

To: Metrolinx Board of Directors
From: Mathieu Goetzke
Chief Planning Officer
Date: February 20, 2020
Re: **Planning & Design Quarterly Report - November 23, 2020 to February 20, 2020**

Recommendation

That this report be received for information.

Executive Summary

Planning and Design (P&D) is pleased to report the following key accomplishments this quarter:

- Metrolinx hosted five public open houses, spread along the proposed alignment, to introduce the Ontario Line.
- Design has developed an Integrated Design Review Process, entering pilot phase with the intention of applying it at large scale in the near future;
- Design is leading the development of Design Requirements for public-facing subway infrastructure;
- The Design team and the City of Toronto have agreed to pilot a new approach to wayfinding signage in the York Concourse; and
- Service Expansion produced a Park & Ride strategy, completed several business cases related to improved Park & Ride facilities, and co-developed a new 'Service Planning Product Development Process' for vetting future GO Bus and Rail changes.

Recent Highlights

Design

- *Integrated Design Review Process:* The Design team has taken the lead in developing an Integrated Design Review Process (IDRP) with the key stakeholders who provide facilities asset class design and quality assurance at Metrolinx (namely, Station Services & Operations, Planning & Design and Facilities Engineering and Assurance). The IDRP consists of coordinating and consolidating project review and input across these key stakeholder groups. The benefits of the new IDRP are: improved customer experience; system-wide

consistency; and minimized whole lifecycle costs of owning, operating and maintaining assets. The IDRP is currently in pilot phase on a few sample projects, with the intention of applying it at large scale in the near future, including lessons learned from the pilot.

- *Regional Customer Experience*: In collaboration with Sponsor's Office and Customer Insights, Design has been leading the effort to develop a consistent Regional Customer Experience. A set of guiding principles were developed to be the basis of the regional experience. The proposed guiding principles were brought to the Metrolinx Regional Reference Panel on Nov. 23, 2019, and received positive feedback. From this, the Design team refined and established the key principles for integration into all touchpoints that form a customer's journey. These touchpoints fall into three areas of focus: physical, digital, and payment experiences. This work will inform the development of requirements and standards for the new subways program, as well as existing GO and LRT standards to continue to tie them into an overall regional customer experience.
- *Subway Design Requirements/Standards*: Design is leading the development of Design Requirements for public-facing subway infrastructure. These requirements form the scope of the Design Requirements and Subway Design Standards targeting completion in May 2020.
- *Union Station Wayfinding Pilots*: The Design team and the City of Toronto have agreed to pilot a new approach to wayfinding signage in the York Concourse. The pilot leverages many of the graphic elements, as well as the guiding principles (clear, intuitive, designed for a first-time user) of the Harmonized Standard while matching the look and feel of existing signage. This means there will be consistency with what customers will see regionally, while respecting the character of Union Station. Existing sign frames will be used, meaning a cost-effective and speedy implementation. Pilot installation is anticipated to occur in February/March, with customer feedback to be gathered throughout April.

Mobility Integration

- The Fare Integration Forum met on Dec. 9, 2019 and made substantial progress in agreeing to harmonize fare concession definitions and concession setting rules at agency-controlled points of sale.

Regional Planning

- The Regional Roundtable, made up of Chief Executive Officers, Chief Administrative Officers and City Managers from municipalities and transit agencies across the region, met on Feb. 7, 2020 to:
 - receive an update on concession harmonization
 - receive an update on mitigating property delivery risk
 - receive an update on the City of Toronto transit panel report

- On Nov. 23, 2019, Metrolinx's Regional Reference Panel held the eighth of 11 meetings scheduled over 2019 and 2020, where the panel provided insights on the regional customer experience as it relates to the customer journey, the refinement of principles for the regional customer experience and Mobility as a Service (MaaS). The next meeting will take place on March 28, 2020.
- As part of the advancement of the 2041 Regional Transportation Plan (RTP), Network Planning has completed work with municipal partners to gather information, assess and group unfunded projects that are part of the Frequent Transit Network in RTP Priority Action 2.1. This is the beginning of an annual process of updating project information, refining concepts and re-evaluating performance. This work is summarized in the Advancing Transit Priorities presentation and report that is tabled at this meeting under agenda item 13.
- On Dec. 9, 2019, Transportation Policy held the kick-off for the Metrolinx 2021-2026 Sustainability Plan. The 2021-2026 Sustainability Plan will outline how Metrolinx will operate as an organization, particularly in meeting economic, social, and environmental (otherwise known as triple bottom line) objectives. When complete, the Sustainability Plan will include:
 - A vision for sustainability at Metrolinx in 2026;
 - A series of specific goals, targets and benefits; and
 - A roadmap with specific actions the organization will undertake over the next five years to achieve these goals.
- For the first time, sustainability reporting was included in the 2019-20 Metrolinx Annual Report, including independently verified greenhouse gas emissions and energy consumption reporting.

Service Expansion

- The Service Expansion team produced a Park & Ride Strategy designed to increase facility utilization and improve customer experience.
- Several business cases for new and improved Park & Ride facilities have been completed, and Investment Panel approval was received to begin construction of a new facility near Baldwin & Hwy 407.
- In collaboration with the Service Design and Customer Insights teams, Service Expansion co-developed a new 'Service Planning Product Development Process' for vetting future GO bus and rail changes.
- Service change memos were produced to provide assurance review of new Rouge Hill express trips and service from Dundas/407 Park & Ride to the Airport via GO Bus Route 40.

Respectfully submitted.

Mathieu Goetzke
Chief Planning Officer