

BOARD OF DIRECTORS

<u>DATE OF MEETING:</u>	Thursday, September 15, 2011
<u>TIME OF MEETING:</u>	8:30 a.m.
<u>PLACE OF MEETING:</u>	Metrolinx 20 Bay Street 6 th Floor Toronto, Ontario M5J 2W3 Executive Boardroom
<u>CHAIR:</u>	J. Robert S. Prichard
<u>PRESIDENT & CEO:</u>	Bruce McCuaig
<u>MEETING SECRETARY:</u>	Mary E. Martin, General Counsel and Corporate Secretary
<u>MEMBERS PRESENT:</u>	Jennifer Babe Paul Bedford Rahul Bhardwaj Nicholas Mutton Lee Parsons Rose Patten Peter Smith Stephen Smith
<u>REGRETS:</u>	Joseph Halstead Richard Koroscil Douglas Turnbull
<u>OTHERS PRESENT:</u>	Gary McNeil, President, GO Transit Kathy Haley, President, Air Rail Link Steve Zucker, Managing Director and Executive Vice President, PRESTO Jack Collins, Vice President, Rapid Transit Implementation Dina Graser, Acting Vice President, Strategic Communications John Howe, Vice President, Investment Strategy and Project Evaluation Judy Knight, Vice-President, Corporate Infrastructure Greg Percy, Vice President, Operations Mary Proc, Vice President, Customer Service Robert Siddall, Chief Financial Officer Leslie Woo, Vice President, Policy, Planning and Innovation

1. Call to Order and Remarks by Chair

Chair Robert Prichard called the meeting to order at 8:32 a.m.

Regrets were received from Joseph Halstead, Richard Koroscil and Douglas Turnbull.

Chair Prichard confirmed there was quorum and that the required notice of the meeting as stipulated under the By-Law of the Corporation had been sent.

No declarations of interest were declared.

Chair Prichard noted with regret the resignation of Tony Gagliano. Chair Prichard thanked Mr. Gagliano, on behalf of the Board, for his commitment to public service and his valued contributions to the Board.

Chair Prichard welcomed the new members of Metrolinx management: Kathy Haley, President, Air Rail Link and Steve Zucker, Managing Director and Executive Vice President, PRESTO.

Chair Prichard invited Derek Thompson, Customer Service Ambassador, Bombardier, to appear before the Board. On September 7, 2011 Mr. Thompson saved a customer's life by attending to him and deploying a public access defibrillator when the customer suffered a heart attack on the train platform at Union Station. CEO Bruce McCuaig made a presentation to Mr. Thompson and thanked him for his service and commitment. Vice Chair Peter Smith noted the success of Metrolinx's partnership with Mikey, the public access defibrillator program that has provided hundreds of such devices across various communities. Metrolinx's partnership with Mikey ensures these devices are available on the GO Transit trains.

Chair Prichard also commended Gary McNeil, President, GO Transit, for receiving the Transportation Association of Canada's person of year award, recognizing Mr. McNeil's thirty five years of exceptional service in transportation. Congratulations were extended on behalf of the Board to Mr. McNeil.

Finally, the Board celebrated the first anniversary of the appointment of CEO Bruce McCuaig, and noted the significance of his contribution to the Corporation's recent achievements.

2. CEO's Report

CEO Bruce McCuaig presented a summary report. Ridership and customer satisfaction continue to grow. PRESTO rollout is also progressing, with a growing customer base and registrations.

3. GO Transit President's Report

Gary McNeil, President, GO Transit, presented the GO Transit President's Report. Ridership has remained steady over the summer, contrary to previous experience which typically sees a seasonal reduction. Staff are working on service plans for the Premier's recent announcement of all day, two-way GO service. PRESTO has been deployed for all rail corridors and bus service. On time performance at 94% has exceeded its 92% target. Improvements in on-time

performance are credited, in part, to infrastructure improvements such as additional tracks. Winter preparedness planning is now underway to ensure on-time performance levels are met during the coming season.

Customer perceptions around safety remains below anticipated service targets. Staff believe many concerns arise from overcrowded trains. Sixteen more Transit Safety Officers have been hired to increase visibility and improve safety concerns. Customer comfort, especially seating capacity, also remains a challenge. An extra train has been added to the Barrie line and in the Fall 12-car trains will be deployed to address capacity issues on this line. Construction activities are pervasive, with approximately 75% of all infrastructure currently under construction.

4. GO “Up and Over” Report Construction Update

Gary McNeil presented the “Up and Over” Construction Update report. Increased activity is occurring over the rail corridors, with pedestrian crossings being built over (rather than under) the tracks. The Pickering Pedestrian bridge is an example. Bridges connecting parking garages to rail platforms, traversing over the tracks, are also complete or underway at the Whitby and Appleby station locations. The Concord Adex pedestrian bridge crossing the Union Station rail corridor is another example.

Overhead crane activities to replace roofing structures at Union Station and Erindale are also notable.

5. PRESTO Managing Director and Executive Vice President Report

Steve Zucker, Managing Director and Executive Vice President, PRESTO, presented the PRESTO Update report. Mr. Zucker was joined by Ernie Wallace, who is retiring after having provided leadership to PRESTO for the past three years. The Board commended Mr. Wallace for his contributions and assistance during Mr. Zucker’s transition.

Steve Zucker provided an overview of the PRESTO system including state of deployment and customer uptake. Future improvements under consideration include open payment options, and cell phone technology as an alternative to the PRESTO card tap-on mechanism. Commercial partnerships are all being considered.

The Board discussed usage data, cardholder registration requirements and incentives, and the anticipated value of system transactions. Staff will return with an annual and five year plan including key performance indicators that can be used to gauge PRESTO success. In addition, a loyalty program strategy is being considered and staff will return a proposal to the Board.

6. Customer Service Committee Chair’s Report

Nicholas Mutton, Chair, Customer Service Committee, presented the Customer Service Update report. Mr. Mutton described recent customer service initiatives considered by the Committee including: eNews system upgrades, implementation planning for the Province’s fare guarantee, the reformatted schedules project to simplify service timetables, and the status of Air Rail Link initiatives including market research and branding.

The Corporation's customer service leadership is evident in the Passenger Charter and the deployment of key performance indicators.

CLOSED SESSION

7. CEO's Report

Mr. McCuaig presented the CEO's Report.

8. Quarterly Reports

Quarterly Reports for each of: Rapid Transit Implementation, Air Rail Link, PRESTO, Human Resources, Procurement, Finance/Budget, Policy, Planning and Innovation, The Big Move 2.0, Strategic Communications, Investment Strategy and Project Evaluation and were received for information.

9. Innovation Framework

Leslie Woo, Vice President, Policy, Planning and Innovation, presented the Innovation Framework report.

10. GO Parking Update

Leslie Woo presented the GO Parking Update.

11. Approval of Minutes

Mary Martin, General Counsel and Corporate Secretary, presented the June 23, 2011 Minutes from the June 23, 2011 meeting.

RESOLVED:

THAT the minutes of the Board of Directors meeting of June 23, 2011 be approved.

Carried

12. Planning and Design Update for Eglinton-Scarborough Crosstown

Jack Collins, Vice President, Rapid Transit Implementation, presented the Planning and Design Update for Eglinton-Scarborough Crosstown report.

13. Bus Terminal Update

John Howe, Vice President, Investment Strategy and Project Evaluation, presented the Bus Terminal Update report.

14. Contract and Transaction Approvals

The Board had a confidential discussion on contract and transaction approval items.

15. Board Standing Committee Updates

(a) Executive Committee

Robert Prichard, Chair of the Executive Committee, reported to the Board.

(b) Audit, Finance & Risk Management Committee

Stephen Smith, Chair of the Audit, Finance & Risk Management Committee, reported to the Board.

(c) Human Resources & Compensation Committee

Rose Patten, Chair of the Human Resources and Compensation Committee, reported to the Board.

(d) Customer Service Committee

Nicholas Mutton, Chair of the Customer Service Committee, reported to the Board.

16. Agenda Proposals for Next Meeting

There were no agenda proposals for the next meeting.

17. Other Business

There was no other business to discuss.

ADJOURNMENT

There being no further business before the Board of Directors, the meeting was adjourned at 1 p.m.

Carried

J. Robert S. Prichard, Chair

Mary E. Martin, Secretary

c/s