



Minutes

Toronto Transit Commission Board

Meeting No.: 2020

Meeting Date: Thursday, January 25, 2018

A meeting of the TTC Board was held in Committee Room 1, Toronto City Hall, 100 Queen Street West, Toronto, Ontario on Thursday, January 25, 2018 commencing at 10:12 a.m. The meeting recessed at 12:02 p.m. and re-convened at 2:10 p.m.

Present at Public Session

J. Colle (Chair), J. Campbell, V. Crisanti, G. De Baeremaeker, J. De Laurentiis, M. Fragedakis, R. Lalonde and J. Mihevc (Members), R. Leary (Chief Executive Officer – Acting), T. Bal (Acting Chief Financial Officer), C. Greenwood (Deputy Chief Service Officer), B. Hasserjian (Acting Chief Safety Officer), M. MacRae (Executive Director – Human Resources), M. Palmer (Chief Operating Officer), G. Piemontese (Chief People Officer), S. Reed Tanaka (Chief Capital Officer), B. Ross (Executive Director – Corporate Communications), J. Taylor (Chief of Staff), K. Watson (Chief Customer Officer/Deputy CEO), A. Borkwood (Head – Customer Development), B. Case (Head – Vehicle Programs), S. Conforti (Head of Finance/Treasurer), V. Cosentino (Director – Statistics), M. Hussein (Manager – TTC Project Portfolio), B. Leck (Head of Legal and General Counsel), M. Mis (Manager of Service Planning), M. Omran (Manager – Customer Experience), A. Pritchard (Head – Bus Maintenance), E. Wiggins (Head – Wheel-Trans), R. Wong (Head – Streetcar Maintenance and Infrastructure), K. Lee (Head - Commission Services) and C. Finnerty (Co-ordinator – Secretariat Services) were present.

J. Greenhut (Associate Fellow – Research, Bridgeable) was also present.

J. Colle was in the Chair.

Declaration of Interest - Municipal Conflict of Interest Act

Nil

Minutes of the Previous Meeting

Nil

Business Arising Out of the Minutes

Nil

Public Presentations

Item No. 2 Ridership Growth Strategy 2018-2022

Shelagh Pizey-Allen
Adam Roy Cohoon
Brenda Thompson

The Board received the deputations for information.
(See Item No. 2 for minute)

Presentations/Reports/Other Business

1. TTC Corporate Plan 2018-2022

J. Greenhut (Bridgeable) along with members of the Executive Team addressed the Board with a presentation summarizing the high-level details of the Corporate Plan 2018-2022.

Chair Colle moved the following motion:

That the Board adopt the following administrative amendments as corrections to the printed final version of Attachment 1: TTC Corporate Plan 2018 – 2022:

- P30 Change the Family of Services streetcar pictogram to the new streetcar pictogram
- P60-61, 63 Add the missing station label – Science Centre to the maps
- P71 Change the 10 minute network graphic to the 10 minute network pictogram
- P72-73 Change the streetcar photo to a bus photo
- P86 Correct the graphical errors for the Accessible vehicles and for Audible & visual announcements pictograms
- P87 Change the Family of Services streetcar pictogram to the new streetcar pictogram
- P112 Change the photo for 2023-2027 from a Wheel-Trans vehicle to the new Community Bus

And that the Board adopt the following changes as factual corrections to the printed final version of Attachment 1: TTC Corporate Plan 2018 – 2022:

- P113 Delete 'Waterfront Transit opens' from 2033-2037 outlook
- P113 Add 'Waterfront Transit complete' to 2028-2032 outlook
- P113 Add '75% zero emissions' to 2033-2037 outlook
- P116 Amend the following Executive Leadership job titles to read:
 - Executive Director, Human Resources | People Group
 - Chief Safety Officer | CEO's Office
 - Executive Director, Corporate Communications | CEO's Office

The motion by Chair Colle carried.

Commissioner Mihevc moved the following motion:

1. Request staff to include in the 5 year plan the following:
 - a. Under Critical Path 1 – Transform for financial sustainability, add the following:
 - a notation that securing operating funding from the province be included in the key critical path.
 - b. Under Critical Path 2 – Enable our employees to succeed, add the following:
 - that the metric for employees to succeed include "employee satisfaction"
 - c. Under Critical Path 3 – Move more customers more reliably, add the following:
 - 'equitable' to service
 - Fair Fares
 - Upgrade transit planning in a multi-stakeholder environment
 - The addition of wording something like "expansion and deepening of network integrity" (eg. 20-10-5)
 - d. Under Critical Path 4 – Make taking public transit seamless:
 - add leading ridership growth alongside the goal of reducing overcrowding
 - Expand the measurement metrics beyond customer satisfaction
 - e. Under the Critical Path 5 – Innovate for the long-term, add the following:
 - contributing to environmental stewardship
 - f. Under the 25 Year Outlook, add the following
 - Eglinton East expansion

The motion by Commissioner Mihevc carried.

Commissioner Mihevc moved the following motion:

1. Review the advancement of waterfront transit planning and opening to 2023-2027.

The motion by Commissioner Mihevc carried

Commissioner De Baeremaeker moved the following motion:

That the Corporate Plan include an increase in communication of positive feedback and stories of customer experiences using the TTC.

The motion by Commissioner De Baeremaeker carried.

Chair Colle moved the staff recommendations, as amended and requested a recorded vote on the item.

It is recommended that the Board:

1. Endorse the Corporate Plan 2018-2022, as amended.
2. Direct staff to include consideration of the funding needs of the Corporate Plan 2018-2022 in future budgets and financial plans.
3. Direct staff to develop annual Work Plans, introduce tools to monitor the implementation of the Corporate Plan 2018-2022 and to measure success and to provide annual progress reports to the TTC Board.
4. Direct staff to forward the Corporate Plan 2018-2022 to City Council and the following stakeholders: TTC's Advisory Committee on Accessible Transit, TTC's Customer Liaison Panel, Metrolinx, York Region Transit, MiWay, Durham Region Transit and Brampton Transit.

In favour: Chair Colle, Commissioners Campbell, Crisanti, De Baeremaeker, De Laurentiis, Fragedakis, Lalonde and Mihevc.

Opposed: None

The motion carried unanimously.

Correspondence submitted by: Hamish Wilson

2. Ridership Growth Strategy 2018-2022

K. Watson, A. Borkwood and M. Mis addressed the Board with a presentation summarizing the background and details of the Ridership Growth Strategy (RGS).

Commissioner Fragedakis moved the following motion:

1. That the Board direct TTC staff to develop with the Greater Toronto Airport Authority a design for a way-finding solution at Pearson International Airport for TTC Bus 192 and report back to the Board with their preferred design and estimated costs on creating and installing the necessary way-finding signage.

The motion by Commissioner Fragedakis carried.

Commissioner Crisanti moved the following motion:

That TTC staff work with staff from Metrolinx and the City and report to the TTC Board on the progress of the Finch West LRT and the viability of endorsing a Finch West LRT extension south to Pearson Airport, and a new GO Station at Rexdale Boulevard and Highway 27.

The motion by Commissioner Crisanti carried.

Commissioner Campbell moved the following motion:

That staff report in July on the current crowding standard levels on all modes of transportation for review and approval by the Board of the various levels of passenger capacity.

The motion by Commissioner Campbell carried.

Commissioner De Baeremaeker moved the following motion:

1. The TTC acknowledges and supports the May 3, 2016 City Council decision in relation to Toronto's Ground Transportation industry including Part 86 of the Council decision as follows:

"City Council direct that City Agencies, Boards and Commissions shall be required to utilize licensed taxicabs to service contracts, when they require vehicle for hire services".

The motion by Commissioner De Baeremaeker carried.

Commissioner Mihevc moved the following motion:

That staff report back on development of one bus rapid transit route.

The motion by Commissioner Mihevc carried.

Commissioner Mihevc moved the following motion:

1. That staff report back on the purchase and development of the 9th and 10th bus garage for ridership growth with a view to purchasing a site as soon as possible; and
2. That the Chief Executive Officer report back on including overcrowding as a regular part of the Chief Executive Officer's report on a quarterly basis with disaggregated numbers for paid rides versus actual rides/boardings.

The motion by Commissioner Mihevc carried.

Chair Colle moved the following motion:

That staff further consult with ACAT and the broader accessibility community about the Ridership Growth Strategy and any additional measures that can be considered to increase ridership and report back as part of the 2019 Ridership Growth Strategy Work Plan.

The motion by Chair Colle carried.

Chair Colle moved the staff recommendations, as follows and requested a recorded vote:

It is recommended that the Board:

1. Endorse the RGS, including the RGS Action Plan 2018-2022 and the RGS Consultation Plan.
2. Endorse the RGS Work Plan 2018 for implementation.
3. Direct staff to include consideration of the funding needs of the RGS 2018-2022 in future budgets and financial plans.
4. Direct staff to develop annual Work Plans beyond 2018 to monitor the implementation of the RGS 2018-2022 Action Plan and provide annual progress reports to the TTC Board.
5. Direct staff to forward the RGS 2018-2022 Action Plan and RGS Work Plan 2018 to the City Manager's Office, Transportation Services, Municipal Licensing & Standards and City Planning at the City of Toronto, the Toronto Parking Authority and the following external stakeholders: Metrolinx, York Region Transit, MiWay, Durham Region Transit and Brampton Transit.

In favour: Chair Colle, Commissioners Campbell, Crisanti, De Baeremaeker, De Laurentiis, Fragedakis, Lalonde and Mihevc.

Opposed: None

The motion carried unanimously.

Correspondence submitted by: Hamish Wilson

The meeting adjourned at 3:41 p.m.