



Outstanding Board Items

Date: May 8, 2019

To: TTC Board

From: Head of Commission Services

Summary

The Outstanding Board Items report provides a quarterly status update on any Board member motion where a report back to the TTC Board is requested. The attached list is for the period up to and including the meeting of April 11, 2019.

Financial Summary

There are no financial implications resulting from the receipt of the outstanding items report.

Equity/Accessibility Matters

Equity and accessibility matters are taken into consideration for each of the items identified in the Outstanding Board Items list. All reports before the Board include an Equity/Accessibility Matters section which identifies accessibility and/or equity related issues and how the TTC plans to address them.

Issue Background

This report serves as a tracking mechanism for motions raised at TTC Board meetings. It is updated after each meeting with a status update provided to members on a quarterly basis.

Comments

This report provides the first update for the 2018-2022 Board term.

Contact

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Signature

Kevin Lee
Head of Commission Services

Attachments

Attachment 1 – 2018-2022 Board Member Motions – Status Update

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Meeting Date	Item Title	Motion Moved By	Requested Action	Responsibility	Comments	Status
January 24, 2019	Interest Arbitration Results and Non-Union Benefits/Cost of Living Adjustment	J. De Laurentiis	<ol style="list-style-type: none"> 2. That in recognition of the unique work that is performed by non-union employees, staff are directed to report back in one year on opportunities to distinguish this group with regards to compensation and benefits. Staff are directed to consider such application to salary levels 13-18 on a trial basis. 3. That the recommended general increase and benefit enhancements for salary levels 13-18 is approved for two years effective April 1, 2018. Any proposed increase for April 1, 2020 or benefit amendments should be addressed in the above noted report. 	Chief People Officer	A report that responds to this motion will be submitted to the Board in January 2020.	Open
January 24, 2019	2019 TTC and Wheel-Trans Operating Budgets	J. Robinson	<ol style="list-style-type: none"> 1. The Board direct TTC staff work with Metrolinx to improve the reliability of PRESTO fare collection and minimize future lost revenue due to malfunctioning equipment. 2. The Board direct TTC staff to develop a comprehensive strategy to improve and streamline fare collection and report back to the TTC Board with a status update in the second quarter of 2019. 	<p>Chief Financial Officer</p> <p>Chief Customer Officer</p>	<p>A report on the status of the TTC/Metrolinx Master Service Agreement (MSA) Contract will be before the Board for consideration at the June 12, 2019 meeting.</p> <p>This outstanding motion will be responded to in the Fare Compliance Action Report which will be before the Board for consideration at the September 24, 2019 meeting.</p>	Open

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			<p>3. The Board direct TTC staff to explore and report back on fare collection strategies and alternate revenue and funding sources to avoid future fare increases, with consideration to the experiences and practices in other transit jurisdictions.</p> <p>4. The Board direct TTC staff to undertake a comprehensive review of fare pricing models, including a review of best practices in other major cities, and report back to the TTC Board in the fourth quarter of 2019 with recommendations to improve the TTC's fare pricing strategy</p>	<p>Chief Customer Officer</p> <p>Chief Customer Officer</p>	<p>This outstanding motion will be responded to in the Fare Compliance Action Report which will be before the Board for consideration at the September 24, 2019 meeting.</p> <p>This outstanding motion will be responded to in the Fare Compliance Action Report which will be before the Board for consideration at the September 24, 2019 meeting.</p>	
January 24, 2019	2019 TTC and Wheel-Trans Operating Budgets	J. Karygiannis	That TTC staff report back to the Commission through the planned Five Year Service and Fare Plan report in Q4 2019 on the cost implications of allowing veterans and senior citizens to ride for free during off-peak hours.	Chief Customer Officer	The TTC is working on a Five Year Fare Strategy. A high level summary and next steps will be included in the PRESTO Update report, which will be before the Board for consideration at the June 12, 2019 meeting.	Open
January 24, 2019	2019 TTC and Wheel-Trans Operating Budgets	J. Karygiannis	That TTC staff, in consultation with the General Manager, Transportation Services, report back in Q2 2019 on the impact of Uber and Lyft on the TTC's revenues and operations.	Chief Customer Officer	A City staff report on this topic will be forwarded to the TTC Board in July 2019.	Open

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February 27, 2019	Auditor General's Report - Review of Toronto Transit Commission's Revenue Operations: Phase One – Fare Evasion and Fare Inspection	R. Lalonde	<ol style="list-style-type: none"> 1. That the TTC Chair request that the Chair of Metrolinx agree to co-sponsor an initiative to raise PRESTO performance standards to contracted levels; and 2. That the President & Chief Executive Officer of Metrolinx and the Chief Executive Officer of the Toronto Transit Commission report back to the TTC Board on this initiative no later than Q3 2019. 	Deputy CEO - Operations	A report on the status of the Metrolinx Master Service Agreement (MSA) Contract History will be before the Board for consideration at the June 12, 2019 meeting.	Open
February 27, 2019	Auditor General's Report - Review of Toronto Transit Commission's Revenue Operations: Phase One – Fare Evasion and Fare Inspection	J. Robinson	<ol style="list-style-type: none"> 1. That the TTC Board direct the Chief Executive Officer, Toronto Transit Commission, to conduct a cost-benefit analysis of the TTC's major fare categories, utilizing new PRESTO data, as a part of the Fare Pricing Strategy report expected in Q4 2019. 2. That the TTC Board direct the Chief Executive Officer, Toronto Transit Commission, to initiate a review of the Child PRESTO card fare category data, including the following, and report back to the TTC Board in Q3 2019. <ol style="list-style-type: none"> a. Overall PRESTO card usage by children under the age of twelve. b. Station by station usage of the Child PRESTO card. c. A specific, costed action plan to reduce Child PRESTO card fraud and evasion. 	Chief Customer Officer Chief Customer Officer	<p>The TTC is working on a Five Year Fare Strategy. A high level summary and next steps will be included in the PRESTO Update report, which will be before the Board for consideration at the June 12, 2019 meeting.</p> <p>Child PRESTO data will be reported to the Board through the Fare Compliance Action Report which will be before the Board for consideration at the September 24, 2019 meeting.</p>	Open

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			3. That the TTC Board direct TTC staff to review the status of all service level agreements for PRESTO equipment and report back to the TTC Board in Q2 2019.	Deputy CEO – Operations	A report on the status of the TTC/Metrolinx Master Service Agreement (MSA) Contract will be before the Board for consideration at the June 12, 2019 meeting.	
February 27, 2019	Auditor General's Report - Review of Toronto Transit Commission's Revenue Operations: Phase One – Fare Evasion and Fare Inspection	B. Bradford	<p>1. That the TTC Board request a response from Metrolinx on the timeline for re-introducing debit/credit payments on PRESTO fare and transfer machines.</p> <p>2. That the response be brought to the April 11, 2019 TTC Board meeting.</p>	Deputy CEO - Operations	A report on the status of the TTC/Metrolinx Master Service Agreement (MSA) Contract will be before the Board for consideration at the June 12, 2019 meeting. TTC staff have requested that Metrolinx confirm the timeline to reinstate the debit/credit payment feature on PRESTO Fare and Transfer machines. The status of this payment feature will be included in the June report.	Open
February 27, 2019	Internal Audit Report: Divisional Clerk Resource Management (2018 Flexible Work Plan Update)	S. Carroll	That staff report back to the May 29, 2019 Audit & Risk Management Committee meeting on the Management Action Plan to address Internal Audit's observations and identified risk and control gaps.	Chief Service Officer	A report that responds to this motion will be before the Audit & Risk Management Committee for consideration at the May 29, 2019 meeting.	Open
April 11, 2019	Fare Policy Changes: PRESTO Tickets	A. Heisey	That staff report back to the June 12, 2019 meeting on PRESTO fare policy options along with a status update on the PRESTO program.	Chief Customer Officer	A report that responds to this motion will be before the Board for consideration at the June 12, 2019 meeting.	Open
April 11, 2019	Fare Policy Changes: PRESTO Tickets	J. Robinson	That staff include in the June report the impacts of refunding tokens for as long as customers have them available for return.	Chief Customer Officer	A report that responds to this motion will be before the Board for consideration at the June 12, 2019 meeting.	Open

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April 11, 2019	Fare Policy Changes: PRESTO Tickets	D. Minnan-Wong	That staff be requested to report back on those matters and schedules that have yet to be agreed upon with PRESTO.	Deputy CEO - Operations	A report on the status of the TTC/Metrolinx Master Service Agreement (MSA) Contract will be before the Board for consideration at the June 12, 2019 meeting.	Open
April 11, 2019	Line 1 Capacity Requirements – Status Update and Preliminary Implementation Strategy	B. Bradford	Request the Chief Executive Officer of the TTC to report back in the TTC's Five-Year Service Plan on the feasibility of the use of buses to address overcapacity, crowding, and safety on Line 1 during rush hour using a dedicated bus lane on Yonge Street.	Chief Customer Officer	This outstanding motion will be reported back through the Five Year Service Plan report that will be before the Board for consideration at the December 12, 2019 meeting.	Open
April 11, 2019	Notice of Motion – Request for Report on Policies Regarding the Collection of Personal Information (Fare Inspection Program)	S. Carroll	<ol style="list-style-type: none"> 1. The TTC Board direct the Chief Executive Officer report back to the July 10, 2019 meeting on the policies and procedures currently in place to govern the enforcement, training, collection, retention, access, sharing, and destruction of all personal information collected as part of the fare inspection program, and that this report include a breakdown of the demographic information of those individuals who have had their information collected in the past 2 years. 2. That the report include an Equity Impact Evaluation. 	Chief Service Officer	A report that responds to this motion will be before the Board for consideration at the July 10, 2019 meeting.	Open
April 11, 2019	Notice of Motion – Implementation of a Bus Service Pilot Project – Village Green Square	J. Karygiannis	That this item be referred to staff for consideration as part of the public consultation and planning work that will be undertaken this year in support of the TTC's Five-Year Service Plan, being brought to the Board in December 2019.	Chief Customer Officer	This outstanding motion will be reported back through the Five Year Service Plan report that will be before the Board for consideration at the December 12, 2019 meeting.	Open

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April 11, 2019	Notice of Motion – Wheel Flats & Noise Issues on Line 2	B. Bradford	<p>1. Request TTC staff report back to the July 10, 2019 TTC Board Meeting on noise complaints and repair/replacement processes related to wheel flats on Line 2, further to and/or including the ongoing investigation being conducted by the National Research Council of Canada (NRC) and TTC in partnership:</p> <p>a. Include counts on wheel turnover and timelines for repairs vs. replacement for wheel flats</p> <p>b. Include decibel readings on noise from wheel flats</p> <p>c. Root causes of the noise, including aspects of the subway vehicle braking system</p>	<p>Chief Vehicles Officer</p> <p>Chief of Infrastructure & Engineering6n</p>	A report that responds to this motion will be before the Board for consideration at the July 10, 2019 meeting.	Open
April 11, 2019	Notice of Motion – Feasibility of Adding Leslie Street Stop to 953 Steeles East Express	S. Carroll	<p>1. The TTC Board request that the Chief Executive Officer report back to the Board on the feasibility of adding a stop at Leslie Street to the 953 Steeles East Express, including a breakdown of the relevant ridership numbers.</p>	Chief Customer Officer	This outstanding motion will be reported back through the Five Year Service Plan report that will be before the Board for consideration at the December 12, 2019 meeting.	Open
April 11, 2019	Correspondence from Councillor Pasternak – Providing Bus Service to Residents in the Stanley Green Neighbourhood	J. Robinson	That this item be referred to staff for consideration as part of the public consultation and planning work that will be undertaken this year in support of the TTC’s Five-Year Service Plan, being brought to the Board in December 2019	Chief Customer Officer	This outstanding motion will be reported back through the Five Year Service Plan report that will be before the Board for consideration at the December 12, 2019 meeting.	Open