and night everytime a train enters or leaves a station. Metrolinx should make every effort to make their trains and buses as sustainable as possible and work to minimize negative impacts in the communities they touch.

Open data, 3D renderings, more maps

Increase the connectivity of the cities. Improve the public transportation infrastructure. Increase services and lower cost for users.

3. How important a priority do you think this should be for Metrolinx?

<table>
<thead>
<tr>
<th>Very</th>
<th>Important</th>
<th>Neutral</th>
<th>Not</th>
<th>Not At All</th>
</tr>
</thead>
</table>

21
3. How important a priority do you think this should be for Metrolinx?

<table>
<thead>
<tr>
<th>Important</th>
<th></th>
<th>Important</th>
<th>Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

4. Do you have any additional comments?

It will only be important if the community is a source of influence, and community needs are being respected. There will also be a need to community by various characteristics. For example car parking drop offs may be very important to suburban, and less so in more urban settings. Other grouping could be Students, Seniors, Primary Care Givers (often women) ...

Answer people in a timely manor. Ensure that "ALL" documents presented at meetings are available on-line.

With a Major disconnect between Metrolinx and Citizens being in the forefront of current events since the announcement of the Big Move, then I think Metrolinx has a responsibility to address those concerns directly with the Citizens - Complete Transparency is the only way to ensure that trust is established.

A Transportation System is traditionally implemented for the betterment of the Community as a whole. Metrolinx has a responsibility to address the desires and the needs of the majority population, while tending to the needs of those who may not have the ability to speak for themselves. IE the elderly, handicapped, etc.

Their needs and concerns should be addressed in a manner that would result in Fair Negotiated Solutions and not be posed as "Options" on a predetermined "List" that suits the alternate needs of the Corporation and or any other objective they may have.

While I appreciate that Metrolinx has a very large mandate and needs to move forward its implementation, it should nevertheless take the time required to understand the issues driving the feedback it receives from the public and other stakeholders. There is a great deal of expertise available to assist in designing a transportation solution that will truly benefit the region. Metrolinx should make every effort to leverage this expertise as it executes its mandate.

I hope this is not just a massive PR stunt by Metrolinx, which would not be fiscally responsible. It's time Metrolinx started taking action on the feedback it gets from the communities it impacts.
Public Safety

1. What does safety at Metrolinx mean to you?

Safety is paramount both operationally and functionally.

Safety for workers, users, others on the road

It's an expectation. I am not sure we can decide on "safe, safer, safest".

Being secured in my surroundings from trouble.

It means:

1. Being able to work in a safe environment.

2. Safety is priority no. one.

Trust that the level of safety is the best in the world.

Being safe on sparsely populated trains. Stopping people from access tracks to stop collisions as well as other nefarious actions.

No one in danger in anyway. Ie Falling onto tracks or safety from potentially violent passengers

Respectful of comments submitted.

keeping free from harm or dangers, being protected.

2. What do we need to keep in mind when talking to you about safety?

Be honest, be direct and provide constant communication during crisis to ensure passengers are never 'alone'

Security, trust and protection of my own well being from harm and danger.

1. That you are concerned about my well being

2. Inform that I would have the peace of mind to know that no short cuts on safety are taken to meet other priorities
3. Disruptions/delays may be caused due to safety being considered

You're doing just fine.

That there should be a method in which riders can notify security discretely (e.g. a text message). A lot of people do not want to get involved as it can lead to them being drawn into the incident as well.

Appropriate.

That Metrolinx has our upmost interest in keeping us safe.

3. How important do you believe public safety should be for Metrolinx when planning, building and operating our regional transportation system?

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<thead>
<tr>
<th></th>
<th>Very Important</th>
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<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
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<tbody>
<tr>
<td>3. How important do you believe public safety should be for Metrolinx when planning, building and operating our regional transportation system?</td>
<td>8</td>
<td>2</td>
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4. Do you think public safety should be included in the Metrolinx Community Charter?

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<tr>
<td>Yes</td>
<td>10</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
</tr>
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</table>

5. Do you have any other comments on this theme?

Safety for all should be an underpinning of the work done/services provided
Connecting Communities

1. How important do you believe the idea of connecting communities should be for Metrolinx as we plan, build and operate our regional transportation system?

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<tr>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
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<td>20</td>
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</table>

2. Do you think that the commitment to connect communities should be included in the Metrolinx Community Charter?

<table>
<thead>
<tr>
<th>Yes</th>
<th>22</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>1</td>
</tr>
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</table>

3. Do you agree that the regional transportation system supports the demographic, cultural, and economic growth of communities along its corridors?

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
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<tbody>
<tr>
<td>12</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>1</td>
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</table>

4. Are there other measures we might take to strengthen our commitment to connecting communities?

Transit oriented development in existing communities and realigning stations to
fit the community. A quick example is on the Richmond Hill line where the Old Cummer station is surrounded by bungalows instead of density. The Oriole station is a far trek from the Leslie station. Commuters are not going to do long walks, transitions need to be as easy as possible.

Set minimum local transportation system requirements that interconnect with the Metrolinx system

become one agency, instead of different transit institutions across the GTA.

Connections should be made along already developed highway corridors where development has already occurred rather than developing new corridors. In this way, commercial and industrial development can be supported while diverting from fossil fuelled transportation to cleaner transportation modes, i.e electric vehicles. This will also support the integrity of the residential development already in place by ensuring the stress of air, noise and visual pollution resulting from new transportation development does not negatively impact the health of people already living in designated residential areas.

New lines for Brampton East. Speak to communities

Consider measures to include connectivity to local transportation networks (e.g. walking paths, bike lanes, bike share) and stop building Go facilities for 100% car use.

You are not doing your work. If I remember right your charter is to make commuting seamless between different transportation suppliers.

This you have failed miserably. There should be a zoned fare structure with a reasonable rate rather than multiple payments.

Next, you build or allow construction of expensive Bus right away while the GO Bus must stop at the curb and use normal street lanes (Newmarket Davies Street). This is not coordinating proper use of taxpayers resources.

Make speed, reliability and affordability top priorities in connecting communities.

The scheduling of connecting buses and trains are dismal at best; I can travel from Hamilton centre to Toronto via city transport it will take me most of the
day to reach my destination.

Build connections to railpath and green line

Simply make the use of trains more convenient as this will foster more use as in the UK or Europe. Along with keeping fares as low as possible. Getting busy on twinning tracks and electrifying the locomotives.

Decision makers and policy makers need to be active users of the system they're working on.

Connecting communities also needs to extend beyond the simple goal of moving commuters. People also want to live and enjoy and visit communities. This is not supported by a system that shuts down at midnight.

We need to take a more citizen and user-centric view and focus on notions of access: how many relevant jobs, educational and other destinations do people have access to? How affordable is transportation for people? How can we fairly allocate space and resources? This region is investing a lot in infrastructure, especially rail. Can we make the system more efficient, e.g. by allocating road space more efficiently, e.g. by prioritizing buses and streetcars over cars? Can we rethink local transit to make it more flexible and responsive? Can we make the system more seamless and easy to use?

None that I know of right now.

1. % of GTA community [or scope of GO Transit reach] that is within 1km (20m walk); 1.5 km (30m walk).
2. % of community that is within 5km (10m drive); 10km (20m drive).

As for targets for these two - reference similar statistics from advanced transit cities as aspiration and inspiration.

Provide excellent maps. Show how communities are connected through showing how people cross boundaries.

I live in the Don Mills/Eglinton community, north of Eglinton. I have looked at the assessment of community recreation facilities in the area and it does not reflect how I feel about what is available. In my area, there is really no facility suitable for average people to congregate. There are specialized centres such as the Citivan rink, the Better Living Centre, the library, the pool at Don Mills MS. Even Shops at Don Mills really just caters to the upper class. It has never had the community feel it used to have with the old mall where people could meet and socialize with their neighbours. We desperately need our own community centre. The Dennis Timbrell Centre in Flemingdon Park is already
heavily used by that dense community and cannot service us. When they built the new mall, they promised us one and that fell through. Now we have more residents than ever with all the new developments and there is nowhere to socialize. I leave the area to engage in structured activities. I would love to see an indoor pool, a gym, workout rooms, meeting rooms for clubs and community groups. Someplace we can actually walk to. It would do so much to enhance the residents’ enjoyment of this community and get people out of their homes and cars.

Using existing transportation networks to connect, partnering, affordable fares, reliability, support facilities like parking, eateries,....

5. Do you have any other comments on this theme?

Love that we’re finally taking a broader and longer-term view

Connect, Link, and convert the GTHA into a one system area only to be able to get people out of their cars and into transit. I would rather have a $500 increase in property taxes (make a levy for each household) and offer free transit to everyone in the GTHA area. This will really allow anyone to make the decision to switch to transit.

It is very important to consider the overall health of the people in the communities affected by the new transportation development plan.

Solutions must be sought that respect the environment of the people and fauna that already live near any proposed corridors. For instance, plans that improve the conditions for one group (I.e. Commuters) while destroying the home environments for may others is not a satisfactory solution.

Yes, Innisfil GO TRAIN Stop. You have been dragen your - for a tooooooo long time.

Local city buses especially here in Hamilton are cheating themselves because of faulty Prestocard equipment!!!!!

Get on with it as government is meant to be in the service of people and this is one very good way.

It’s poorly defined.

Having an efficient, affordable and reliable transportation network has a good ripple effect to the broader economic picture
## Fiscal Responsibility

1. How important do you believe fiscal responsibility should be for Metrolinx when planning, building and operating our regional transportation system?

<table>
<thead>
<tr>
<th>1. How important do you believe fiscal responsibility should be for Metrolinx when planning, building and operating our regional transportation system?</th>
<th>Very Important</th>
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</table>

2. Do you think fiscal responsibility should be included in the Metrolinx Community Charter?

<table>
<thead>
<tr>
<th>Yes</th>
<th>11</th>
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<tbody>
<tr>
<td>No</td>
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</table>

3. What does fiscal responsibility mean to you?

Prior to embarking on any major project, I suppose Metrolinx carries out detailed socio-economic, financial, technical etc. analyses. In making the final decision Metrolinx should proactively seek and take into consideration the opinions of all the stakeholders and / or their representatives.

Providing good reliable service while not getting into the circle of "what ever it takes".

To use the money efficiently and productively

Set realistic budget
Spend within budget
Good value for money, not just lowest price

Like safety, and all other government initiatives, fiscal responsibility is an expectation. It is hard to decide on "a little responsible, somewhat responsible, very responsible". The government should look at long-term VALUE, and
include lifecycle costing in its decisions.

Understanding it is taxpayer money and taking responsibility at every level that every dime is spend correct

Prudent use of taxpayers money. All contract should be subject to a competitive bidding process. Contracts should include penalties for work not completed on time.

GO fare structure should be unbundled so that a parking fee is charged separately from the train fare.

Metrolinx salaries should be fair and meet public service guidelines

Being within budget.

To be able to use the public funds wisely.

Remember- public fund is everyone's hard earned money, it cannot be misused. Metrolinx salaries should be fair. Refrain from giving fat bonus to your executives.

government expenditures, revenue and debt.

Being accountable, transparent and responsible for the monies allotted

4. How can we help show you that we’re investing public funds wisely and responsibly?

Let me know where / how I can access the documents (to start with the executive summary) that were reviewed / taken into consideration by the Metrolinx decision maker in making the final decision to "invest" the public funds.

By keeping the public informed along with good description of accountability. As long as the spending can be done well.

progress on quality of the system and traffic & environmental performance improvements with the investments

Regular reports on spending against budget; rationale for variances; explanations for news items that affect spending

Show the lifecycle costs and benefits clearly, and not just for Metrolinx but society as a whole. E.g. it might cost the government more, but save households later (e.g. if the purchase of a car is avoided or delayed). Simplistic
measures should be avoided.

Stop tell the public to file Freedom on Information Acts to get the most basic information

Projects should be assessed with a cost/benefit analysis. Annual project report should state purpose of project, show project costs accrued to date, expected costs given degree of completion, current variance, expected completion date. Locomotive and passenger car procurement should be international and not restricted to a Canadian supplier

Actuals vs approved budget and forecasts with explanations of deviations.

Get all your expenses reviewed by the auditor general and make the findings public.

Outline the information on a quarterly basis to the Community. Do live webinars and get feedback from the community.

Through reports, town halls and other channels of keeping the community informed

5. Do you have any other comments on this theme?

I would like to review the relevant documents before making any comment(s). Thanks.

Metrolinx has been caught by the Auditor General over and over and does not appear to want to change

Metrolinx appears to have a disappointing record in competing projects both on budget and on time.

It is a responsibility that should be taken seriously
**Courtesy and Respect**

1. How important do you believe consideration and respect should be for Metrolinx in our dealings with individuals and communities as we plan, build and operate our regional transportation system?

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<td>Importance</td>
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<td>2</td>
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2. Do you think the idea of consideration and respect should be included in the Metrolinx Community Charter?

Yes

3. What do consideration and respect mean to you when dealing with an organization like Metrolinx?

- Stakeholders and the public should be included in the formulation of plans. Feedback is weighted heavily in the formulation of plans and information exchanged to clarify with interested parties as the process evolves.

- To be nonjudgmental and be polite, no name calling, no swearing

Public Input

- Being transparent; being open; opening meaningful two-way communication; using simple language that everyone can understand; answering questions truthfully.

- Adhering to set conditions and by-laws, esp. during the usual bedtimes but also taking into account shift workers sleep needs.

- Not adding additional noise, traffic, waste/pollution to community

- Not encroaching on or using public lands, esp green spaces thereby affecting people and wildlife in communities

- I'd like to see what ongoing efforts are being made to improve reliability, friendliness, comfort and a readiness with complete answers (as far as possible).

- Respect of peoples properties as work is carried on these past three years. I have crack in my walls, neighbours have foundation problems and have had them repaired, which ended up with us having to pay for half of the repaving of
our driveway. Reimburse homeowners for their damages.

Metrolinx might try offering the same respect to the communities it's trains travel through as it does to it's customers (often the same people) On the one hand Metrolinx offers a "quiet zone" on each of it's GO commuter trains. The same courtesy does not extend to the people who live around GO stations where the trains ring their bells needlessly upon entering and exiting the station. This is not the case in Europe, or on the subway. It's time Metrolinx worked with the Provincial and Federal Governments to stop the bell ringing. If a quiet zone is good for the people on the train, then it's good for the people in their beds trying to sleep.

Mutual respect between staff and users.

1. That there are meaningful processes in place, to find solutions to the community's valid concerns and complaints.

2. That those Metrolinx decision makers who affect our lives, are held accountable and are committed to solving problems rather than having an attitude of "it can't be done".

3. That we are consulted to provide input into current problems and LONG BEFORE specific expansion plans which directly affect our communities and lives are implemented.

Maintaining property along the corridor, i.e. land that belongs to Metrolinx should be secured and maintained to a level where residents can enjoy their neighbourhood and property that backs up along the corridor tracks.

Helpfulness, and enable people to learn more about transit.

Treating others how you would like to be treated.

4. Are there other measures we might take to strengthen our commitment to consideration and respect in our interactions with groups and individuals?

- Frequent feedback loops with groups and individuals.

- have a Moderator

- Finding innovative ways to engage.

- Noise considerations are foremost in my mind!

- Show us reliability and comfort are improving. Show us how and where
Try acting on community feedback. The Junction community spoke clearly in favour of Electric trains. Metrolinx steamrolled diesel trains instead (For the Union Pearson Express). Now we have to live with diesel polluting our neighbourhood everyday, long after the apparently urgent matter of the Pan Am games is long over. Now you are making the same mistake with the Dupont Diamond overpass. Everyone knows that the Gardiner expressway is a blight on the waterfront. You are making an overpass for trains right through our neighbourhood. It's going to be a eyesore and a constant source of neighbourhood irritation for decades to come. A tunnel would have been a better longterm solution.

Consideration and respect goes way beyond how you "interact" with groups and individuals and should include the following commitments and actions:

1. In the case of the ongoing service expansion, that the community's valid health concerns and complaints about idling trains within a certain proximity to our homes are re-examined upon consultation with those of us who are affected, with a commitment to changing the current inconsistent and unacceptable practices.

2. That our concerns are given top priority rather than excused as collateral damage for the "greater good".

3. If internal operations people are not able or willing to find acceptable solutions to our valid concerns and complaints, external experts need to be consulted to find alternate solutions.

4. Policies around acceptable and unacceptable idling and staging locations need to be put in place and followed consistently rather than inconsistently and haphazardly, as we have frequently witnessed outside our housing complex. And if these policies are not given the highest priority and adhered to, that those responsible for controlling the train travel, signaling and staging are held accountable and replaced by other professionals who are committed to our safety and well being.

5. Representatives from each housing community need to be appointed, included in and influential in Metrolinx’s decision making process for any major plans that directly affect our individual communities.

6. That there is accountability via a transparent and ongoing mechanism in which all complaints are trackable by the complainants and all measures taken and progress made (or lack thereof) to correct them are reported on and can be viewed online and responded to by the public.

Measure % of individual emails responded to against a predetermined expectation, such as, say, 90%. (I didn't get a response to one I submitted so I wonder if current measure is very small or if I'm in the tolerance of 10%).

Regular maintenance of corridor land, i.e. garbage disposal, grass cutting, tree
clearing, privacy/safety walls etc.

Source grassroots champions, inform on the considerations being made, ensure that no empty promises are made

### 5. Do you have any other comments on this theme?

Since providing feedback to the Barrie rail corridor open house on Dec 14th, I have received no response or information, so can only assume that no one is considering the concerns I raised and my effort is futile.

Take care of your property. Metrolinx sound walls and bridges are magnets for Graffitti artists because Metrolinx does remove Graffitti as soon as it goes up. My building has zero Graffitti because if I get tagged I remove it immediately.

The way this survey has been worded is flawed from the start and causes concerns right off the bat. In reference to the following statement: "Consideration of a variety of approaches and respect for different points of view is a basic and wholly reasonable expectation. This can mean many different things, including being available to answer questions, responding in a timely manner, acknowledging different perspectives..."

What about inviting the Community's input for the purposes of AFFECTING and INFLUENCING decisions which Metrolinx makes that negatively impact our lives or about our concerns previously made known to Metrolinx which have been ignored?

If Metrolinx made such real efforts and took meaningful steps to respond to complaints and commit to trying to find alternate solutions to the most important issues and concerns of the communities affected by your expansion, the community might begin to believe your organization really is concerned about "consideration and respect" for what really matters, i.e. our lives and well being. This is what your survey should really be about and we community members expect and demand that this be addressed immediately.

Taking care of the property that belongs to Metrolinx. It is a common courtesy for the residents and neighbourhood who have to live in proximity of the tracks.

Not really. Great start.

Always be polite
Timely Information

1. How important do you believe the idea of transparency, openness, and keeping the public informed should be for Metrolinx as we expand our regional transportation system?

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<tbody>
<tr>
<td>1. How important do you believe the idea of transparency, openness, and keeping the public informed should be for Metrolinx as we expand our regional transportation system?</td>
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<td>1</td>
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2. Do you think that a commitment to transparency, openness and keeping the public informed should be included in the Metrolinx Community Charter?

Yes 10

3. What does transparency and openness mean to you when dealing with an organization like Metrolinx?

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<tr>
<td>Quick response to questions posed to the organization. Answers need to be specific, detailed and meaningful rather than vague policy statements.</td>
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<tr>
<td>progress reports and cost details are available on the website and the impacts on the projects to different type of stakeholders.</td>
<td></td>
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<tr>
<td>Honesty in communication. Using language everyone can understand. Proactively releasing information, e.g. through Open Data and Open Government.</td>
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<tr>
<td>Telling the truth all the time and not making users file Freedom Information Acts for every request.</td>
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<tr>
<td>Awful. For two years, Metrolinx sent out LRT flyers showing platform heights at subway, rather than streetcar/LRT level!! Why should we believe anything else? Metrolinx is one of the most opaque and closed-to-the-public organizations I have ever dealt with.</td>
<td></td>
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</tbody>
</table>
Make the rules for 'in camera' parts Board meetings the same as for municipalities.

Publishing detailed data about how the system is used (e.g. GO station boardings, bus ridership) and associated financial performance.

I expect Metrolinx to contact all affected & interested parties in a neighbourhood at the same time, and before any decisions have been made about upcoming construction changes. For instance -- in Scarborough Village the Golf Club administration were consulted and entered negotiations with Metrolinx long before homeowners who will be more adversely affected by a major underpass construction project lasting 3-4 years were even notified of the project.

Open data, great maps, lots of videos of progress.

Telling the truth and not sugar coating facts.

4. How would you like Metrolinx to keep you informed of developments related to the regional transportation system?

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<thead>
<tr>
<th>Method</th>
<th>Votes</th>
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<tbody>
<tr>
<td>Email</td>
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<td>Mailings</td>
<td>6</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
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</tbody>
</table>

5. Are there other measures we might take to strengthen our commitment to transparency, openness, and keeping the public informed?

the effectiveness, such as number of people reached, some hard data to demonstrate the flow of information to the public, instead of just telling how many numbers of public meetings held, or website posted for this period. Being more going in to the community rather than people going to metrolinx.
| website or specific metrolix designated locations for information. |
| Secure a similar commitment from the Ministry of Transportation. |
| Local public meeting |
| Walking tours. |
| Using a solutions oriented approach, take ownership |

6. **Do you have any other comments on this theme?**

See Burlington and Pickering GO Station on how Metrolinx has failed on transparency - learn from your mistakes- take ownership of mistakes

It needs to be accompanied by proper metrics.

InScarboro village meetings , people were often told that someone other than Metrolinx is responsible for solving a variety of possible issues --- issues which seem directly linked to the build . It seems that is passing the buck on final responsibility . And letting Metrolinx off the hook . And leaving residents without a suitable resolution .

Social media is great but walking tours can also be fun.

Provide reliable information
Public Input

1. How important do you believe the idea of public input should be for Metrolinx as we plan, build and operate our regional transportation system?

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Very Important</th>
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</table>

2. Do you think the public input concept should be included in the Metrolinx Community Charter?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
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<tbody>
<tr>
<td>Yes</td>
<td>17</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
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</table>

3. What does public input mean to you when dealing with an organization like Metrolinx?

- Frequent forums for feedback by the public to planning and implementation.
- Everyone could see what you tell Metrolinx out in the "world" as well as internal (company)
- That metrolinx LISTENS to public input and implements their wishes.
- using various venues to connect with the communities/stakeholders and collect inputs from different aspects on how the new idea impacts them
- For example..I live near new downsview park stn..I only found out recently there is no commuter parking ..yet there are acres and acres of land there...
- Metrology bad planning without public input is show by this example as Metrolinx cannot be trusted to put forth a proper stn plan and design
- I'm flabbergasted as to how Metrolinx failed on this...and cannot be trusted..sorry
...no excuses...luckily the land is still available so maybe you will correct the mistake of not providing commuter parking

Public input needs to be from everyone, and not just the loudest mouths, usually people who know how to make themselves heard. Public input cannot be passively received. Metrolinx must proactively solicit it, and ensure that it reflects the broad diversity of views, thoughts and interests across the region, including low-income and disenfranchised groups.

I think the public is not educated enough in terms of transit planning to see the big picture and would focus too much on short-term I want transit now, or short-term on how transit is disrupting them

Listen and act - do not listen and ignore - put the public on the board - people who actually use the system - turn complainers into advocates- metrolinx does not like criticism

It has become very obvious that neither the provincial nor municipal governments care about what the public wants. To date the vast majority of letters printed by the Spectator Newspaper, respondents to talk radio plus the man on the street are against the spending of 1 billion dollars on Light Rail Transit in Hamilton. Since government refuses to pole the people via referendum, I would ask Metrolinx to supply an avenue for voting for or against LRT in Hamilton. That's what public input means to me.

So they can get ideas from us to improve the system efficiently.

Frustrating as hell. As president of a large Residents' Association in Midtown, I have found any meaningful communication with Metrolinx to be impossible. For several years we have been unable to input any further than Metrolinx's community/PR people (Jamie Robinson and others). We have asked formally and informally – and never ever had a meaningful response.

It means "we'll ignore them and do whatever WE want"

Public input means to me valuing our opinions and putting them to action. Reporting back to us on the progress of our input.

Ability to comment on developments.

Getting off your bully pulpit and opening a true dialogue with communities directly abutting your projects. True dialogue means true dialogue and not simply the a 'fait accompli' presentations that pass as your current communication strategy.
I am speaking directly about the underpass planned for Scarborough Golf Club Rd. The plans for the underpass need to acknowledge and respect the current community by doing the following:

A) Recognition of the community directly abutting your build as a true stakeholder privy to information at the same time you gave it to the golf club up the road.

B) Enter into a construction protocol with the residents closest to the build. This is going to be a long, dirty, nasty build projected to take 2 to 3 years. It is my understanding that Metrolinx as a government agency is not subject to the same build rules as for profit company. This is not fair to the community and should have been addressed last year.

C) ACKNOWLEDGEMENT that Scarborough Golf Club Rd. is an older, existing neighbourhood with ingress and egress to only residential homes between your tracks to the north and Kingston Rd. to the south. RECOGNIZE that your build (which I understand includes straightening out Scarborough Golf Club Rd. at your proposed underpass) will exacerbate an already overburdened residential street, subject to too much traffic at too great a speed. Want to show true leadership Metrolinx- then RESPECT the existing community by proposing true traffic mitigation strategies that will allow your build to integrate properly with the neighbourhood. True traffic mitigation strategies includes lowering the speed limit to 30km per hour, strategic 3 way stops, traffic pinching and altered grading or??\(^2\). Our children, our seniors- in fact all of our residents deserve to have safety come first. We are not asking for anything that hasn't been done in other communities where Johnny-come-lately inharmonious, abutting uses have been foisted on the community. Yes, the community understands that the street is owned by the City and not Metrolinx; however, there is only one taxpayer and that taxpayer deserves your cooperation and not the contempt that your proposed 40 to 50 million dollar underpass imposes.

| 1. That there is a mechanism for public input on any Metrolinx proposed plans or operational issues which directly affect and/or negatively impact our lives |
| 2. That Metrolinx is accountable to the public for providing full transparency when dealing with issues which directly impact our lives and well being |
| 3. That public input carries weight and influence and that there is a mechanism in place for appealing Metrolinx decisions we disagree with |

4. Are there other measures we might take to strengthen our commitment to public input?

| make sure there are no glitches and everyone's opinions are correctly communicated. |

LISTEN!! Do not allow corporate lobbying!
have a standard minimum public input thresholds for different type of project and widely publicized for transparency.

Offer public input but do not take it in blindly at the cost of long-term transit priorities.

Listen and act - do not listen and ignore - put the public on the board - people who actually use the system - turn complainers into advocates - metrolinx does not like criticism

Listen (and respond) when we ask to talk to you instead of firewalling everything through Jamie Robinson & co.

Actually do what the public wants. Actual taxpayers, you know, the ones who will really end up paying for things.

Open dialogue with the public and coming through with your commitments to provide an effective transportation service for all in the community at a fair price.

Yes, you could recognize that if you are bound and determined to spend this type of money building three expensive underpasses in Scarborough that you not start with the most contentious first. Imagine, how many affordable housing units could be built with the type of money we are discussing here - conservatively upwards of $120 million (3 X 40 million each) - please tell me I am wrong! Or perhaps this provincial/federal money - perish the thought - could be used to give us a 3 station subway and not the 1 station subway wonder that is quickly becoming a why bother exercise.

1. In the case of the ongoing service expansion, that the community's valid health concerns and complaints about idling trains within a certain proximity to our homes are re-examined upon consultation with those of us who are affected, with a commitment to changing the current inconsistent and unacceptable practices.

2. That our concerns are given top priority rather than excused and dismissed as collateral damage for the "greater good".

3. If internal operations people are not able or willing to find acceptable solutions to our valid concerns and complaints, that external experts are consulted to find alternate solutions which give priority to the public’s concerns.

4. Policies around acceptable and unacceptable idling and staging locations need to be implemented and adhered to consistently rather than inconsistently and haphazardly, as we have frequently witnessed outside our housing complex. And if these policies are not given the highest priority and adhered to, that those responsible for controlling the train travel, signaling and staging are
held accountable and replaced by other professionals who are committed to our safety and well being.

5. Representatives from each housing community need to be appointed, included in and influential in Metrolinx’s decision making process for any major plans that directly affect our individual communities.

6. That there is accountability via a transparent and ongoing mechanism in which all complaints are trackable by the complainants and all measures taken and progress made (or lack thereof) to correct them are reported on and can be viewed online and responded to by the public.

5. Do you have any other comments on this theme?

- have a non-ambiguous, clear, and precise matrix of factors/criteria on how it will affect the final decisions

- Call me if you wish to help implement parking 416-992-9773

- Provide the economic benefits of transit and how much it is expected to reduce congestion on highways by allowing more drivers to take transit. If people have simple metrics like taking 5% or 10% drivers off the 401 and onto the Regional rail the drivers will find it easier to back transit funding.

- Listen and act - do not listen and ignore - put the public on the board - people who actually use the system - turn complainers into advocates - metrolinx does not like criticism

- The missing half of "Public Input" is "Metrolinx Response". Without a declared commitment to respond meaningfully to public input, the idea ends up to be an exercise in frustration.

- Do what is right not what seems might work

- As the public is the main commuter on public transportation we have the rights to provide our input and be heard. Our input should be also considered for implementation into the system as travel regularly on the system in comparison to your management who are chauffeured by limousine.

- What we have seen so far is platitudes that unfortunately do not comfort us about your proposed upcoming build. As a community we understand why you want to build this underpass - we just don't understand why you don't do it on your own land? We also get that traffic needs to flow - however, we don't accept that it has to be totally at the expense of our community - surely true dialogue and the needed adult conversation would and could accommodate all.

- In regards to the introduction of this survey re. "This means proactively seeking
input from the community, considering it carefully, making the best decisions possible, and reporting back on how and why those decisions were made."; this statement is problematic.

If a decision made by Metrolinx is unacceptable to those of us in the public who are being affected, then an appeal process needs to be implemented by Metrolinx before such decisions are allowed to go forward. The type and methodology of the appeal process needs to also have input from and agreed to by the public.
Employee Input: Community Charter

Community Charter Overview

1. Please rank these six themes in order of their importance to you.

<table>
<thead>
<tr>
<th>Theme</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Information</td>
<td>66.67%</td>
<td>0%</td>
<td>0%</td>
<td>33.33%</td>
<td>0%</td>
<td>0%</td>
<td>5</td>
</tr>
<tr>
<td>Public Safety</td>
<td>33.33%</td>
<td>33.33%</td>
<td>0%</td>
<td>33.33%</td>
<td>0%</td>
<td>0%</td>
<td>4.67</td>
</tr>
<tr>
<td>Fiscal Responsibility</td>
<td>0%</td>
<td>66.67%</td>
<td>0%</td>
<td>0%</td>
<td>33.33%</td>
<td>0%</td>
<td>4</td>
</tr>
<tr>
<td>Public Input</td>
<td>0%</td>
<td>0%</td>
<td>33.33%</td>
<td>33.33%</td>
<td>0%</td>
<td>33.33%</td>
<td>2.67</td>
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<tr>
<td>Courtesy and Respect</td>
<td>0%</td>
<td>0%</td>
<td>33.33%</td>
<td>0%</td>
<td>33.33%</td>
<td>33.33%</td>
<td>2.33</td>
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<tr>
<td>Connecting Communities</td>
<td>0%</td>
<td>0%</td>
<td>33.33%</td>
<td>0%</td>
<td>33.33%</td>
<td>33.33%</td>
<td>2.33</td>
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</table>

2. What do you think the Community Charter should include in order to be meaningful to you?

Meaningful, measurable and definable promises

3. How important a priority do you think this should be for Metrolinx?

<table>
<thead>
<tr>
<th>Priority</th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
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</thead>
<tbody>
<tr>
<td>3. How important a priority do you think this should be for Metrolinx?</td>
<td>1</td>
<td>2</td>
<td>0</td>
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4. Do you have any additional comments?

There are many charters already within the Metrolinx business units. Has there been thought to incorporating the existing charters in to the Metrolinx charter so that there is one master charter for all?
Public Safety

1. What does safety at Metrolinx mean to you?
   - To be able to go home everyday after work and be able to return next day.
   - Aside from the safe operation of vehicles, it applies also to design and construction/building protocols that take safety seriously
   - That no compromise is made where safety is concerned

2. What do we need to keep in mind when talking to you about safety?
   - That there’s no one solution or format for ensuring safety. Neighbourhoods have unique designs and residents can provide insight from their day-to-day experiences on what constitutes safe or unsafe systems and conditions.
   - That you keep the promises you make

3. How important do you believe public safety should be for Metrolinx when planning, building and operating our regional transportation system?

<table>
<thead>
<tr>
<th></th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
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</thead>
<tbody>
<tr>
<td>3. How important do you believe public</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>safety should be for Metrolinx when</td>
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<tr>
<td>planning, building and operating our</td>
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<tr>
<td>regional transportation system?</td>
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</table>

4. Do you think public safety should be included in the Metrolinx Community Charter?
   - Yes

5. Do you have any other comments on this theme?
   - Safety is priority no. 1
Fiscal Responsibility

1. How important do you believe fiscal responsibility should be for Metrolinx when planning, building and operating our regional transportation system?

<table>
<thead>
<tr>
<th>1. How important do you believe fiscal responsibility should be for Metrolinx when planning, building and operating our regional transportation system?</th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
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<tr>
<td>2</td>
<td>0</td>
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</table>

2. Do you think fiscal responsibility should be included in the Metrolinx Community Charter?

| Yes | 1 |
| No | 1 |

3. What does fiscal responsibility mean to you?

- It means treating our funding sources with respect and ensuring value and a solid business case for determining projects and priorities.
- Using the money carefully and wisely and be accountable

4. How can we help show you that we’re investing public funds wisely and responsibly?

- Being transparent

5. Do you have any other comments on this theme?

- Much of this issue is determined by forces other than Metrolinx and business cases, and therefore it should be reconsidered as a charter priority.
- It is our obligation to use the money entrusted to us in a responsible manner
Timely Information

1. How important do you believe the idea of transparency, openness, and keeping the public informed should be for Metrolinx as we expand our regional transportation system?

<table>
<thead>
<tr>
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<th>Important</th>
<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
</tr>
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<tbody>
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<td></td>
<td>1</td>
<td>1</td>
<td>0</td>
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</tbody>
</table>

2. Do you think that a commitment to transparency, openness and keeping the public informed should be included in the Metrolinx Community Charter?

Yes

3. What does transparency and openness mean to you when dealing with an organization like Metrolinx?

That there is no hidden agenda

4. How would you like Metrolinx to keep you informed of developments related to the regional transportation system?

<p>| | |</p>
<table>
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<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td>Email</td>
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</tr>
<tr>
<td>Facebook</td>
<td>1</td>
</tr>
<tr>
<td>Website</td>
<td>1</td>
</tr>
<tr>
<td>Public Meetings</td>
<td>2</td>
</tr>
<tr>
<td>Mailings</td>
<td>1</td>
</tr>
</tbody>
</table>
5. Are there other measures we might take to strengthen our commitment to transparency, openness, and keeping the public informed?

   - Researching facts and giving the public correct information

6. Do you have any other comments on this theme?

   - It is important to build a good reputation
1. How important do you believe consideration and respect should be for Metrolinx in our dealings with individuals and communities as we plan, build and operate our regional transportation system?

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How important do you believe consideration and respect should be for Metrolinx in our dealings with individuals and communities as we plan, build and operate our regional transportation system?</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
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</table>

2. Do you think the idea of consideration and respect should be included in the Metrolinx Community Charter?

<table>
<thead>
<tr>
<th>Yes</th>
<th>3</th>
</tr>
</thead>
</table>

3. What do consideration and respect mean to you when dealing with an organization like Metrolinx?

<table>
<thead>
<tr>
<th>Always be mindful of language and mannerism</th>
</tr>
</thead>
</table>

4. Are there other measures we might take to strengthen our commitment to consideration and respect in our interactions with groups and individuals?

<table>
<thead>
<tr>
<th>Be transparent to gain trust and respect, mean what you say</th>
</tr>
</thead>
</table>

5. Do you have any other comments on this theme?

<table>
<thead>
<tr>
<th>Immaterial of the situation be respectful</th>
</tr>
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</table>
Public Input

1. How important do you believe the idea of public input should be for Metrolinx as we plan, build and operate our regional transportation system?

<table>
<thead>
<tr>
<th>Option</th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
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<th>Not At All Important</th>
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<tbody>
<tr>
<td>1. How important do you believe the idea of public input should be for Metrolinx as we plan, build and operate our regional transportation system?</td>
<td>1</td>
<td>1</td>
<td>0</td>
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</table>

2. Do you think the public input concept should be included in the Metrolinx Community Charter?

<table>
<thead>
<tr>
<th>Option</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2</td>
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</table>

3. What does public input mean to you when dealing with an organization like Metrolinx?

<table>
<thead>
<tr>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involving the public helps bring their perspective to light</td>
</tr>
</tbody>
</table>

4. Are there other measures we might take to strengthen our commitment to public input?

<table>
<thead>
<tr>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to their woes and look into possible solutions</td>
</tr>
</tbody>
</table>

5. Do you have any other comments on this theme?

<table>
<thead>
<tr>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowing them voice their opinions</td>
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</table>
Connecting Communities

1. How important do you believe the idea of connecting communities should be for Metrolinx as we plan, build and operate our regional transportation system?

<table>
<thead>
<tr>
<th>1. How important do you believe the idea of connecting communities should be for Metrolinx as we plan, build and operate our regional transportation system?</th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
<th>Not Important</th>
<th>Not At All Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>

2. Do you think that the commitment to connect communities should be included in the Metrolinx Community Charter?

| Yes | 4 |

3. Do you agree that the regional transportation system supports the demographic, cultural, and economic growth of communities along its corridors?

<table>
<thead>
<tr>
<th>3. Do you agree that the regional transportation system supports the demographic, cultural, and economic growth of communities along its corridors?</th>
<th>Very High</th>
<th>High</th>
<th>Neither High or Low</th>
<th>Low</th>
<th>Very Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

4. Are there other measures we might take to strengthen our commitment to connecting communities?

| Schedule integration with Transit Agencies within the Municipalities |
| Support the exploration of practical solutions to first mile/last mile |
| Community promotion outside of Toronto downtown core and into additional GTHA and surrounding communities |
| Partner with other transportation networks, affordability |

5. Do you have any other comments on this theme?

Good transportation is important for economic, social and cultural growth