



Decision: TTC Corporate Plan 2018-2022

The Board approved the recommendations in the staff report, as amended by Member motions, as follows:

It is recommended that the Board:

1. Endorse the Corporate Plan 2018-2022, as amended.
2. Direct staff to include consideration of the funding needs of the Corporate Plan 2018-2022 in future budgets and financial plans.
3. Direct staff to develop annual Work Plans, introduce tools to monitor the implementation of the Corporate Plan 2018-2022 and to measure success and to provide annual progress reports to the TTC Board.
4. Direct staff to forward the Corporate Plan 2018-2022 to City Council and the following stakeholders: TTC's Advisory Committee on Accessible Transit, TTC's Customer Liaison Panel, Metrolinx, York Region Transit, MiWay, Durham Region Transit and Brampton Transit.

The Board also approved the following Member motions:

- i) That the Board adopt the following administrative amendments as corrections to the printed final version of Attachment 1: TTC Corporate Plan 2018 – 2022:
 - P30 Change the Family of Services streetcar pictogram to the new streetcar pictogram
 - P60-61, 63 Add the missing station label – Science Centre to the maps
 - P71 Change the 10 minute network graphic to the 10 minute network pictogram
 - P72-73 Change the streetcar photo to a bus photo
 - P86 Correct the graphical errors for the Accessible vehicles and for Audible & visual announcements pictograms
 - P87 Change the Family of Services streetcar pictogram to the new streetcar pictogram
 - P112 Change the photo for 2023-2027 from a Wheel-Trans vehicle to the new Community Bus

And that the Board adopt the following changes as factual corrections to the printed final version of Attachment 1: TTC Corporate Plan 2018 – 2022:

- P113 Delete 'Waterfront Transit opens' from 2033-2037 outlook
- P113 Add 'Waterfront Transit complete' to 2028-2032 outlook
- P113 Add '75% zero emissions' to 2033-2037 outlook
- P116 Amend the following Executive Leadership job titles to read:
 - Executive Director, Human Resources | People Group
 - Chief Safety Officer | CEO's Office
 - Executive Director, Corporate Communications | CEO's Office



- ii. Request staff to include in the 5 year plan the following:
 - a. Under Critical Path 1 – Transform for financial sustainability, add the following:
 - a notation that securing operating funding from the province be included in the key critical path.
 - b. Under Critical Path 2 – Enable our employees to succeed, add the following:
 - that the metric for employees to succeed include "employee satisfaction"
 - c. Under Critical Path 3 – Move more customers more reliably, add the following:
 - 'equitable' to service
 - Fair Fares
 - Upgrade transit planning in a multi-stakeholder environment
 - The addition of wording something like "expansion and deepening of network integrity" (eg. 20-10-5)
 - d. Under Critical Path 4 – Make taking public transit seamless:
 - add leading ridership growth alongside the goal of reducing overcrowding
 - Expand the measurement metrics beyond customer satisfaction
 - e. Under the Critical Path 5 – Innovate for the long-term, add the following:
 - contributing to environmental stewardship
 - f. Under the 25 Year Outlook, add the following
 - Eglinton East expansion
- iii. Review the advancement of waterfront transit planning and opening to 2023-2027.
- iv. That the Corporate Plan include an increase in communication of positive feedback and stories of customer experiences using the TTC.