



BOARD OF DIRECTORS

AGENDA

Thursday, September 12, 2019

8:00 A.M. - 4:00 P.M.

UNION STATION WEST WING • J. ROBERT S. PRICHARD BOARDROOM

4th Floor • 97 Front Street West • Toronto, Ontario • M5J 1E6

CLOSED SESSION

1. CEO/Board In Camera Session *Board and CEO*
75 minutes (8:00 - 9:15 a.m.)
2. CPG Program Update *Matt Clark/
Heather Platt/
Mathieu Goetzke*
75 minutes (9:15 - 10:30 a.m.)

BREAK

15 minutes (10:30 - 10:45 a.m.)

3. Operations Update *Mathieu Goetzke/
Doug Spooner*
45 minutes (10:45 - 11:30 a.m.)
4. Customer Digital Transformation Plan *Mark Childs/
Sharyn Byrne-Nearing/
Alysha Hille*
60 minutes (11:30 - 12:30 p.m.)

LUNCH BREAK

30 minutes (12:30 - 1:00 p.m.)

PUBLIC SESSION

5. Call to Order and Remarks by Chair *Don Wright*
5 minutes (1:00 - 1:05 p.m.)
6. Safety Moment *Laura Cooke*
5 minutes (1:05 - 1:10 p.m.)

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| 7. | CEO's Report
10 minutes (1:10 - 1:20 p.m.) | <i>Phil Verster</i> |
| 8. | Ontario Line Initial Business Case
30 minutes (1:20 - 1:50 p.m.) | <i>Mathieu Goetzke</i> |
| 9. | Service Expansion
20 minutes (1:50 - 2:10 p.m.) | <i>Ian Smith/
Mark Childs</i> |
| 10. | Ridership Initiatives
10 minutes (2:10 - 2:20 p.m.) | <i>Ken Kuschei/
Sharyn Byrne-Nearing</i> |
| 11. | Appointment of Officers
5 minutes (2:20 - 2:25 p.m.) | <i>Alba Taylor</i> |
| 12. | Quarterly Reports
5 minutes (2:25 - 2:30 p.m.) | |
| | 12.1 PRESTO | <i>Annalise Czerny</i> |
| | 12.2 Operations | <i>Greg Percy</i> |
| | 12.3 Planning | <i>Mathieu Goetzke</i> |
| | 12.4 Capital Projects | <i>Matt Clark</i> |
| | 12.5 Communications | <i>Laura Cooke</i> |
| | 12.6 Marketing | <i>Mark Childs</i> |

BREAK
15 minutes (2:30 - 2:45 p.m.)

CLOSED SESSION

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| 13. | Approval of June 27, 2019 Minutes | <i>Alba Taylor</i> |
| 14. | Business Items
15 minutes (2:45 - 3:00 p.m.) | <i>Mathieu Goetzke</i> |

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| <p>15. Report of Board Standing Committees
 30 minutes (3:00 - 3:30 p.m.)</p> <p>15.1 Executive Committee</p> <p>15.2 Audit, Finance & Risk Management Committee</p> <p>15.3 Governance Committee</p> <p>15.4 Human Resources & Compensation Committee</p> <p>15.5 Customer Experience Committee</p> | <p><i>Don Wright</i></p> <p><i>Bryan Davies</i></p> <p><i>Janet Ecker</i></p> <p><i>Reg Pearson</i></p> <p><i>Luigi Ferrara</i></p> |
| <p>16. Other Business</p> | <p><i>Don Wright</i></p> |

EXECUTIVE SESSIONS

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|---|-----------------------------|
| <p>17. Executive Session
 15 minutes (3:30 - 3:45 p.m.)</p> | <p><i>Board and CEO</i></p> |
| <p>18. Executive Session
 15 minutes (3:45 - 4:00 p.m.)</p> | <p><i>Board Only</i></p> |
| <p>19. Adjournment</p> | <p><i>Don Wright</i></p> |