



**For Action
with Confidential Attachment**

Digital Connectivity Strategy – July Update

Date: July 14, 2022
To: TTC Board
From: Chief Strategy and Customer Officer (Acting)

Reason for Confidential Information

This report contains information about a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the City or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons or organization.

Summary

The purpose of this report is to obtain instructions from the Board regarding a possible resolution of certain negotiation matters as detailed in the Confidential Attachment.

Recommendations

It is recommended that the TTC Board:

1. Approve the confidential recommendations as set out in Confidential Attachment 1.
2. Authorize that the Confidential Attachment 1 to the report be released publicly upon execution of any agreement with a digital connectivity provider.

Financial Summary

Financial impact is set out in Confidential Attachment 1.

Equity/Accessibility Matters

A cornerstone of the TTC's Corporate Plan 2018-2022 is accessibility, and as a proud leader in providing accessible public transit in the city of Toronto, we are committed to ensuring reliable, safe and inclusive transit services for all our customers. This is further supported by the work of the Digital Connectivity Strategy, which at its core seeks to maximize opportunities to bring digital connectivity to our customers and help bridge the digital divide in underserved communities in the city with the understanding that all residents do not have equal access to Internet and Wi-Fi networks.

Knowing that there are socio-economic benefits of being connected online and having greater access to digital services, the Digital Connectivity Strategy aims to bring more connectivity, inclusion and opportunities to customers.

Decision History

On February 2, 2021, Toronto City Council approved the Affordable Internet Connectivity for All – ConnectTO that seeks to collaborate with the private sector to bring affordable, high-speed Internet for all Toronto residents and businesses, especially those who are vulnerable and underserved by digital infrastructure.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.EX20.8>

On April 14, 2022, the TTC Board approved the principles and strategic objectives of the [Digital Connectivity Strategy](#) and a framework to assess the connectivity infrastructure and digital opportunities. The Strategy provides a “future proof” approach to manage future proposals and agreements.

On June 23, 2022, the TTC Board receive an update on the progression of the [Digital Connectivity Strategy](#).

Issue Background

At the April 2022 meeting, the TTC Board endorsed the objectives and the principles of the Digital Connectivity Strategy (the Strategy). The Strategy is designed to proactively respond to the frequent unsolicited proposals from existing and potential partners. The Strategy supports the City’s work of bridging the digital divide and increase the penetration of affordable, high-speed Internet services where it is needed the most.

Initiatives implemented under the Strategy may result in new revenue-generating opportunities for the TTC, in addition to improving operations and the customer and employee experience.

Comments

The Digital Connectivity Strategy is a customer experience initiative that seeks to leverage opportunities to implement the plan. At the June 23, 2022 Board meeting, staff reported on the progress of commercial discussions with potential partners that could see the implementation of components of the Digital Connectivity Strategy. The outcome of these discussions and next steps are included in the Confidential Attachment.

Contact

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Signature



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Attachments

Confidential Attachment 1 – TTC Telecommunications Network Agreement July Update