



# **Result-based Plan Briefing Book 2014-15**

**Ministry of Transportation**

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**Ce document est disponible en français**

**An alternate format is available upon request**

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# Ministry of Transportation

## 2014 - 15 Results-based Plan Briefing Book

### MINISTRY OVERVIEW

#### Mandate

Transportation is a cornerstone of Ontario's prosperity. Much of what we value – from our jobs and our leisure time, to our access to health care and education – depends on the quality and accessibility of our transportation system.

The Ministry of Transportation (MTO) strives to be a world leader in moving people and goods safely, efficiently and sustainably to support a globally competitive economy and a high quality of life. In fulfilling this vision, the ministry supports the key Ontario government priorities of creating jobs and growth, and of building this province up for all Ontarians.

#### Ministry Contribution to Priorities and Results

MTO focuses its efforts on five key priorities:

**Increasing transit ridership** by working with our partners to make transit an attractive and affordable alternative to the automobile. We are building infrastructure, expanding services, promoting integration and reducing congestion.

**Promoting a multi-modal transportation network that supports the efficient movement of people and goods.** We work with partners, including the federal government, to optimize the use of all modes of transportation, including active transportation, and support the province's economic and climate change objectives.

**Promoting road safety in order to remain among the safest jurisdictions in North America.** We use education, legislation, regulation and highway design to keep our province safe and efficient.

**Improving Ontario's highway, bridge, and border infrastructure** through strategic investments throughout the province.

Integrating the principle of sustainability into the ministry's decision making, programs, policies and operations by building awareness of and implementing a sustainability strategy.

## **MTO Vision**

To be a world leader in moving people and goods safely, efficiently and sustainably, and to support a globally competitive economy and a high quality of life.

## **MTO Priorities and Strategies**

### **1. Increase transit ridership**

Work with our partners to improve public transit and reduce congestion by expanding services and promoting integration.

#### **Initiatives**

- PRESTO fare card
- Provincial Gas Tax Program
- 30-minute service on the Lakeshore GO line
- Union-Pearson Express

### **2. Promote a multimodal transportation network**

Work with our partners, including the federal government, to optimize the use of all modes of transportation, including active transportation, while supporting the province's economic and climate change objectives.

#### **Initiatives**

- Metrolinx Regional Transportation Plan
- Union Station revitalization
- GTA West transportation corridor environmental assessment study
- #CycleON Ontario's Cycling Strategy
- iCorridor province-wide data sharing
- Promote road safety in order to remain among the safest jurisdictions in North America

### **3. Promote road safety in order to remain among the safest jurisdictions in North America**

Improve safety for all road users through education, legislation, regulation and designing highways to be as safe and efficient as possible.

- Public awareness and commercial vehicle safety initiatives
- Improved fine collections and regulatory improvements

### **4. Improve Ontario's highway, bridge and border infrastructure**

Improve transportation infrastructure through strategic investments in highways, bridges, borders and local transportation infrastructure throughout the province.

#### **Initiatives**

- The Right Honourable Herb Gray Parkway
- Highway Service Centre improvements
- Highway 407E Extension

### **5. Integrate the principle of sustainability**

Implement the ministry's sustainability strategy and continue to build awareness about sustainability at MTO.

#### **Initiatives**

- Hybrid and electric fleet vehicles
- Green vehicle license plates
- Renewable energy at some remote airports

## **Ministry Programs and Activities**

**Policy and Planning** activities promote a safe, efficient and sustainable multi-modal transportation system that supports strong communities, an enhanced quality of life and a prosperous economy. The division conducts long-term planning to ease traffic congestion in urban areas and facilitate the movement of people and goods along our highways and across our borders. The division manages transit policy and programs, major transit infrastructure investments and the ministry's relationship with Ontario's regional transit agency for the Greater Toronto and Hamilton Area (GTHA), and Metrolinx. Initiatives include, but are not limited to:

- Working with Metrolinx to implement the Regional Transportation Plan (RTP).
- Developing long-range multi-modal transportation policies and plans consistent with the Provincial Policy Statement and the Growth Plans for the Greater Golden Horseshoe and Northern Ontario.
- Improving GO Transit services and facilities, including Union Station revitalization.
- Investing in municipal transit by providing provincial Gas Tax revenues to 96 transit systems in 133 communities.
- Working with Metrolinx and Infrastructure Ontario on the construction of the Union-Pearson Express (UP Express).
- Engaging in activities with First Nations and Métis communities in Ontario with respect to current and future development of transportation infrastructure.
- Encouraging electric vehicle purchases through the Electric Vehicle Incentive and Electric Vehicle Charging Incentive Programs.
- Ensuring cycling is recognized, respected and valued as a core mode of transportation through the implementation of #CycleON: Ontario's Cycling Strategy.
- Leading transportation planning on behalf of the province for the 2015 Pan/Parapan American Games.
- Collecting, forecasting and modelling transportation data to support evidence-based policy development, integrated transportation plans and strategic planning.
- Developing policy and programs to facilitate compliance and minimize impacts of transportation infrastructure on the natural environment.

**Road User Safety** helps Ontario retain its distinction as one of the safest road jurisdictions in all of North America. The Road User Safety Division works with many partners to improve mobility

and road safety by monitoring, promoting and regulating responsible driving behaviour, and enforcing laws regarding commercial vehicles. Some initiatives include:

- Contributing to national road safety goals by actively working with other jurisdictions.
- Enhancing road user and vehicle safety through legislative and regulatory amendments in consultation with key stakeholders, municipal partners and other ministries.
- Implementing a new Driver Certification Program (DCP) business model for approved organizations within the transportation industry, which includes a contractually based program with enhanced audit and oversight requirements.
- Conducting leading edge research to inform policy development and guide public education and road safety marketing campaigns.
- Monitoring our progress in improving road safety by producing the Ontario Road Safety Annual Report (ORSAR) and evaluating our road safety programs.
- Enhancing commercial driver programs such as modernizing hours-of-service rules and improving daily commercial inspection requirements.
- Increasing the focus on beginner driver education using enhanced communications and auditing of ministry approved and non-approved driving schools and driving instructors across the province.
- Continuing to modernize and improve service delivery through ongoing analysis and reviews of programs with an emphasis on road safety, fiscal responsibility and customer service. Modernizing the RUS legacy systems and improving customer service and collection of collision data to reduce errors.
- Continuing to undertake fraud prevention and detection initiatives to safeguard the integrity of the Ministry of Transportation's (MTO) Licensing Control System database and maintain confidence in MTO-generated documents.

**Provincial Highways Management** supports the ministry's commitment to providing a safe, efficient, reliable transportation system by overseeing the operation, maintenance, engineering, construction and program administration functions of the provincial highway network. The Provincial Highways Management Division oversees year-round highway maintenance and protects public investment in highway infrastructure. The division also provides airport services in 29 remote northern communities and owns, operates and/or provides funding for nine ferry services for communities such as Pelee Island and Wolfe Island. Initiatives include:

- Construction of the Right Honourable Herb Gray Parkway. The Parkway will separate local and international traffic and ensure the efficient movement of people and goods through the Windsor-Detroit Gateway while providing community and environmental benefits.
- Extending Highway 407 East from Brock Road in Pickering to Highway 35/115 and the construction of two new north-south freeway links to Highway 401.
- Ongoing improvements to Highway 417 in Ottawa, including additional lanes and bridge improvements between Highway 7 and Anderson Road.
- Continuing the expansion of Highway 69 to four lanes between Sudbury and Parry Sound. This 152-km project will result in improved traffic flow and enhanced safety.
- Continuing the expansion of Highway 11/17 to four lanes between Thunder Bay and Nipigon, which began in 2010. Widening the highway will result in improved traffic flow and enhanced safety.
- Continuing to use rapid bridge replacement technology, which reduces costs, and helps the environment and the economy by keeping traffic flowing.
- Continuing the redevelopment of highway service centres on Highways 400 and 401. To date, 19 of 20 service centres have been redeveloped and are now fully operational and the final site is anticipated to open in the summer of 2015.
- Continuing to manage highway maintenance contracts with private sector service providers and pursue innovative technologies to keep highway conditions safe and optimize the use of salt and other materials.
- Continuing to implement green initiatives such as asphalt and aggregate recycling that can reduce energy consumption during construction between 20-50%, preventative maintenance practices such as micro surfacing and thin overlays that extend the life of the pavements and reduce the need for new materials, and the use of prefabricated bridge elements that reduce the need for shoring, falsework and formwork and reduce on site construction time, reducing traffic congestion.



**Ministry Administration** by the Corporate Services Division provides service and support to the ministry. Corporate Service activities include high-quality, cost-effective business support, expert advice and services that meet the needs of the ministry and central agencies of government. Some key initiatives include:

- Enhancing controllership, employee engagement and diversity across the ministry, and promoting the Ontario Public Service values of trust, fairness, excellence, creativity, collaboration and efficiency.
- Co-ordinating the ministry's results-based planning processes, ensuring the ministry's ability to deliver core business, while providing value for money.
- Leading the ministry's public facing provincial highways traveller information service, Ontario511, on behalf of the province.
- Leading the OPS in cost-effective management of all provincial motor vehicle fleet assets through centralized ownership and service delivery to enable clients to meet their business travel and program needs in a safe, efficient and sustainable way.
- Leading the development of a strategic framework for diversity and the Accessibility for Ontarians with Disabilities Act (AODA).
- Co-ordinating requests for access to Ministry of Transportation information under the Freedom of Information and Protection of Privacy Act, and providing effective customer service while promoting a culture of openness and transparency.
- Providing leadership on the development of policies and measures to enhance the protection of the ministry's personal information holdings.
- Providing human resource support, including organizational effectiveness, performance and talent management, leadership development and strategic labour relations.
- Providing leadership for the development of ministry emergency preparedness, response and recovery capabilities to assure public safety and service continuity.
- Leading and implementing activities within the ministry related to the Open Government initiative to ensure the ministry is contributing to the corporate goal of creating a more open, transparent, and accountable Ontario Public Service.

**Information Technology** activities involve maximizing benefits for Ontario Public Service business clients while supporting the corporate Information & Information Technology strategies and objectives. The ministry's Labour and Transportation Cluster is responsible for this work. Some initiatives are:

- On-time, on-budget implementation of technology projects that solve business problems, enhance program delivery, enable new business opportunities and improve customer service.
- Providing strategic advice and leadership on the effective use of Information and Information Technology.
- Ensuring the security and integrity of all systems and networks and the protection of privacy.
- Reducing the technology footprint and complexity of the technology environment through standardization and a shift to component-based delivery. The goal is to build pattern-based solutions with reusable assets using repeatable processes.
- Modernizing client applications to improve efficiency and client service.

**Table 1: Ministry Planned Expenditures for 2014-15**

<b>Ministry Planned Expenditures</b>	<b>2014-15</b>
Operating Expense	1,687,703,214
Capital Expense	1,337,199,400
Operating Assets	5,000
Capital Assets	2,605,302,400

Note: Operating and Capital includes consolidations and other adjustments.

## **HIGHLIGHTS OF 2013-14 ACHIEVEMENTS**

### **Increasing transit ridership**

- In 2012, municipal public transit ridership increased by nearly 193 million trips, compared to 2003. This increase translates into more than 161 million fewer car trips on our roads.
- Made progress on Regional Transportation Plan projects, including the VIVA Bus Rapid Transit project and the construction of the central tunnelled portion of the Eglinton Crosstown Light Rail Transit project.
- Moved forward with delivery of the Union-Pearson Express connecting Union Station and Pearson International Airport, two of the busiest transportation hubs in Ontario.
- Delivered on GO Transit improvements, including continuing with construction of additional infrastructure in the GO Georgetown South corridor, implementation of 30-minute GO Rail service on the Lakeshore line, construction of a new GO Train station in Hamilton and adding more than 3,500 new parking spaces across the GO network in 2013-14, including additional parking spaces at the Oshawa GO Station.
- Continued to phase in the PRESTO fare card within the Greater Toronto and Hamilton Area (GTHA) and Ottawa. As of March 2014, more than one million riders are using their PRESTO cards to tap on to transit across the GTHA and Ottawa.
- Continued to fund and support the implementation of rapid transit projects in the GTHA, Ottawa, and Waterloo.
- Made the funding of two cents per litre of gasoline tax permanent through the passing of the Dedicated Funding for Public Transportation Act, 2013, and delivering the Ontario Gas Tax Program by providing funding to 96 transit systems in 133 communities for service improvements such as additional buses, expanded routes, longer hours, increased accessibility, and improved security infrastructure.
- Continued to work with the City of Toronto and the Toronto Transit Commission to fulfil a provincial commitment to provide up to \$416.3 million towards the replacement of TTC streetcars.

### **Promoting a multi-modal transportation network to support the efficient movement of people and goods**

- Released the 2011 Transportation Tomorrow Survey results, which contain household travel information that forms the foundation for transportation planning for the Greater Golden Horseshoe Area.
- Developed MTO's "iCorridor" website to openly share data that can inform discussions on land-use planning, transportation policies and infrastructure investments with decision makers and the public across the province.

- The GTA West corridor long-range highway recommendations to 2031 in the northwest of the Greater Toronto Area were successfully transitioned to the Route Planning and Preliminary Design Stage of the Environmental Assessment.
- Released the Niagara to GTA Transportation Development Strategy, a long-range, multi-modal plan to address transportation needs for the corridor to 2031.
- Released draft Freight-Supportive Guidelines aimed at providing municipalities with ideas, tools and best practices to develop more freight-supportive communities, for use in consultations with stakeholders.
- Released #CycleON, Ontario's Cycling Strategy, which is a 20-year vision to encourage the growth of cycling and improve safety for cyclists across the province.

### **Promoting road safety**

- Maintained a mandatory medical reporting program that remains one of the most stringent in North America. In 2012, 178,600 medical reports were processed; 60,900 in compliance with physicians' mandatory reporting requirements.
- Worked directly with more than 150 road safety partners across the province to raise awareness of safe driving practices through local initiatives.
- Enhanced the Senior Driver Licence Renewal Program for Drivers aged 80 and above through efficiencies in the Group Education Sessions and replacing the knowledge test with two brief in-class screening components (effective April 21, 2014).
- Enhanced the Senior Commercial Drivers' Licence Renewal Program so that it is better able to identify drivers who demonstrate high-risk behaviour while at the same time making it less onerous on drivers and owner/operators.
- Continued to conduct over 8,700 senior driver Group Education Sessions, 7,786 demerit point interviews, and 93,000 truck inspections annually.
- Launched a series of three new informative and engaging online videos to help Ontario drivers prepare for safe winter travel.
- Launched a pedestrian safety campaign with our road safety partners to encourage pedestrians to be visible and remind motorists to watch for pedestrians at all times.
- Conducted the Bi-Annual Road Safety Marketing Attitude and Behaviour survey to determine road user attitude trends and identify the best ways to use social marketing tools effectively.
- Expanded online access for OPP and municipal police services to digital driver licence photos for legal investigations and law enforcement activities.
- Worked with the OPP and municipal police services to expand the Automated Licence Plate Recognition program through use of licence plate camera imaging technology to help identify vehicles and drivers who should not be on the road.

## **Improving Ontario's highway, bridge and border infrastructure**

- Engaged in long-range planning initiatives that will protect major new corridors in the Greater Golden Horseshoe for future highways and transit infrastructure.
- Committed \$2.8 billion in 2013-14 to repair and expand provincial highways and bridges across Ontario.
- In partnership with Infrastructure Ontario (IO), continued the redevelopment and upgrade of 20 out of 23 existing highway service centres, generating about 2,500 jobs. The final centre is expected to open in 2015. Also with IO, MTO continued the construction of the \$1.4 billion Rt. Hon. Herb Gray Parkway. The Highway 401 portion of the Parkway is currently expected to open to traffic by the end of 2014.
- Continued construction of the Highway 407 East project, which will relieve congestion and support the efficient movement of goods and people through the eastern Greater Toronto Area and beyond.
- Since 2007, we have completed seven rapid bridge replacement projects, including two completed in 2013-14 along Highway 417 in Ottawa: the bridges at Kirkwood Avenue and Carling Avenue (westbound).

## **Integrating sustainability**

- Developed a guideline to improve protection of the Greenbelt for the Greater Golden Horseshoe in the planning and design of the GTA West Corridor.
- Launched the Electric Vehicle Incentive (EVI) Program in July 2010 and the Electric Vehicle Charging Incentive Program in January 2013. To date, the EVI program has provided more than 1,700 incentive payments and more than 2,000 green plates have been issued, while the Charging Incentive program has provided more than 300 incentive payments.
- The ministry's Fleet Management Centre (FMC), in partnership with the Ontario Public Service (OPS) Green Office, has established an aggressive set of fuel and greenhouse gas (GHG) emission reduction targets to reduce the OPS fleet GHG footprint by more than 20 per cent over five years. For 2012-13, the target for the OPS fleet GHG target was a reduction of 16%; however, the actual attainment was 35% or 8.1 million litres, which translates to an approximate reduction of 17,300 metric tons of GHG. For fiscal year 2013-14, the cumulative target was 20%. However, the OPS fleet actually reported a combined reduction of 38% representing a total of over 8.6 million litres, the equivalent of 18,625 metric tons of GHG.
- The FMC has implemented a strategic approach to increasing the number of hybrid vehicles in the fleet. Currently, there are 1,104 hybrid vehicles in the fleet, which far exceeds the original Green Fleet Strategy target of 325 by 2012. There are an additional 69 plug-in hybrid electric vehicles (PHEV) along with 15 pure battery-electric vehicles (BEV) in the fleet.

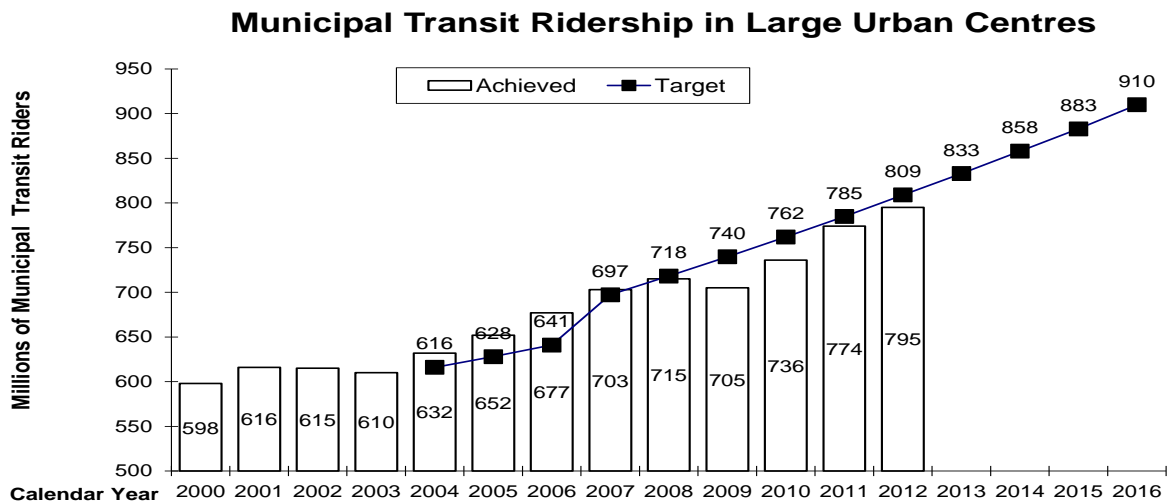
## Measuring Performance

Tracking progress on our priorities allows the ministry to ensure that goals are met.

### Municipal transit ridership in large urban centres

Municipal transit systems serving Ontario's 15 largest urban centres carried 795 million passengers in 2012 on conventional and specialized services. Ridership is expected to increase from 833 million trips in 2013 to 910 million trips by 2016.

**Figure 1 Municipal transit ridership in large urban centres**



### **Municipal Transit Ridership in Large Urban Centres**

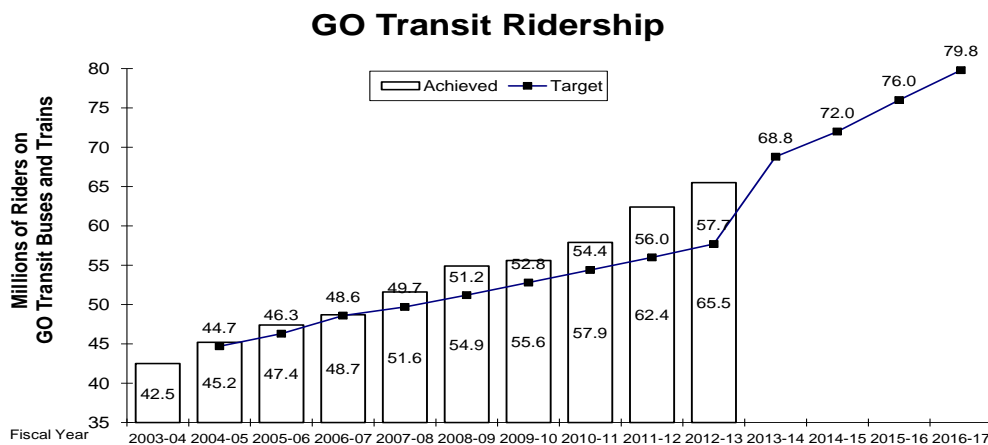
Years	Actual (millions)	Target (millions)
2000	598	
2001	616	
2002	615	
2003	610	
2004	632	616
2005	652	628
2006	677	641
2007	703	697
2008	715	718
2009	705	740
2010	736	762
2011	774	785
2012		809
2013		833
2014		858
2015		883
2016		910

Related link: [Public Transit Systems in Ontario](#)

## GO Transit Ridership

Metrolinx’s GO Transit trains and buses carried 68.8 million riders in 2013-14. Ridership is expected to increase to 79.8 million in 2016-17.

**Figure 2 GO Transit Ridership**



## GO Transit Ridership

Years	Actual (millions)	Target (millions)
2003 - 04	42.5	
2004 - 05	45.2	44.7
2005 - 06	47.4	46.3
2006 - 07	48.7	48.6
2007 - 08	51.6	49.7
2008 - 09	54.9	51.2
2009 - 10	55.6	52.8
2010 - 11	57.9	54.4
2011 - 12	62.4	56.0
2012 - 13		57.7
2013 - 14		68.8
2014-15		72.0
2015-06		76.0
2016-17		79.8

Related link: [GO Transit Ridership](#)

## Border and Trade Corridor Infrastructure Improvements

Every day more than \$605 million in goods cross the Ontario-U.S. border by highway. Approximately 38.8 million vehicles, including more than 6.7 million trucks, use Ontario’s international border crossings (two-way volume, 2011).

Ontario, in partnership with the federal government, is continuing to invest in infrastructure upgrades to improve highway trade corridors, reduce congestion and increase capacity.

The province is also an active participant in implementing the Canada-U.S. Shared Vision for Perimeter Security initiative.

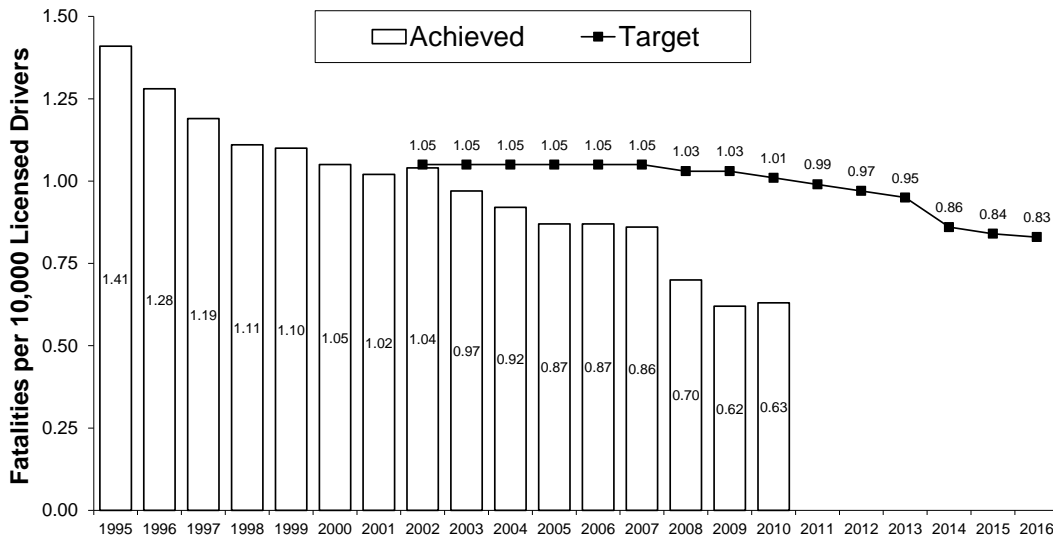
### **Fatalities per 10,000 drivers**

Ontario was among the safest jurisdictions in both Canada and North America in terms of motor vehicle collision fatalities in 2010 (latest published data available), reporting a rate of 0.63 fatalities per 10,000 licensed drivers. Fatalities have fallen steadily for over a decade due to public education campaigns, road safety improvement programs and strict enforcement. Fatalities are expected to fall from 0.97 fatalities per 10,000 licensed drivers in 2012 to 0.83 in 2016.



**Figure 3 Fatalities per 10,000 Licensed Drivers.**

**Fatalities per 10,000 Licensed Drivers**



**Table 1 Fatalities per 10,000 Licensed Drivers**

Years	Actual	Target
1995	1.41	
1996	1.28	
1997	1.19	
1998	1.11	
1999	1.10	
2000	1.05	
2001	1.02	
2002	1.04	1.05
2003	0.97	1.05
2004	0.92	1.05
2005	0.87	1.05
2006	0.87	1.05
2007	0.86	1.05
2008	0.70	1.03
2009	0.62	1.03
2010	0.63	1.01
2011		0.99
2012		0.97
2013		0.95
2014		0.86
2015		0.84

Related link: [Ontario Road Safety Annual Reports](#)

## Ministry of Transportation Organization Chart as of July 2014

Minister: Honourable **Steven Del Duca**

- Ontario Highway Transport Board Chairperson: **Gary Stanley**
- Metrolinx Chairperson: **Robert Prichard**
- Parliamentary Assistant: **Mike Colle**
- Parliamentary Assistant: **Kevin Flynn**
- Deputy Minister: **Carol Layton** 416-327-9162

ADM Policy & Planning: **John Lieou** 416-327-8521

- Director Aboriginal Relations: **Bruce Leslie** 416-585-7329
- Director Transit Policy: **Andrew Posluns** 416-585-7347
- Director Transportation Planning: **Tija Dirks** 416-585-7315
- Director Transportation Policy: **Jill Hughes** 416-585-7177
- Director Strategic Policy & Transportation Economics: **David Ward** 416-212-1893
- Director Transportation Pan/Parapan AM Games: **Teresa Marando** 416-327-9166

Chief Information Officer Labour & Transportation Cluster: **Howard Bertrand** 416-327-1955

- IT Director RUS Modernization **Harp Ahluwalia** 416 235-6689
- Director RUS Solutions: **Bob Stephens** 416-235-5209
- Director, Service Management: **Dani Danyluk** 905-704-2834
- Director, Architecture, Information Management & Labour Solutions: **Daniel Young** 416-326-3181
- Director .NET Solutions Delivery Centre **Wynnann Rose** 905-704-2167

ADM (Acting) Road User Safety: **Heidi Francis** 416-235-4453

- Director Road User Safety Modernization Project: **Linda Dunstall** 416-235-4628
- Director Carrier Safety & Enforcement: **Peter Hurst** 905-704-2501
- Director Licensing Services: **Paul Brown** 416-235-4392
- Director Organizational Development: **Barbara Maher** 416-235-4864
- Director Service Delivery Partnerships: **Kim Lambert** 416-235-3570
- Director (Acting) Safety Policy & Education: **Teepu Khawja** 416-235-3906
- Director Regional Operations: **Jeff Hudebine** 613-545-4752
- Director Program Development and Evaluation: **Paul Harbottle** 416-235-4199
- Executive Director RUS Modernization: **Predrag Maric** 416-235-4827

ADM Provincial Highways Management: **Gerry Chaput** 416-327-9044

- Regional Director Central: **Peter Verok** 416-235-5484
- Regional Director Western: **Ann Baldwin** 519-873-4333

- Regional Director Eastern: **Kathryn Moore** 613-545-4600
- Regional Director Northeastern: **Eric Doidge** 705-497-5500
- Regional Director Northwestern: **Ian Smith** 807-473-2050
- Executive Director & Chief Engineer Asset Management: **Shael Gwartz** 905-704-2622
  - Director Investment Strategies: **Paul Botelho** 905-704-2092
  - Director Highway Standards: **Dino Bagnariol** 905-704-2194
  - Director Contract Management & Operations: **Paul Lecoarer** 905-704-2601
  - Director, Windsor Border Initiatives Implementation Group: **Garfield Dales** 519-873-4791

ADM Corporate Services: **Linda McAusland** 905-704-2701

Director Strategic Human Resources: **Maria Tejada** 905-704-2043

Director Finance: **Ian Freeman** 905-704-2702

Director Facilities & Business Services: **Shelley Tapp** 905-704-2727

Manager Emergency Mgmt & Planning Office **Michael Morton** 905-704-2463

Manager Freedom of Information & Privacy Office **Janet Dadufalza** 416-212-1923

Director Internal Audit Services: **Nancy Lavoie** 905-704-2870

Director Legal Services: **Mary Gersht** 416-235-4406

Director Communications: **Kimberley Bates** 416-327-2117

## Agencies, Boards and Commissions (ABCs)

**Table 4 Agencies, Boards and Commissions**

<b>Name of Agencies Boards and Commissions</b>	<b>2014-15 Estimates</b>	<b>2013-14 Interim Actuals</b>	<b>2012-13 Actuals</b>
Ontario Highway Transport Board expenditures	465,000	465,000	461,753
Ontario Highway Transport Board revenue	75,000	76,203	60,948
METROLINX, operating subsidy	196,257,700	143,931,500	92,270,221
METROLINX, capital subsidy	2,431,703,300	2,080,586,000	1,912,515,304

### **Ontario Highway Transport Board**

The Ontario Highway Transport Board (OHTB) is a regulatory agency that reports to MTO and is responsible for regulating the public vehicle/intercity bus industry, as set out in the *Public Vehicles Act*. The OHTB considers applications for public vehicle services based on public necessity and convenience criteria. It also adjudicates allegations of unlicensed and illegal public vehicle services.

### **Metrolinx**

The Metrolinx Corporation provides leadership in the development of an integrated, multi-modal transportation plan for the Greater Toronto and Hamilton Area. The plan will conform with transportation policies of growth plans prepared and approved under the *Places to Grow Act, 2005* and comply with other policies and plans applicable to the regional transportation area.

Metrolinx is responsible for the operation of the GO Transit system, the PRESTO fare card system and the Union-Pearson Express.

Metrolinx also acts on behalf of municipalities as a central procurement agency for the local transit system vehicles, equipment, technologies and related supplies and services on behalf of Ontario municipalities.

## DETAILED FINANCIAL INFORMATION

Ontario's transportation network connects us to the global marketplace and to one another. MTO invests in long-term infrastructure maintenance, renewal and expansion of this network. Major programs include planning for and investing in transit, highways, bridges, strategic corridors, and advancing driver and vehicle safety.

**Table 6 Ministry Operating and Capital Financial Information**

Votes and Programs	Estimates 2014-15 \$	Change from Estimates 2013-14 \$	%	Estimates 2013-14* \$	Interim Actuals 2013-14* \$	Actuals 2012-13* \$
<b>OPERATING AND CAPITAL EXPENSE</b>						
Ministry Administration	44,361,500	(1,655,800)	(3.6)	46,017,300	43,817,267	43,772,559
Policy and Planning	2,912,692,700	(188,047,100)	(6.1)	3,100,739,800	2,431,159,800	2,186,323,820
Road User Safety	111,616,800	(1,518,300)	(1.3)	113,135,100	143,935,100	110,035,722
Provincial Highways Management	450,006,700	20,351,200	4.7	429,655,500	403,454,500	400,239,875
Labour and Transportation Cluster	54,939,100	(1,669,900)	(2.9)	56,609,000	55,647,400	67,763,098
Less: Special Warrants	1,390,000,000	1,390,000,000		-	-	-
<b>Total Operating and Capital Expense to be Voted</b>	<b>2,183,616,800</b>	<b>(1,562,539,900)</b>	<b>(41.7)</b>	<b>3,746,156,700</b>	<b>3,078,014,067</b>	<b>2,808,135,074</b>
Special Warrants	1,390,000,000	1,390,000,000		-	-	-
Statutory Appropriations	719,574,914	59,332,200	9.0	660,242,714	687,943,714	597,465,223
Ministry Total Operating and Capital Expense	4,293,191,714	(113,207,700)	(2.6)	4,406,399,414	3,765,957,781	3,405,600,297
Operating Expense Adjustment – Municipal Gas Tax Allocation	320,999,000	-	-	320,999,000	320,999,000	317,732,788
Consolidation & Other Adjustments	(1,589,288,100)	371,044,600		(1,960,332,700)	(1,312,632,700)	(1,245,706,987)
<b>Total Including Consolidation &amp; Other Adjustments</b>	<b>3,024,902,614</b>	<b>257,836,900</b>	<b>9.3</b>	<b>2,767,065,714</b>	<b>2,774,324,081</b>	<b>2,477,626,098</b>
<b>OPERATING AND CAPITAL ASSETS</b>						
Ministry Administration	18,784,300	1,292,400	7.4	17,491,900	14,991,000	8,405,443
Policy and Planning	1,000	-	-	1,000	-	-
Road User Safety	44,152,700	4,536,700	11.5	39,616,000	31,516,600	40,666,696
Provincial Highways Management	2,542,368,400	338,773,700)	15.4	2,203,594,700	2,017,953,800	2,128,421,976
Labour and Transportation Cluster	1,000	-	-	1,000	-	-
Less: Special Warrants	1,254,000,000	1,254,000,000		-	-	-
<b>Total Operating and Capital Assets to be Voted</b>	<b>1,351,307,400</b>	<b>(909,397,200)</b>	<b>(40.2)</b>	<b>2,260,704,600</b>	<b>2,064,461,400</b>	<b>2,177,494,115</b>
Special Warrants	1,254,000,000	1,254,000,000		-	-	-
<b>Total Assets</b>	<b>2,605,307,400</b>	<b>344,602,800</b>	<b>15.2</b>	<b>2,260,704,600</b>	<b>2,064,461,400</b>	<b>2,177,494,115</b>

\* Estimates for the previous fiscal year are re-stated to reflect any changes in ministry organization and/or program structure. Interim actuals reflect the numbers presented in the 2014 Ontario Budget.

## **APPENDIX: ANNUAL REPORT 2013-14**

The Ministry of Transportation (MTO) strives to be a world leader in moving people and goods safely, efficiently and sustainably to support a globally competitive economy and a high quality of life. In fulfilling this vision, the ministry supports the key Ontario government priorities of creating jobs and growth, and building this province up for all Ontarians.

MTO focuses its efforts on five key priorities:

- Increasing transit ridership.
- Promoting a multi-modal transportation network to support the efficient movement of people and goods.
- Promoting road safety to remain among the safest jurisdictions in North America.
- Improving Ontario's highway, bridge and border infrastructure.
- Integrating sustainability into the ministry's decision making, programs, policies and operations.

### **Ministry's Achievements**

#### **Increasing transit ridership:**

##### ***Providing More and Better Public Transit***

- In 2012, municipal public transit ridership increased by nearly 193 million trips on public transit, compared to 2003. That translates into more than 161 million fewer car trips on our roads.
- The province released the funding allocations for the 10th year of the Gas Tax Program on December 12, 2013.
- Through the 2013 Ontario Budget, the province passed the Dedicated Funding for Public Transportation Act, 2013, which made funding of two cents per litre of Gas Tax permanent.
- The ministry realigned the Gas Tax program year to correspond with the provincial fiscal year and rolled out an interim six-month program with funding of \$163.4 million. For 2013-14, 96 transit systems in 133 communities received funding that can be used towards service improvements. These communities represent nearly 90% of the total population of Ontario.
- The ministry is also working with municipalities to provide funding for transit renewal and expansion projects:

- Construction is progressing on the Toronto-York Spadina Subway Extension. The extension will add 36 million transit trips and eliminate 30 million car trips per year.
- Construction is underway on the Mississauga Transitway.
- Work on the future Maintenance and Storage Facility for Ottawa's Light Rail Transit project is currently underway, having begun on April 19, 2013. Tunnel construction began Oct. 11, 2013 and is well underway.
- Signing of the Transfer Payment Agreement for Waterloo Region's rapid transit initiative occurred on March 28, 2014.
- The province, through Metrolinx, has rolled out the PRESTO fare card to 14 TTC stations, municipal transit systems in Hamilton, Burlington, Oakville, Mississauga, Brampton, the Regions of York and Durham and OC Transpo in Ottawa. All GO Transit rail lines and buses are also equipped with PRESTO.
  - As of March 2014, more than one million riders are using their PRESTO cards to tap on to transit across the GTHA and Ottawa.
- MTO continues to work with the City of Toronto and the Toronto Transit Commission to fulfil a provincial commitment to provide up to \$416.3 million towards the replacement of TTC streetcars.
- In spring 2009, the province announced over \$9 billion in funding for regional transit projects in Toronto and York Region.
  - \$8.4 billion for light rail transit (LRT) projects in Toronto, including the Eglinton Crosstown, Scarborough, Finch West and Sheppard East LRT; and
  - \$1.4 billion for the Viva BRT project in York Region.
  - Following the July 17, 2013 and October 8, 2013 City Council decision to support a subway instead of LRT, the province has committed \$1.48 billion (2010 \$) to extend the Bloor-Danforth subway line in Scarborough.
  - Construction on the Eglinton-Scarborough Crosstown project in Toronto is underway. In June 2013, two tunnel boring machines began tunnelling from the west launch site at Black Creek towards the Yonge-Eglinton station, and construction of the east launch area for tunnelling began in January 2014.
  - Construction on the VIVA bus rapid transit project in York Region is underway along the Highway 7, Davis Drive and Vaughan Metropolitan centre corridors.
- In partnership with the federal government and the City of Toronto, the province is proceeding with Union Station Revitalization, including:
  - A three-fold increase to GO Transit concourse space (owned by Metrolinx) to accommodate an expected doubling of GO Transit passengers by 2030;

- The purchase and refurbishment of the west wing for Metrolinx's head office;
- Construction of a new northwest PATH connection that will extend this pedestrian walkway underground from Union Station north to York Street to the existing PATH system; and
- Restoring heritage aspects of the main Union Station building.

### ***Improving GO Transit Service***

- In April 2013, 25 new GO Transit double-decker buses went into service.
- 28 new bi-level train cars were purchased from Bombardier in April 2013, with delivery expected in 2014.
  - An additional 65 new cars were purchased for delivery between June 2016 and July 2017. This order will increase GO Transit's fleet of train cars to 743.
- On May 13, 2013, construction began on a new GO bus storage and maintenance facility in East Gwillimbury.
- As of June 29, 2013, off-peak GO Trains that ran hourly along the Lakeshore line between Aldershot and Oshawa now run every 30 minutes, seven days per week. This has added 263 new train trips along the line each week.
- Construction of a new station at James Street North in Hamilton is scheduled to be completed by 2015, in time for the Pan/Parapan American Games.
  - Once the station is built, two more train trips will be added in the morning and afternoon to and from Hamilton in 2015.
- As of September 2013, 95% of GO's rush hour trains were operating within 5 minutes of the scheduled time.
- Metrolinx now owns 68% of the rail corridor on which GO Transit operates, and will continue to pursue increased corridor ownership in order to enable transit growth and schedule control.

### **Promoting A Multi-modal Transportation Network to Support the Efficient Movement of People and Goods:**

#### ***Long-Range Transportation Planning***

- The GTA West corridor long-range highway recommendations to 2031 in the northwest of the Greater Toronto Area were successfully transitioned to the Route Planning and Preliminary Design Stage of an Environmental Assessment.
- The Niagara to GTA Transportation Development Strategy was released, which is a long-range, multi-modal plan to address transportation needs for the corridor to 2031.



- Completed technical work in support of a major long-range transportation network, including:
  - The Simcoe Area Multi-modal Transportation Strategy Needs Assessment;
  - The Northern Ontario Multi-Modal Transportation Study commercial and passenger vehicle survey and the Transportation Requirements for Economics Sector Development in Northern Ontario paper.

### ***Transportation Planning Policy***

- MTO worked closely with MMAH to strengthen the transportation component of the new 2014 Provincial Policy Statement, including:
  - Improved multi-modal planning and connectivity;
  - Improved corridor protection for future transportation corridors; and,
  - Strengthened requirements for demand management, active transportation and transit-supportive development.

### ***Transportation Forecasting, Modelling and Information Sharing***

- Released the 2011 Transportation Tomorrow Survey results, which contain household travel information that informs transportation planning for the Greater Golden Horseshoe Area.
- Developed the “iCorridor” website, a province-wide, web-based, data-sharing tool for planning information to support Ontario’s Open Government initiative.
  - iCorridor now includes 101 layers of data on transportation, land-use and transit planning, including travel speeds and volumes, demographic information and trends, and population and employment in proximity to rapid transit.

### ***Pan/Parapan American Games***

- MTO is leading transportation planning on behalf of the Toronto2015 organizing committee and working closely with partners to ensure a coordinated plan.
- Priorities include: a route network for athletes and officials, strategies to handle an influx of spectators, an integrated signing plan and other initiatives to ensure successful games transportation.
- A detailed Strategic Framework for Transportation designed to help guide transportation operations has been completed, publicly released, and posted on MTO’s website and the Environmental Registry.

- The completion of the Strategic Framework for Transportation marks the shift to delivery planning, which involves evolving policies into delivery requirements, and defining resources and timelines needed to implement Games transportation.
- The Transportation Delivery Plan was completed in spring 2014 and will be tested and implemented prior to the Games.

## **Promoting Road Safety to Remain Among the Safest Jurisdictions in North America**

### ***Promoting safer roads through legislation and regulation***

- In 2010, Ontario had the second-lowest rate of road fatalities in North America at 0.63 per 10,000 licensed drivers.
- Ontario's 2010 fatality rate is 38% lower than it was a decade ago.
- Ontario had the lowest impaired driving offence rates in Canada in 2012 (at 127) – 47.5% lower than the national average of 242 offences per 100,000 population.
- Continued support for measures implemented under The Road Safety Act, 2009:
  - Graduated Licensing System (GLS) Escalating Sanctions: As of February 2014, a total of 52,123 GLS escalating sanctions were issued, of which 19,515 were related to violating a novice condition, 32,137 for convictions with four or more demerit points and 471 for court-ordered suspensions for convictions eligible for four or more demerit points.
  - Zero Blood Alcohol Concentration (BAC) for drivers 21 years of age and under (August 2010): As of February 2014, there have been 1,510 Zero BAC for 21 and under convictions, resulting in 30-day licence suspensions.
- Continued monitoring of Ontario's distracted driving law, which came into effect on October 26, 2009 and is one of the most stringent pieces of distracted driving legislation in North America. Police began issuing tickets on February 1, 2010. Across the province, 255,279 charges were laid under the distracted driving provisions of the Highway Traffic Act between February 1, 2010, and January 31, 2014.
- Continued support of the drinking and driving "warn range" for drivers caught with a blood alcohol concentration of 0.05 to 0.08, introduced in May 2009. As of February 28, 2014, there have been 70,672 warn range suspensions issued.
- From the date speed limiters were introduced, on July 1, 2009 to February 28, 2014, MTO Enforcement Officers have conducted 39,343 speed limiter inspections and have laid 4,156 charges under Bill 41, Highway Traffic Amendments Act 2008 (Mandatory speed-limiting systems for large trucks).

- Ontario's mandatory medical reporting program remains one of the most stringent in North America. In 2012, 178,600 medical reports were processed; 60,900 in compliance with physicians mandatory reporting requirements.

***Working closely with our road safety partners to enhance safety***

- The ministry has worked with the Ontario Provincial Police (OPP) and municipal police services to expand online real-time access to digital driver licence photos. More than 12,000 police officers from the OPP and 53 municipal police services can now view photos electronically from their desktops or laptops while conducting investigation and enforcement activities.
- The Automated Licence Plate Recognition Program is being expanded to municipal police services and also includes plate owners whose driver licences are not valid. The program uses licence plate camera imaging technology to help identify vehicles that should not be on the road.
- The ministry annually conducts over 8,700 senior driver Group Education Sessions, 7,786 demerit point interviews and 93,000 commercial vehicle inspections.
- In collaboration with several road safety partners, a pedestrian safety campaign was launched in winter 2013 to respond to recommendations from the Coroner's review of pedestrian deaths in Ontario. Phase II of the campaign continued throughout 2013 and Phase III was launched in the Spring of 2014.
- A partnership was established between MTO and TVOKids to deliver road safety messaging as part of TVO's on-air programming, web-based resources and parent learning tools, targeting children aged two to nine. We supported plans for TVOKids to create a TVOKids Road Safety Week May 26-30, 2014 that focussed on road safety topics such as pedestrian, bicycle, school bus, motor vehicle and wheeled activities safety.
- The Inter-Agency Road Safety Marketing Committee (IRSMC) continues to bring road safety partners and stakeholders from across the province together to share information, support joint initiatives and develop awareness campaigns.
- In partnership with PHM Division and road safety partners across the province, an enhanced winter driving campaign was launched to promote safe and responsible winter driving practices, and increased awareness of winter maintenance procedures. Additionally, 55 pieces of winter maintenance equipment were added for improved level of service of passing lanes and truck climbing lanes across the province.

**Carrier safety and enforcement**

- In 2013, MTO conducted 101,991 commercial vehicle inspections, six province-wide truck safety blitzes and 172 regional truck safety blitzes.
- During RoadCheck 2013 (a three-day random blitz benchmarking truck safety in Canada, the US and Mexico), Ontario’s compliance rate was 79.9 per cent, a significant improvement from 1995, when the compliance rate was 56.7 per cent.
- The Electronic Collision Reporting Project is achieving efficiencies in timeliness and accuracy of collision information used in carrier performance evaluation. Electronic submission of collision reports began in December 2011, and over 12,000 reports are now received electronically each month from 30 police services. Full rollout to the remaining eight police services, and completion of the project, is expected in 2014.

**Improving Ontario’s Highway, Bridge and Border Infrastructure**

***Expanding Ontario’s highways and keeping them efficient and well maintained***

- In total, MTO committed \$2.8 billion in 2013-14 to repair and expand provincial highways and bridges across Ontario.
- Overall, the improvement of approximately 853 centreline kilometres of provincial highways and 98 bridges were completed in 2013-14.
- In addition, 110 lane-kilometres of new/widened highway and two new bridges were completed.

<b>Southern Ontario</b>	<b>2012-13</b>	<b>2013-14</b>
Pavement Rehabilitation (Centreline-km)	516	461
Bridge Rehabilitation / Reconstruction	77	65
New Highway (Lane km)	92	52
New Bridges Built	5	0
<b>Northern Ontario</b>	<b>2012-13</b>	<b>2013-14</b>
Pavement Rehabilitation (Centreline-km)	478	392
Bridge Rehabilitation / Reconstruction	25	33
New Highway (Lane-km)	137	58
New Bridges Built	19	2

- The province publishes multi-year plans on highway improvements to inform the public and help the construction industry plan for future work. The ministry's 2013-2017 Plans were published on the ministry website. For more information, visit **2013-2017 Highways Improvements Plan**.
- Some major accomplishments related to provincial highway construction in 2013-14 include:

#### **Eastern Ontario**

- The rapid replacement of the Kirkwood Avenue and Carling Avenue Westbound Bridges on Highway 417 in Ottawa, in less than 15 hours.
- Completion of the expansion of Highway 62 in Belleville from two to five lanes.
- The expansion of Highway 417 in Ottawa from Eagleson Road to Highway 7 including HOV lanes from Moodie Drive to Palladium Drive.
- Continuing the expansion of Highway 401 in Kingston from Montreal Street to west of the Cataraqui River.

#### **Western Ontario**

- Completing a new interchange at Highway 6 (Hanlon Expressway) and Laird Road in Guelph.
- Completing the rehabilitation of Highway 7 from Middlesex Road 50 to Perth Line 9, near St. Marys, including constructing two new roundabouts.
- Rehabilitating Highway 3 between Delhi and Simcoe in Norfolk County.
- Continuing the project to expand Highway 7&8 from four lanes to six lanes from Fischer Hallman Road to Courtland Avenue in Kitchener.
- Continuing to rehabilitate Highway 7/85 from Krug Street to Waterloo Road 15 in Waterloo, including repairing 14 bridges.

#### **Central Ontario**

- Completion of the rehabilitation of the Highway 427 southbound collector lands, from Highway 401 to the QEW, in Toronto.
- Completion of the resurfacing of the Highway 403 westbound express/collector lanes, from Highway 401 to Central Parkway, in Peel Region.
- Completion of the resurfacing of Highway 400 northbound, from Major Mackenzie Drive to King Road, in York Region.
- Completion of the widening of Highway 7, from Brock Road to Highway 7/12, in Durham Region.

- Completion of the widening of Highway 401, by the extension of the express/collector system, from Highway 403/410 to Hurontario Street, in Peel Region.

### **Northeastern Ontario**

- Resurfacing of Highway 11 south of North Bay between Callandar and Powassan for 16.5 km.
- Completion of four new passing lanes on Highway 11 between Cochrane and Kirkland Lake.
- Resurfacing Highway 65 west of New Liskeard for 35 km.
- Completion of several bridge rehabilitations on Highway 17 between Sault Ste. Marie and Wawa.

### **Northwestern Ontario**

- Completion of Highway 11/17 four-laning, east of Thunder Bay for 14.5 km, including twin structures over the Mackenzie River.
- Completion of resurfacing of Highway 11, west of Beardmore for 28.9 km.
- Completion of resurfacing of Highway 17, east of Terrace Bay for 17.1 km.
- Completion of the Little Wabigoon River Bridge and Melgund River Bridge replacements on Highway 17, east of Dryden.

### ***Improving traffic flow at the Windsor-Detroit border***

- Continued construction of all structures and below-grade freeway for the Rt. Hon. Herb Gray Parkway (formerly the Windsor-Essex Parkway).
- Construction for improvements of the Windsor-Detroit Tunnel Canadian Plaza continues and is expected to be complete in fall 2014.

### ***Improving Ontario's bridge infrastructure***

Rapid bridge replacement is an innovative technology that allows bridges to be replaced in a matter of hours instead of months or years, saving significant time and avoiding major traffic disruptions. This method also reduces costs, improves safety, and helps the environment.

- Since 2007, seven rapid bridge replacement projects have been completed on provincial freeways, including two in 2013-14 along Highway 417 in Ottawa at Kirkwood Avenue and Carling Avenue (westbound).

- Twelve bridges have been replaced for Local Road Boards in remote Northern areas, each within one or two days, and at about one-tenth the cost of a conventional bridge.

### ***Nineteen new Highway Service Centres now open***

- Twenty of the 23 highway service centre sites are being redeveloped. To date, 19 of the 20 service centres are redeveloped and fully operational. Three redeveloped service centre sites opened in 2013-14. One final site is planned to open summer 2015.
- The newly modernized centres showcase Ontario's hospitality and provide a safe place for travellers to rest, eat and refuel their vehicles, 24 hours a day, seven days a week, year round including holidays.

### **Integrating the Principle of Sustainability**

#### ***Promoting Sustainable Transportation***

- Construction is underway to build HOV lanes on Highway 417 in each direction from Moodie Drive to Palladium Drive in Ottawa.
- Ensuring cycling is recognized, respected and valued as a core mode of transportation through the implementation of #CycleON: Ontario's Cycling Strategy.
- Construction of additional roundabouts at Highway 5/8 at Peters Corners and Highway 26 near Collingwood in 2012, providing enhanced safety, shorter delays and increased capacity.
- The ministry is a recognized leader in North America in recycling asphalt pavements, re-using existing materials, conserving large quantities of non-renewable aggregate resources, significantly reducing energy requirements and avoiding costly disposal.

#### ***Protecting the Environment***

- Assessing climate change effects using Environment Canada's network of more than 140 weather stations and in partnership with Ministry of Natural Resources, adding 23 rain gauges in Road Weather Information System (RWIS) stations across Northern Ontario to collect more rainfall data. These gauges will help inform climate change in Ontario.
- To date, 10.7 million square metres of pavement have been recycled using cold in-place recycling, resulting in a reduction of close to 165,000 tonnes of CO<sub>2</sub> emissions.
- Approximately 60,000 tonnes of warm mix asphalt were used in place of hot mix asphalt, saving more than 100,000 litres of diesel fuel and reducing Green House Gas (GHG) emissions by about 330 tonnes of CO<sub>2</sub>.
- Recognized leader in using leading edge technology to ensure that the right amount of salt is distributed at the right time. This is accomplished through a network of more than 140 Road Weather Information stations that provide timely weather data. Electronic

spreader controls are calibrated on trucks used for salt distribution to ensure that only the right amount of salt is delivered for the intensity of the storm.

- Using Direct Liquid Application of salt brines to ensure that snow does not bond to the roadway allows roads to be cleared with minimum effort and salt use. Salt is also either pre-treated or pre-wetted, which can reduce consumption in a storm from between 15 and 25 per cent.
- Developed guidelines to improve protection of the Greenbelt for the Greater Golden Horseshoe in the planning and design of the GTA West Corridor that may be used for other infrastructure projects. This was done in partnership with stakeholders, regulators and municipalities.
- Completed an Environmental Assessment Consultation Guide as an interactive toolkit to enhance and modernize public consultation on MTO Class or Individual environmental assessments.
- Integrated new regulatory requirements for the protection of species at risk into the ministry highway infrastructure maintenance program with internal and external partners.
- Launched the Electric Vehicle Incentive Program in July 2010 and the Electric Vehicle Charging Incentive Program in January 2013. To date, the Electric Vehicle Incentive Program has provided more than 1,700 incentive payments and more than 2,000 green plates have been issued. The Electric Vehicle Charging Incentive Program has provide more than 300 incentive payments.



## **Additional Ministry Achievements**

### ***Enhancing employee engagement and diversity***

- Integrated the Diversity and Accessibility agenda into strategic human resources planning and delivered training sessions to managers and employees across the province on using an “Inclusion Lens”.
- Filed the ministry’s third Accessibility Compliance Report attesting to MTO’s compliance with current accessibility standards under AODA regulations.

### ***Service and Support***

- Achieved a 94.2 per cent level of compliance with the 30-day response standard under the Freedom of Information and Protection of Privacy Act in 2013.
- Simplified MTO’s public website, making it more user-focused and reducing 8,000 pages of web copy to 1,500 pages.
- Increased the number of followers on the @511Ontario and @Ontario511 Twitter accounts from 500 in October 2013 to 16,700 in March 2014. Currently these accounts have more followers than any other Ontario government account.
- Received an increase of more than 5 million hits to the 511 website during the past year. The annual number of hits is currently 16 million.
- Strengthened our emergency management preparedness across the ministry through the:
  - Launch of the new MTO Significant Incident Reporting Program (including a 24/7 Duty Officer Rotation).
  - Response support to emergency events such as remote First Nation community evacuations (airports), forest fires, Thunder Bay flooding and Wawa flooding.
  - Launch and significant engagement of nuclear emergency response evacuation planning with third parties at nuclear generating facilities (Chalk River, Bruce, Pickering-Darlington) and neighboring communities.

### ***Providing financial leadership***

- The ministry reported a 100 per cent competitive procurement rate with 124 assignments initiated on the 2012-13 Consulting Services Report and a 97.3 per cent competitive rate for contracts awarded in 2012-13 (above Ontario’s Trade Agreement thresholds as identified on the Agreement on Internal Trade report).

### ***Establishing the Ministry as the Ontario Public Service Fleet Management Centre***

- The Ontario Public Service (OPS) Fleet Management Centre continued to implement industry best practices while providing consistently high levels of customer service to the OPS.
- Continued the transition to hybrid and alternate fuel vehicles in executive and general ministry fleets to promote energy savings and reduce emissions. Currently, there are 1,104 hybrid vehicles in the fleet, which far exceeds the original Green Fleet Strategy target of 325 by 2012. There are an additional 69 plug-in hybrid electric vehicles (PHEV) along with 15 pure battery-electric vehicles (BEV) in the fleet.

### ***eCollisions Adoption and Cross-Jurisdictional Interest and Partnerships with Police Services***

- Successfully implemented an integrated and electronic solution for reporting motor vehicle collisions. It resulted in increased report quality, accuracy and completeness and allows police across the province to validate and update information to the collision data in real time.

### ***Online Driver's Licence***

- In 2013, Ontario became the first Canadian province to enable drivers to renew their licences online. MTO developed a cost-effective solution that maintains the integrity of drivers' personal information associated with their driving records and ensures fraud precautions are adhered to in order to protect drivers' identities and improve the overall customer experience.

### ***The Highways Infrastructure Business Solution Program***

- The Highways Infrastructure Business Solution program enables I&IT and program users to retrieve highway information, including traffic volumes and mapping capabilities in real time allowing for data-supported investment decisions.

### ***International Registration Program (IRP)***

- Successfully implemented modernization of the International Registration Program (IRP) that includes an accessible document management system, online IRP transactions and services such as online payment options. This has led to significant

enhancements including improved client services, streamlined business processes and enhanced the integrity of the program.

***Oversize/Overweight (O/O) Program***

- Modernizing the Oversize/Overweight (O/O) Program by replacing a historically manual process with a streamlined process that will provide user-friendly, self-serve functionality such as the option for carriers to apply for and pay for permits online. This has improved the overall customer experience.

**Ministry Interim Actual Expenditures 2013-14**

**Table 7 Ministry Interim Actual Expenditures 2013-14**

<b>Ministry Interim Actual Expenditures</b>	<b>2013-14</b>
Operating	\$1,547,599,081
Capital	\$1,226,725,000
Staff Strength as of March 31, 2014	3,459

Note: Interim Actuals represent the number in the 2014 Ontario Budget.