

EGLINTON CROSSTOWN

Community Benefits and Liaison Plan

Summary & Progress To-Date

DECEMBER 2016





Metrolinx and Infrastructure Ontario selected Crosslinx Transit Solutions to design, build, finance and maintain the Eglinton Crosstown Light Rail Transit (ECLRT) project, the first major transit expansion in 50 years.

The provincial government's \$5.3 billion Crosstown investment is the single largest GTA transit investment ever. When it's up and running, the Crosstown will deliver service that is reliable, comfortable and 60 percent faster than what is now available. What's more, building the line is creating thousands of jobs, 2,500 at peak construction, and other significant economic benefits.

The Crosstown is also unique because it is Ontario's first large-scale public infrastructure project to contractually require the developer, CTS, to ensure that local communities and historically disadvantaged and equity seeking groups directly benefit from the province's investment. Historically disadvantaged and equity seeking groups (H&E) refer to groups that have been historically excluded or marginalized from the processes and decisions that affect them. To meet this requirement, CTS is providing a range of employment, training and apprenticeship opportunities to these groups, as well as purchasing goods and services from local suppliers and social enterprises, whenever possible.



II. PROJECT AGREEMENT REQUIREMENTS

Eglinton Crosstown Community Benefits

The Crosstown community benefits requirements grew out of the historic 2014 Community Benefits Framework signed by Metrolinx and the Toronto Community Benefits Network (TCBN) for new transit projects. The requirements are similar to those in the province's recently enacted Bill 6, the *Infrastructure for Jobs and Prosperity Act*. The Crosstown project is being looked to as a pilot for future community benefit initiatives for major public infrastructure projects and could be used to set objectives and benchmarks.

Crosslinx recognizes and agrees, that public infrastructure planning and investment should promote economic competitiveness, productivity, job creation and training opportunities for local communities and priority groups. We know that there is strong stakeholder interest in our progress on community benefits initiatives and recognize that Metrolinx and CTS will be called on to demonstrate measurable results.

Eglinton Crosstown Community Benefits and Liaison Plan

The Project Agreement requires CTS to produce a Community Benefits and Liaison Plan. Crosslinx submitted the plan to Metrolinx in January 2016, and although it was not officially approved until the fall, implementation is well underway. This report is a summary of the plan as well as the progress and results CTS has achieved to date.

Project Agreement Requirements

The Project Agreement mandates a plan that includes:

- An overview of CTS' planned initiatives to enhance community awareness of employment opportunities that are available as a result of the Project;
- Plans to liaise and partner with local workforce agencies;
- CTS planned events to disseminate information about employment opportunities that are available to local workforces;
- CTS' plans to disseminate information about goods and services that will be required for the Project from the community in the vicinity of the Project and supplier opportunities that exist;
- The identification of the CTS Community Benefits team whose role it will be to liaise with local community groups during the Works.

The objective of the Community Benefits and Liaison Plan is to maximize training, employment and procurement opportunities for Eglinton-area residents and businesses. Crosslinx is meeting these objectives by:

- Recruiting for Crosslinx employment opportunities
- Providing training and workforce development opportunities to youth and others facing barriers to employment
- Procuring goods and services from local businesses and social enterprises whenever possible
- Undertaking community engagement

Crosslinx recognizes the unique and diverse nature of communities along the Crosstown corridor and is giving specific attention to twelve Neighbourhood Improvement Areas (NIAs) – Weston, Mount Dennis, Beechborough-Greenbrook, Rockcliffe-Smythe, Keelesdale-Eglinton West, Weston-Pellam Park Thorncliffe Park, Flemingdon Park, Victoria Village, Ionview / Eglinton East cluster: Ionview, Kennedy Park, Eglinton East

Eglinton Crosstown LRT



III. STRATEGIC APPROACH



While CTS is breaking new ground in delivering community benefits, CTS cannot do it alone. Collaboration with other organizations is critical to maximizing the opportunities the Crosstown project has to offer.

Metrolinx/Infrastructure Ontario

Crosslinx works closely with Metrolinx and Infrastructure Ontario on all community benefits initiatives by participating in Community Benefits Working Group meetings, briefings and conference calls, public meetings and events, and supporting the development of joint initiatives, community engagement materials and events. CTS acknowledges that decision-making authority rests with Metrolinx/Infrastructure Ontario.

Community Service Agencies and Local Champions

Crosslinx recognizes that the Community Benefits Agreement is the result of years of work and advocacy by local community organizations and leaders. CTS is supporting ongoing initiatives to improve and refine Metrolinx's Community Benefits Framework. CTS is also ensuring that specific programs and initiatives are delivered in partnership with as many local workforce agencies and community organizations as possible.

Community Service Agencies and Local Champions

Crosslinx works with the Toronto Community Benefits Network, the United Way of Toronto and York Region, and other stakeholders to identify and map employment, youth, and newcomer settlement agencies serving these communities. All of CTS' employment, training and workforce development initiatives will include outreach to each of the NIA clusters along the corridor, in partnership with local organizations.

IV. COMMUNITY BENEFITS INITIATIVES



i) Employment

HIRING THROUGH LOCAL WORKFORCE AGENCIES

CTS is an equal opportunity and inclusive employer and we are building relationships with local workforce agencies who work with individuals facing barriers to employment. CTS works with a large number of local workforce agencies to identify candidates for Crosstown job opportunities. CTS Community Benefits team members also attend regular planning and coordination meetings of these agencies to provide quarterly updates on employment opportunities at CTS. CTS hires through local workforce agencies by sending job postings to the agencies. CTS also organizes job fairs, offers resume review tips and provides pre-orientation details to help improve job matches and support applications to CTS.

ii) Workforce Development & Training

SKILLS DEVELOPMENT WITH LOCAL WORKFORCE AGENCIES

In addition to partnering with local employment agencies on job opportunities at CTS, CTS develops and supports skills development workshops in the Neighbourhood Improvement Areas. CTS makes subject matter experts available from construction, human resources, project management and other departments to provide information to and to mentor participants.

ON-THE-JOB LEARNING

As part of our commitment to workforce development and training, CTS is now partnering with employment transition programs, who have clients that are specifically looking for on-the-job learning opportunities and to gain direct work experience. In collaboration with these organizations, Crosslinx is developing a full curriculum for these placements. On-the-job learning placements are not intended for people seeking full-time employment, who can apply to CTS directly for open positions or through a partner employment agency.

Left photo: High School Public Art Initiative, September 2016.
Right photo: Mount Dennis Employment Session, July 2016.

CTS CAREER START PROGRAM

CTS is committed to offering meaningful employment opportunities to youth currently facing barriers to employment and living in Eglinton-area communities. As part of this commitment, CTS is designing a program, CTS Career Start targeting this group. All placements will have a learning curriculum. This includes other initiatives like on-the-job training and further skills upgrading for new hires. Learning curriculums are part of CTS culture with all employees having an individual development plan.

iii) Local & Social Procurement

CTS procurement policy includes a commitment to maximizing procurement and supplier opportunities for social enterprises and local businesses whenever possible. CTS works with United Way's Social Purchasing Project (SPP) to identify and connect with social enterprise suppliers. The SPP matches pre-qualified social enterprises with CTS' procurement needs and a pre-qualified list of social enterprises is distributed throughout CTS and updated regularly

iv) Crosslinx Community Engagement

COMMUNITY ENGAGEMENT

CTS benefits for local communities extend beyond employment and business opportunities. CTS staff regularly support and take part in community events where staff also raise awareness about CTS employment and business opportunities. CTS also organizes Crosstown-related events that provide a tangible benefit to the community such as a recent art initiative organized with an Eglinton-area artist and students from a local high school who together developed a high quality mural that is now part of the construction hoarding at Mount Dennis.



CTS BUILDS COMMUNITIES

CTS Builds Communities is program where CTS is demonstrating care and stewardship over the neighbourhoods of Eglinton Avenue. By participating in a variety of activities, CTS is proactively engaging with and caring for the community on an ongoing basis and helping to ensure that the community is left in better shape than before construction. The program is bringing positive attention to both the project and CTS. Crosslinx is aiming for staff to complete 240 hours of community service every year of construction through CTS Builds Communities.



Community Benefits Progress to Date

EMPLOYMENT

As an equal opportunity and inclusive employer, all jobs are posted on the CTS website. This gives full visibility to open jobs on the project. CTS also gives job information and high-level staffing projections to our local workforce agency partners. To date, there are 43 full-time hires who live in Eglinton-area communities and/or have been referred through a partner agency. These 43 jobs are professional, technical and administrative positions.

- A. 15 professional – types of jobs: Project Coordinator, Systems Engineer, Quality Specialist, Health & Safety Specialist.
- B. 23 technical – types of jobs: Permits Coordinator, BIM Coordinator, M&E Coordinator
- C. 8 administrative – types of jobs: Reception, Administrative assistant
- D. 43 hires represent 23 percent of the people Crosslinx has directly hired and who do not work for one of Crosslinx's partner companies.

WORKFORCE DEVELOPMENT & TRAINING

- Five workforce development & training workshops
- Development of Career Start program to provide entry

PROCUREMENT

- \$1 million spent on locally procured goods and services
- \$15,000 spent on social enterprises

COMMUNITY ENGAGEMENT

- Outreach and engagement with 1,000+ job seekers
- Quarterly corporate initiatives to give back to the Eglinton Communities

Left photo: Kodak Building Move Community BBQ, August 2016.
Right photo: CTS Habitat for Humanity Build Day with Ontario Youth Apprenticeship Program, November 2016.

COMMUNITY BENEFITS ACTIVITY

DATE	ACTIVITY	PARTICIPANTS
November 2015	Local and Social Procurement CTS local business and social enterprise town hall	250
January 2016	Workforce Development & Training Train the Job Developer Session with Labour Education Centre, Skills for Change, The Centre for Education and Training, Thorncliffe Neighbourhood Office, City of Toronto Employment and Social Services	50
February 2016	Employment Employment Information Session with ACCES Employment	75
April 2016	Community Engagement Corporate Earth Day Community Clean Up at Keelesdale South Park	45
May 2016	Work Force Development & Training and Employment Employment Information Session with City of Toronto Employment & Social Services, Skills for Change, Centre for Education and Training, Thorncliffe Neighbourhood Office, Labour Education Centre and Military Employment Transition Program	200
May 2016	Workforce Development & Training ACCES Employment Speed Mentoring Marathon with Internationally Trained Professionals	75
June 2016	Community Engagement Attended Flavours of Fairbank Street Festival to speak about employment and local supplier opportunities	150
June 2016	Local and Social Procurement Business Information Session with Social Purchasing Project	50
July 2016	Community Engagement Promoted employment and local supplier opportunities at Reggae Lane Anniversary Event and Mount Dennis Community Association's Party by the Pond.	75
July 2016	Employment Employment Information Session with City of Toronto Employment & Social Services, Learning Enrichment Foundation, For Youth Initiative, Humber College with residents from the Mount Dennis community	300
July 2016	Workforce Development & Training Interview Skills and Resume Support Session with Humber College	30
August 2016	Community Engagement Kodak Building Move and Community BBQ	400
August 2016	Employment, Workforce Development & Training Interview Skills and Resume Support with internationally trained professionals at ACCES Employment	30
August 2016	Community Engagement Promoted employment and local supplier opportunities at York-Eglinton International Street Festival	500
September 2016	Community Engagement Promoted employment and local supplier opportunities at Mount Pleasant BIA's Harvest Fair	200
September 2016	Community Engagement Mount Dennis Public Art and Youth Engagement Initiative with Blessed Archbishop Romero Catholic Secondary School	750
October 2016	Community Engagement Food Sorting Initiative at North York Harvest Food Bank and Dorset Park Food Bank supporting the Weston, Mount Dennis and Dorset Park communities	20
November 2016	Workforce Development & Training Habitat for Humanity Build with Ontario Youth Apprenticeship Program Participants	20
December 2016	Community Engagement Sponsorship of seven families transitioning from community to independent living through partnership with New Circles' Community Services	400



Photo: CTS City of Toronto Community Clean-Up Day Keelesdale Park South, May 2016.



Photo: CTS Food Sorting at North York Harvest Foodbank, October 2016.

Need more information?

Eglinton Crosstown Community Benefits
and Liaison Plan

info@crosslinxtransit.ca

Eglinton Crosstown LRT

www.thecrosstown.ca

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