

METROLINX



H A M I L T O N
LRT LIGHT RAIL
TRANSIT

Community Connector
PROGRAM UPDATE





METROLINX



Program Overview

Objectives:

- Inform, educate and engage businesses and property owners along the route.
- Gather feedback from property owners that will help inform the LRT plans.

The Details:

- One project lead and a diverse team of 20 Community Connectors.
- Approximately 1,250 properties facing or connecting to the corridors (McMaster University to Queenston Traffic Circle and James Street North from King Street to the Waterfront).
- Two visits per year for the duration of the project.

Canvass 2.0: Oct. 26th to Nov. 25th, 2016

- Canvassed Monday through Saturday.
- Teams of two assigned each day to specific sections of the corridor.
- Feedback was collected on tablets onsite and then downloaded onto a database.
- Technical questions and issues were forwarded to the LRT team for appropriate follow up.



Highlights



- Expanded the team within the same budget.
- Incorporated a new strategy to connect with multi-level buildings (both residential and commercial).
- Gathered important delivery/loading data from businesses that will influence our parking and loading strategy.
- Identified business support needs to inform our business support strategy.
- Continued to build a relationship with businesses, residents and property owners.

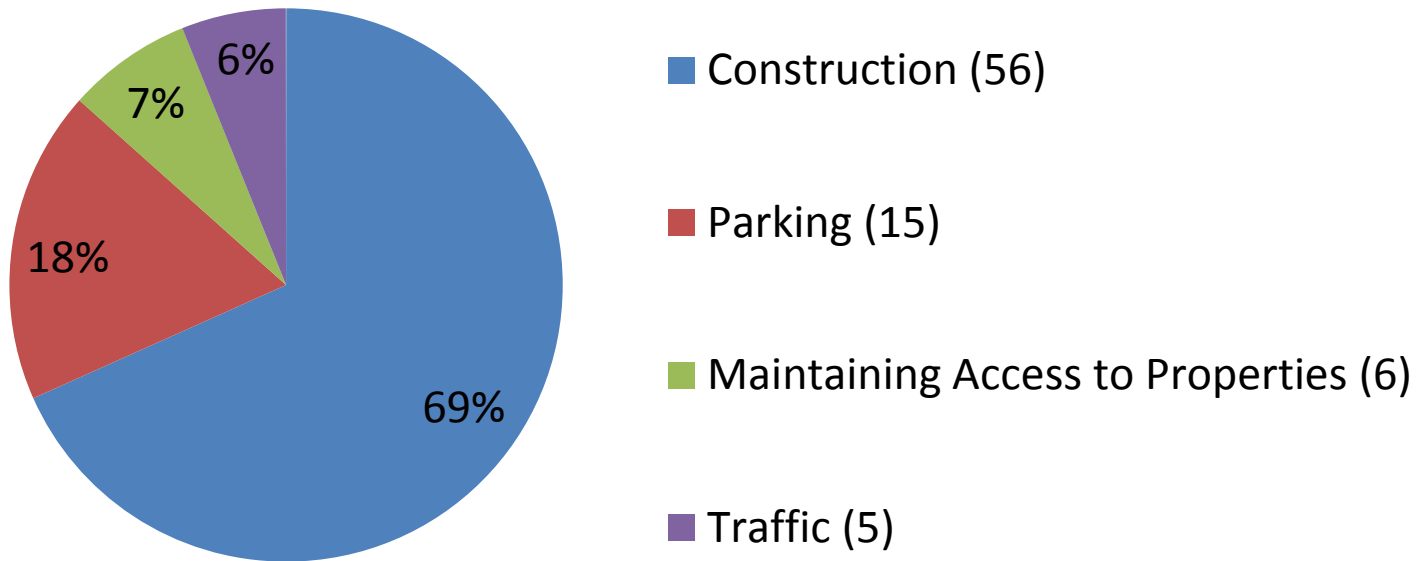
By the Numbers

Of the 1,249 addresses we visited:

- 166 were vacant.
- 160 were inaccessible.
- 43 were identified for potential property acquisition.
- 880 were occupied or accessible.
 - 217 were not home or unavailable.
 - 663 face-to-face conversations took place.
- 6 information sessions were held with multi-level buildings.

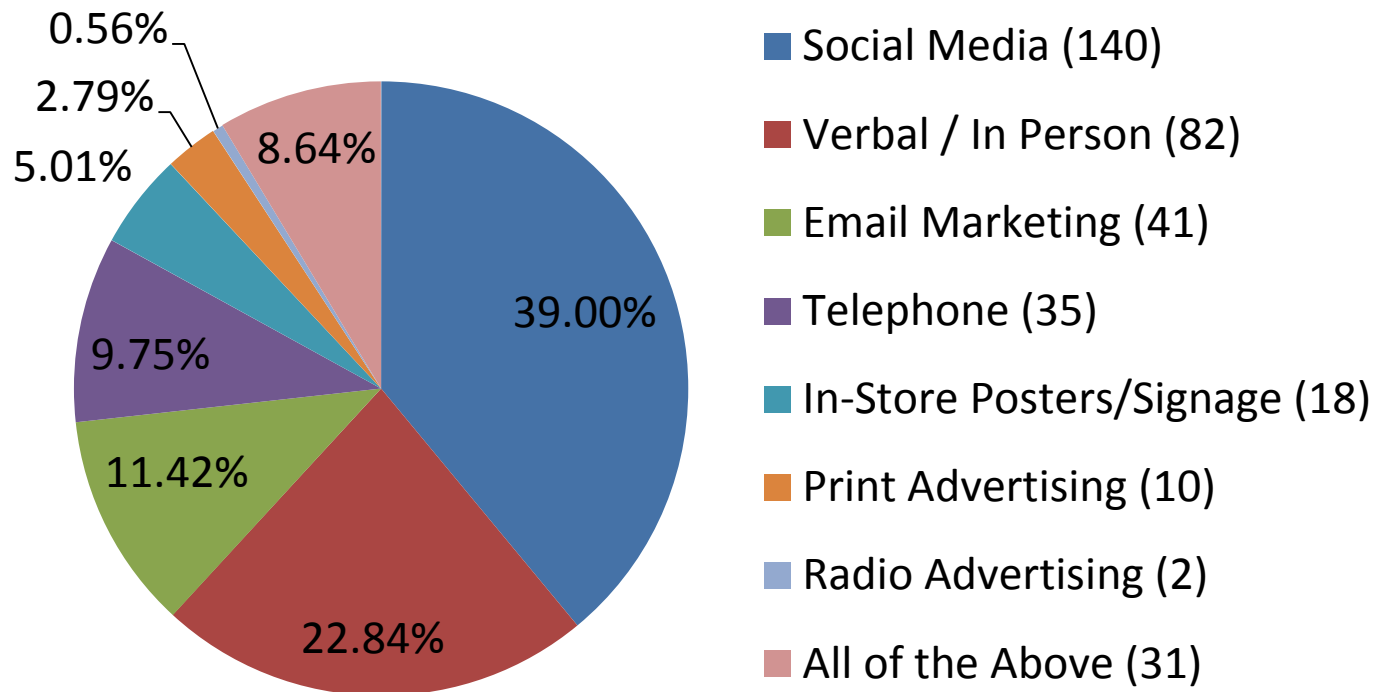
Business Survey Results

Key pieces of information you would like to receive from the LRT office in the future.



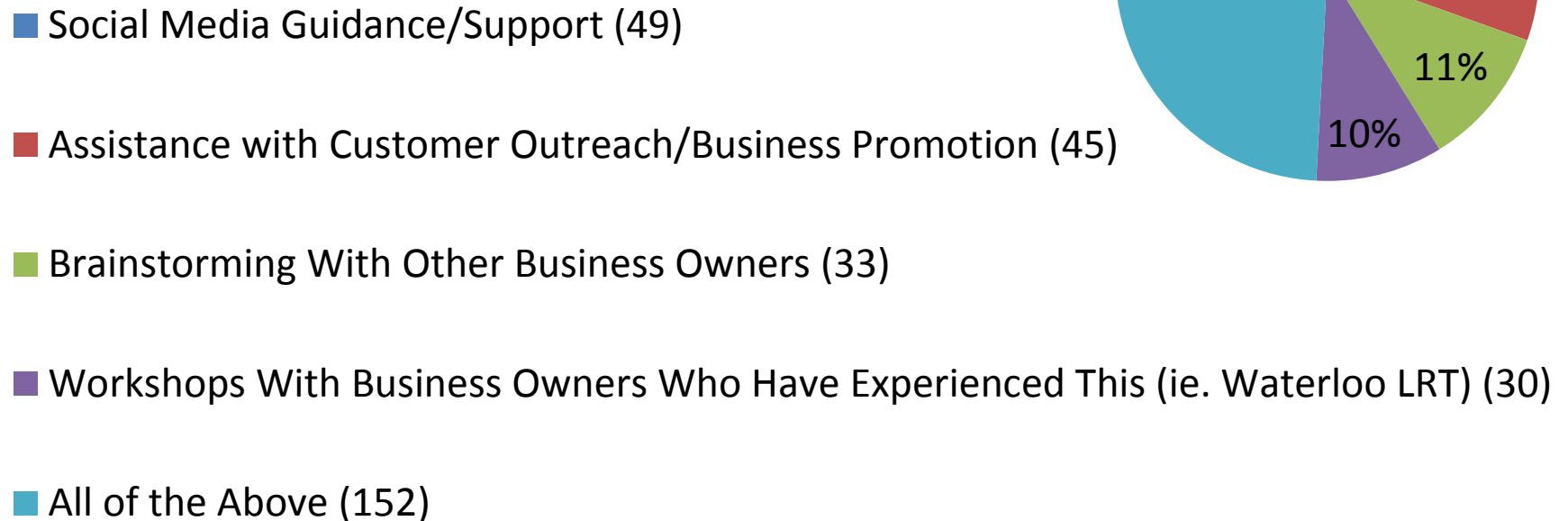
Business Survey Results

How do you keep your customers informed?



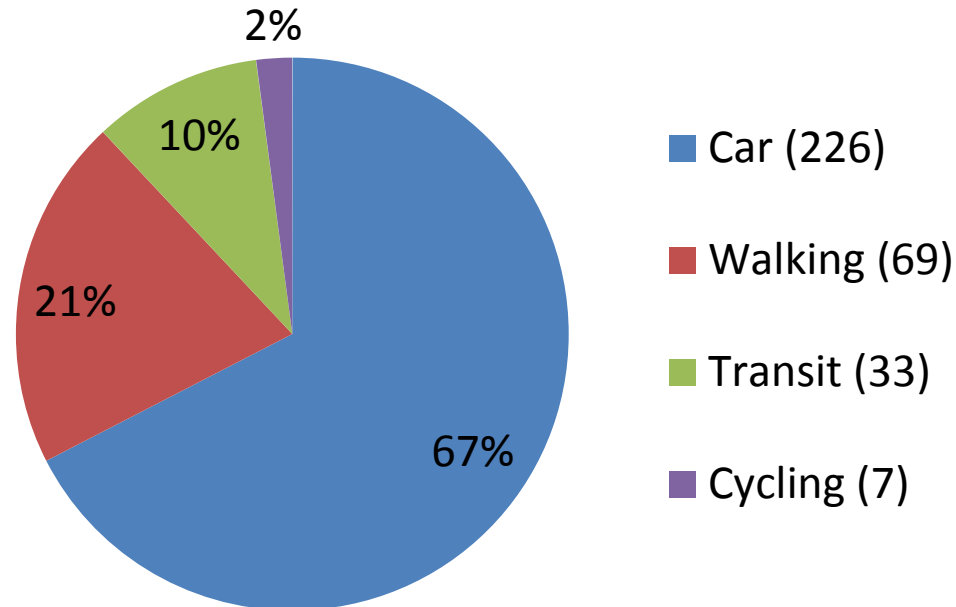
Business Survey Results

Leading up to construction in 2019, what kinds of workshops/tools/supports can we provide to help you prepare?



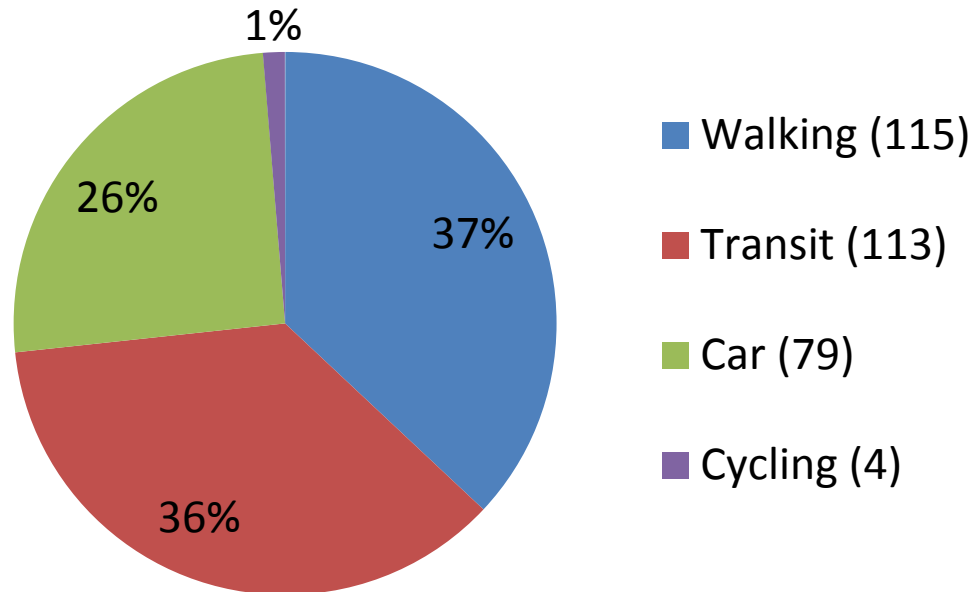
Business Survey Results

What is the primary method of transportation that customers use to get to your business?



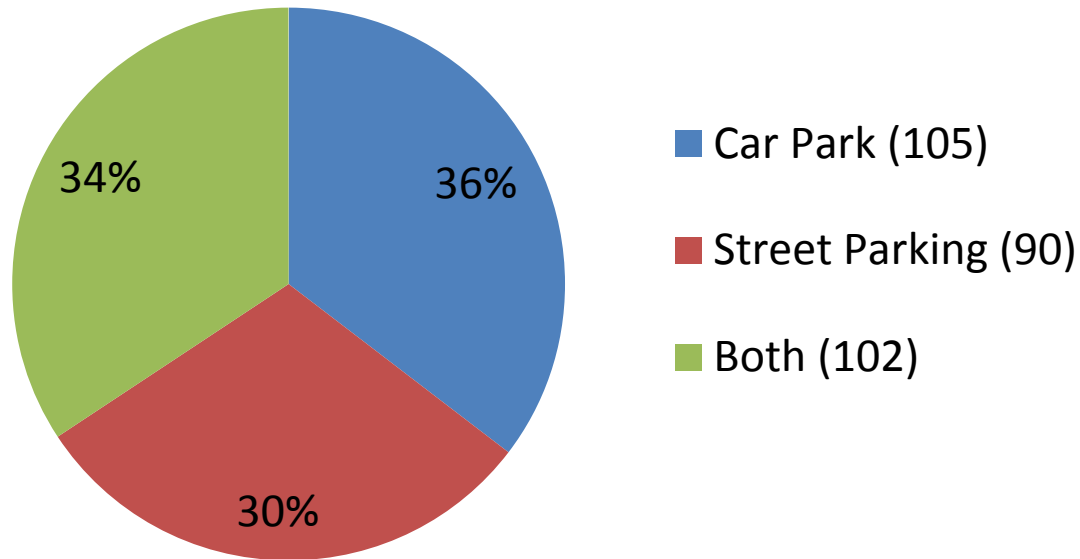
Business Survey Results

What is the second most used method of transportation that customers use to get to your business?



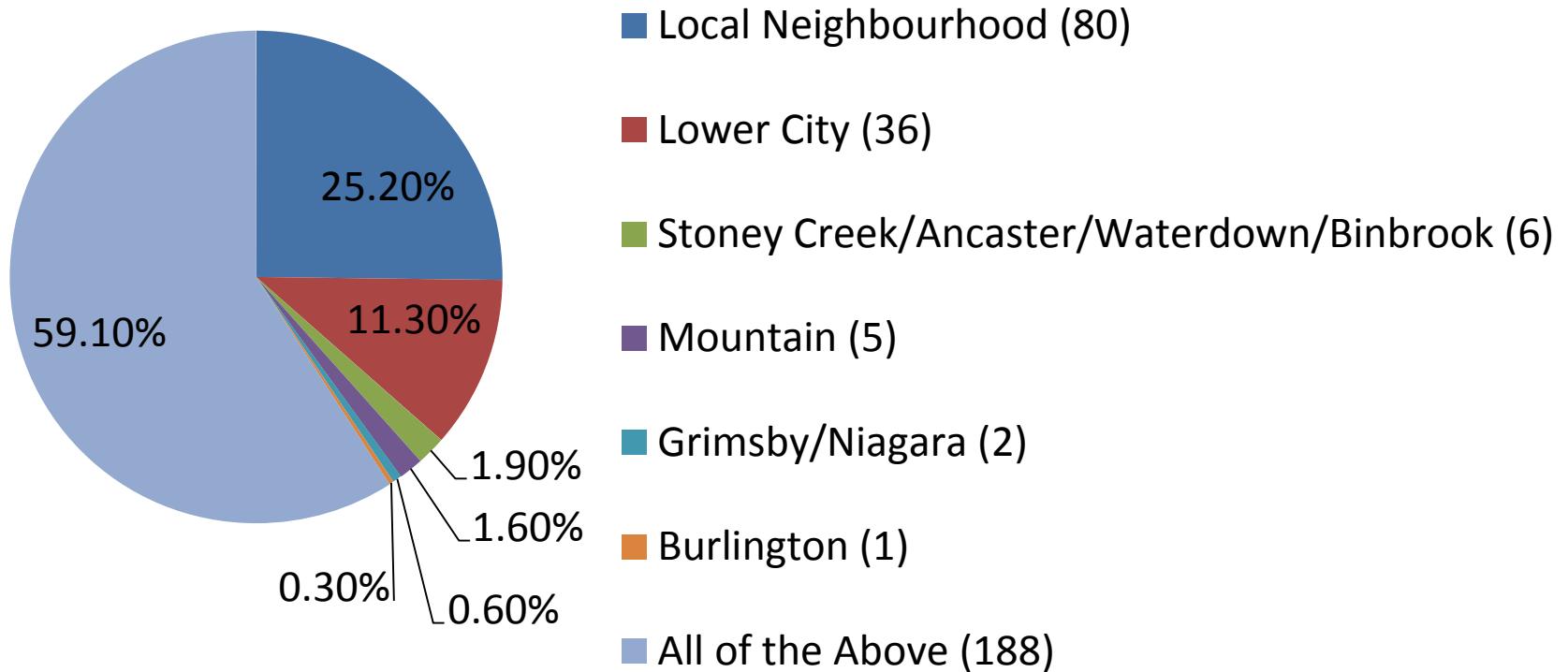
Business Survey Results

What is the primary method for parking at your business?



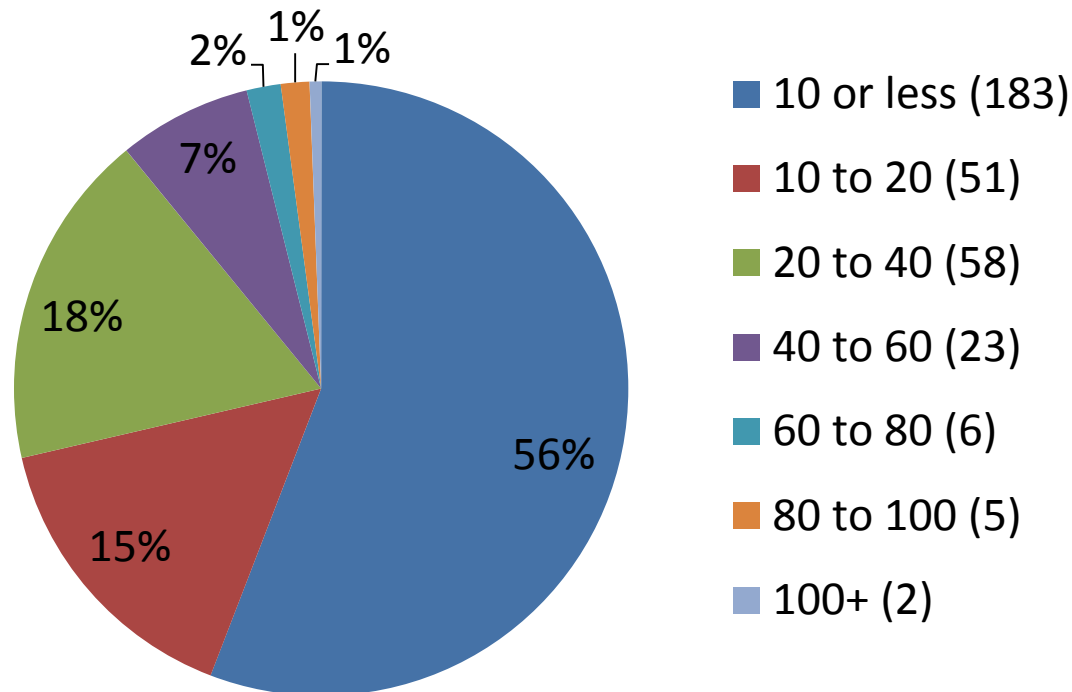
Business Survey Results

Where do the majority of your customers come from?



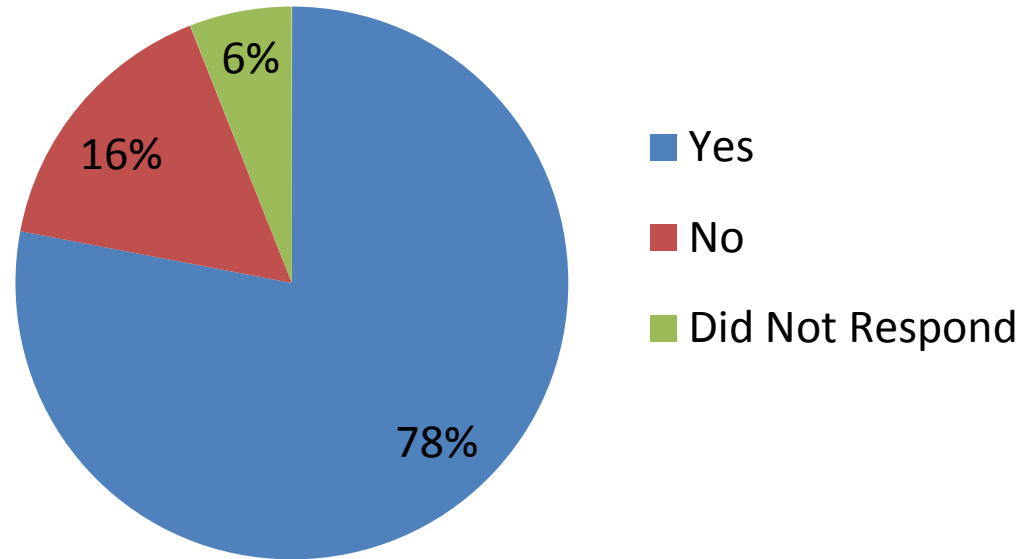
Business Survey Results

How many years have you been operating the business?



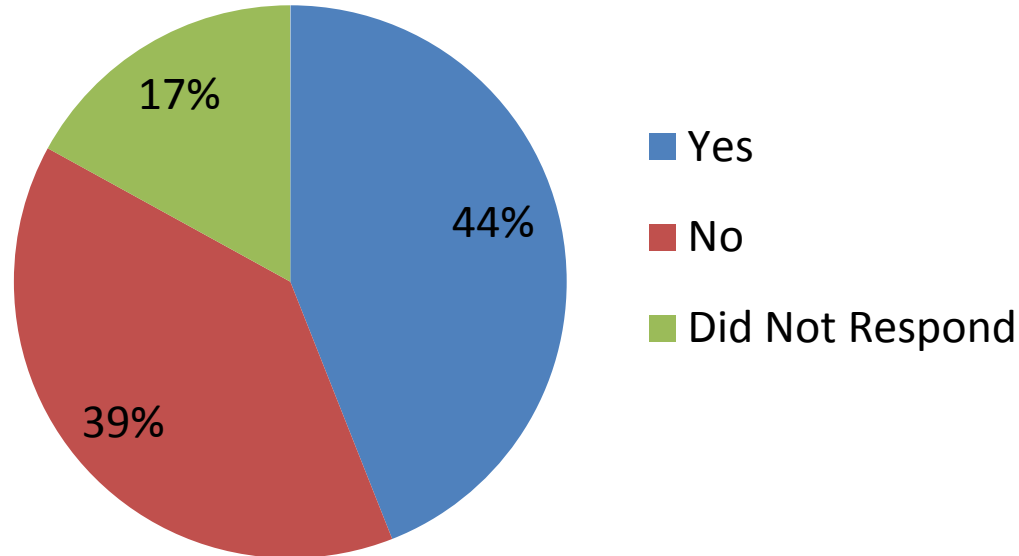
Loading/Delivery Results

Do you have any deliveries that require loading/unloading?



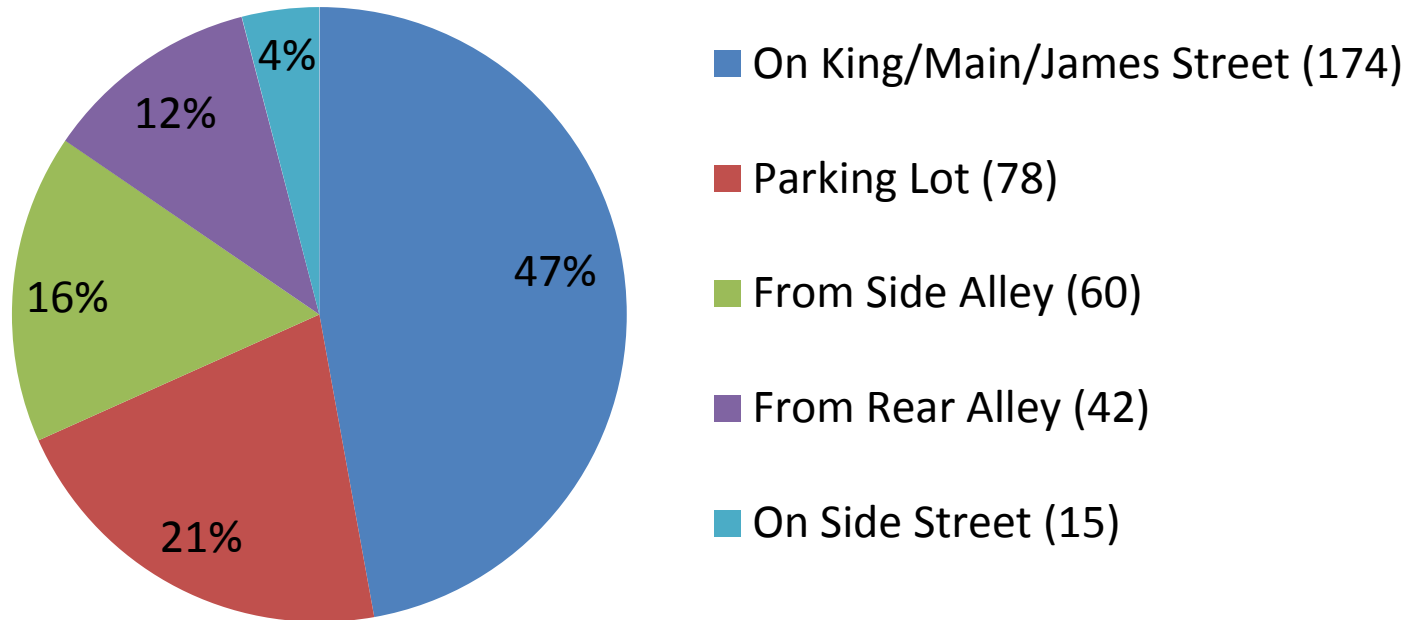
Loading/Delivery Results

If you require loading - do you have off-road space to accept deliveries?



Loading/Delivery Results

Where do vehicles load and unload?



Loading/Delivery Results

Average amount of deliveries per business:

Average Per Day

4.55

Average Per Week

18.46

Loading/Delivery Results



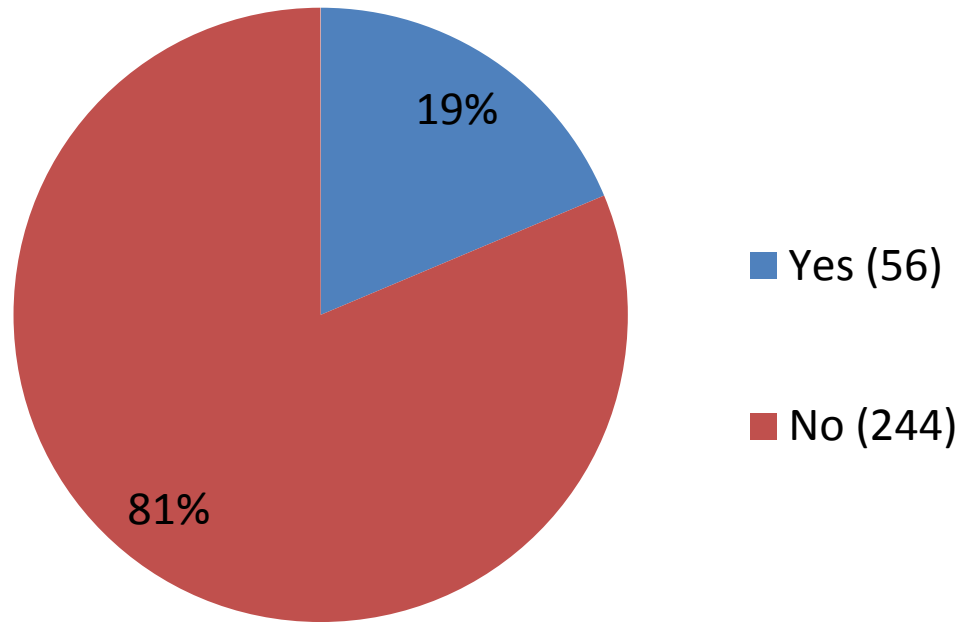
Average length of delivery in minutes:



10.16 Minutes

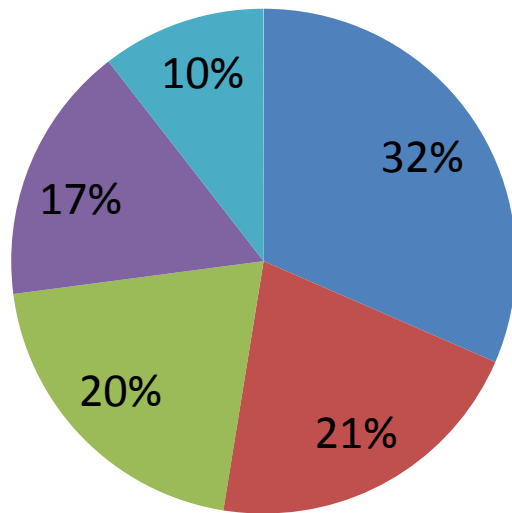
Loading/Delivery Results

Do you have control over delivery times?



Loading/Delivery Results

Which of the following vehicle types make deliveries to your business?



■ Delivery Van (99)



■ Single Unit Truck (66)



■ Cube Van (64)



■ Semi (52)



■ Personal Passenger Vehicle (33)



Next Steps

- Maintain contact with businesses and residents between canvass periods.
- Next canvass will occur in Spring 2017.
- Continue refining parking & loading strategy.
- Update the LRT Sub-Committee about the business support strategy later this spring.
- Metrolinx community offices (community relations storefronts) to be established along the route later this year.

H A M I L T O N
LRT LIGHT RAIL
TRANSIT



Community Connector

PROGRAM UPDATE

METROLINX

