

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

June 19, 2019

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Public Board Meeting held on June 21, 2018 at 10:00 am in room 4900 of the Wilson School of Design at Kwantlen Polytechnic University, 5600 Kwantlen Street, Richmond, BC.

PRESENT:

DIRECTORS

Tony Gugliotta, Board Chair
Larry Beasley, C.M.
Harj Dhaliwal
Murray Dinwoodie
Mayor Jack Froese
Anne Giardini, O.C, O.B.C., Q.C.
Karen Horcher
Andy Ross
Marcella Szel, Q.C

MANAGEMENT and CORPORATE SECRETARY

Kevin Desmond, Chief Executive Officer
Jennifer Breeze, Associate General Counsel and Corporate Secretary
Frances Corlett, Assistant Corporate Secretary

REGRETS:

Sarah Clark
Mayor Jonathan Coté

1. CALL TO ORDER AND OPENING REMARKS

Tony Gugliotta, Board Chair, called the meeting to order at 10:18am. Mr. Gugliotta welcomed Chief Officer David Jones who was attending his first meeting. He also acknowledged that Haydn Acheson, Interim President & General Manager, BCRTC, would be retiring later in the year, and thanked him for his time with TransLink.

2. CONSENT AGENDA

The following Consent Agenda items were received for information:

- 2.1** Meeting Minutes of March 22, 2019
- 2.2** Response to Public Delegations

3. PUBLIC DELEGATIONS

Public Delegations

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

Daryl Lim

Daryl Lim addressed the Board on multiple issues. Mr. Lim discussed the connections at Rupert SkyTrain station and provided suggestions regarding certain bus routes. He also discussed his experience seeing the issues of fare evasion and panhandling on TransLink property.

4. EXECUTIVE REPORTS

4.1 CEO Report

Kevin Desmond, Chief Executive Officer, provided an update, including:

- Year-to-date boarding through to the end of May increased by 4.5%, with HandyDART boardings highlighted for increasing by 6.7%;
- Public outreach for the Surrey Langley Skytrain had concluded, including responses by over 21,000 citizens, which is the second largest public engagement response in TransLink history. The result of the survey returned ranked values associated with mobility projects and the top three values included: improved traffic times, efficient use of public money, and a comfortable and safe system;
- Transport 2050 Public Engagement updated was given, noting that the campaign started on May 3, 2019 and 12,000 completed surveys had been received. Over 1,000 unique, crowdsourced ideas for improvements had also been received;
- TransLink would be celebrating National Indigenous People's Day on June 21, including an employee event, public engagement at stations and encouragement to take transit to National Indigenous People's Day events throughout region;
- Customer experience initiatives including the installation of touch screen kiosks, the Dine the Line campaign, and a vanpool pilot with Modo;
- The second Open Innovation call concluded on March 26, with 45 submissions received. The call focused on the theme of customer amenities and improved experience at transit stations for customers;
- Announcement of a partnership with Vancouver Electronics Commission to bring together innovators and start-ups to help solve logistical and sustainability challenges; and
- An update on the three B-Line projects, including an expected service start date in January 2020.

Mr. Desmond welcomed Chief David Jones and acknowledged the contributions made by Haydn Acheson during his time with TransLink. He noted that Michel Ladrak will be joining BC Rapid Transit Company in August as President and General Manager.

4.2 BC Rapid Transit Company (BCRTC)

Haydn Acheson, Interim President and General Manager, and Dan Savitsky, Vice-President Maintenance provided an update on BCRTC operations, including:

- Report on safety indicators included main causes, trends and steps to improve customer and employee safety using monthly safety meetings, risk and hazard assessments, high visibility vests, and regular review of key performance indicators;
- State of good repair initiatives include rail grinding, component and rail replacements, and data driven maintenance monitoring and procedures to improve service delivery;

- On Time Performance report, noting a decrease in On Time Performance service levels due to the impact of February snow storms;
- Mark III train cars delivery timelines and the expectation is to have all 14 trains in service by the end of Q2 2020; and
- The first of the new Canada Line trains are expected to be delivered by August 2019 and in revenue service by November 2019.

4.3 Coast Mountain Bus Company (CMBC)

Michael McDaniel, President and General Manager, provided an update on CMBC operations, with the following highlights:

- Review of safety trends through the first quarter, including employee and pedestrian incidents, an update on analytics used to aid incident prevention, and a ban on electronic devices for drivers;
- Rolling out a refresh of training in 2020, including violence prevention, coinciding with a current safety campaign of the same focus;
- The installation of 400 operator protection barriers;
- Access Transit service delivery update, noting Access Transit members working with the HandyDART Riders' Alliance at four roundtable meetings with topics including feedback on service, challenges and changes already implemented;
- Electric bus update noting the first charger has been installed and the second to be added, both along the 100 bus route;
- Onboard Technology Asset Program pilot, which will update 97 buses by replacing radio systems and onboard computers, and adding new routers and camera hardware; and
- CMBC apprenticeship program continues to be a success with 14 graduates in May 2019.

4.4 Transit Police

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

- An overview of the first 60 days as Chief Officer of the Transit Police, noting the positive interactions meeting staff, and the service delivery model for Transit Police. In addition, ridership satisfaction increased, and crime statistics were trending positively, as well as the focus on safety of passengers and community interaction;
- An awareness campaign educating on safety and how to report wire thefts;
- Hosting of specialized development training courses to allow access to more Transit Police members; and
- The Strategic Plan Update report issued.

5. FINANCE AND AUDIT COMMITTEE

5.1 Consent Agenda

The following items contained in the Consent Agenda were received for approval:

5.1.1 *Treasury Resolutions and Financial Risk Management Policies Update*

That the TransLink Board of Directors approve the replacement of the title “Chief Financial Officer and Executive Vice President, Finance & Corporate Services” with the title “Chief Financial Officer” in the following resolutions and policies, effective May 15, 2019:

- a) Bank of Montreal (BMO) banking resolution passed on September 25, 2015;
- b) Canadian Imperial Bank of Commerce (CIBC) banking resolution passed on September 25, 2015;
- c) HSBC Bank of Canada (HSBC) banking resolution passed on September 25, 2015;
- d) National Bank of Canada (National Bank) banking resolution passed on September 25, 2015;
- e) Bank of Nova Scotia (Scotiabank) banking resolution passed on September 25, 2015;
- f) Royal Bank of Canada (RBC) banking resolution passed on September 25, 2015;
- g) The Toronto-Dominion Bank (TD) banking resolution passed on September 25, 2015;
- h) The Investment Trading & Holding Resolution passed on October 21, 2014;
- i) The Short-Term Borrowing Resolution for TransLink’s Credit Facility and Commercial Paper Program which amended the January 29, 2010 resolution passed on September 25, 2015;
- j) The October 2017 Omnibus Borrowing Resolution passed on October 25, 2017;
- k) The Budgeted Contingency and Accumulated Funding Resources Policy last revised on October 4, 2018;
- l) The Debt Management Policy last revised on October 4, 2018;
- m) The Hedging Policy last revised on October 4, 2018; and
- n) The Investment Policy last revised on October 4, 2018.

CARRIED

The following items contained in the Consent Agenda were received for information:

5.1.2 *Pattullo Bridge Condition Monitoring Report*

5.1.3 *Surrey Langley SkyTrain Project Update*

5.1.4 *Broadway Subway Project Update*

5.2 Finance and Audit Committee Chair Report

Anne Giardini, Finance and Audit Committee Chair, reported on the highlights of the Committee’s meeting held on June 6, 2019, including:

- Review of 2018 *Financial and Information Act (FIA)* filings, including approval of the TransLink FIA Statement of Financial Information for 2018;
- Internal Audit report and projects;
- Update on Major Capital projects;
- Information Technology update, focusing on security and IT awareness;
- Real Estate update, focusing on property requirements for major transit projects;

- Review of governance issues and statutory compliance reports;
- Safety and Emergency Management initiatives; and
- Review of 2020 Enterprise Risk Management and Insurance programs.

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 June 11, 2019, including:

- Independent Transit Services;
- Regional Parking Study;
- New Mobility update;
- Establishment of a HandyDART User Advisory Committee;
- The role of the Board members related to corporate communications;
- Update on the Late Night Service Review;
- Update on the South of Fraser Rapid Transit public engagement; and
- Transport 2050 update.

6.2 Independent Transit Service Application – Steveston Shuttle (2019)

The Board received a report titled "Independent Transit Service Application – Steveston Shuttle (2019)" for approval.

IT WAS MOVED AND SECONDED

That the TransLink Board of Directors determine that the Steveston Shuttle service is an Independent Transit Service under section 5 of the South Coast British Columbia Transportation Authority Act and has approval to operate, subject to the conditions outlined in the report dated June 19, 2019 and titled "Independent Transit Service Application – Steveston Shuttle (2019)."

CARRIED

6.3 Appeals Process for the Universal Fare Gate Access Program, HandyDART & HandyCARD

The Board received a report titled "Appeals Process for the Universal Fare Gate Access Program, HandyDART & HandyCARD." Geoff Cross, Vice President Transportation Planning and Policy, presented the Board with an overview of the report, noting that a panel-led appeals process is being established for the current Universal Fare Gate Access Program as well as the HandyDART and HandyCARD programs; and that eligibility and appeals requirements for each program will be part of the process review.

6.4 Transit Fare Review Implementation Update

The Board received a report titled "Transit Fare Review Implementation Update." Geoff Cross, Vice President Transportation Planning and Policy, presented the Board with an overview of the report noting that Management is seeking endorsement of the recommendations outlined in the report and continued support from the Board on implementation of the proposed workplan. The Board endorsed the workplan as recommended by Management with an amendment to the report recommendation to identify the workplan as a priority project.

Transport 2050

The Board received a report titled "Transport 2050 Update" as presented. Steve Vanagas, Vice President, Customer Communications and Public Affairs noted TransLink's intention to seek feedback from surrounding communities not currently serviced by TransLink during the engagement campaign.

7. HUMAN RESOURCES AND GOVERNANCE COMMITTEE

7.1 Consent Agenda

The following item contained in the consent agenda were received for approval:

7.1.1 Board Governance Manual Revisions and Review of Articles

IT WAS MOVED AND SECONDED

That the TransLink Board of Directors approves the amendments to the Board Governance Manual, as set out in Appendix 1 to the report dated May 27, 2019 titled "Revisions to Board Governance Manual and Review of Articles."

CARRIED

7.2 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 June 7, 2019, including:

- Review of Board Governance Manual and revisions to the Articles;
- Update on 2019 Screening Panel process;
- Review of 2020 Board Competencies; and
- Receipt of the Vice President quarterly report.

8. ADJOURNMENT

There being no further business, the meeting was adjourned at 12:15 pm.

Certified Correct:

Original signed by Tony Gugliotta

Tony Gugliotta
Board Chair

Original signed by Jennifer Breeze

Jennifer Breeze
Associate General Counsel and
Corporate Secretary