

Public Liaison Office - How to Stay Informed

The Windsor Essex Mobility Group's (WEMG) Public Liaison Office is your main point of contact for Windsor-Essex Parkway information. It is also the place you can contact should you have any questions or concerns related to construction.

We know and appreciate the amount of time it takes to provide your comments and concerns. That is why we make every effort to acknowledge inquiries within 24-hours, providing a response within five business days or less.

What We've Heard at the Public Liaison Office

To date, we have received over 500 inquiries from the community. Topics include information about upcoming construction activities, traffic impacts and road closures, noise and pile driving, mitigation measures, trees and vegetation removal, community safety, community meetings and design input.

How to Stay Informed

There are many ways that you can stay informed, find out the facts, ask questions, or submit comments.

- Call 1-877-WE-PKWAY (1-877-937-5929) to talk to WEMG project staff or to listen to pre-recorded messages about the latest project details.
- Drop by 2187 Huron Church Road Suite 340 from 8:30 a.m. to 4:30 p.m. – Monday to Friday.
- Visit www.weparkway.ca for up-to-date information about construction activities and road closures.
- Follow us on Twitter at www.twitter.com/WEParkway for real-time updates.
- View project-related videos and photos at www.youtube.com/weparkway and www.flickr.com/weparkway.
- Receive project updates by joining the Windsor-Essex Parkway email list. Sign-up through the website or at public meetings.
- Attend quarterly neighbourhood and business meetings.
- Contact the Ministry of Transportation's Windsor Border Initiatives Implementation Group office at 519-973-7367 or at detroit.river@ontario.ca.
- Look for information in our quarterly community newsletters, in public notices published in local newspapers and in construction notifications.

Complaints Management Protocol

WEMG has a protocol in place to address inquiries and complaints received during the construction of the Windsor-Essex Parkway. The protocol can be viewed online at www.weparkway.ca.

Our key commitments to you include:

- treating all inquiries with courtesy, respect, honesty and professionalism, listening and asking for clarification if necessary
- acknowledging all inquiries within 24-hours on regular business days
- responding in the form preferred by the inquirer
- recording all inquiries through the public inquiry management database.

WEMG and our project partners are committed to being good neighbours, and we will work to answer your questions and resolve your concerns.