

BOARD OF DIRECTORS

<u>DATE OF MEETING:</u>	Thursday, February 14, 2013
<u>TIME OF MEETING:</u>	8:00 a.m.
<u>PLACE OF MEETING:</u>	Metrolinx 20 Bay Street 6 th Floor Toronto, Ontario M5J 2W3 Executive Boardroom
<u>CHAIR:</u>	Stephen Smith (8:00 a.m. – 9:30 a.m.) J. Robert S. Prichard (9:30 a.m. – 12:30 p.m.)
<u>PRESIDENT & CEO:</u>	Bruce McCuaig
<u>MEETING SECRETARY:</u>	Mary E. Martin, Vice President, General Counsel and Corporate Secretary
<u>MEMBERS PRESENT:</u>	Rahul Bhardwaj Janet Ecker Joseph Halstead Richard Koroscil Frances Lankin Marianne McKenna Nicholas Mutton Lee Parsons Rose Patten Bonnie Patterson Howard Shearer Peter Smith Douglas E. Turnbull
<u>REGRETS:</u>	None
<u>OTHERS PRESENT:</u>	Kathy Haley, President, Union Pearson Express Gary McNeil, President, GO Transit Jack Collins, Executive Vice President, Rapid Transit Implementation Robert Hollis, Executive Vice President, PRESTO Fare Card & Interim CIO Robert Siddall, Chief Financial Officer Mary Lou Duffy, Vice President, Finance, PRESTO Paul Finnerty, Vice President, GO Operations John Howe, Vice President, Investment Strategy and Project Evaluation

Greg Percy, Vice President, GO Capital Infrastructure
Judy Pfeifer, Vice President, Strategic Communications
Mary Proc, Vice President, Customer Service
Leslie Woo, Vice President, Policy, Planning and Innovation

CLOSED SESSION

1. CEO Session

The Board met in the absence of staff other than the CEO.

2. Call to Order and Remarks by Chair

Chair Stephen Smith called the meeting to order at 8:00 a.m.

Chair Smith confirmed that quorum was present.

No declarations of interest were declared.

3. Approval of Minutes – December 5, 2012

RESOLVED:

THAT the minutes of the Board meeting of December 5, 2012, be approved.

Carried

4. Member and Officer Appointments

Joseph Halstead, Chair, Governance Committee, presented the Member and Officer Appointments report.

5. Metrolinx Design

Leslie Woo, Vice President, Policy, Planning and Innovation, and Jack Collins, Executive Vice President, Rapid Transit Implementation presented the Metrolinx Design Excellence report.

6. GO Customer Service Strategy, 2013-2016

Mary Proc, Vice President, Customer Service, presented the GO Customer Service Strategy, 2013-2016.

7. Contract and Transaction Approvals

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

8. Quarterly Updates

Quarterly Updates for each of: Union Pearson Express (UP Express), PRESTO, GO Transit,

Policy, Planning and Innovation, Strategic Communications, Rapid Transit Implementation, and Investment Strategy were received for information.

9. Report of Board Standing Committees

9.1 Executive Committee

Robert Prichard reported to the Board.

9.2 Audit, Finance & Risk Management Committee

Stephen Smith reported to the Board

9.3 Governance Committee

Joseph Halstead reported to the Board.

9.4 Human Resources and Compensation Committee

Rose Patten reported to the Board.

9.5 Customer Service Committee

Nick Mutton reported to the Board.

10. Agenda Proposals for Next Meeting

There were no agenda proposals for the next meeting.

11. Other Business

There was no other business to discuss.

12. Executive Session

The Board held an executive session in the absence of staff other than the CEO and the Corporate Secretary.

13. Executive Session

The Board met in the absence of staff other than the CEO.

PUBLIC SESSION

14. Call to Order and Remarks by Chair

Chair Robert Prichard called the meeting to order at 11:15 a.m.

Chair Prichard confirmed that quorum was present. No declarations of interest were declared.

Chair Prichard welcomed the newest member of the Board, Ms. Frances Lankin and congratulated Director Stephen Smith on his appointment as Vice Chair of the Board. Chair Prichard also congratulated Metrolinx staff on being recognized as one of Canada's Top 10 Corporate Cultures. Finally, Chair Prichard noted that he had recently met with Ontario's new Premier and that it is clear the new government is concerned about transportation issues and enthusiastic about working with Metrolinx. Metrolinx will extend an invitation to the Minister of Transportation to meet with the Board.

15. CEO's Report

Bruce McCuaig, President and CEO presented the CEO's report. Metrolinx's recent accomplishments include successfully retiring the monthly GO pass and utilizing PRESTO as the prevalent fare payment system. Metrolinx made a series of technical adjustments to the Big Move and completed 10 of 12 roundtable discussions with the public on the investment strategy, the results of which will be summarized in a report to the Board and posted on the corporation's website. An RFQ was issued for the Eglinton-Scarborough Crosstown project. Finally, Metrolinx was recognized as one of Canada's Top 10 Corporate Cultures and Zeidler Partnership Architects won the Canadian Architect Award of Excellence for their design of the new GO atrium roof at Union Station.

The Board inquired about the City of Toronto's roundtable discussions on transit-related issues. CEO McCuaig explained that Metrolinx is working closely to ensure there is no conflict or overlap with the City's roundtables. The City will present the results of its roundtable discussions in a report to City Council. Metrolinx will use the City's report to inform its own report to the province, which according to statute must be provided by June 1, 2013.

16. GO Transit Report

Gary McNeil, President, GO Transit, provided the GO Transit President's Board Update. GO legacy fares been phased out and 80% of fares are now paid using PRESTO. Ridership continues to grow and GO has introduced several service improvements, including new earlier homebound trips, opening GO stations at the Allandale Waterfront and in Acton, introducing a new GO Tracker application, and launching a Quiet Zone Pilot program. The Board discussed capacity issues. Capacity will continue to be a challenge as long as the GTHA continues to grow. When GO introduces additional capacity on its trains, it is used up within 6 months. Offering off-peak service may help alleviate capacity constraints.

The Board inquired about GO service during the February winter storm in the GTHA. GO implemented its emergency schedule and ran 85% of its trains on time. Due to the heavy volume of snow and ice, there were significant disruptions in bus service despite the efforts of dedicated maintenance crews.

The Board inquired about construction-related disturbances, particularly noise complaints. Staff explained that noise levels have been reduced and that they are alleviating concerns by keeping affected communities informed about the status of construction activities.

Staff responded to questions about the impact of the aging population on GO services. In accordance with the Accessibility for Ontarians with Disabilities Act, GO is working to make stations accessible for all passengers. Seniors are eligible for a discounted GO fares. PRESTO users must register their cards to receive the senior discount. Seniors do not receive an additional discount on integrated local transit fares since those fares are already significantly subsidized by GO.

17. PRESTO Update

Robert Hollis, Executive Vice President, PRESTO Fare Card & Interim CIO provided a PRESTO Update, including an update on the status of PRESTO's implementation on OC Transpo and the TTC. The Board inquired about PRESTO's responses to the recommendations identified in the AG's Report, such as improving value for money, contract management and cooperation with local transit. Staff have developed an action plan and are confident that they can successfully address the Auditor General's recommendations.

The Board asked whether PRESTO would be fully implemented on streetcars in time for the Pan Am Games. Staff are working to ensure that all streetcars, buses and trains serving the Pan Am facilities/routes are PRESTO-enabled by the 2015 Pan Am Games. Newly purchased streetcars are being PRESTO-enabled before they are put into use, and efforts are underway to implement PRESTO on older streetcars and subways.

18. Customer Service Committee Chair's Report

Nick Mutton, Chair, Customer Service Committee, provided the Customer Service Update. The Board requested that staff prepare an update on Metrolinx's readiness to deal with the influx of customers expected for the Pan Am Games.

19. The Big Move

Leslie Woo, Vice President, Policy, Planning and Innovation, provided The Big Move Update – Recommended Changes report. The Board discussed public feedback on the changes recommended in the report. The public is generally supportive of the changes and there seems to be a consensus that Metrolinx should move ahead with delivering on transit infrastructure. The Board discussed engagement with community stakeholders. Community engagement is a guiding objective of The Big Move and Metrolinx has actively engaged stakeholders, for example by working with Hammer Heads and local trade unions to broker employment opportunities.

The Board discussed current cost estimates. Staff are constantly updating cost projections and this information is available in Board materials and in Metrolinx's annual reports. The Big Move Update – Recommended Changes report will be published in approximately 6-8 weeks.

19.1 Technical Update (Approval Item)

RESOLVED:

THAT the recommended changes proposed in the staff report dated December 5, 2012

entitled “The Big Move Update” are approved; and

THAT staff proceed to update The Big Move document with the approved changes and also develop an easy-to-read and concise document for general public outreach and education.

Carried

19.2 The Big Conversation Update

Judy Pfeifer, Vice President, Strategic Communications, presented a report on the Big Conversation. Metrolinx has completed 10 out of 12 roundtable discussions. The Board congratulated staff on their progress in advancing the investment strategy conversation. Staff reported that the next wave of the conversation will focus on proposed revenue tools. Information on these revenue tools will be available in March. The Board discussed the involvement of communities in determining revenue strategies. Feedback at town hall meetings suggests that many communities feel they lack the expertise and knowledge to make decisions about appropriate revenue tools. However, there seems to be support for user-controlled revenue tools, such as paid parking at GO stations. The public has also identified fare and service integration as a major priority.

ADJOURNMENT

There being no further business before the Board of Directors, the meeting was adjourned at 12:33 p.m.

Carried

J. Robert S. Prichard, Chair

Mary E. Martin, Secretary

c/s