



STAFF REPORT ACTION REQUIRED

Customer Liaison Panel- Youth Representation

Date:	February 21, 2017
To:	TTC Board
From:	Chief Executive Officer

Summary

At its meeting on October 27, 2016, the TTC Board directed TTC staff to report back to the Board on establishing an official TTC Youth Advisory Committee. This report responds to that request and concludes that the best approach is to amend the existing Terms of Reference of the Customer Liaison Panel to include two youth members, ages 13 to 24.

Recommendations

It is recommended that Board:

1. Receive this report for information.

Financial Impact

Staff explored the feasibility of a Youth Advisory Committee and concluded that a new stand-alone committee would have a significant budget impact, requiring additional funds to set-up, implement and manage. Including two youth members as part of the Customer Liaison Panel would not have any financial impacts as it would leverage the existing Panel operating costs.

The Chief Financial & Administration Officer has reviewed this report and agrees with the financial impact information.

Decision History

At the October 27 Board meeting, “New Business: Youth Advisory Committee to the TTC” was submitted by TTC Chair J. Colle. It recommended that the Board direct staff

to report back to the board on establishing an Official TTC Youth Advisory Committee. The Board approved the recommendation, at the same meeting.

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/October_27/Reports/9_New%20Business_Chair_Colle%20_Youth_Advisory_Committee.pdf

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/November_30/Minutes/October_27_Minutes.jsp

Issue Background

The Customer Liaison Panel was established in 2012 and was formed from a recommendation from the Customer Service Advisory Panel. The Customer Liaison Panel membership is composed of 8 to 12 members and TTC strives to reflect the diversity of its customers on the membership panel. The Customer Liaison Panel includes one standing member appointed by the TTC's Advisory Committee of Accessible Transit (ACAT). The Panel's role is to assist in developing and delivering TTC's strategic aims on customer experience, assist in understanding customer priorities and promote dialogue between customers and the TTC.

Youth ages 13 to 24, are an important segment of the TTC's customer base. Many youth customers continue to use transit while in Post-Secondary education, as adults and seniors. Youth representation on the Customer Liaison Panel would provide advice and guidance on transit policies and issues specific to youth customers.

Accessibility/Equity Matters

The TTC currently takes steps to ensure it recruits a diverse panel of members. The TTC's recruitment efforts strive to attract diverse candidates by placing targeted recruitment postings, such as on diversity job-seeker websites. During the interview and selection process, the TTC has diverse interview panel, and includes objective selection criteria, as well as interview questions on diversity and inclusion.

Youth representation on the Customer Liaison Panel helps to broaden the diversity of the panel, and allows youth the ability to provide input on transit policies specific to youth customers.

Comments

For the purpose of the Customer Liaison Panel Youth membership, TTC staff defined youth as ages 13 to 24. This was determined by aligning it with TTC's current youth concession groups, Student ages 13 to 19 and Post-Secondary ages 20 plus. In addition, staff also looked to other City of Toronto youth initiatives such as the Toronto Youth

Cabinet whose membership is open to youth ages 13 to 24. In opening Customer Liaison Panel membership to youth, the TTC will require parental or guardian consent for Panel members under, 18 years of age.

Customer Liaison Panel membership is open to all TTC customers and is determined through a selection process with memberships appointed for a two-year term. The next selection process will commence in spring 2017 and the TTC is seeking five new members, two of which will be youth, to begin their terms in June 2017.

As per the Customer Liaison Panel terms and conditions, the current members have approved by majority vote the amended terms and conditions.

Contact

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