

To: Metrolinx Board of Directors
From: David Jang
Chief Communications Officer
Date: February 17, 2022
Re: Communications Quarterly Report

Recent Highlights

Throughout the quarter, the team managed communications related to several issues, including changes to our operations resulting from the Omicron variant and the provincial government's announcement about the return to a modified Step Two in the reopening of the province.

In mid-December, the company paused the rollout of its Return to the Workplace plan as an added safety measure. We continued to prioritize health and safety messages internally and externally, especially with increased rates of infection among staff and the impacts on service delivery. Proactive communications strategies were implemented to support necessary transit service adjustments due to a significant reduction in passengers, staff shortages, and other operational changes that affected our work on the ground and in our communities.

We also continued to promote GO VAXX mobile clinics through the Metrolinx News channel - with significant uptake of first and second shots, including among children five to 11 years old. Metrolinx News continues to see strong year over year performance as a credible news source with significant growth in subscribers and digital audience. A fun milestone to start 2022 was the Tunnel Boring Machine naming contest. Numerous media stories and thousands of votes later, we announced the winning names, Diggy Scardust for the Scarborough Subway machine, and Rexy and Renny for the Eglinton Crosstown West project.

'We are here for you'

Our capital project works continued and so did the work of our engagement teams. Virtual town halls, pop-ups, public consultations, stakeholder briefings and other engagement tactics were rolled out as the teams continued to ensure visibility, access, timely and accurate information sharing with communities.

We continued meetings with elected officials, stakeholders and community groups across the Ontario Line project, including establishing a Joint Corridor Design Excellence Working Group for the Riverside/Leslieville area. This working group will discuss design options and treatments for noise and retaining walls, as well as landscape plans for parks and greenspace.

With over 100 inquiries in November and December, we expect interest will continue to be high with even more discussions from communities along the Ontario Line as the project progresses. To ensure the continued development of positive relationships and effective communications with representatives within the project areas, in addition to pop-ups at Victoria Memorial Square Park and Jimmie Simpson Recreation Centre, the team also

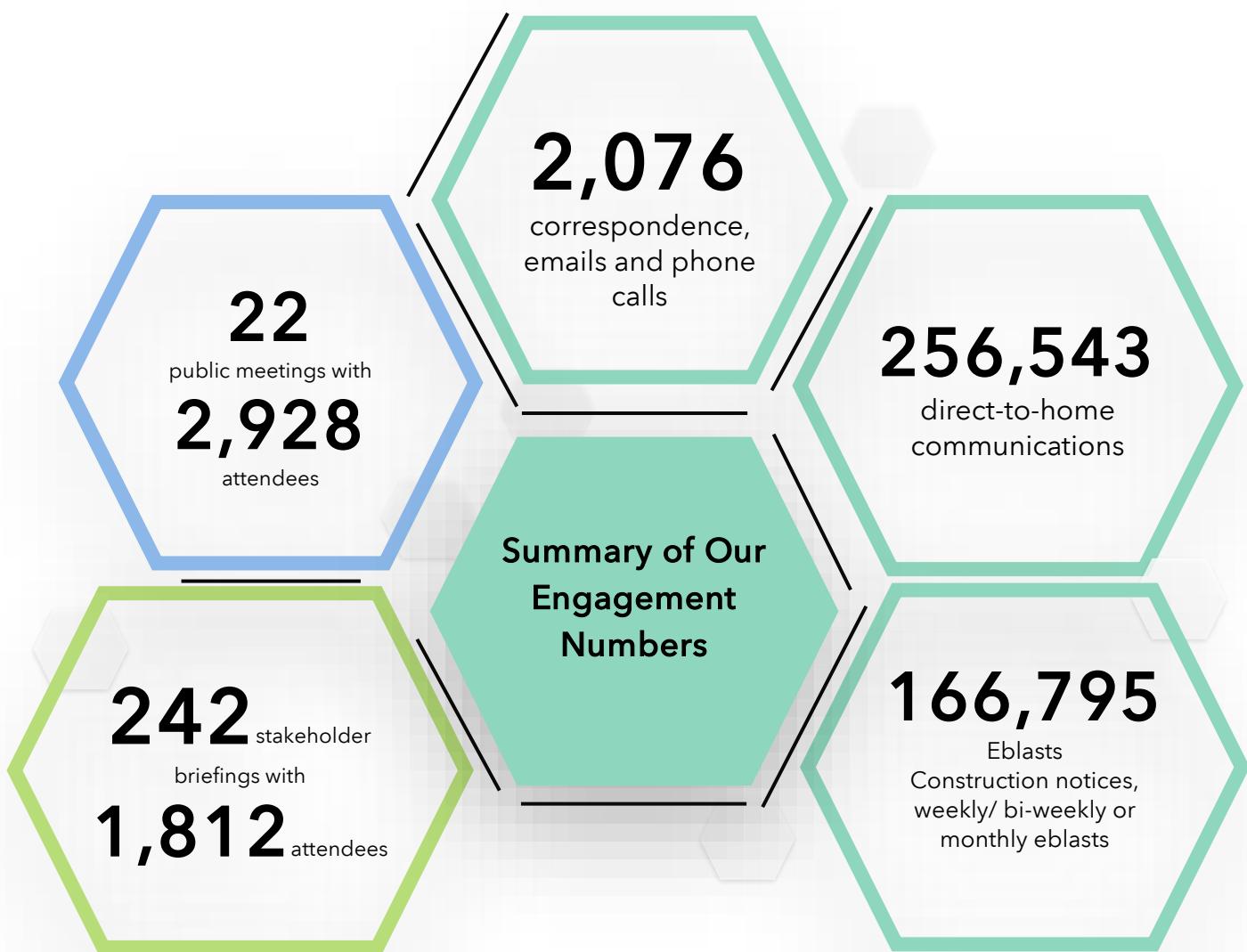
convened the first construction liaison committee (CLC) meeting with discussions on Moss Park Station.

The virtual open house held to discuss the future Kipling-Eglinton GO Station has attracted over 70,000 views on YouTube so far and more than 218 responses in a poll designed to gather community feedback and input.

The Heritage Road Layover Transit Project Assessment Process (TPAP) kicked off earlier in January with community relations supporting opportunities for public engagement while continuing discussions on the Dundas BRT through a third Public Information Centre (PIC). In Oakville, further updates were provided to stakeholders on the change in procurement for the Kerr Street grade separation.

A third virtual open house was held with residents and businesses in Mississauga to facilitate discussions and engagement on the Dundas Bus Rapid Transit (BRT) study. Similarly, the team wrapped up the fourth virtual open house for the Hurontario LRT project highlighting for attendees what to expect from the project in 2022.

Summary of Our Engagement Numbers for The Period Dec. 3, 2021 - Feb. 1, 2022





Respectfully submitted,

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