



# 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

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

### BREAK

15 minutes (10:30 – 10:45 a.m.)

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

### LUNCH BREAK

30 minutes (12:30 – 1:00 p.m.)

### PUBLIC SESSION

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| 5. | Call to Order and Remarks by Chair<br>5 minutes (1:00 – 1:05 p.m.) | <i>Don Wright</i>  |
| 6. | Safety Moment<br>5 minutes (1:05 – 1:10 p.m.)                      | <i>Laura Cooke</i> |

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| <p>7. CEO's Report<br/>10 minutes (1:10 - 1:20 p.m.)</p> <p>8. Ontario Line Initial Business Case<br/>30 minutes (1:20 - 1:50 p.m.)</p> <p>9. Service Expansion<br/>20 minutes (1:50 - 2:10 p.m.)</p> <p>10. Ridership Initiatives<br/>10 minutes (2:10 - 2:20 p.m.)</p> <p>11. Appointment of Officers<br/>5 minutes (2:20 - 2:25 p.m.)</p> <p>12. Quarterly Reports<br/>5 minutes (2:25 - 2:30 p.m.)</p> <p>12.1 PRESTO</p> <p>12.2 Operations</p> <p>12.3 Planning</p> <p>12.4 Capital Projects</p> <p>12.5 Communications</p> <p>12.6 Marketing</p> | <p><i>Phil Verster</i></p> <p><i>Mathieu Goetzke</i></p> <p><i>Ian Smith/<br/>Mark Childs</i></p> <p><i>Ken Kuschei/<br/>Sharyn Byrne-Nearing</i></p> <p><i>Alba Taylor</i></p><br><p><i>Annalise Czerny<br/>Greg Percy<br/>Mathieu Goetzke<br/>Matt Clark<br/>Laura Cooke<br/>Mark Childs</i></p> |
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**BREAK**  
15 minutes (2:30 - 2:45 p.m.)

**CLOSED SESSION**

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

30 minutes (3:00 - 3:30 p.m.)

15.1 Executive Committee

*Don Wright*

15.2 Audit, Finance & Risk Management  
Committee

*Bryan Davies*

15.3 Governance Committee

*Janet Ecker*

15.4 Human Resources & Compensation  
Committee

*Reg Pearson*

15.5 Customer Experience Committee

*Luigi Ferrara*

16. Other Business

*Don Wright*

## EXECUTIVE SESSIONS

17. Executive Session

15 minutes (3:30 - 3:45 p.m.)

*Board and CEO*

18. Executive Session

15 minutes (3:45 - 4:00 p.m.)

*Board Only*

19. Adjournment

*Don Wright*