



TTC Board Highlights

TTC Board Meeting April 16, 2025

New citizen Commissioner Joe Mihevc elected as TTC Vice-Chair

The TTC Board officially welcomed citizen Commissioner Joe Mihevc to his first meeting. Commissioners elected Mr. Mihevc as TTC Vice-Chair to replace outgoing Vice-Chair Joanne De Laurentiis. Ms. De Laurentiis was first appointed to the Board in November 2016 and served as TTC Vice-Chair since May 2020.

Toronto City Council named Mr. Mihevc to the Board on March 26. His term of office runs until March 29, 2029.

TTC Vice-Chair Joe Mihevc appointed to TTC-Metrolinx PRESTO Joint Advisory Group

The TTC Board appointed TTC Vice-Chair Joe Mihevc to replace outgoing member Joanne De Laurentiis. The **TTC-Metrolinx PRESTO** Joint Advisory Group consists of the CEOs for both Metrolinx and the TTC, together with two Board members each from Metrolinx and the TTC. TTC Chair Jamaal Myers is currently one of the two TTC Board representatives.

The Joint Advisory Group is an advisory body that provides an additional level of consultation between the TTC and Metrolinx, in the interest of fostering a productive and collaborative working relationship for the delivery of a fare card system for the TTC.

Establishment of a Strategic Planning Committee

The Board established a Strategic Planning Committee and appointed the following members: Alejandra Bravo (Chair), Jamaal Myers, Fenton Jagdeo, Joe Mihevc, and Dianne Saxe.

Commissioners also approved the Terms of Reference for the Strategic Planning Committee.

The Strategic Planning Committee assists the TTC Board in managing strategic planning and priorities, focused on two core strategic directions of the Board-approved 2024-2028 Corporate Plan, *Moving Toronto, Connecting Communities*:

- Strategic Direction 2: Attract New Riders, Retain Customer Loyalty.
- Strategic Direction 3: Place Transit at the Centre of Toronto's Future Mobility.

The Committee will be scheduled to meet at least twice annually, with one meeting held before Board consideration of the TTC's Annual Operating and Capital Budgets.

Presentations to the Board

Board members received a TTC staff presentation updating Community Safety, Security, and Well-being initiatives on the transit system. The Board also received a presentation by David Cooper, Principal and Founder of Leading Mobility, discussing current safety trends and their impact on transit systems, and how peer agencies are addressing societal complexities.

Audit of the TTC's Non-Union Workforce Planning and Management

The Board received a presentation from Auditor General (AG) Tara Anderson on the TTC's non-union workforce planning and management. Key audit findings from the AG's report include: enhanced workforce planning, monitoring, and succession planning are needed; policies for retirement and rehiring pensioners need strengthening; employee feedback and engagement monitoring need strengthening; and the process for managing, tracking, and addressing employee concerns and complaints needs improvement.

TTC staff accepted all the recommendations made by the Auditor General and provided an update on the progress being made on each of the seven recommendations.

Decommissioned Line 3 SRT Land Requirements

Commissioners received for information an update report on the land requirements assessment completed by the TTC, and the City's future use study and public consultation strategy for the SRT asset.

City staff will be advancing work to assess and consult on the potential future use of the SRT corridor. This will include further technical and legal assessments, determining the scope of a "future use" study, and developing a strategy for public consultation to commence in 2026.

As a result of the SRT ceasing service operation in July 2023, TTC staff completed an internal analysis to determine those portions of the SRT that could be considered for non-TTC purposes. Determining future TTC requirements along the decommissioned Line 3, in turn, identifies those portions of the asset that can be considered for future use alternatives.

Portions that will remain with the TTC for current and future TTC operational uses include:

- Between Kennedy and Ellesmere stations, which will be converted to a dedicated Busway;
- Scarborough Centre Station, which will continue to operate as a bus terminal at a minimum until the Line 2 East Extension is in operation; and
- McCowan Yard, which has been identified for future TTC uses.

The portions of the SRT that can be considered for other uses are largely situated on City-owned land as well as some land parcels owned by third parties. Some of these properties have agreements in place regarding the use, repair, maintenance, and restoration of the SRT that will factor into the assessment of potential future uses.

TTC Special Constable Service 2024 Annual Report

The TTC Board received the TTC Special Constable Service 2024 Annual Report. The report provides an annual update on services provided by the Special Constable Service and is submitted to the Toronto Police Service Board (TPSB) as per Section 9.12 of the Special Constable Agreement between the TPSB and the TTC.

Commissioners also approved the following motions:

- Direct the TTC CEO to work with the new Deputy City Manager, Community Development and Social Services, to provide a detailed inventory of outreach and community safety services on the TTC, identifying gaps and opportunities, including services and programs provided by the City of Toronto or partner organizations and report back to the Board in Q4 2025.
- Request the Province to amend Subsection 62 (15.1) of the Highway Traffic Act to include Special Constable vehicles as designated emergency vehicles.
- Amend the Memorandum of Understanding between the TTC and Toronto Police Services Board to confer TTC Special Constables with the powers to operate under the revised section of the Highway Traffic Act.
- The TTC Board direct TTC staff:
 - To develop a Request For Information to canvass the market for customer-focused safety technologies and innovations aimed at improving customer and employee safety on the TTC, including, but not limited to, two-way platform intercom capabilities, platform-edge and track level sensors, and AI powered camera tools, and report back with recommendations for safety technology pilots through the 2026 budget process.
 - To consult with the Information and Privacy Commissioner of Ontario on implementing any technology solutions that could impact people's privacy to ensure compliance with

the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

In 2024, the Special Constable Service played an important role in ensuring the safety and security of customers and employees. The *Community Safety and Policing Act* came into force, marking a step forward in modernizing policing standards and introducing new changes for Special Constables, such as a new Code of Conduct, a standardized process for Special Constable complaints, and new administrative requirements for all Special Constable employers.

The department also contributed to the enhancement of transparency and accountability among Special Constables and members of the public by successfully piloting and implementing body-worn cameras. The nine-month pilot demonstrated that body-worn cameras provide significant benefits for Special Constables and the public. Given the positive outcomes of the pilot, the TTC proceeded with full deployment of body-worn cameras for all Special Constables in January 2025.

In 2024, various steps were also taken to modernize policies, procedures, and standards by obtaining approval to implement the new and updated Use of Force, Use of Discretion, and Body-Worn Camera and Special Constable In-Car Camera System policies. These policies aim to strengthen accountability and public trust in all enforcement activities.

Finally, in November 2024, Nicole Ehlers was appointed as the Head of Special Constable Service. She has years of experience in law enforcement and customer service in both transit and community housing.

Extreme Precipitation Planning

The Board approved the Extreme Precipitation Planning report detailing lessons learned from recent heavy rain and snow events, with the following recommendations:

- Request that the TTC collaborate with City staff on the planned report to Council on the review of winter maintenance operations to ensure that the resilience of TTC operations is considered as one of the key priorities.
- Request that the TTC continue its work on the Board-approved Innovation and Sustainability Strategy to plan for adaptation based on the City's latest climate projections of precipitation, heat, wind, freeze-thaw cycles, etc. and continue to collaborate with relevant City Divisions and Agencies to review opportunities to minimize major disruptions to TTC service during extreme weather events.
- Forward the report to the City Manager for information.

Commissioners also approved a motion requesting TTC staff explore the cost and benefits of implementing e-paper displays at bus and streetcar stops and subway stations to improve real-time customer communications.

In 2024, Toronto experienced its highest annual precipitation levels, surpassing the previous record set in 2008 by nine per cent and exceeding the 30-year average by more than 30 per cent. This trend of heavy precipitation continued into February 2025, when the city experienced record-breaking snowfall.

Climate change will lead to more frequent and severe precipitation events. To prepare, the TTC must address its state-of-good-repair backlog to ensure physical assets are in good condition, increase adaptive capacity and resilience, and collaborate with City divisions and agencies responsible for interdependent infrastructure.

Transit Network Expansion Update

The TTC Board received an eighth update report on the progress of transit projects to expand the TTC network, with the following recommendations:

- Receive this report as a general update on transit expansion projects.
- Endorse the Line 1 Growth Trains and a new Line 1 Train Maintenance and Storage Facility as priority projects for funding under the Canada Public Transit Fund and direct the Chief Executive Officer, Toronto Transit Commission to work with the City Manager, City of Toronto on a complete submission and prioritization of transit projects for funding through future funding streams of the Canada Public Transit Fund.

Commissioners also passed a motion requesting TTC staff to provide an update in the next Transit Expansion Update report, scheduled for Q4 2025, on the status of discussions with Metrolinx on the TTC's operations role on the Ontario Line and recommended position to support negotiations of the final Operations and Maintenance Agreement on the line.

Transit expansion projects include the Provincial LRT Program, Provincial Priority Subway Program, and City Priority Transit Expansion Projects.

The current RapidTO program, funded in the TTC's 2025-2034 Capital Budget and Plan, will deliver service-enhancing transit priority measures on five of the busiest bus routes in the city. In addition to the already delivered Eglinton East corridor, this includes: Jane Street (from Eglinton Avenue West to Steeles Avenue West); Dufferin Street (from Dufferin Gate to Wilson Avenue); Steeles Avenue West (from Yonge Street to Pioneer Village Station); Finch Avenue East (from Yonge Street to McCowan Road); and Lawrence Avenue East (between Don Mills Road and the Rouge Hill GO Train Station).

Due to the 2026 FIFA World Cup, the implementation of a section of Dufferin Street (from Dufferin Gate to Eglinton Avenue West) and Bathurst Street (from Lake Shore Boulevard to Eglinton Avenue West) will be accelerated to support improved transit operations during the event. Recommended designs and implementation plans for Dufferin and Bathurst streets are expected to be presented to the TTC Board and City Council for final approval by Q3 2025.

Financial and Major Projects Update for the Year Ended December 31, 2024

Board members received a status update on the TTC's major capital projects for the year ended December 31, 2024, with the following recommendations:

- Approve the 2024 Capital Budget in-year budget adjustments to offset projects that have had accelerated spending by \$79.88 million with projects that have experienced delays and lower spending by \$79.88 million with no debt impact.
- Authorize the recommended budget adjustments noted in Recommendation 1 above and the TTC's 2024-2034 Capital Budget and Plan to be included in the TTC's Capital Variance Report submission for the 12 months ended December 31, 2024 for City Council consideration and approval.
- Authorize that the information contained in Confidential Attachment 1 remain confidential in its entirety.

Capital underspending at year-end has been impacted by various drivers, including but not limited to: resourcing and supply chain constraints; adjustments to project schedules due to dependencies with third parties/other projects; and protracted negotiations for complex projects.

The TTC's delivery of a multi-billion-dollar capital program is guided by the Project Management Framework. The TTC's framework consists of three classifications of projects: Category 1, 2, and 3. Category 3 projects and programs represent the TTC's major projects and are afforded more project management rigour and oversight. The categorization takes into

consideration, among other things, the budget, scope, risks, and complexity as well as the strategic importance to the organization.

2025 TTC Asset Management Plan

Board members approved the TTC's 2025 Asset Management Plan, Policy, and Strategy, along with the following recommendations:

- Authorize a contract amendment with AtkinsRéalis Operations & Maintenance Inc. to increase the total upset limit amount by \$4,365,384.70, from \$7,786,332.40 to \$12,151,717.10, inclusive of HST, to cover costs associated with the provision of additional EAM Professional Services.
- Forward the TTC's 2025 Asset Management Plan to the City Manager of the City of Toronto for submission and incorporation into the City's Asset Management Plan.

The TTC is an asset-intensive organization that provides a high-quality transit service to Canada's largest urban centre and economic hub. To ensure that the TTC's assets can deliver safe, reliable, and integrated transit service, the TTC is maturing its asset management capability through its Enterprise Asset Management program.

The TTC plays a crucial role in climate change mitigation by providing low- to zero-emissions mass transit, which helps reduce community-wide emissions. The TTC is also committed to reducing its environmental impact by adopting leading sustainability practices and integrating climate action into its culture, assets, and business practices. This includes reducing greenhouse gas emissions from its facilities and operations and supporting Toronto's TransformTO net-zero target by 2040.

Recognizing the need for resilience against climate change, the TTC anticipates increased investment to maintain service levels and asset conditions. Adapting to climate change involves higher costs, but the risks of inaction are greater. Therefore, the TTC will integrate resilience considerations into Asset Management Plans to prepare for a changing future and extreme climate events.

Chief Executive Officer Mandate

The TTC Board received an in-camera update with respect to the mandate of the Chief Executive Officer, and directed that the information contained in Confidential Attachment 1 remain confidential in its entirety as it relates to personal matters about an identifiable individual, including a city or local board employee. The Interim CEO was scheduled to provide an update on the CEO's mandate and objectives.

Next meeting of the TTC Board

The next scheduled TTC Board meeting will be on Wednesday, May 14, 2025.