



# BOARD OF DIRECTORS

## AGENDA

Friday, September 14, 2018

8:00 A.M. - 2:30 P.M.

UNION STATION WEST WING • PETER R. SMITH BOARDROOM  
4th Floor • 97 Front Street West • Toronto, Ontario • M5J 1E6

### CLOSED SESSION

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| 1. | CEO/Board In Camera Session<br>90 minutes (8:00 - 9:30 a.m.) | <i>Board and CEO</i> |
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### BREAK

15 minutes (9:30 - 9:45 a.m.)

### PUBLIC SESSION

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| 2. | Call to Order and Remarks by Chair<br>5 minutes (9:45 - 9:50 a.m.)      | <i>Don Wright</i>    |
| 3. | CEO's Report<br>20 minutes (9:50 - 10:10 a.m.)                          | <i>Phil Verster</i>  |
| 4. | Safety Moment<br>10 minutes (10:10 - 10:20 a.m.)                        | <i>George Bell</i>   |
| 5. | Appointment of Officers<br>5 minutes (10:20 - 10:25 a.m.)               | <i>Heather Platt</i> |
| 6. | 2017-2018 Annual Report<br>10 minutes (10:25 - 10:35 a.m.)              | <i>Bryan Davies</i>  |
| 7. | Corporate Key Performance Indicators<br>20 minutes (10:35 - 10:55 a.m.) | <i>Jennifer Gray</i> |

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| 8.  | RTP/"Making it Happen" Update<br>20 minutes (10:55 - 11:15 a.m.)              | <i>Leslie Woo</i>           |
| 9.  | UP Express Ridership & Fare Sales Growth<br>20 minutes (11:15 - 11:35 a.m.)   | <i>Mark Childs</i>          |
| 10. | Auditor General Report Follow-up<br>10 minutes (11:35 - 11:45 a.m.)           | <i>Jennifer Gray</i>        |
| 11. | Customer Experience Committee Chair Report<br>10 minutes (11:45 - 11:55 a.m.) | <i>Marianne<br/>McKenna</i> |
| 12. | Quarterly Reports<br>5 minutes (11:55 - 12:00 p.m.)                           |                             |
|     | 12.1 PRESTO   | <i>Annalise Czerny</i>      |
|     | 12.2 Operations   | <i>Greg Percy</i>           |
|     | 12.3 Planning and Development   | <i>Leslie Woo</i>           |
|     | 12.4 Capital Projects   | <i>Peter Zuk</i>            |
|     | 12.5 Communications and Public Affairs  | <i>Judy Pfeifer</i>         |
|     | 12.6 Marketing  | <i>Mark Childs</i>          |

**LUNCH BREAK**  
45 minutes (12:00 - 12:45 p.m.)

**CLOSED SESSION**

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|-----|---|----------------------|
| 13. | Approval of July 12, 2018 Minutes                     | <i>Heather Platt</i> |
| 14. | Contract Management<br>30 minutes (12:45 - 1:15 p.m.) | <i>Heather Platt</i> |
| 15. | Contracting Rigour<br>15 minutes (1:15 - 1:30 p.m.)   | <i>Don Dinnin</i>    |

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| <p><b>16.</b> Report of Board Standing Committees<br/> <b>30 minutes (1:30 - 2:00 p.m.)</b></p> <p>16.1 Executive Committee</p> <p>16.2 Audit, Finance &amp; Risk Management Committee</p> <p>16.3 Governance Committee</p> <p>16.4 Human Resources &amp; Compensation Committee</p> <p>16.5 Customer Experience Committee</p> | <p><i>Bryan Davies</i></p> <p><i>Bryan Davies</i></p> <p><i>Rahul Bhardwaj</i></p> <p><i>Rose Patten</i></p> <p><i>Marianne McKenna</i></p> |
| <p><b>17.</b> Agenda Proposals for Next Meeting</p>  | <p><i>Don Wright</i></p>  |
| <p><b>18.</b> Other Business</p>   | <p><i>Don Wright</i></p>  |

**EXECUTIVE SESSIONS**

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|---|-----------------------------|
| <p><b>19.</b> Executive Session<br/> <b>15 minutes (2:00 - 2:15 p.m.)</b></p> | <p><i>Board and CEO</i></p> |
| <p><b>20.</b> Executive Session<br/> <b>15 minutes (2:15 - 2:30 p.m.)</b></p> | <p><i>Board Only</i></p>    |
| <p><b>21.</b> Adjournment</p>   | <p><i>Don Wright</i></p>    |