

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

June 23, 2017

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Open Board Meeting held on June 23, 2017 at 10:15 am in the 4th Floor Boardroom, 400 – 287 Nelson’s Court, New Westminster, BC.

PRESENT:

DIRECTORS

Lorraine Cunningham, Board Chair
Janet Austin
Larry Beasley
Jim Chu
Sarah Clark
Murray Dinwoodie
Anne Giardini
Tony Gugliotta
Mayor Linda Hepner
Marcella Szel

MANAGEMENT and CORPORATE SECRETARY

Kevin Desmond, Chief Executive Officer
Gigi Chen-Kuo, General Counsel and Corporate Secretary
Frances Corlett, Assistant Corporate Secretary

REGRETS:

Mayor Gregor Robertson

1. PRELIMINARY MATTERS

1.1 Call to Order

Lorraine Cunningham, Board Chair called the meeting to order at 10:15 am.

1.2 Opening Remarks

Lorraine Cunningham welcomed everyone to the TransLink Board of Directors meeting. Ms. Cunningham noted the establishment of the Mobility Pricing Independent Commission, with Allan Seckel and Joy McPhail as Chair and Vice Chair.

Kevin Desmond, Chief Executive Officer, acknowledged a dispatch system outage that occurred with HandyDART the previous day. He extended an apology to affected customers.

1.3 Adoption of the Agenda

It was MOVED and SECONDED

That the Board of Directors adopts the agenda for the June 23, 2017 Board meeting, as presented.

CARRIED

1.4 Adoption of the Minutes

It was MOVED and SECONDED

That the Board of Directors adopts the minutes of the March 30, 2017 Board meeting, as presented.

CARRIED

2. PUBLIC DELEGATIONS

2.1 Consent Agenda

The Board received a report on responses to topics raised by public delegations at the TransLink Board of Directors meeting of March 30, 2017, for information.

2.2 Public Delegations

The Board heard from members of the public who had registered in advance as delegations.

Alf Madsen

Mr. Madsen spoke to the Board about the proposed Surrey Light Rail Transit (LRT) system. Mr. Madsen's view is that the area is already well serviced by several bus routes, and the proposed LRT will not enhance transit service. Federal funding should be directed toward completing the SkyTrain system in Surrey, rather than LRT.

Albert Melenius

Mr. Milenius, a HandyDART driver, stated that the current HandyDART model is unstable and discriminates against the most vulnerable segment of our population. Mr. Melenius is of the view that HandyDART service should be delivered by a subsidiary of TransLink.

Elizabeth McKellar

Ms. McKellar stated the HandyDART Riders Alliance would like the Request for Proposals for the contracted delivery of HandyDART service to be postponed until a new Minister and provincial government are in place. Ms. McKellar thinks a public sector comparator should be completed, with proper consideration for safety and quality of service.

Pastor Norman Oldham

Mr. Oldham, a representative of the HandyDART Riders' Alliance, asked whether the July 1 transit fare increase could be postponed by one week. He added that TransLink should offer free service on Canada's 150th birthday. Mr. Oldham and the HandyDART Riders' Alliance would like to set another meeting with CEO Kevin Desmond. Mr. Oldham expressed dissatisfaction that customer service does not operate 7 days a week, and wants TransLink to improve HandyDART service.

Tyler Felbel

Mr. Felbel, Vice President of the Amalgamated Transit Union and HandyDART driver of 25 years, asked the Board to postpone a decision on the HandyDART Request for Proposals until the provincial government is formed. Mr. Felbel said HandyDART workers are disappointed with the results of the Custom Transit Service Review. Mr. Felbel questioned why an in-house provider would be more expensive, and what the profit would be for a private contractor. Mr. Felbel stated that taxis should only be used for emergencies and overflow trips, not regular service.

3. EXECUTIVE REPORTS

3.1 CEO Report

Kevin Desmond, Chief Executive Officer, provided a CEO update, including:

- In 2017, ridership is currently up by 6.2%, in part due to opening of the Evergreen Line;
- Fare box revenue is up 9.8% compared with 2016;
- Service has been expanded ahead of fare and property tax increases;
- On June 26, 24,000 service hours will be introduced, notably some in the Tri-City area, as well as night bus service increases;
- 105,000 hours of bus service will be introduced in September;
- Second round of public consultation on rapid transit projects is underway;
- The Pattullo Bridge will be closed for deck repairs and inspection July 14 to 17, illustrating the urgency of replacement;
- Access Transit has extended the reservation window for HandyDART next-day trips; and
- For Canada's 150th birthday, 20,000 commemorative compass cards were issued and most were sold on the day of release.

3.2 BC Rapid Transit Company (BCRTC)

Vivienne King, President and General Manager, provided an update on BCRTC operations, highlighting:

- Performance metrics;
- Focus on Customer Service, which will be the mandate of the new Director of Customer Experience;
- Two new elevators at Metrotown are now open;
- State of good repair initiatives; and
- Ongoing communications with residents regarding SkyTrain noise issues.

Mayor Linda Hepner left the meeting.

3.3 Coast Mountain Bus Company (CMBC)

Haydn Acheson, President and General Manager, provided a CMBC update, including:

- As a result of customer feedback, HandyDART has extended the reservation window for next-day trips and is providing new booking options for hearing impaired customers;
- June bus service improvements include increased Night Bus service and seasonal service level improvements on high demand routes such as Metrotown, Stanley Park and Whiterock;
- CMBC received the 2017 Recycling Council of British Columbia Environmental Award in the Public Sector, and a \$1.2 million rebate from WorkSafeBC; and
- Bus fleet update, including a focus on a lower carbon strategy and various trials of new types of buses.

3.4 Transit Police

Doug LePard, Chief Officer, provided a Transit Police update, including:

- All Transit Police Officers have been trained in administering Naloxone intranasal spray if an opioid overdose is suspected;
- Launch of SceneDoc pilot project, a digital notebook and evidence collection device allowing officers real time information sharing, enhanced and efficient supervision on the front line, and voice-to-text technology for producing transcripts;
- Policing Moving Cities Conference was held to discuss the benefits of Transit Police forces;
- Safety statistics have significantly improved with the addition of police officers, better deployment techniques, and improved follow-up; and
- Solve-rate of sex-offences has increased by 9% in one year.

Anne Giardini left the meeting.

4. PLANNING AND STAKEHOLDER RELATIONS COMMITTEE

4.1 Planning and Stakeholder Relations Committee Chair Report

Larry Beasley, Planning and Stakeholder Relations Committee Chair, reported on the highlights of the Committee's meeting held on June 13, 2017, including:

- An update on the transit fare review;
- Report on the Regional Goods Movement Strategy; and
- Report from the Vice President of Communications on the emerging communications strategy.

4.2 Consent Agenda

The following item contained in the consent agenda was approved and adopted:

4.2.1 *Independent Transit Services Application – Bowen Island Express Bus*

That the TransLink Board of Directors determine the Bowen Island Express Bus service is an Independent Transit Service under section 5 of the South Coast British Columbia Transportation Authority Act and has approval to operate, with conditions.

4.3 Regional Goods Movement Strategy and Greater Vancouver Urban Freight Council

The Board received a report titled “Regional Goods Movement Strategy”. Geoff Cross, Vice President Transportation Planning and Policy, and Andrew McCurran, Director Strategic Planning and Policy, also delivered a presentation which included the following highlights:

- TransLink has four key functions with respect to goods movement: Infrastructure management, multi-partner coordination, data collection, and regional consistency;
- The key strategies are to: invest strategically to maintain and grow the system. Investments are needed in walking, cycling and transit to reduce congestion on roads for goods movement; manage the system to be efficient and user-focused, reducing the burden on industry; and partner to make it happen by coordinating land use and transportation needs;
- The implementation priorities are to: 1. Price transportation system more effectively; 2. Develop a regional road network strategy; 3. Streamline processes to improve efficiency;
- The Greater Vancouver Urban Freight Council has been formed, with executive leaders from the public and private sector, to champion the implementation of RGMS priorities and coordinate collective action.

The Board complemented management on their great work on this issue.

It was MOVED and SECONDED

That the TransLink Board of Directors approve and adopt the final draft of the Regional Goods Movement Strategy.

CARRIED

4.4 Transit Fare Review

Geoff Cross, Vice President Transportation Planning and Policy, and Andrew McCurran, Director Strategic Planning and Policy, presented the report “Transit Fare Review – Phase 2 Summary Report” which included the following highlights:

- Objective is to narrow fare pricing structure down to 4 options;
- Phase 1 of the Transit Fare Review survey had 30,000 respondents, while Phase 2 had 13,000 respondents;
- The Phase 2 results are included in a report posted on the TransLink website; and
- Phase 3 will start prototyping models based on distance, time of day and service types; these details will be presented to the Board in Fall 2017.

5. FINANCE AND AUDIT COMMITTEE REPORTS

5.1 Finance and Audit Committee Chair Report

Tony Gugliotta, Finance and Audit Committee Chair, reported on the highlights of the Committee’s meetings held on May 18 and June 12, 2017, including:

- The 2016 Financial Performance Report, now posted on the TransLink website, noted a surplus of \$34 million, which is 5% higher than budget;

- Review of the 2016 Financial Information Act Filing and Remuneration Report, which contains information on Board fees and employee remuneration;
- TransLink's captive insurance company, Transportation Property Casualty Company (TPCC), received a clean audit report from external auditor KPMG and is in a strong financial position; and
- BCRTC's IT Security group received an exemplary rating from the Internal Audit department.

5.2 Consent Agenda

The following items contained in the consent agenda were received for information:

5.2.1 *Pattullo Bridge Condition Monitoring Report*

5.2.2 *Implementation of Recommendations from 2014 SkyTrain Independent Review*

The following item contained in the consent agenda was approved and adopted:

5.2.3 *Capital Project Approval Controls*

That the TransLink Board of Directors approve the capital project approval controls set out in Table 1 attached to the June 5, 2017 report titled "Capital Project Approval Controls."

5.3 Major Capital Projects Status Update

Sany Zein, Vice President Infrastructure Management and Engineering, presented the Board with three reports on the following major projects:

- Pattullo Bridge Replacement Project Update
- Millennium Line Broadway Extension Project Update
- South of Fraser Rapid Transit Project Update

Updates include the following:

- Business cases will be submitted by August for the Pattullo Bridge Replacement Project and by September for the Millennium Line Broadway Extension Project and South of Fraser Rapid Transit Project; and
- The Request for Qualifications process will occur in 2017 for the Pattullo Bridge Replacement Project.

6. HUMAN RESOURCES AND GOVERNANCE COMMITTEE

6.1 Human Resources and Governance Committee Chair Report

Jim Chu, Human Resources and Governance Committee Chair, reported on the highlights of the Committee's meeting held on June 12, 2017, including:

- Discussion of the Vice President Human Resources Quarterly report;
- Updates on the Employee Engagement Survey, corporate wellness, and organizational diversity;
- Review of the 2016 Annual People Report, available on the TransLink website;

- Discussion of amendments to the TransLink Board Governance Manual to reflect current committee structure; and
- Discussion with CMBC Board Chair Mike McDaniel, and BCRTC Board Chair Lynda Cranston.

6.2 Consent Agenda

The following item contained in the consent agenda was approved and adopted:

6.2.1 Board Governance Revisions and Review of Articles

That the TransLink Board of Directors approves the amendments to the Board Governance Manual, as set out in Appendix 1 of the report to the Board dated May 29, 2017 titled "Revisions to Board Governance Manual and Review of Articles."

The following item contained in the consent agenda was received for information:

6.2.2 2016 Annual People Report

7. ADJOURNMENT

There being no further business, the meeting was adjourned at 1:30 pm.

Certified Correct:

Original signed by Lorraine Cunningham

Original signed by Gigi Chen-Kuo

Lorraine Cunningham
Board Chair

Gigi Chen-Kuo
General Counsel and Corporate Secretary