
BOARD OF DIRECTORS

<u>DATE OF MEETING:</u>	Wednesday, November 23, 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 Joseph Halstead Richard Koroscil Nicholas Mutton Lee Parsons Rose Patten Peter Smith Stephen Smith
<u>REGRETS:</u>	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 Helen Ferreira-Walker, Director, Human Resources 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 Alba Taylor, Legal Counsel and Associate Corporate Secretary Leslie Woo, Vice President, Policy and Planning

1. Call to Order and Remarks by the Chair

Chair Robert Prichard called the meeting to order at 8:30 a.m.

Regrets were received from Douglas Turnbull.

Chair Prichard confirmed there was quorum and that the required notice of the meeting as stipulated under By-Law No. 1 of the Corporation had been sent.

No declarations of interest were declared.

Chair Prichard noted with regret the upcoming conclusion of Jennifer Babe's Board term. Ms. Babe has made many valuable contributions in six years of service. Vice Chair Smith thanked Ms. Babe on behalf of the Board for her leadership in implementing key governance practices. Ms. Babe thanked the Board members and indicated her time as a Board Member was a valuable and rewarding experience.

2. CEO's Report

Bruce McCuaig, Chief Executive Officer, presented Metrolinx employee Scott Harris with a Metrolinx certificate of recognition. On November 9th, Mr. Harris received the Canadian Urban Transportation Association's Heroism award for his quick thinking and selfless actions rescuing a woman who had collapsed onto rail tracks at a GO Station. Because of Mr. Harris actions, the woman sustained only minor injuries.

CEO McCuaig also presented the results of the 2012 Rob McIsaac Fellowship program. Established in honour of Metrolinx's first Chairman, the Fellowship program aims to help the growth of talented students and graduates from post-secondary institutions, while advancing transportation studies and innovations. Selected through an open process, the successful students will conduct research on a transportation-related issue with guidance from senior Metrolinx staff, and complete an internship at Metrolinx. The first inaugural fellows are:

1. Victor Cheng, McMaster University;
2. Keith Cochrane, University of Toronto; and
3. Yi Luo, University of Toronto.

Finally, CEO McCuaig provided a brief summary of the legislature's speech from the throne, which reflected a continued commitment to growing the regional transportation system.

3. GO Transit Report

Gary McNeil, President, GO Transit, presented the GO Transit President's Report. On-time performance remains strong due, in part, to the success of the fall season rail adhesion management program. PRESTO program deployment across the GO system has also been completed with approximately 40,000 current cardholders.

Mr. McNeil reported that customer satisfaction continues to improve, notwithstanding a

significant amount of construction activities in the GO Transit network. GO Transit has followed through on its commitment to keep customers in the know by launching improved timetables and a new GO Mobile Application. Meeting demand remains a challenge, however, with seating capacity exceeded during rush hour. A number of service improvements planned for January, 2012, including increasing train lengths, are intended to help address this issue.

The Board inquired about actions necessary to further improve seating capacity, and measures undertaken to improve parking capacity. Working with municipalities, staff are attempting to improve parking issues and facilitate different modes of travel to train stations.

4. PRESTO Report, including Metrolinx-TTC Master Agreement

Steve Zucker, Managing Director and Executive Vice President, PRESTO, presented the PRESTO update. PRESTO annual and five year plans are being prepared and will be provided shortly. PRESTO has completed a customer survey to better understand preferences and challenges. More devices are scheduled for deployment shortly to meet growing customer demand.

The PRESTO Strategic Roadmap includes a plan to provide alternate payment options to customers, including open payment starting in 2013. Card uptake for the next year is targeting 200,000 to 250,000 users while the system continues to grow, with deployment to two additional TTC stations and new GO Transit station expansions.

Plans to fully deploy PRESTO to the TTC are also progressing, targeting full deployment for the Pan Am Games.

The Board asked about a recent PRESTO service interruption. Staff confirmed that a revised software deployment process has been instituted to ensure similar interruptions do not occur.

CEO Bruce McCuaig provided a summary of the proposed TTC PRESTO agreement terms. Chair Prichard congratulated staff on the success of their negotiations.

RESOLVED:

THAT Metrolinx is authorized to finalize and enter into a Master Services Agreement with the Toronto Transit Commission (“TTC”) relating to the provision of electronic fare services to the TTC, in accordance with the principles and terms further described in a report from the PRESTO Managing Director and Executive Vice President dated November 23, 2011.

Carried

5. Air Rail Link Report

Kathy Haley, President, Air Rail Link, presented the Air Rail Link Update report. The Board watched a video presentation on the proposed service and its potential impacts on the region. The Board discussed service delivery timelines, and opportunities to educate the public. A detailed stakeholder engagement strategy has been prepared and staff have begun

communication efforts.

Project management risk strategies were also discussed. Staff confirmed that a disciplined project management process will be implemented.

The Board identified the importance of managing public expectations around the delivery of this “premium” service.

6. Customer Service Committee Chair’s Report

Nicholas Mutton, Chair, Customer Service Committee, presented the Customer Service Update. The Committee has reviewed the annual results of the GO Transit Customer Service Strategy. Input from the Customer Service Advisory Committee has been obtained on key plans and initiatives. The Committee has received PRESTO and Air Rail Link updates and is engaged in examining customer impacts in these services. Reports will continue on a regular basis.

7. GO Transit Mobile Application Demonstration

Eve Wyatt, Executive Technical Advisor, Policy, Planning and Innovation, and Shahed Chowdhury, Project Officer, Research and Business Solutions, presented the GO Mobile Companion. The Mobile application is the result of an innovation project with Ryerson University which has attained almost 40,000 downloads since its download two weeks previously.

Staff and Ryerson project representatives provided a demonstration of the application, including accessibility features. The Board commended staff for their innovation and success in implementing this project.

8. Union Station 2031 and Related Studies

Leslie Woo, Vice President, Policy, Planning and Innovation, and Judy Knight, Vice President, Capital Infrastructure, presented the Union Station 2031 and Related Planning Studies report. The expansion of Union Station is a transformative action item coming from The Big Move, and is necessary to ensure Union Station will have the capacity to meet the requirements of the whole regional system. Metrolinx work on this item is dovetailing with TTC work. Bill Dawson, TTC service planner, has been examining the Yonge line capacity issues and has been working closely with Metrolinx staff. Three studies have commenced to identify options addressing capacity issues.

Staff provided an overview of the diversion effects of these options. More work is required, including the completion of studies currently underway, a better understanding of expansion opportunities, and a technology update on express rail, to fully assess best options. A further report back is anticipated for mid 2012. Staff confirmed that the report back will include information on corridor freight options.

The Board asked that relief line options reflect downtown core expansion (along with Yonge line northward expansions), and extensions beyond Bloor Street to Eglinton. The Board emphasized the need for communications management during construction as well as an Investment Strategy

to fund development.

9. Metrolinx Planning Authority at Mobility Hubs and Stations

Leslie Woo presented the report on Metrolinx Land Use Planning Authority at Mobility Hubs and GO Stations.

Land use planning authority in Ontario is complex and exercised at many different levels. Metrolinx is not subject to municipal land use approval requirements, but has complied voluntarily. As Metrolinx moves towards joint development and station development activities with various partners including private sector participants, a formal joint development policy is necessary. A report back on this policy will follow.

The Board discussed the extent of Metrolinx's land use planning authority. As the land owner, Metrolinx has some ability to influence mobility hub and station development. However, Ministerial exercise of the Transportation Planning Policy Statement ("TPPS") authority set out in the *Metrolinx Act, 2006*, is recommend to increase Metrolinx's influence.

The process and timeline for developing the TPPS was discussed including the requirement that the Ministry complete a number of steps before issuing the statement. Staff identified the need for further policy development and extensive consultations.

RESOLVED:

THAT the Recommended Next Steps in the report entitled "Report on Metrolinx Lands Use Planning Authority at Mobility Hubs and GO Stations" prepared by the Vice President, Policy, Planning and Innovation, dated November 23, 2011 (the "Report") be approved;

AND THAT the Metrolinx CEO communicate this report to the Minister of Transportation and the Deputy Minister for the Ministry of Transportation, for their consideration;

AND THAT *the Minister of Transportation be requested to exercise the authority to create and utilize a Provincial Transportation Planning Policy Statement as set out in the Metrolinx Act, 2006, to support The Big Move Regional Transportation Plan and the Metrolinx Mobility Hub Guidelines;*

AND THAT staff report back to the Board annually on the progress of the next steps recommended herein.

Carried, as amended

CLOSED SESSION

10. CEO's Report

Bruce McCuaig, President and Chief Executive Officer, presented the CEO's Report.

11. Approval of Minutes

RESOLVED:

THAT the minutes of the Board meeting of September 15, 2011 be approved.

Carried

12. Draft Business Plan for 2012/13

Robert Siddall, Chief Financial Officer, reported on the Draft Business Plan for 2012/13.

13. Appointment of Officers

Mary Martin presented the Appointment of Officers report.

14. Quarterly Reports

The Board received for information quarterly reports for each of: Air Rail Link, PRESTO, Customer Service, Human Resources, GO Capital Infrastructure, GO Operations, Procurement, Finance, Policy, Planning and Innovation, The Big Move 2.0, Strategic Communications, Investment Strategy and Project Evaluation, Rapid Transit Implementation and General Counsel.

15. Contract and Transaction Approvals

The Board had a confidential discussion on contract and transaction approvals.

16. 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) Governance Committee

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

(d) Human Resources & Compensation Committee

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

(e) **Customer Service Committee**

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

17. Agenda Proposals for Next Meeting

There were no agenda proposals for the next meeting.

18. Other Business

There was no other business.

ADJOURNMENT

There being no further business before the Board of Directors, the meeting was adjourned at 1:00 p.m.

Carried

J. Robert S. Prichard, Chair

Mary E. Martin, Secretary

c/s