

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**MINUTES**

**June 18, 2020**

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Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Public Board Meeting held on June 18, 2020 at 10:00 am held virtually by Zoom.

**PRESENT:**

DIRECTORS

Tony Gugliotta, Board Chair  
Larry Beasley, C.M., R.P.P.  
Sarah Clark, P.Eng  
Mayor Jonathan Coté  
Lorraine Cunningham  
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 Executive Vice President Corporate Services  
Jennifer Breeze, Associate General Counsel and Corporate Secretary  
Fran Corlett, Assistant Corporate Secretary

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

Tony Gugliotta, Board Chair, called the meeting to order at 10:00am.

**2. CONSENT AGENDA**

The following Consent Agenda items were received for information:

**2.1** Response to Public Delegations

**3. PUBLIC DELEGATIONS**

**Public Delegations**

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

**Connie Hobbs, John Irwin, and Nathan Davidowicz**

Ms. Hobbs, Mr. Irwin, and Mr. Davidowicz each presented separately in support of bus service within Stanley Park. Mr. Irwin also highlighted the importance of including additional stops along the Stanley Park causeway to encourage ridership on the route and reduce carbon emissions of personal vehicles throughout the park.

Management responded verbally, advising that TransLink has been in discussions with the City of Vancouver on this topic, but at this time is also supporting the Province's BC Restart Plan by deploying all available bus service to do so.

**Joe Kunzler**

Mr. Kunzler shared his support for TransLink as a leader in the community to support the re-start of the BC economy as part of COVID-19 pandemic recovery. He also advocated for diversity, equity and inclusion initiatives in transit organizations.

**4. EXECUTIVE REPORTS**

**4.1 CEO Report**

Kevin Desmond, Chief Executive Officer, provided an update on various initiatives and impacts on TransLink as a result of the COVID-19 pandemic, including:

- At the height of the COVID-19 pandemic, ridership was down 83% and daily boardings were down to 234,000 from 1.5 million per day, however ridership is increasing through the BC Restart Plan;
- Implementation of the Safe Operating Action Plan (SOAP) with steps including handing out 15,000 masks, enhanced cleaning and sanitizing measures, managing physical space, and installation of hand sanitizer stations;
- Maximizing the opportunity to work on maintenance initiatives and infrastructure upgrades on the system due to the lower system demand; and
- TransLink is facing significant financial challenges but is in discussions with senior government on potential relief funding.

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

Michel Ladrak, BCRTC President and General Manager, provided an update on BCRTC operations, including:

- Report on health and safety indicators, noting main causes, trends and measures to reduce customer and employee risk including improved protocols for cleaning and physical distancing, installation of hand sanitizing stations, floor decals and signs as a response to COVID-19. In addition, development of mental health strategies for employees is a focus;
- On Time Performance report, noting an increase in On Time Performance service levels due to the reduced ridership demand through to May;
- The last of the 14 new Mark III trains is completing testing in Kingston while the remaining trains are in full service or final stages of commissioning;
- Progress updates on capital projects currently underway, in particular the new Burnaby Control Centre, fleet expansion, and Waterfront escalator upgrade; and
- Overview of customer experience initiatives such as real-time reporting for elevating devices and information delivery through the Public Announcement system by frontline staff.

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

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

- Review of safety trends including employee, customer and pedestrian incidents, an update on analytics used to aid incident prevention, noting a year over year decrease in operator assaults, but an overall higher occurrence rate in relation to the reduced ridership;
- Operator protection barrier installation is complete on all buses;
- Enhanced protocols for cleaning and physical distancing, installation of hand sanitizing stations, floor decals and signs, and mandating rear-door board and suspended fare collection as an initial response to COVID-19. During the recovery phase, front door boarding and fare collection will resume, and masks will be distributed to frontline staff;
- Cubic fareboxes have reached their end of life and will be replaced with TAG mechanical fareboxes; and
- Roger Gil was introduced as the CMBC Executive Director, Finance and Corporate Services.

#### **4.4 Transit Police**

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

- An overview of operations during the COVID-19 pandemic, noting the drop in ridership did not yield an equivalent drop in calls. Personal protective equipment (PPE) was distributed to members interacting with the public;
- Working with jurisdictional police forces to educate on public health orders related to COVID-19 and four members were assigned to the Integrated Quarantine Act Response and Support team; and
- Recruitment efforts have been impacted by the closure of the Justice Institute of BC until September.

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

#### **5.1 Consent Agenda**

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

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

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

Sarah Clark, Finance and Audit Committee Chair, reported on the highlights of the Committee's meeting held on June 8, 2020, noting that the impact of COVID-19 was the focus of the meeting relating to health and safety, and the financial impact of COVID-19 on TransLink. Ms. Clark commended staff for reacting quickly to ensure that operations continued during this period and for the work on the organization's COVID-19 response efforts.

### **5.3 2020 Budget and Forecast Update**

Chris Dacre, Chief Financial Officer and Geoff Cross, Vice-President, Transportation Planning and Policy provided an overview of the report titled "2020 Budget and Forecast Update," including the following highlights:

- Outline of potential future revenue and ridership scenarios based on the impact of the progression through the recovery phases of the COVID-19 pandemic;
- Estimates of fare revenues in relation to potential system demand; and
- Impact of forecasted losses relative to the Phase Two Investment Plan.

### **5.4 Surrey Langley SkyTrain Project Update**

Sany Zein, Vice President, Infrastructure Management and Engineering provided an update on the Surrey Langley SkyTrain Project, noting the following:

- Technical work continued and the project is prepared for the procurement phase;
- The project business case is under review by the Province; and
- Financial uncertainty created by the pandemic has resulted in preparations for an enabling Investment Plan to be delayed from summer of 2020.

## **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 9, 2020, including:

- Introduction of Richard Tam, Vice President, Real Estate, Commercial Strategy and Innovation;
- Update on the Surrey Langley SkyTrain Project;
- Priorities for transit service for the Fall 2020 service update;
- Customer relations and engagement updates; and
- Transport 2050 update.

### **6.2 Transport 2050**

Geoff Cross, Vice President, Transportation Planning and Policy presented a report titled "Transport 2050". As part of Mr. Cross' presentation, he noted that:

- Work with Metro Vancouver and the Province, as well as with other stakeholders, continues on Transport 2050, now to include the impact of the COVID-19 pandemic;
- The pandemic has created challenges to engage with the public in the same way as previously planned on topics related to Transport 2050;
- Urban development near transit systems continues to be supported by government bodies, however capacity requirements and crowding tolerances will need to be considered; and
- Focus should be on encouraging sustainable and shared modes of transportation while reducing single occupancy vehicle traffic.

## **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:

1. the amendments to the Board Governance Manual, as set out in Attachment 1 to the report dated June 9, 2020 titled "Revisions to Board Governance Manual and Articles"; and
2. the amendments to the Articles of the South Coast British Columbia Transportation Authority, as set out in Attachment 2 to the report dated June 9, 2020 titled "Revisions to Board Governance Manual and 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 9, 2020, including:

- Review of updates to the Board Governance Manual and revisions to the Articles of South Coast British Columbia Transportation Authority;
- Update on COVID-19 protocols and remote working; and
- Receipt of the Vice President, Human Resources quarterly report, providing an update on virtual learning portals for employee training, health and safety measures, equity, diversity and inclusion updates, and other initiatives.

## **8. ADJOURNMENT**

There being no further business, the meeting was adjourned at 12:45 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