

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**MINUTES**

December 6, 2019  
10:00 am – 1:00 pm

4th Floor Boardroom | 287 Nelson's Court | New Westminster, BC

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DIRECTORS

Tony Gugliotta, Board Chair  
Sarah Clark, P.Eng  
Mayor Jonathan Cote  
Harj Dhaliwal, PhD  
Murray Dinwoodie  
Mayor Jack Froese  
Karen Horcher, FCPA, FCGA, CFA  
Andy Ross  
Marcella Szel, Q.C.

MANAGEMENT and CORPORATE SECRETARY

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

REGRETS:

Larry Beasley, C.M., R.P.P.  
Anne Giardini, O.C, O.B.C., Q.C.

GUEST: Lorraine Cunningham (Director, January 1, 2020)

**1. CALL TO ORDER AND OPENING REMARKS**

Tony Gugliotta, Board Chair, called the meeting to order at 10:00 am, noting this was the last open meeting of the year. He thanked Anne Giardini, who wasn't able to attend the meeting, for her time spent on the Board.

Mr. Gugliotta welcomed Lorraine Cunningham back to the Board for a term beginning January 1, 2020.

**2. CONSENT AGENDA**

The following consent agenda item was approved and adopted:

**2.1** Minutes of the September 25, 2019 Public Board meeting

The following consent agenda item was received for information:

**2.2** Response to Public Delegations

### **3. PUBLIC DELEGATIONS**

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

#### **Betty Nobel**

Ms. Nobel, speaking on behalf of the Alliance for the Equality of Blind Canadians, thanked TransLink for the improvements made to date on the transit system. She said that even with the improvements, she still faces challenges and is in support of, and would like to see the recommendations set out in the Bus Stop Accessibility for Customers with Vision Loss report implemented.

#### **Monty Lilburn**

Mr. Lilburn, a resident of Port Moody, speaking in support of the Bus Stop Accessibility for Customers with Vision Loss report recommendations, shared his experience maneuvering through transit systems as a person with vision loss. He noted the challenges faced while navigating the transit system and described how he overcame those challenges. Mr. Lilburn noted his experience in other cities and that he was able to bring that knowledge back and provide input as a member of the Access Transit User's Advisory Committee.

#### **Pam Horton & Bob Sleath**

Ms. Horton, Chair of the Access Transit User's Advisory Committee and Chair of the Board of Disability BC, spoke in support of the recommendations presented in the Bus Stop Accessibility for Customers with Vision Loss report. She noted TransLink has an opportunity to be a leader again for people with disabilities, similar to how they were when the Universal Fare Gates Access Program was introduced.

Mr. Sleath, a resident of Richmond and member of the Access Transit User's Advisory Committee, spoke of his experience of losing his vision and the impact the environment has on his ability to navigate the transit system. He asked the Board to endorse the recommendations found in the Bus Stop Accessibility for Customers with Vision Loss report.

### **4. EXECUTIVE REPORTS**

#### **4.1 CEO Report**

Kevin Desmond, Chief Executive Officer, provided a bargaining update noting that Coast Mountain Bus Company and the union ratified their collective agreement on December 5, 2019 and bargaining continues between British Columbia Rapid Transit Company and their union. Mr. Desmond then provided the CEO Update and the 2019 TransLink Enterprise highlights, including:

- Increased capacity on all modes (Bus, Community Shuttle, HandyDART, SkyTrain, and SeaBus) which generated an overall increase in ridership;
- System upgrade initiatives including ongoing escalator replacements, delivery of new Canada Line cars from Rotem, bus shelter upgrades, and completion of an eight-year station upgrade program;
- Improvements to the customer experience with the introduction of information kiosks and SkyTrain Assistance Counters, more accurate bus predictions, TransLink website redesign, upgraded information displays at stations, and the launch of the Compass mini;
- Safety remains a focus across the Enterprise for customers and employees, with initiatives including Transit Police safety campaigns, and installation of driver security barriers on buses;

- Public engagement with the region for multiple projects including Surrey-Langley SkyTrain, Transport 2050, and the Transit Network Review Area Transport Plan;
- Corporate sustainability initiatives include an electric bus pilot program supporting a Low Carbon Fleet Strategy, and the second issuance of TransLink Green Bonds; and
- Looking ahead to 2020, focuses include deployment of RapidBus, further work and engagement on Transport 2050 and the Surrey-Langley SkyTrain Business Case, and continued implementation of the Mayors' Council's 10-Year Vision.

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

Michel Ladrak, President and General Manager, provided a BCRTC update, including:

- First 90 days review: focused on staff engagement;
- On Time Performance report, noting on average delays have been reduced by four minutes;
- Report on safety indicators, including main causes, associated trends, and steps to continue to improve customer and employee safety;
- SkyTrain customer communications upgrades, including improved service delay communications and a SkyTrain Assistance Kiosk at Commercial-Broadway Station;
- Delivery and commissioning of new Mark III trains expected by Q3 2020; and
- An overview of the winter preparedness plan.

#### **4.3 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;
- 365 buses have now been retrofitted with driver protection barriers;
- Winter preparedness initiatives underway, including readiness for use of tire socks on designated routes, dedicated communications desk, road condition checks and partnered communications strategy with HandyDART;
- Update on transit operator recruitment, noting 10,000 applications received over the last two years;
- Maintenance apprenticeship program is expecting 20 graduates in 2020; and
- Collective bargaining update noting an agreement was ratified by both parties.

#### **4.4 Transit Police**

Dave Jones, Chief Officer, provided a Transit Police update, including:

- Enterprise partnerships with CMBC Transit Security aiding in a wire theft arrest and provide a training opportunity with BCRTC staff to identify and report sexual offending on transit;
- Ten public appeals for help identifying suspects have been launched, resulting in 9 out of 10 identified and 8 out of 10 charged;
- Increased collaboration with other jurisdictions to deter crime near the transit system and improve presence at special events;
- Vancouver selected as one of three cities asked by Qatar to consult on the construction of a safe public transportation system before they host the 2020 World Cup; and

- Review of the service delivery model to assess deployment and community policing policies in line with future transit expansion.

## **5. FINANCE AND AUDIT COMMITTEE REPORTS**

### **5.1 Consent Agenda**

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

- 5.1.1** Broadway Subway Project Update
- 5.1.2** Pattullo Bridge Condition Monitoring Report

### **5.2 Finance and Audit Committee Chair Report**

Sarah Clark, on behalf of Anne Giardini, Finance and Audit Committee Chair, reported on the highlights of the Committee's meeting held on November 25, 2019.

### **5.3 Surrey Langley SkyTrain Project Update**

The Board received a report titled "Surrey Langley SkyTrain Project Update." Sany Zein, Vice President, Infrastructure Management and Engineering and Jeffry Busby, Director, South of Fraser Rapid Transit Project, presented the Board with an overview of the report, which included the following highlights:

- The business case is expected to be ready to submit to the Province in January, with the request to move approved funding from the Surrey Light Rail project to the Surrey Langley SkyTrain project;
- Preview of work completed since July, including a completed technical assessment;
- Ascertaining a procurement model and additional public engagement still needed to complete the business case; and
- A summary of the business case is expected to be provided to the Board in January.

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

### **6.1 Consent Agenda**

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

- 6.1.1** Early Insights from the 2018 Regional Trip Diary

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

Murray Dinwoodie, on behalf of Larry Beasley, Planning and Stakeholder Relations Committee Chair, reported on the highlights of the Committee's meeting held on November 26, 2019.

### **6.3 Independent Transit Service Policy Review**

The Board received a report titled "Independent Transit Service Policy Review." Sarah Ross, Director, System Planning presented and overview of the report, including the following highlights:

- The original policy was developed in 2012 to identify, evaluate, and provide an approval process for applications for Independent Transit Services;
- The landscape of transportation in the region has changed and requires an update to the policy; and
- An update to the policy is planned for 2020 to reflect current transit policies.

#### **6.4 Bus Stop Accessibility for Customers with Vision Loss**

The Board received a report titled “Bus Stop Accessibility for Customers with Vision Loss.” Sarah Ross, Director, System Planning on behalf of Geoff Cross, Vice President, Transportation Planning and Policy, delivered a presentation which included the following highlights:

- TransLink Engaged with customers with vision loss to identify challenges and needs while navigating the transit system;
- An overview of the analysis of tactile/braille signage at bus stops in other cities;
- A summary of current TransLink activities for customers with vision loss; and
- An outline of the next steps, including engagement with municipal governments.

#### **It was MOVED and SECONDED**

That the TransLink Board of Directors direct staff to:

- A. implement tactile walking surface indicators (TWSI) at all in-service bus stops, bays and unloading stations on properties TransLink owns, leases or licences, as permitted;
- B. implement braille and tactile signage at all in-service bus stops in TransLink’s service region, as described in this report; and,
- C. develop a pilot to test wayfinding technology.

**CARRIED**

#### **6.5 New Mobility Program Update**

The Board received a report titled “New Mobility Program Update.” Andrew McCurran, Director, Strategic Planning and Policy, on behalf of Geoff Cross, Vice President, Transportation Planning and Policy delivered an overview of the report. Mr. McCurran provided a summary of the results from the 2018 Open Innovation Call and an overview of the 2019 program, noting 45 proposals had been received. Mr. McCurran also provide an update on New Mobility initiatives such as the partnership with Modo and UBC for a vanpool prototype program and on-demand transit service on Bowen Island. Both initiatives had received positive feedback and similar projects will be considered to provide these types of services in other markets.

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

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

Marcella Szel, Human Resources and Governance Committee Chair, reported on the highlights of the Committee’s meeting held on November 26, 2019.

**8. ADJOURNMENT**

There being no further business, the meeting was adjourned at 12:30 pm.

**Certified Correct:**

*Original signed by Tony Gugliotta*

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Tony Gugliotta  
Board Chair

*Original signed by Jennifer Breeze*

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Jennifer Breeze  
Associate General Counsel and Corporate  
Secretary