

HAMILTON LIGHT RAIL TRANSIT

Community Connector

PROGRAM UPDATE

September 12, 2017





Benefits & Opportunities

- The program started in Spring 2016 (three years in advance of construction) to prepare businesses/residents as much as possible.
- Increases awareness and understanding of the project amongst those most impacted.
- Technical questions and issues are forwarded to the LRT team for appropriate follow up.
- Provides a two-way dialogue so we can share the latest updates and gather important feedback that helps shape our plans, such as:
 - Parking/loading/delivery information
 - Business Support Workshop topics



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COMMUNITY CONNECTOR CANVASS DATA OVERVIEW

The City of Hamilton launched the LRT “Community Connector” Program, in partnership with Metrolinx, in May 2016. The Community Connector team, made up of a diverse group individuals from across our city, is committed to visiting every affected property (nearly 1,400) along the corridor twice per year for the duration of the project. Their role is to inform, educate and engage property owners and also gather feedback that will help inform the LRT plans.

3
COMPLETED
CANVASSES

✓ SPRING 2016
✓ FALL 2016
✓ SPRING 2017

UP TO
20


COMMUNITY CONNECTORS
PER CANVASS

1379 PROPERTIES ALONG THE LRT CORRIDOR



963 #commercial
416 #residential



6009
KNOCKS



2099
CONVERSATIONS



1701
COMPLETED SURVEYS

NEXT CANVASS
> > FALL 2017

How Property Data Is Tracked

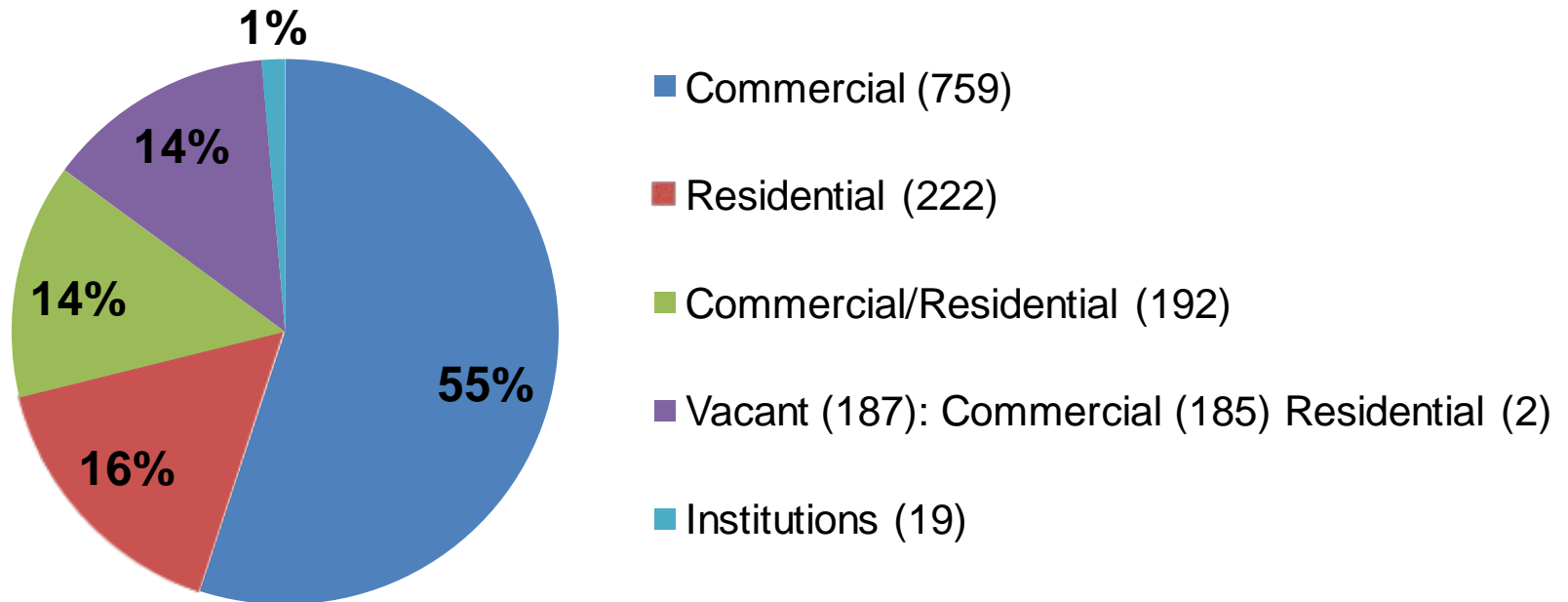
Definitions:

- Residential properties – single-family homes, duplexes, etc.
 - Commercial/residential – storefront on street level with residential units above.
 - Inaccessible – second-storey walk-ups and multi-storey buildings.
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- All interactions and feedback are captured on tablets onsite and downloaded to a database.
 - Total face-to-face engagement is calculated by the number of properties on the corridor minus vacant and inaccessible buildings.



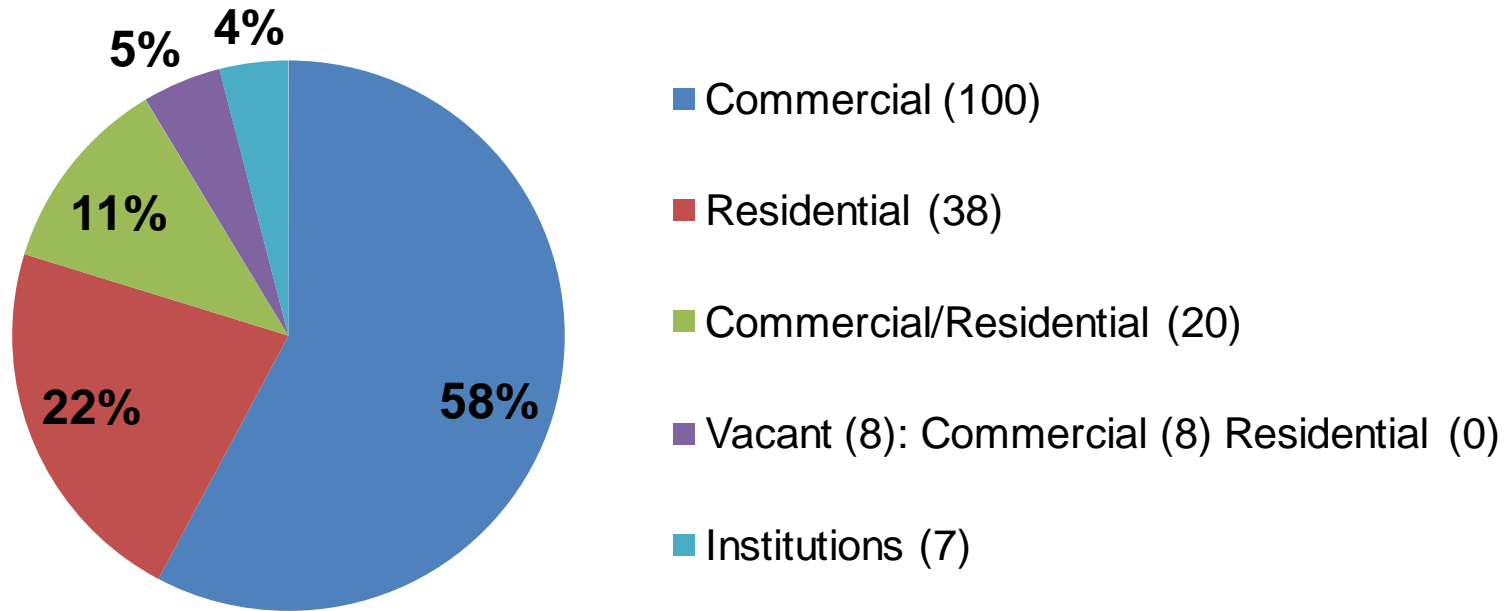
Properties Along the Corridor

Types of Properties Along the Corridor (as of June 2017)



Total: 1379 Properties

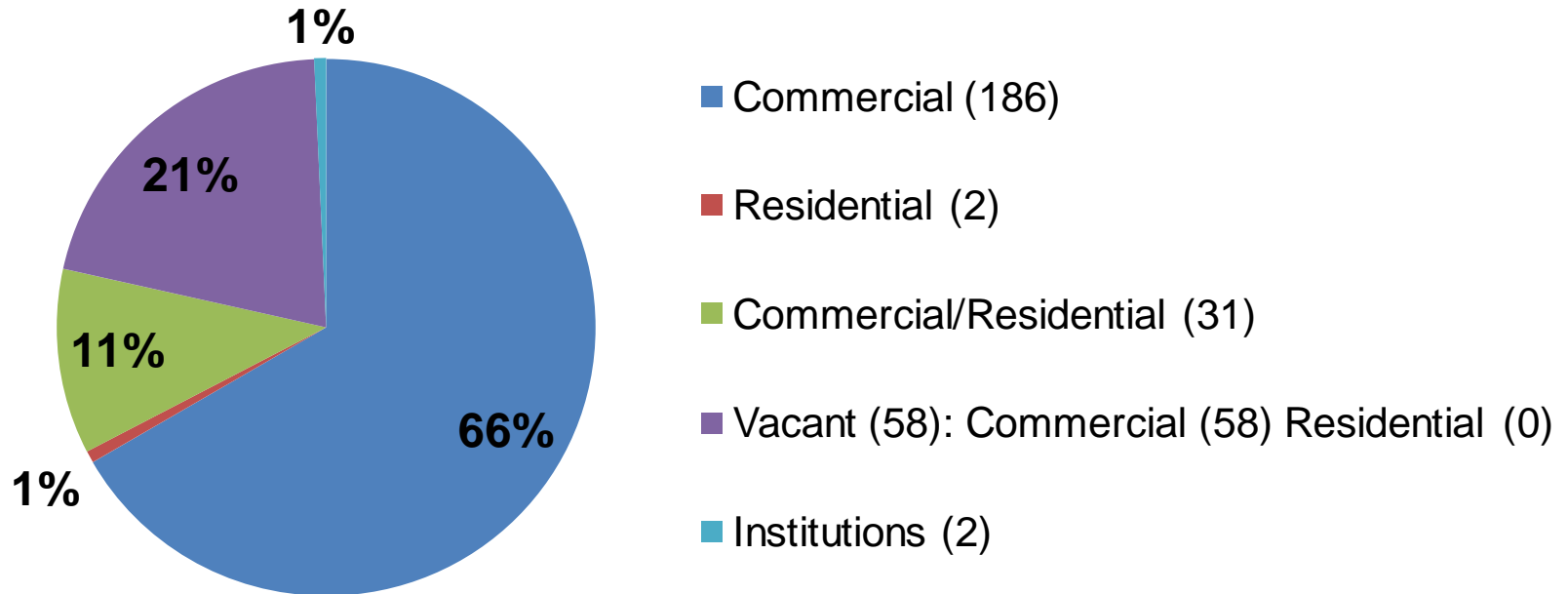
Ward 1: McMaster to Queen



Total: 173 Properties

98% total face-to-face engagement of accessible properties in Ward 1

Ward 2: Queen to Wellington

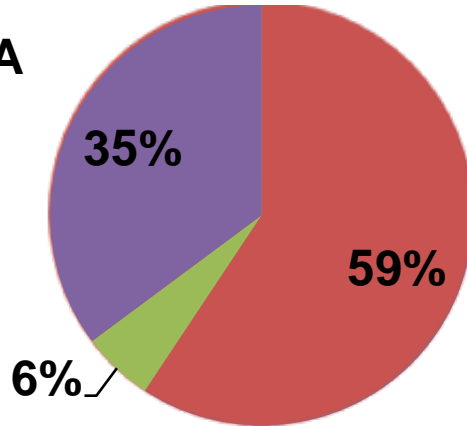


Total: 279 Properties

81% total face-to-face engagement of accessible properties in Ward 2

Ward 2: Property Types in BIAs

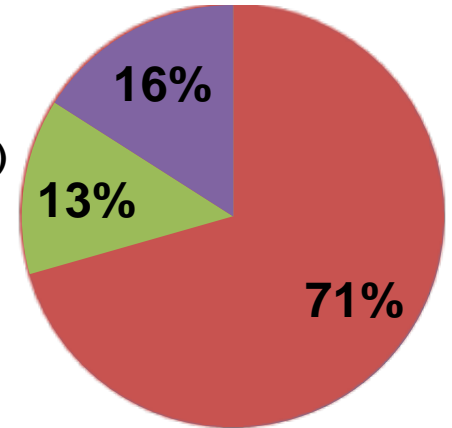
Downtown BIA (MacNab to Catharine)



- Commercial (54)
- Residential (0)
- Commercial/Residential (5)
- Vacant (32): Commercial (32) Residential (0)
- Institutions (0)

Total: 91 Properties

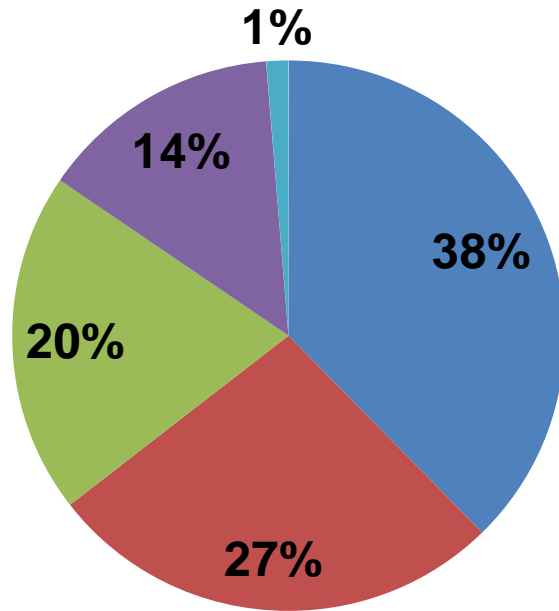
International Village BIA (Catharine to Wellington)



- Commercial (84)
- Residential (0)
- Commercial/Residential (16)
- Vacant (19): Commercial (19) Residential (0)
- Institutions (0)

Total: 119 Properties

Ward 3: Wellington to Ottawa

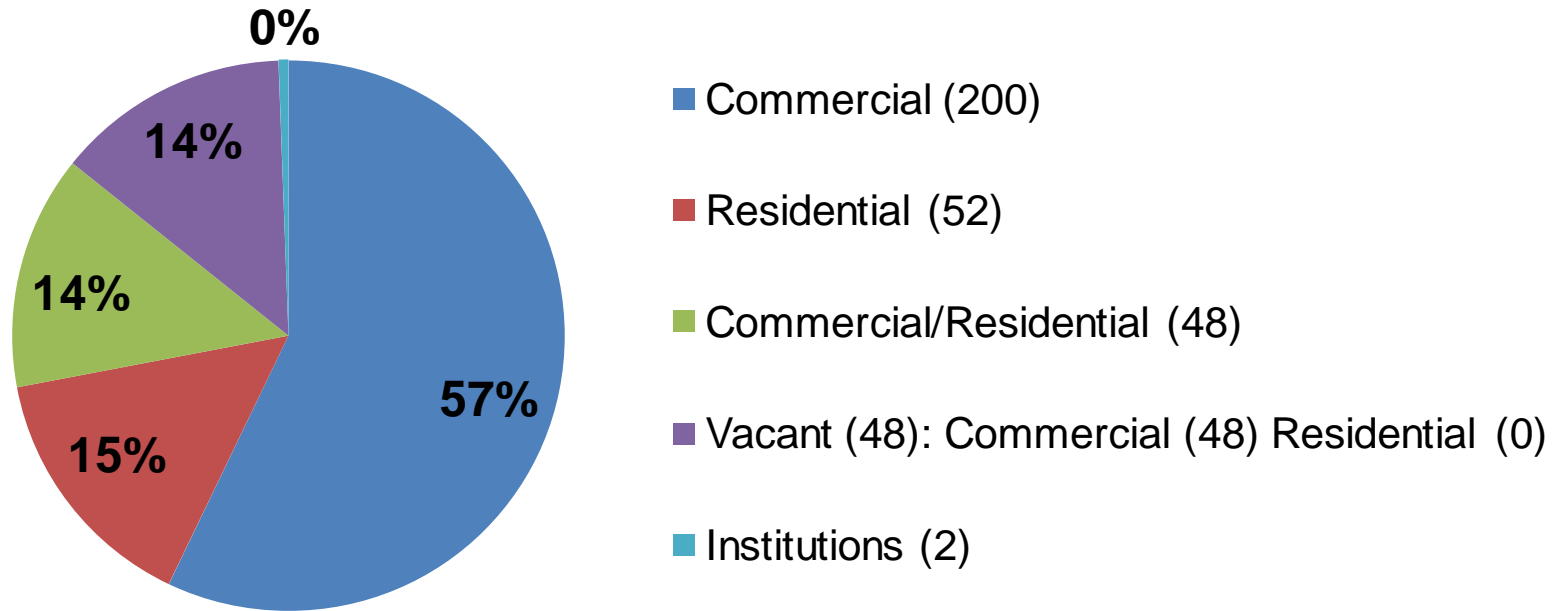


- Commercial (175)
- Residential (125)
- Commercial/Residential (93)
- Vacant (66): Commercial (64) Residential (2)
- Institutions (6)

Total: 465 Properties

76% total face-to-face engagement of accessible properties in Ward 3

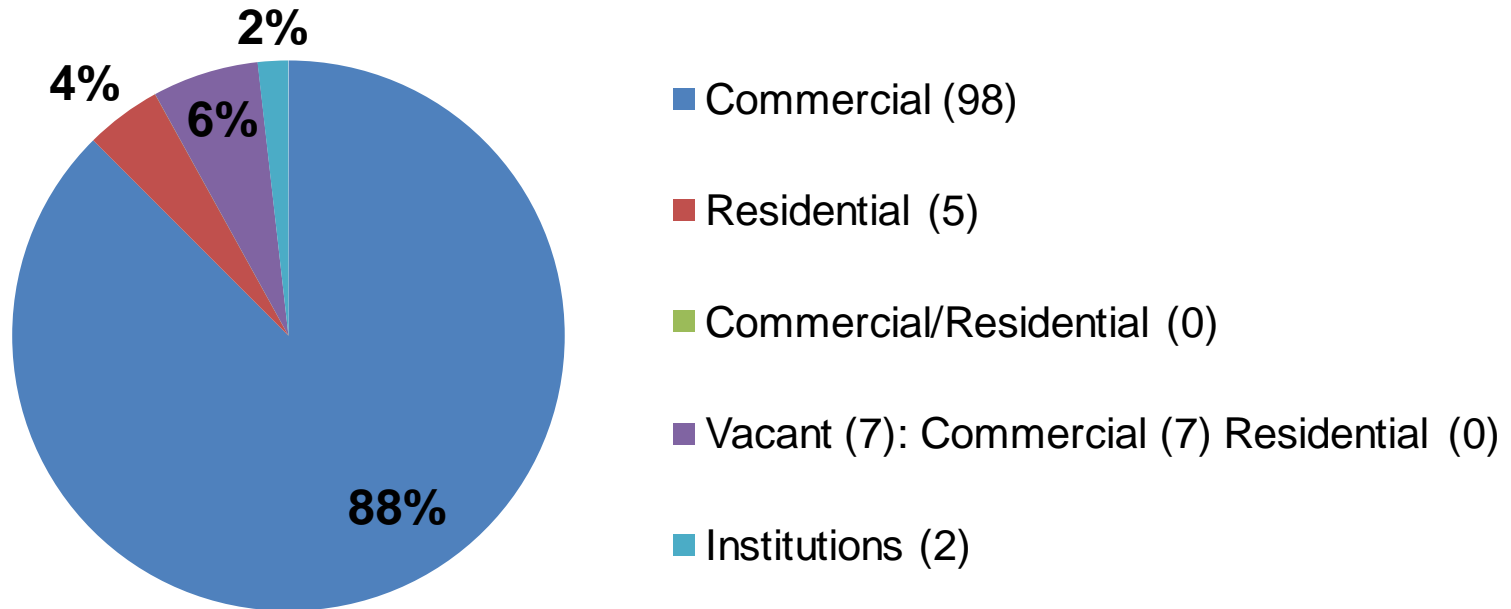
Ward 4: Ottawa to RHVP



Total: 350 Properties

83% total face-to-face engagement of accessible properties in Ward 4

Ward 5: RHVP to Centennial



Total: 112 Properties

100% total face-to-face engagement of accessible properties in Ward 5

What We Heard – May 2017

- A growing awareness that LRT is moving forward so the conversations are changing to: “What do I need to do to prepare?”
- Many businesses/homeowners in the Queenston Traffic Circle to Eastgate section were not aware that the LRT was being extended to their area.
- There is significant interest in the business support programs and strategies available. The topics being addressed through planned workshops resonate well with businesses.
- Construction scheduling and impacts, parking and loading continue to be the most significant concerns.



Next Steps & Ongoing Initiatives

- Next canvass will occur in late September 2017.
- Continue refining parking & loading strategy.
- Working in partnership with the Hamilton Chamber, BIAs and the community to develop a 'grassroots' business support strategy.
- Metrolinx community offices (community relations storefronts) expected to be established along the route in 2018.



Next Steps & Ongoing Initiatives

- Deepening the connection with high rise residential units along the corridor by offering special information sessions.
 - Offered information sessions to all high rise residential units along the corridor; held 15 sessions in May 2017.
- Developing communication strategy for engaging businesses in downtown office towers and hotels well in advance of construction.
 - Currently working to establish a network of contacts to facilitate regular communication.



Next Steps & Ongoing Initiatives

- Festival outreach via Community Connectors, from small local neighbourhood events like the Stinson Neighbourhood BBQ to larger events like Supercrawl, Festival of Friends and the Winona Peach Festival.
 - July & August: 8 events, 14 days, 2795 conversations
 - Upcoming this Fall: 6 events, 12 days



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