

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**MINUTES**

**September 28, 2017**

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Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Open Board Meeting held on September 28, 2017 at 10:00 am in the 4<sup>th</sup> Floor Boardroom, 400 – 287 Nelson’s Court, New Westminster, BC.

**PRESENT:**

DIRECTORS

Lorraine Cunningham, Board Chair  
Janet Austin  
Larry Beasley  
Sarah Clark  
Murray Dinwoodie  
Anne Giardini  
Tony Gugliotta  
Mayor Gregor Robertson  
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:**

Jim Chu  
Mayor Linda Hepner

**1. PRELIMINARY MATTERS**

**1.1 Call to Order**

Lorraine Cunningham, Board Chair called the meeting to order at 10:00 am.

**1.2 Opening Remarks**

Lorraine Cunningham welcomed everyone to the TransLink Board of Directors meeting. Ms. Cunningham called attention to the emergency exits in the building and safety procedures in the event of an emergency or earthquake.

**1.3 Adoption of the Agenda**

**It was MOVED and SECONDED**

That the Board of Directors adopts the agenda for the September 28, 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 June 23, 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 June 23, 2017, for information.

*2.1.1 Response to Public Delegations*

**2.2 Public Delegations**

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

**Albert Melenius**

Mr. Melenius, a HandyDART driver, stated that sidewalks and ramps should be improved with raised corners for the visually impaired. Mr. Melenius would like to see regular consultation with HandyDART stakeholders, and for Access Transit users to be included in decision making.

**Grant Rice**

Mr. Rice expressed concern that the South of Fraser Light Rail Transit project will have negative environmental and community impacts. Mr. Rice talked about the 105 Avenue Connector Project, and stated that the City of Surrey has doubled the width of 100<sup>th</sup> Avenue at the expense of Green Timbers Urban Forest and Hawthorne Park.

**3. EXECUTIVE REPORTS**

**3.1 CEO Report**

Kevin Desmond, Chief Executive Officer, provided an update that included the following highlights:

- TransLink is working with the Province to advance the Mayors' 10 Year Vision;
- Pattullo Bridge replacement procurement will begin by the end of 2017;
- On September 1<sup>st</sup> the Province removed tolls on the Port Mann Bridge, and TransLink entered into an agreement with the Province to compensate TransLink for removal of tolls on the Golden Ears Bridge;
- Since the September 1<sup>st</sup> removal of bridge tolls, there has been a 28% increase in Golden Ears Bridge daily trips, a 25% increase in Port Mann Bridge daily trips, and a 12% decrease in Pattullo Bridge daily trips;
- Transit ridership is up 6.2% as of August 2017;
- In August, TransLink celebrated the one billionth Compass Card tap;

- Update on status of improvements at Metrotown and Joyce-Collingwood SkyTrain stations; and
- RFID proximity gates are operational at Burrard, Edmonds and Production Way stations.

### **3.2 BC Rapid Transit Company (BCRTC)**

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

- Explanation for a SkyTrain service disruption on the previous day;
- Performance targets for Expo and Millennium Line SkyTrains were met or exceeded in the second quarter of 2017;
- West Coast Express' on time performance has steadily increased since 2016;
- Rail grinding continues at "hot spots" on the Expo Line from the Dunsmuir tunnel to Columbia Station; and
- Operational Customer Service Delivery has implemented the Falcon Pilot Project to deter birds from nesting at stations.

### **3.3 Coast Mountain Bus Company (CMBC)**

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

- Funding has been approved toward alternate fuel bus fleet, which includes buses and hybrid buses;
- Second trial of double decker buses underway, with more seats than articulated buses and 60 percent more capacity than regular buses;
- HandyDART customer service will be brought in-house on October 1st, 2017;
- On track with the 10-Year Vision, bus service increase for 2017 is set to reach 206,000 hours; and
- Richmond Transit Centre upgrades have resulted in huge energy savings, with an expected 33 percent reduction of natural gas consumption, 24 percent reduction of electricity use, and \$100,000 savings in utilities costs.

### **3.4 Transit Police**

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

- Transit Police report-by-phone and text numbers are now on the back of all new Compass cards;
- Partnership established with Port Moody Police Department to support community serviced by the Evergreen Line;
- Updates to the Commercial-Broadway Transit Police office have been completed; and
- The role of Transit Police at special events.

Anne Giardini left the meeting.

#### **4. GENERAL REPORTS**

##### **4.1 Joint Board and Mayors' Council Transportation Planning and Funding Committee Update**

Lorraine Cunningham, Joint Committee Co-chair, and Geoff Cross, Vice President Transportation Planning and Policy, provided a verbal report, including:

- Committee focus is on briefing the new Provincial government on Regional transportation issues, providing input and feedback on final draft business cases for the Pattullo Bridge and Rapid Transit Projects, and developing the next investment plan;
- Committee is working with the Province to identify new regional revenue sources; and
- TransLink is requesting Federal Gas Tax funding from the Greater Vancouver Regional Fund for new transit vehicles to deliver service expansion, ensure transit reliability, and to support the Low Carbon Fleet Strategy.

#### **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 meeting held on September 18, 2017, including:

- 11 of the 14 recommendations from the SkyTrain Independent Review have been implemented;
- Pattullo Bridge's active condition monitoring program;
- Update on liquidity and borrowing;
- Annual review of financial policies, which resulted in minor adjustments;
- Review of audit plan and proposed fees of KPMG;
- Review of key financial assumptions for the 2018 budget;
- Trend on reportable incidents under the Environmental Management System; and
- Update on key risks identified in the Enterprise Risk Management register.

##### **5.2 Consent Agenda**

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

- 5.2.1 *Public Transit Infrastructure Fund (PTIF) Update*
- 5.2.2 *Pattullo Bridge Replacement Project Update*
- 5.2.3 *Pattullo Bridge Condition Monitoring Report*
- 5.2.4 *Millennium Line Broadway Extension Project Update*
- 5.2.5 *South of Fraser Rapid Transit Projects Update*

## **6. PLANNING AND STAKEHOLDER RELATIONS COMMITTEE**

### **6.1 Planning and Stakeholder Relations Committee Chair Report**

Marcella Szel, on behalf of Larry Beasley, Planning and Stakeholder Relations Committee Chair, reported on the highlights of the Committee's meeting held on September 19, 2017, including:

- Review of public Board meeting online viewership statistics;
- Summary of correspondence addressed to the Board;
- Information regarding the SkyTrain Rail Noise Study;
- Transit Service Review results, and how they can be used to improve the system;
- Future of Mobility such as micro-transit, bike share, vanpool and innovation lab;
- Review of the Customer Communications and Public Affairs quarterly report; and
- Proposed 2017/18 Communications Plan.

### **6.2 Consent Agenda**

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

#### *6.2.1 Extension of Langley Community Shuttle Service Contract*

**CARRIED**

### **6.3 Noise Study of Rapid Transit Line**

Vivienne King, President and General Manager, BCRTC and Sany Zein, Vice President Infrastructure Management and Engineering, delivered a presentation with the following highlights:

- Noise complaints from residents living adjacent to SkyTrain are continuing to rise;
- BCRTC is implementing various solutions to reduce noise levels including running rail replacements and the purchase of a new rail grinder;
- Available noise reduction options include noise barriers, station improvements, retirement of Mark I cars, and rail modifications, but all options will have cost implications;
- Work to date includes analysis of density of complaints to determine communities most affected;
- Feasibility study will measure noise from rapid transit operations in communities with a high density of noise complaints, identify the cause of the noise, review design standards and bylaws, and identify noise mitigation options;
- Community stakeholder representatives will be engaged to receive regular updates, recommend locations for noise measurements to occur, and consult on possible mitigation options.

The Board discussed the possibility of implementing a noise disclosure requirement for property sales near SkyTrain and region wide construction standards for buildings such as triple glazing on windows, enclosed balconies and air conditioning.

#### **6.4 Ridership Update**

Geoff Cross, Vice President Transportation Planning and Policy, delivered a presentation which included the following highlights:

- Factors contributing to increased transit ridership include B.C.'s strong economy and employment growth, more service, attractive Compass fares, and the increasing cost of driving;
- Evergreen ridership continues to grow, with 30 percent more boardings to date since opening in December 2016;
- New transit service areas were introduced in Maple Ridge and Surrey; and
- In North America, Metro Vancouver is the 24<sup>th</sup> largest region by population, but has the 8<sup>th</sup> highest ridership numbers, per capita.

### **7. HUMAN RESOURCES AND GOVERNANCE COMMITTEE**

#### **7.1 Human Resources and Governance Committee Chair Report**

Janet Austin, on behalf of Jim Chu, Human Resources and Governance Committee Chair, reported on the highlights of the Committee's meeting held on September 19, 2017, including:

- Discussions regarding proposed changes to the TransLink Respectful Workplace Policy;
- Review of public facing privacy policies;
- Annual Board evaluation process will be undertaken in the fall;
- Human Resources Quarterly report;
- TransLink is in the 2017 top 100 employers in B.C.; and
- Operator recruiting continues, with an effort to reach broader demographics resulting in a 53 percent increase in applicants.

### **8. ADJOURNMENT**

There being no further business, the meeting was adjourned at 12:55 pm.

#### **Certified Correct:**

*Original signed by Lorraine Cunningham*

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Lorraine Cunningham  
Board Chair

*Original signed by Gigi Chen-Kuo*

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Gigi Chen-Kuo  
General Counsel and Corporate Secretary