

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

September 28, 2020

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Public Board Meeting held on September 28, 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 9:00am.

2. CONSENT AGENDA

The following Consent Agenda item was received for approval:

2.1 Meeting Minutes of June 18, 2020

The following Consent Agenda items 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.

Michael Lapitnchay

Mr. Lapitnchay, the principal at St. Augustine School, addressed the Board regarding the proximity of the school to the proposed Arbutus bus loop. He noted environmental and health and safety concerns which require further consideration as a result of the use of diesel buses at the loop. Mr. Lapitnchay requested that Vancouver Coastal Health be engaged to complete a health impact assessment.

4. EXECUTIVE REPORTS

4.1 CEO Report

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

- Ridership is increasing to approximately 43% of pre-COVID ridership levels;
- TransLink's Safe Operating Action Plan (SOAP) guides decision making for customer and employee safety;
- As of August 24, masks became mandatory on TransLink vehicles and initial observations note up to 95% compliance by customers;
- TransLink is rolling out the upcoming Fall Ridership Campaign which will aim to remind customers of the safety and reliability of the transit system and is engaging with business to identify ways to support their employee's return to work;
- Majority of TransLink office staff are working remotely, and work is ongoing to support these workers; and
- The Federal and Provincial governments have announced emergency funding relief for TransLink, BC Transit and BC Ferries. The senior government committed to provide a \$644 million aid package for TransLink.

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. There was an 84% reduction in passenger injuries and a lower number of WorkSafeBC claims compared to the previous year. In addition, mental health strategies for employees continues to be a focus;
- On Time Performance report for Q2, noting customer satisfaction increased to 85%, which reflect positive On Time Performance statistics;
- The last of the 14 new Mark III trains is starting pre-flight testing in Burnaby while the remaining trains are in full service or final stages of commissioning;
- Due to reduced system demand, 51 hours of required maintenance were completed at Waterfront Station;
- Progress updates on capital projects currently underway, in particular the new Burnaby Control Centre, fleet expansion, and the Broadway Subway Project; and
- Updates on activities responding to the COVID-19 pandemic, noting a return to pre-COVID service levels and additional cleaning and safety measures remain in place.

4.3 Coast Mountain Bus Company (CMBC)

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

- Overview of customer and employee safety measures in relation to COVID-19 including increasing full fleet disinfecting to twice per week and installation of 8,000 signs to support the mandatory mask policy;
- Update on operator safety noting a lower number of operator assaults, but an overall higher occurrence rate in relation to the reduced ridership;
- Results of the most recent customer service survey where CMBC received its highest score ever;

- Access Transit initiatives including over 2,000 wellness check calls to customers and recovery planning as requests for service return. Access Transit is currently delivering 30% of pre-COVID service with 90% of trips with two or fewer passengers;
- Operator training sessions are ongoing by simulcasting virtual classrooms to smaller groups; and
- Don Palmer was recognized by Mass Transit Magazine as one of the industry's Top 40 under 40.

4.4 Transit Police

Deputy Chief Officer Barry Cross on behalf of David Jones, Chief Officer, provided a Transit Police update, including:

- Introduction of Officer Rattray as the Indigenous Liaison Officer and the Blue Eagle Community Youth Cadet project;
- A third iteration of the Anti-Sexual Offence campaign developed in conjunction with grade 12 students from Sir Winston Churchill School with an aim of refocusing to their peer groups;
- Update on activities related to COVID-19, noting one member is seconded to support the Integrated Quarantine Act Response and Support Team. In addition, members are helping to enforce the mandatory mask policy on the transit system; and
- An overview of the 2019 Performance Statistics, with highlights including the growing diversity of members on the force and other key performance indicators.

5. FINANCE AND AUDIT COMMITTEE

5.1 Consent Agenda

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

- 1.1.1 Pattullo Bridge Condition Monitoring Report
- 1.1.2 Broadway Subway Project Update
- 1.1.3 Low Carbon Fleet Strategy
- 1.1.4 Surrey Langley SkyTrain Project Update
- 1.1.5 Annual Monitoring Report for the Broadway Supportive Policies Agreement

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 September 14, 2020, noting that the impact of COVID-19 continued to be the focus of the meeting and she commended staff for their work since March. In addition, Ms. Clark noted other reports received included standard annual policy updates, the 2020 External Audit Plan, Internal Audit and Continuous Improvement projects updates, and capital and engineering project updates.

5.3 COVID-19 Recovery and Rebuilding Funding Strategy

Geoff Cross, Vice-President, Transportation Planning and Policy provided an overview of the report titled “COVID-19 Recovery and Rebuilding Funding Strategy” including the following highlights:

- Federal and Provincial commitments secure \$644 million in emergency relief funding for TransLink;
- Memorandum of Understanding has been signed with the Province of BC to support discussions toward ensuring TransLink remains financially stable so that operations and necessary projects can continue to move forward;
- Return to 100% of pre-COVID service levels, but planned service expansion cancelled for 2021;
- Current challenges with reduced transit demand, lower fare, fuel tax and parking tax revenues project significant revenue losses over the next ten years; and
- Reducing non service-related operating expenditures and deferring certain capital projects to assist in reducing the financial impact of COVID-19.

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 September 15, 2020, including:

- Transport 2050 updates;
- Preparation of the Indigenous Relations Framework and its principles;
- Outline of the Fall Ridership Campaign; and
- Customer relations and engagement updates.

6.2 Transport 2050: COVID-19 Impacts and Opportunities – Update on Near Term Actions

Geoff Cross, Vice President, Transportation Planning and Policy introduced a report titled “Transport 2050: COVID-19 Impacts and Opportunities – Update on Near Term Actions”. Mr. Cross noted the purpose of the report was to identify easily accomplished but valuable opportunities to support the restart of the economy and mitigate negative impacts of the COVID-19 pandemic.

Andrew McCurran, Director Strategic Planning and Policy further explained the risks that impact short and long-term transit objectives. Mr. McCurran stated the focus should be on ensuring that single occupancy vehicle commuting would not become a new normal in the region as a response to COVID-19 and identified the following ways to mitigate this direction:

- Improving speed and reliability of the bus system;
- Support the increase of walking and cycling infrastructure; and
- Promote car share partnerships.

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 September 15, 2020, including:

- Semi-Annual Privacy update, noting privacy related e-courses will be provided;
- Semi-Annual Employee and Director Code of Conduct update;
- Receipt of the Vice President, Human Resources quarterly report, providing an update on Corporate Wellness activities supporting good mental health, identifying the support required for change management for staff, and the hiring of a manager for the Equity, Diversity, and Inclusion team; and
- Actions related to a safe Return to Work and Future of Work.

8. ADJOURNMENT

There being no further business, the meeting was adjourned at 11:00am.

Certified Correct:

Original signed by Tony Gugliotta

Tony Gugliotta
Board Chair

Original signed by Jennifer Breeze

Jennifer Breeze
Associate General Counsel and
Corporate Secretary