

Lakeshore East Rail Corridor

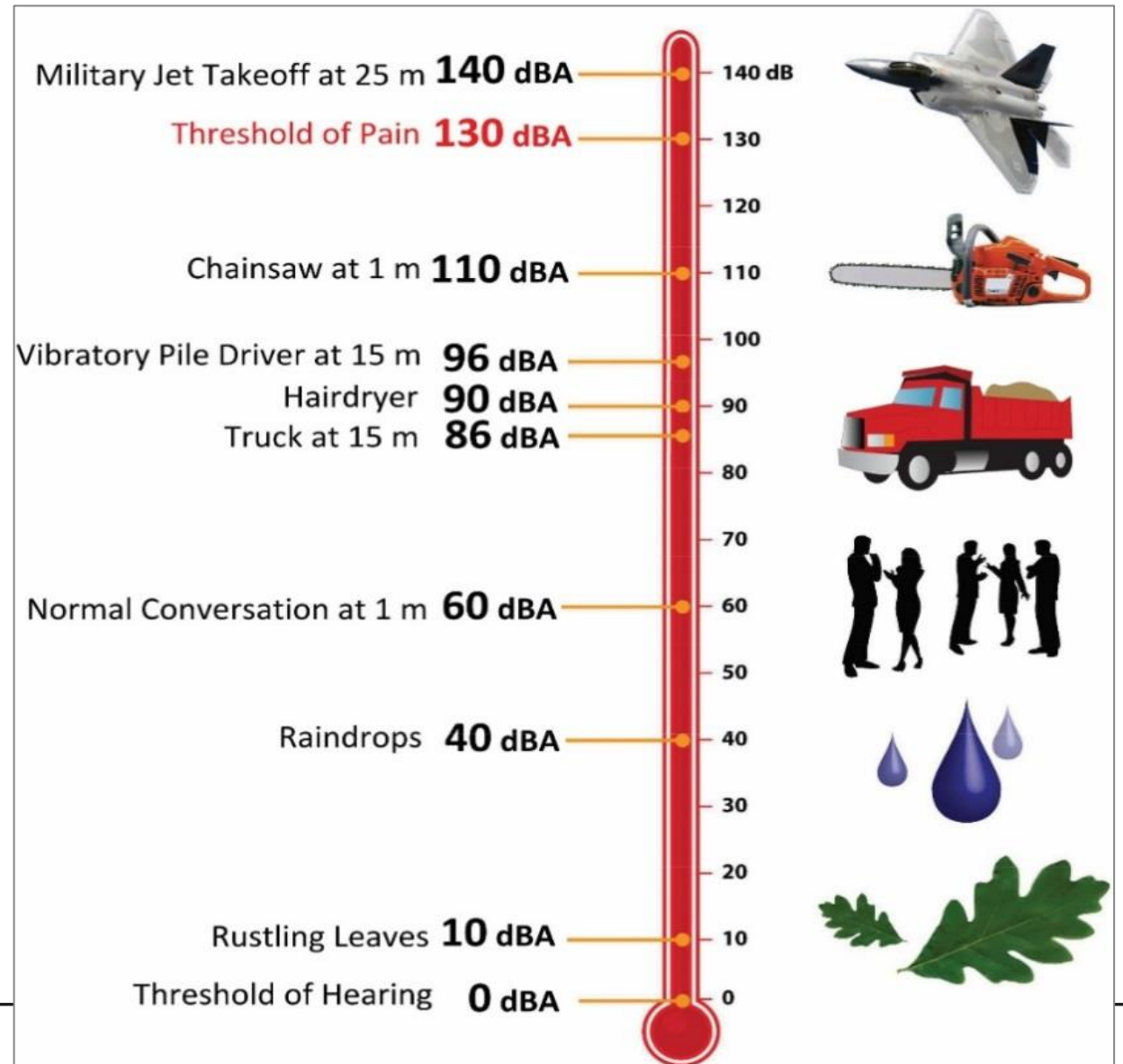
Community Advisory Committee #3

Leave Behind

June 28, 2018

EXAMPLES OF DIFFERENT NOISE LEVELS

Term	Definition
dB	Decibel - unit of noise measurement
dBA	Noise levels adjusted to how humans actually experience different frequencies



SCHEDULE - CURRENT & LOOK AHEAD

Current Activity	Schedule
<i>Overnight Rail Tie Replacement</i> - Don Valley Parkway to Main St. Notices emailed to distribution list as well as elected officials, CAC leadership, and other community leaders.	April - May 2018
<i>Overnight Borehole</i> drilling between Logan Avenue and Kennedy road. Investigative notice emailed to distribution list, elected officials, CAC leadership, etc. Notices distributed to homes adjacent to residential areas.	May - June 2018
Future Activity	Schedule
Rail Surfacing Work - Don Valley Parkway to Main Street - Notices emailed to distribution list as well as elected officials, CAC leadership, and other community leaders. Residences along the corridor provided notices.	July 3 - July 10

CLAIMS PROCESS

- Claims are investigated and addressed on a case by case basis by our Claims Department
- Information from property owners is critical – date, time, location, photos, etc.
- Information from within Metrolinx is also critical – relating to the contracts that exist with companies retained by Metrolinx to do work
- Initial response timelines are 2 days to 4 weeks
- Resolution varies from 4 months to 2 years (average: 1 year)
- Your Community Relations Specialist (Jody Robinson) can provide a claims form
- All claimants who wish to make a claim to Metrolinx need to:
 - Email claim to riskmanagement@metrolinx.com or;
 - Mail it in to either 97 Front Street West or 277 Front Street West

CLAIMS PROCESS

- Key Information:
 - Claimant name and contact information
 - Description of event
 - Date and location
 - Severity
 - Estimate of damage
 - Photos/videos
 - Substantiating documentation

DRAFT CHECKLIST

PURPOSE: The purpose of this checklist is to assist Metrolinx in gathering the appropriate information for claims management.

Claimant	n/a	Has it	Does not have it	Comments
Claimant's name and contact info				
Description of event: <ul style="list-style-type: none"> ○ Damage to property ○ Personal Injury 				
Date(s)				
Location				
Severity of injury				
Estimate of damages				
Photos/videos				
Substantiating documentation: <ul style="list-style-type: none"> ○ Witness statements ○ Invoices 				
Internal				
Incident Report				
Event description				
Project				
Contractor				
Contract number				
Property Records: <ul style="list-style-type: none"> ○ Pre & post survey ○ Vibration monitoring 				
Inspection records				
Photos/videos				
Subcontractor				
Process				
Initial response to claimant				2 business days
Internal investigation				2-4 weeks
Follow-up to claimant				4 weeks
Next steps: <ul style="list-style-type: none"> ○ request for more information ○ adjuster ○ sent to contractor 				2-4 months
Outcome: <ul style="list-style-type: none"> ○ denial ○ settlement 				4 months - 2 years