

From: [Suzie Shamon](#)
To: [Chair of Metrolinx](#)
Subject: Re: Including Police auxiliaries on board.
Date: November 29, 2023 5:32:47 PM
Attachments: [image001.png](#)

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Thank you so much for your letter Mr. Wright,

Firstly, I would like to apologize if my persistence in reaching out to Metrolinx has been overwhelming. I had no intention of stepping over any boundaries, and if someone had contacted me to inform me otherwise, I would have immediately ceased my email correspondence. I truly did not mean to cause any inconvenience, and I apologize sincerely for any misunderstandings.

That being said, I am writing this to express my utmost appreciation for your response. To hear back from you, the man himself, is an honor that I am deeply grateful for. Your valuable time and attention to my emails are truly appreciated.

Please let me clarify that despite the skepticism expressed by everyone around me, I remained steadfast in my belief that there was a slim chance of hearing back from you regarding my request. And now that I have received your response, it feels like a remarkable achievement in itself. This opportunity to connect with you directly has rejuvenated my spirits and reaffirmed my faith in the possibilities that lie ahead.

I want to take a moment to thank you once more for providing me with this incredible opportunity. Your willingness to engage in a dialogue with me reflects your kindness and openness. It is an invaluable experience that I will cherish.

I would like to extend my warmest regards and wish you a wonderful day ahead. May success continue to accompany you in all your endeavors.

Thank you again for your time, patience, and understanding.

Sincerely,

Suzie

On Nov 29, 2023, at 4:47 PM, Chair of Metrolinx <Chair@metrolinx.com> wrote:

Dear Ms. Shamoon,

Thank you for bringing your suggestion of complimentary rides for Auxiliary Officers and Special Constables to the Board's attention a second time.

I understand your original letter was responded to by our Customer Care team in May. After consideration, Metrolinx will not be pursuing this proposal at this time.

While our Board does not accept in-person deputations, your most recent letter will be posted and acknowledged as part of our Board meeting tomorrow, Thursday, November 30. We appreciate the time and effort you have undertaken to share these suggestions to the Board.

We do appreciate the work of Auxiliary Officers and Special Constables to deliver valuable contributions to public safety.

Thank you again for your thoughtful proposal.

Sincerely,

DONALD WRIGHT

Chair, Board of Directors
Metrolinx

From: Suzie Shamoon [REDACTED] >

Sent: Thursday, November 16, 2023 8:19 AM

To: Chair of Metrolinx <Chair@metrolinx.com>

Subject: Including Police auxiliaries on board.

You don't often get email from [REDACTED] [Learn why this is important](#)

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Dear Metrolinx board members,

I am writing to follow up on the request I made in May and June of 2023 to allow Auxiliary Officers and Special Constables to ride your trains for free. I believe this request holds significant importance in enhancing the safety and security of passengers during their journeys with Metrolinx.

During the June board meeting, it was mentioned that someone would be in contact regarding this matter. However, 5 months later I have not received any communication

regarding the progress or any updates on the decision. Therefore, I thought it necessary to bring this to your attention again.

As our society evolves, it is crucial that we adapt our security measures to ensure public safety on public transportation systems such as trains. Having well-trained first responders, such as Auxiliary Officers and Special Constables, on board your trains can greatly contribute to a safer commuting experience for all passengers.

Moreover, the presence of police auxiliary personnel on trains is a constant reminder of the tireless efforts made by law enforcement agencies to keep our society safe. It serves as a reminder that we are not alone and that our collective security is a top priority. This sense of unity and cooperation greatly contributes to the quality of the travel experience and reinforces the confidence of passengers in your train services.

The professionalism shown by these police auxiliary officers is truly extraordinary. Their adherence to protocols, their dedication to providing assistance, and their unwavering commitment to maintaining order are all commendable attributes. They manage to strike the perfect balance between being vigilant and approachable, ensuring a positive and reassuring experience for all travelers

I understand that you or some passengers might question the necessity of providing free access and privileges to these individuals. Therefore, I would like to present some statistics and evidence that indicate the positive impact of having first responders on public transportation systems:

1. Enhanced Security: The presence of well-trained first responders deters criminal activity on trains, reducing the potential for theft, assault, and other security incidents. Multiple studies have consistently shown that visible authority figures act as a deterrent to criminal behavior.
2. Rapid Response: Auxiliary Officers and Special Constables are uniquely positioned to respond quickly to any emergencies or incidents that may arise on the trains. Their prompt intervention can prevent situations from escalating and ensure the safety and well-being of passengers.
3. Emergency Preparedness: Having first responders on board enables quicker access to essential medical support during medical emergencies, such as heart attacks or other critical health incidents. Seconds can make a difference, and having knowledgeable professionals at hand can significantly improve outcomes in such situations.
4. Passenger Peace of Mind: Knowing that there are trained individuals on board who can manage challenging and potentially dangerous situations provides passengers with a sense of security and confidence when utilizing public transportation.

Additionally, I believe it is important to educate the board members about the value these police auxiliaries bring.

Auxiliary Constables dedicate their time and skills as volunteers, putting their lives on the line daily to serve and protect. They are fully trained in various areas, including the use of force, handguns, and CPR, and are equipped to effectively handle distressing situations. Many more mental health trainings. They are an invaluable asset to any police service.

I kindly request that you amend section 2.7 to include, rather than exclude, all (OPP, PRP, YRP and TPS) police auxiliaries as defined on the Public Safety Canada website under the Memorial Grant Program for First Responders. I believe recognizing the value of these members is crucial, and I am prepared to address this matter at the upcoming board meeting.

Thank you for your attention to these important matters. I appreciate your consideration and would welcome the opportunity to discuss them further. I look forward to a positive response and the continued improvement of public safety measures on Metrolinx trains and buses.

Sincerely,

Suzie Shamoon

[More than 70 per cent of Ontarians feel less safe on transit than a year ago, survey suggests](#) [beta.ctvnews.ca](#) [<image001.png>](#)

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