



BOARD OF DIRECTORS

AGENDA

Friday, November 22, 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. Revenues *Mark Childs/
Annalise Czerny*
30 minutes (9:15 - 9:45 a.m.)

BREAK

15 minutes (9:45 - 10:00 a.m.)

3. Capital Delivery *Matt Clark*
30 minutes (10:00 - 10:30 a.m.)
4. GO Expansion *Matt Clark/
Charl vanNiekerk*
30 minutes (10:30 - 11:00 a.m.)
5. TOD Pipeline *Leslie Woo*
30 minutes (11:00 - 11:30 a.m.)
6. PRESTO *Annalise Czerny*
30 minutes (11:30 - 12:00 p.m.)

LUNCH BREAK

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

PUBLIC SESSION

7. Call to Order and Remarks by Chair *Don Wright*
5 minutes (12:30 - 12:35 p.m.)

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| <p>8. Safety Moment
5 minutes (12:35 - 12:40 p.m.)</p> | <p><i>Ian Smith</i></p> |
| <p>9. CEO's Report
10 minutes (12:40 - 12:50 p.m.)</p> | <p><i>Phil Verster</i></p> |
| <p>10. Appointment of Officers
5 minutes (12:50 - 12:55 p.m.)</p> | <p><i>Alba Taylor</i></p> |
| <p>11. Ridership Report and Campaign Update
10 minutes (12:55 - 1:05 p.m.)</p> | <p><i>Ken Kuschei/
Leslie Millan</i></p> |
| <p>12. E-ticketing
10 minutes (1:05 - 1:15 p.m.)</p> | <p><i>Alysha Hille</i></p> |
| <p>13. Customer Satisfaction
10 minutes (1:15 - 1:25 p.m.)</p> | <p><i>Trish Colley/
Candice Troupe</i></p> |
| <p>14. Emergency Exercise
10 minutes (1:25 - 1:35 p.m.)</p> | <p><i>Bill Grodzinski/
Mark Baillie</i></p> |
| <p>15. Winter Readiness
10 minutes (1:35 - 1:45 p.m.)</p> | <p><i>Andre Lalonde</i></p> |
| <p>16. Initial Business Case Update: Kitchener & Niagara
15 minutes (1:45 - 2:00 p.m.)
16.1 Presentation
16.2 Kitchener IBC
16.3 Niagara IBC</p> | <p><i>Mathieu Goetzke/
George Papafotis</i></p> |
| <p>17. Quarterly Reports
5 minutes (2:00 - 2:05 p.m.)
17.1 PRESTO
17.2 Operations
17.3 Planning
17.4 Capital Projects
17.5 Communications
17.6 Marketing</p> | <p><i>Annalise Czerny
Ian Smith
Mathieu Goetzke
Matt Clark
Laura Cooke
Mark Childs</i></p> |

BREAK

15 minutes (2:05 - 2:20 p.m.)

CLOSED SESSION

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| 18. | Approval of Minutes
18.1 September 12, 2019
18.2 October 3, 2019
18.3 October 10, 2019 | <i>Alba Taylor</i> |
| 19. | Regional Roundtable Update
10 minutes (2:20 - 2:30 p.m.) | <i>Mathieu Goetzke/
Nicholas Day</i> |
| 20. | Stakeholder Research and Engagement
15 minutes (2:30 - 2:45 p.m.) | <i>Rajesh Khetarpal/
Devon Khusial</i> |
| 21. | Business Items
15 minutes (2:45 - 3:00 p.m.) | <i>Mathieu Goetzke/
Andrew Posluns</i> |
| 22. | Report of Board Standing Committees
30 minutes (3:00 - 3:30 p.m.)
22.1 Executive Committee
22.2 Audit, Finance & Risk Management
Committee
22.3 Governance Committee
22.4 Human Resources & Compensation
Committee
22.5 Customer Experience Committee | <i>Don Wright
Bryan Davies

Janet Ecker
Reg Pearson

Luigi Ferrara</i> |
| 23. | Other Business | <i>Don Wright</i> |

EXECUTIVE SESSIONS

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| 24. | Executive Session
15 minutes (3:30 - 3:45 p.m.) | <i>Board and CEO</i> |
| 25. | Executive Session
15 minutes (3:45 - 4:00 p.m.) | <i>Board Only</i> |
| 26. | Adjournment | <i>Don Wright</i> |