

To: Metrolinx Board of Directors
From: Karla Avis-Birch, Chief Planning Officer
Date: September 7, 2023
Re: Planning & Development (P&D) Quarterly Report

This report provides an update on recent activities and key milestones over the past quarter:

Metrolinx has enrolled as a corporate member of the Hidden Disability Sunflower Project in its ongoing work of supporting persons with disabilities or special needs that use transit. The Hidden Disabilities Sunflower is a simple tool for customers to voluntarily share that they have a disability or condition that might not be immediately apparent. By wearing the sunflower, customers signal to our front-line staff that they may need a helping hand, support in understanding, or additional time to support their needs. The Sunflower is a global initiative many transportation agencies utilize to help customers travelling with hidden disabilities. A communications plan is underway to inform all Metrolinx staff and customers of our membership and participation in the Sunflower Project. Sunflowers will be available at select stations for customers to pick up and utilize, while also allowing customers to use other sunflowers they have obtained from participating companies and organizations such as Pearson Airport. The Universal Design team will track the program and feedback from staff and customers to support its ongoing success.



Not every disability is visible - some are just not obvious.

The Hidden Disabilities Sunflower makes you visible.

Living with a non-visible disability can make daily life more demanding for many people, but it can be difficult for others to identify, acknowledge or understand the challenges you face.

Wearing the Hidden Disabilities Sunflower is a discreet sign to indicate to people around you, that you have a non-visible disability and that you may need help, assistance or simply a little more time.

I SUPPORT THE SUNFLOWER

1. Ask if you can help
2. Be kind
3. Listen closely
4. Have patience
5. Do not judge
6. Show respect

For more information, please scan the QR Code or copy the address below to visit our website:
www.HDSunflower.com

HIDDEN disabilities

Metrolinx is continuing to move forward with implementation of our four-pillar Community Benefits & Supports (CBS) program. Community Benefits & Supports is about leaving communities better than we found them when we deliver transit projects. The four pillars are (1) Employment Supports, (2) Local Business Supports, (3) Public Realm Improvements and (4) Community Improvement Supports. We have been moving full speed ahead on the implementation of the Community Benefits & Supports program and starting to engage our municipal and community partners on the program and its implementation. As we take actions to improve our communities, it is important that we are transparent about the actions and ensure there is easily, accessible information on Community Benefits & Supports. In August we published new, refreshed content on our public website on the CBS program and some of the examples of the actions we are taking on the ground. An example of how Metrolinx is bringing the program to life includes increasing the area of four parks impacted by the Ontario Line by 2,600 square metres, and providing window washing to 270-plus local businesses affected by construction along the Eglinton Line corridor. We have also developed new contractual requirements, including hiring targets for Black, Indigenous and Persons of Colour (BIPOC) individuals, women and apprentices and are working to embed these new requirements in procurements going to market. Together, these actions will ensure a solid foundation to implement the Program and enhance the communities impacted by our transit infrastructure works.

Respectfully submitted,

Karla Avis-Birch
Chief Planning Officer