

To: Metrolinx Board of Directors

From: Greg Medulun
Executive Vice President, Community, Communications & Stakeholder Relations

Date: June 25, 2026

Re: **Community, Communications & Stakeholder Relations Quarterly Report**

'We are here for you'

Community Engagement teams continued supporting project delivery across the region. In advance of major construction on the Bowmanville Extension, including the Simcoe Street bridge replacement, the Durham Region team distributed more than 9,500 notices, engaged directly with businesses and stakeholders, and hosted public information sessions attended by more than 140 community members. Paid social was targeted to residents in the area to inform them of the closure, resulting in more than 22,000 engagements. Ongoing collaboration with municipal and provincial partners continues to support traffic management and community mitigation efforts.

The Ontario Line team piloted a new place-based engagement approach with residents living near Gertrude Place and Pape Avenue to discuss upcoming station construction activities. Developed in response to concerns raised through the local Construction Liaison Committee, the meeting brought together residents, elected officials, city staff, and project partners to review proposed construction plans and mitigation measures. Through facilitated small-group discussions, residents were able to engage directly with project teams, resulting in additional community supports and mitigations being incorporated into project planning.

The Peel Region team led proactive communications along the Hazel McCallion LRT corridor, distributing more than 35 construction notices reaching approximately 45,000 community members and participating in more than 50 stakeholder meetings over a two-month period. This included close coordination with Trillium Health Partners to support communications surrounding the Bronte College intersection closure impacting access to the hospital parking structure. Through virtual town halls, community activations that engaged more than 200 residents, and a targeted paid social campaign resulting in more than 3,700 engagements, the team helped ensure stakeholders were informed of impacts and mitigation measures, resulting in no community complaints.

The Hamilton/Niagara and GO Expansion teams supported engagement activities associated with the proposed Grimsby GO Station Transit and Rail Project Assessment Process. Working with project partners, the team helped promote participation in a virtual Public Information Centre and supported outreach to residents, businesses, elected officials and stakeholders regarding the proposed station and upcoming site activities. This included organic and paid

social media campaigns, featuring some of the quarter's top-performing posts by views, as well as web updates that generated more than 5,000 views.

To support Metrolinx's commitment to transparency, a new [interactive project map](#) was launched on Metrolinx.com, providing residents and businesses with easier access to information about active projects and construction in their communities. Since launch, the tool has generated more than 4,300 page views.

Metrolinx continued strengthening relationships with municipal, industry and stakeholder partners through participation in conferences, roundtables and engagement opportunities across the region. President and CEO Michael Lindsay participated in events hosted by the Ontario Road Builders' Association, Good Roads, and the Greater Kitchener Waterloo Chamber of Commerce, while senior leaders represented Metrolinx at the Municipal Infrastructure Summit and the Toronto Region Board of Trade Transportation Symposium. The CEO also convened a roundtable of CAOs from Greater Golden Horseshoe municipalities that deliver transit services.

Key Milestones

On February 8, [Line 5 Eglinton officially opened](#) to customers following a Premier-led announcement at Eglinton Station. Communications and [social content](#) supporting the launch generated more than 2,500 media and social mentions over the opening weekend, with public sentiment increasing four per cent as customers began experiencing the new service firsthand.

The Province and Metrolinx also announced the [start of major construction on the Bowmanville Extension](#). The event generated coverage across digital and print media, producing an estimated potential reach of 24 million. Social media content also performed strongly, generating more than 110,000 impressions and exceeding engagement benchmarks.

Metrolinx signed [a five-year extension with Alstom](#) to continue operating and maintaining the GO Transit and UP Express rail fleets through 2031. The \$1.3 billion agreement supports the continued delivery of safe and reliable service while maintaining more than 1,100 jobs across the Greater Toronto and Hamilton Area. Supporting communications helped amplify the announcement, generating more than 23,600 impressions and 1,100 views across social media channels while meeting performance benchmarks.

The Province and Metrolinx celebrated the [groundbreaking of four future Ontario Line stations](#) in Toronto's east end, Don Valley, Flemingdon Park, Thorncliffe Park and Cosburn. The announcement generated 180 print and broadcast mentions across 30 media outlets. [Social media content](#) achieved engagement rates more than 120 per cent above benchmark, while paid content generated more than two million views across Facebook, Instagram and YouTube.

Metrolinx completed the final major track closures required to replace [the Etobicoke Creek Bridge](#). Communications efforts highlighted the work completed and demonstrated how state-of-good-repair investments support future service expansion. Associated content generated more than 30,000 views and nearly 1,500 engagements.

Respectfully submitted,

Greg Medulun

Executive Vice President, Community, Communications & Stakeholder Relations