

Report from the Citizens' Jury on Transit

Presentation to General Issues Committee,
March 2, 2016

Tony Thoma, Chair of Steering Committee
Ruth Cameron, Jury Member, Rural Rep

What was this about?

- 19 residents of Hamilton randomly recruited from the tax roll and renters list to ensure city-wide representation to generate advice to Council on **rapid transit in Hamilton**
- Steering Committee recruited to provide oversight and advice to consultants through the process
- Consulting team pulled together education program with input from City Staff, Steering Committee to educate Jury members on rapid transit and implications.

How does this differ from other public consultations?



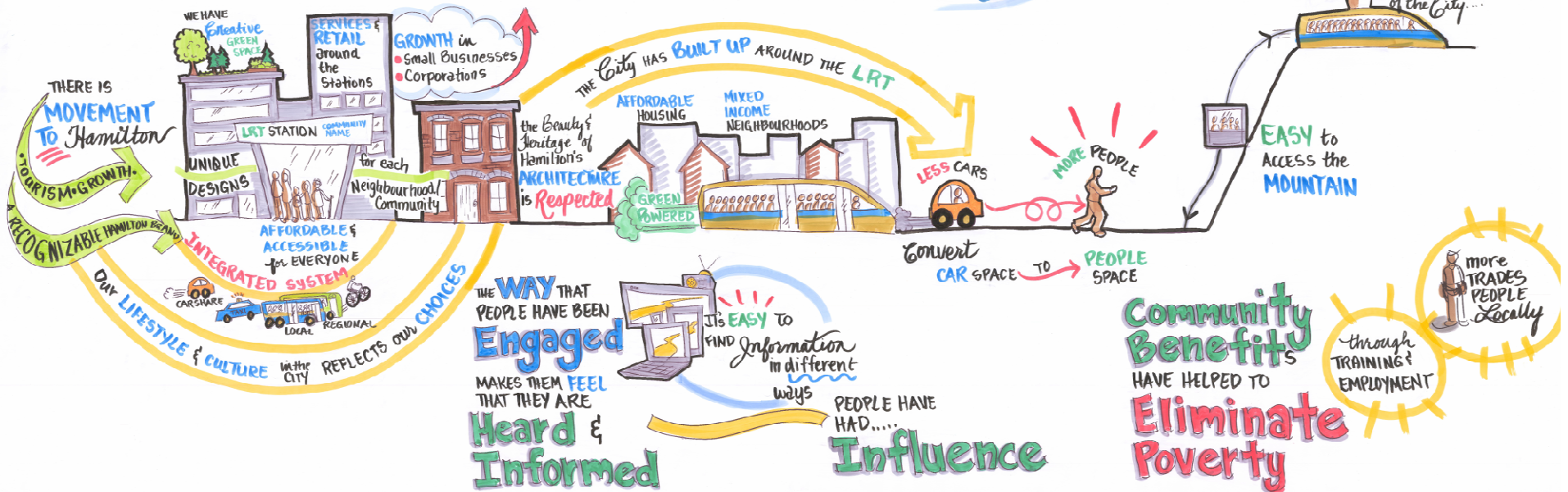
- A representative group from all parts of the city were invited to learn and talk together and with the public in about 40 hours of meetings about an important public policy matter that will affect us all.
- They heard from City Staff, staff from other municipalities (Calgary, Region of Waterloo) about plans for transit here and the experience elsewhere, from BIAs on surviving construction, Atkinson Foundation on leveraging infrastructure investments for Community Benefits and spoke of these issues with fellow residents of Hamilton.
- They went on a bus tour of Hamilton's LRT route and to Kitchener-Waterloo to view the construction there and hear from regional staff on the construction experience.

Vision graphic



VISION for TRANSIT in Hamilton

ATTRACTIVE RELIABLE SAFE
AFFORDABLE COMFORTABLE CONVENIENT



The Jury's Report

- 7 recommended Guiding Principles for the City and Metrolinx
- 14 actions that we believe would lay the Foundation for Success
- “Signs of Success” we hope to see through 2 phases 1) Now to 2019 2) Construction and 3) what we could see once LRT is running in 2024.

Signs of Success

2. What will be happening during the Construction Phase 2019 - 2024

This section addresses items that must be addressed and considered during construction phase of the project. Outstanding communications should keep everyone informed and affected businesses should be actively involved and support by the City, Metrolinx and the contractors.

- a) People will know where to find information on road closures and detours, bus detours information that **is timely, easy to access and current in real time**. There will be both digital information and on-site access to information such as staffed storefronts that relocate as the construction moves across the city.
- b) One-on-one meetings will happen regularly and as needed.
- c) The relationship between contractors, City and Metrolinx staff and residents is open and positive. Residents feel they are a pleasure to deal with, proactive problem-solvers.
- d) Milestones will be celebrated when they are met so people feel there is progress.
- e) Businesses along the construction route will have supports in place that help them weather the period of disruption to their businesses. BIAs will be effective advocates for their constituents and have established close working connections with the Project Leads (both City/ Metrolinx office and Construction Contractors).

Three Big Takeaways

1. Communications is Number 1 both in the lead up to construction of LRT (what are we doing, why, and what are the benefits?) and during construction (what is happening, when, why and for how long?).
2. LRT will change public transit in Hamilton and it will change Hamilton. There is great potential for city-building. It needs to be well planned so people and businesses in the City get the maximum benefits. This includes development, jobs and affordable housing, making the City an even more attractive place to live, work, raise a family, grow old, visit and invest in.
3. Adopt a culture of learning, collaborate closely with stakeholders, be bold, innovative and creative in implementing the improvements. Apply best practices. There are lots of great ideas out there and experiences elsewhere we can learn from as we move forward.

Messages from Jury member to City Councillors

- “That a great cross section of Hamilton citizens can meet together and work together quite well to achieve the goals we set out to complete”.
- “A highly enjoyable experience. I thought the use of different speakers, different locations and different tasks for each meeting was very effective.
- “I would like the City Councillors to put real weight on the recommendations. I want them to realize that our opinions were well informed. I enjoyed being part of the Citizens Jury. I liked being informed about the city I live in and about having my opinions heard.”

- “I was very happy to represent Ward 10 and am thankful that I had the opportunity to meet with others in this large and very diverse city to discuss such an important project that we will all experience. I only hope that the recommendations that we present to City Council will help shape the decisions that will be made”
- “...address issues that are brought to your attention by the public not to focus only on issues you are comfortable dealing with. Have the difficult conversations. Advocate for vulnerable populations who have no voice re gentrification”.
- “After being part of the Citizens’ Jury, I look forward to the day that I can hop on the LRT and attend a TiCat Game at Tim Horton’s Field, where Hamilton will defeat Toronto for the Eastern Final in 2024. Thank you”.
- “I have learned to work with random people in a very professional manner”