

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

December 6, 2018

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Open Board Meeting held on December 6, 2018 at 10:00 am in the 4th Floor Boardroom, 400 – 287 Nelson's Court, New Westminster, BC.

PRESENT:

DIRECTORS

Lorraine Cunningham, Board Chair
Larry Beasley, C.M.
Sarah Clark
Mayor Jonathan Cote
Murray Dinwoodie
Mayor Jack Froese
Anne Giardini, O.C., O.B.C., Q.C.
Tony Gugliotta
Karen Horcher
Andy Ross
Marcella Szel, Q.C.

MANAGEMENT and CORPORATE SECRETARY

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

GUEST: Harj Dhaliwal, Director, January 2019

1. CALL TO ORDER AND OPENING REMARKS

At 10:00 am, Lorraine Cunningham called the meeting to order and welcomed everyone to the TransLink Board of Directors meeting. Ms. Cunningham also welcomed Mayor Jonathan Côté and Mayor Jack Froese as new members of the Board of Directors.

Ms. Cunningham announced Dr. Harj Dhaliwal as a new Board member effective January 1, 2019. She also noted that Tony Gugliotta would succeed her as Board Chair when her term ends on December 31, 2018.

2. CONSENT AGENDA

The following consent agenda item was approved and adopted:

2.1 Minutes of the October 4, 2018 Board meeting

The following consent agenda item was received for information:

2.2 Response to Public Delegations

3. PUBLIC DELEGATIONS

3.1 Public Delegations

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

Kelly Reaburn

Mr. Reaburn, a lifelong transit rider, addressed the Board regarding Night Bus Service. He suggested that additional service is required, especially westbound after SkyTrain is closed for the evening. He also mentioned service at night to the airport should be a priority.

Laura Mackenrot

Ms. Mackenrot, the former Vice-Chair of Persons with Disabilities Advisory Committee for the City of Vancouver, provided recommendations to the Board on the implementation of public washroom infrastructure across the transit system. She highlighted the importance of being aware of the groups that can be affected by the current lack of public washrooms in the region and the need to provide accessible and gender-neutral facilities.

Ms. Cunningham confirmed that Public Washrooms on Transit would be addressed later in the meeting as an agenda item.

Margaret Halsey

Ms. Halsey asked the Board to conduct a pilot project allowing dogs on transit. She recommended a pilot similar to one held by Go Transit in Ontario, which resulted in a change to their pets on transit policy. She was supportive of a policy that allows dogs on transit with conditions such as time restrictions, muzzles or jackets, or charging of fees, which is Seattle's current policy.

Ms. Cunningham confirmed that Pets on Transit would be addressed later in the meeting as an agenda item.

Albert Melenius

Mr. Melenius, a veteran HandyDart driver, spoke to the Board about implementing a staged approach to developing new transit lines. He recommended using lower capacity options such as Rapid Bus to protect corridors for future high capacity transit expansions and leverage them as an opportunity to analyze ridership. He was also supportive of washrooms on the transit system.

4. EXECUTIVE REPORTS

4.1 CEO Report

Kevin Desmond, Chief Executive Officer, provided a CEO update and 2018 TransLink Enterprise highlights, including:

- 724 new employees at TransLink and its subsidiaries, most being bus drivers who contribute to delivering significant increases in bus service as part of the 10-year Mayors' Vision;
- New fleet being delivered for SkyTrain, SeaBus and bus service;

- Business cases for Patullo Bridge Replacement, Broadway Subway, and Surrey Newton Guildford projects were delivered;
- Transit ridership increased year to date by 6.9% in boardings;
- New customer experience plan and initiatives to roll out between 2018 and 2025;
- Tap to Pay implementation is the first in Canada and second in North America;
- All 56 SkyTrain stations have been fitted with Universal Faregate access;
- Customer Satisfaction Survey results: CMBC scored 8.0 for the first time ever and TransLink scored 8.0;
- 112 buses have been fitted with safety barriers; and
- Issuance of first TransLink Green Bonds.

4.2 Chair Remarks

Ms. Cunningham reflected on the past six years she served on the TransLink Board, stating it had been an honour to serve the organization.

4.3 BC Rapid Transit Company (BCRTC)

Haydn Acheson, Interim President and General Manager and Mike Richard, Vice President Operations, provided a BCRTC update, including:

- Railway maintenance replacement of 14 rail sections;
- On Time Performance report, noting year to date trend in delays being reduced by 32%;
- Report on safety indicators, including main causes, associated trends, and steps to improve customer and employee safety;
- Employee engagement initiatives, including a smartphone app in development for SkyTrain Attendants;
- SkyTrain customer communications upgrades, including digital signage, better announcements and improved security measures at stations; and
- Continuation of Mark III testing and commissioning, with the first train from Bombardier beginning Stage 2 testing in Burnaby.

4.4 Coast Mountain Bus Company (CMBC)

Mike McDaniel, President and General Manager, provided a CMBC update, including:

- Focus on safety for on-board customers, staff, and pedestrians, training, and employee wellness;
- Winter preparedness initiatives underway, including media events, public service announcements, use of tire socks on new routes in North Vancouver, integration of Customer Information members into T-Comm during winter events, and doubling HandyDart staff on snow days;
- Contingency plans developed for CNG disruptions or shortages;
- Access Transit hosted 9 travel training sessions to reach out to over 1000 participants; and
- CMBC hosted two recruitment fairs on October 27 and November 17.

4.5 Transit Police

Barry Kross, Interim Chief Officer, provided a Transit Police update, including:

- Membership in Operation RailSafe, an international association dedicated to high visibility deployment of officers;
- Increased exposure for “See something, say something” public campaign with dedicated space at transit hubs;
- Text reporting over the last year increased from 234,800 in 2017 to over 400,000 in 2018, resulting in an 82% increase in police files; and
- 21 new officers recruited, three promoted to Sergeant and one to Staff Sergeant, with a focus on diversity (increase in number of female officers from 16% to 19%, which is comparable to the national average).

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 November 26, 2018. He also noted an in-depth budget review workshop was held to review the 2019 Budget and hear from TransLink and the operating subsidiaries on their corporate priorities.

5.2 Consent Agenda

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

5.2.1 Broadway Subway Project Update

5.2.2 Pattullo Bridge Condition Monitoring Report

5.3 2019 Business Plan, Operating and Capital Budget

The Board received a report titled “2019 Business Plan: Operating and Capital Budget Summary.” Rob Malli, Chief Financial Officer and Executive Vice President Finance and Corporate Services presented the Board with an overview of the report, which included the following highlights:

- The three main priorities in 2019 are to implement the Mayors’ Vision, maintain a state of good repair, and enhance customer experience;
- The 2019 budget projects a 2.6% increase in revenues over 2018 revenues;
- The 2019 budget reflects an increase of 6.7% in budgeted expenses compared to the 2018 budget, which is largely attributed to the contractual labour, inflation and fuel increases as well as increased expenditures on IT activities and staff to support expansion and capital projects; and
- The 2019 capital program includes a \$3.5 billion budget for Phase 2 of the Mayors’ Vision, including bus expansions and B-lines, upgrades to Expo and Millennium SkyTrain Lines, State of Good Repair initiatives, and a \$325 million budget for customer experience programs, information systems with programmable messaging signs at stations, and other bus facility amenities and improvements.

It was MOVED and SECONDED

That the TransLink Board of Directors approves the 2019 Business Plan, Operating and Capital Budget as presented.

CARRIED

5.4 Imposing Development Cost Charges for Regional Transportation – Bylaws

The Board received the report as presented.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Bylaw Number 124-2018: A Bylaw to Impose Development Cost Charges*, attached to the November 18, 2018 report titled “Imposing Development Cost Charges for Regional Transportation – Bylaws” as Attachment 1;
- B. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Bylaw Number 125-2018: A Bylaw to Establish a Waiver or Reduction of Development Cost Charges for Not-for-Profit Rental Housing*, attached to this report as Attachment 2; and
- C. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Bylaw Number 125-2018: A Bylaw to Establish a Waiver or Reduction of Development Cost Charges for Not-for-Profit Rental Housing*, attached to this report as Attachment 2.

CARRIED

5.5 Parking Rights Tax – Bylaw for Rate Change to 24%

The Board received the report as presented.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Parking Rights Tax Bylaw Number 127-2018*, attached to the report dated November 14, 2018 titled “Parking Rights Tax – Bylaw for Rate Change to 24%” as Attachment 1, effective July 1, 2019; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Parking Rights Tax Bylaw Number 127-2018*.

CARRIED

6. PLANNING AND STAKEHOLDER RELATIONS COMMITTEE

6.1 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 November 27, 2018, including:

- Review of Customer Communications and Public Affairs Quarterly Report;
- Update on supportive policies agreements between TransLink and municipalities for the major rapid transit expansion projects; and
- Update on the Public Art Policy, Customer Washrooms, Pets on Transit Policy Review, Major Road Network (MRN) Expansion and MRN Reinstatement of Burnaby Roads.

6.2 Public Art Policy

The Board received a report titled “TransLink Public Art Policy” from Sany Zein, Vice President, Infrastructure Management and Engineering.

It was MOVED and SECONDED

That the TransLink Board of Directors adopt the Public Art Policy (attached as Appendix 1 to the report dated November 15, 2018 titled “TransLink Public Art Policy”) to define TransLink’s vision for public art and guide the commissioning, implementation and maintenance of public art on the TransLink system.

CARRIED

6.3 Customer Washrooms on Transit Policy Review

The Board received a report titled “Customer Washrooms on Transit Policy Review.” Geoff Cross, Vice President, Transportation Planning and Policy, Andrew McCurran, Director, Strategic Planning and Policy, and Andrew Devlin, Manager, Policy Development delivered a presentation which included the following highlights:

- Washrooms on SeaBus and West Coast Express are mandated by federal regulation, but the provision or expansion of washrooms on the rest of the transit system is not regulated;
- Study results indicated that 25% of respondents would use transit more if washrooms were provided;
- Facility design, location and management is critical to ensure safety and minimize risks; and
- Delivering facilities as part of new transit upgrades or securing partnerships are good ways of adding washrooms to the transit system.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Adopt the Customer Washroom on Transit Policy (attached as Appendix A to the November 19, 2018 report entitled “Customer Washrooms on Transit Policy Review”) to increase the availability of customer washrooms along the regional transit system and to guide TransLink decisions on the provision of suitable facilities and services in support of this objective; and
2. Direct management to utilize the Customer Washroom on Transit Policy to prepare an implementation strategy that would include options for an approach, budget and timeline for providing customer washrooms, with an emphasis on partnerships, for consideration by the Board in 2019.

CARRIED

6.4 Pets on Transit Policy Review

The Board received a report titled “Pets on Transit Policy Review.” Geoff Cross, Vice President, Transportation Planning and Policy, Andrew McCurran, Director, Strategic Planning and Policy, and Andrew Devlin, Manager, Policy Development delivered a presentation which included the following highlights:

- Comparable transit agency policies were reviewed and 76% were found to have similar policies as TransLink’s and 24% were less restrictive;
- Survey indicated that more passengers would be less satisfied if uncaged dogs are permitted on transit; and
- Potential risks include space management issues, service disruptions, conflicts with service animals, negative impacts on individuals with physical, sensory or cognitive disabilities, and negative impacts to customers and staff who are allergic to or afraid of animals.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Endorses Management’s recommendation to maintain TransLink’s current Pets on Transit policy that allows small pets on transit if they are in a fully enclosed handheld carrier that can fit on their handler’s lap; and
2. Directs Management to continue to monitor industry trends and public sentiment to determine if adjustments to TransLink’s Pets on Transit policy are needed into the future.

CARRIED

6.5 Major Road Network (MRN) Expansion Process and MRN Bylaw Amendment

The Board received a report titled “Major Road Network (MRN) Expansion Process and MRN Bylaw Amendment”. Geoff Cross, Vice President Transportation Planning and Policy, and Sarah Ross, Director, System Planning, delivered a presentation including the following highlights:

- The Major Road Network (MRN) includes 600 kilometres (2,370 lane-km) of major arterial roads;
- TransLink provides funding for operations, maintenance and rehabilitation of the MRN;
- Municipalities submitted requests for approximately 900 lane-km to be added to the MRN, but only 237 lane-km of the requests could be accommodated; and
- The proposed 10% increase to the MRN would be the first significant increase since its inception and fulfills a commitment of the Phase 1 of the Mayors’ Vision.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Approve the addition of 236 lane-km to the Major Road Network (MRN), as shown on the recommended updated MRN map (attached to the November 19, 2018 report titled “Major Road Network (MRN) Expansion Process and MRN Bylaw Amendment” as Appendix D), consistent with the 10% expansion included in the Investment Plan.

2. Introduces and reads for a first, second, and third time the South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 128-2018, attached to the November 19, 2018 report titled "Major Road Network (MRN) Expansion Process and MRN Bylaw Amendment" as Appendix A; and
3. Reconsiders, passes, and adopts South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 128-2018.

CARRIED

6.6 Major Road Network (MRN) Amendment Bylaw – Reinstatement of Burnaby Roads

The Board received a report titled "Major Road Network (MRN) Amendment Bylaw – Reinstatement of Burnaby Roads".

- The purpose of the report is to reinstate segments of the Major Road Network in the City of Burnaby that were transferred to the Province during the Millennium Line Evergreen Extension project.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Introduce and read for a First, Second, and Third time the "South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 123-2018", attached to the November 7, 2018 report "Major Road Network (MRN) Amendment Bylaw – Reinstatement of Burnaby Roads" as Appendix A; and
2. Reconsider, pass, and adopt "South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 123-2018".

CARRIED

7. HUMAN RESOURCES AND GOVERNANCE COMMITTEE

7.1 Human Resources and Governance Committee Chair Report

Anne Giardini, Human Resources and Governance Committee Chair, reported on the highlights of the Committee's meeting held on November 27, 2018, including:

- Human Resources Quarterly report;
- Board evaluation survey;
- CEO performance evaluation; and
- Status of executive recruitment.

8. INCOMING CHAIR REMARKS

Tony Gugliotta acknowledged the time spent by Ms. Cunningham on the TransLink Board. He noted that her work on the Board of Directors has contributed greatly to TransLink's success. He spoke about her clear vision, passion, sense of humour and devotion to the role. On behalf of the TransLink Board, Mr. Gugliotta wished Ms. Cunningham all the best in her future endeavors.

9. ADJOURNMENT

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

Certified Correct:

Original signed by Tony Gugliotta

Original signed by Gigi Chen-Kuo

Tony Gugliotta
Board Chair

Gigi Chen-Kuo
General Counsel and Corporate Secretary