

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**MINUTES**

June 17, 2021

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Minutes of the TransLink Board of Directors Public Board meeting held virtually on June 17, 2021 at 10:00 am.

**DIRECTORS**

Tony Gugliotta, Chair  
Larry Beasley, C.M., R.P.P.  
Sarah Clark, P.Eng.  
Mayor Jonathan Cote  
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**

Gigi Chen-Kuo, Interim Chief Executive Officer  
Jennifer Breeze, Interim 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 10:00 am.

On behalf of the Board of Directors, Board Chair Gugliotta acknowledged and thanked Interim CEO, Gigi Chen-Kuo for her significant commitment and contribution to TransLink and the region.

**2. Public Delegations**

Tony Gugliotta invited public delegations to speak to the Board.

Peter Mar spoke to the Board on concerns relating to the Bus Stop Balancing program and the removal of a bus stop near his residence. Geoff Cross, VP Transportation and Policy responded to the concerns raised by Mr. Mar and confirmed that TransLink is considering impacts of the bus stop balancing program particularly on seniors and others who may be more impacted by removal of bus stops.

Tim Louis, Chair of the HandyDart Users Advisory Committee, shared with the Board the Committee's support for the current plan for the updated registration process for Access Transit customers. Mr. Louis confirmed that concerns were raised about the potential for a mandatory in-person registration requirement and confirmed that the Committee supports TransLink's current proposal that in-person registration be optional only.

Laura Mackenrot presented to the TransLink Board also in support of a voluntary, but not mandatory, in-person registration assessment for Access Transit customers. She proposed an adjustment to the resolution being presented to the Board for approval regarding the Access Transit registration process updates and requested clarification that the voluntary in-person assessment is

not to replace the old process, but is to be include an option. Ms. Mackenrot also recommended increasing use of taxis to provide HandyDart service, and supported age-based discounts on HandyDart.

Jill Weiss also addressed the Board on the proposed updates to the HandyDART registration process and expressed support for the in-person evaluation being optional rather than mandatory. She noted that the new proposed process is a significant improvement, with conditional eligibility and travel training, and particularly with two options for applications. Ms. Weiss requested an amendment to the resolution before the Board regarding the Access Transit registration to confirm that the in-person consultation is not intended to replace the current process, and instead the resolution should clearly reflect that there is a two-option process to replace the current registration process.

Jean Swanson presented to the Board on the updates to the HandyDART registration process to request that any in-person eligibility evaluation be voluntary and not mandatory.

Jane Dyson advised the Board that she does not support in-person consultation for HandyDART applications as they can result in barriers for individuals to apply if they are unable to submit to or navigate the process.

Nathan Davidowicz spoke to the Board on the proposed changes to the Access Transit registration process. Mr. Davidowicz proposed that the Province should assist in updating the HandyDART service to ensure that the policies of TransLink and BC Transit are aligned. He also recommended that TransLink change its transit fares only once a year.

Julianne Cressman shared with the Board that she supports the changes recently made by Management to the proposed Access Transit registration process to have in-person registration as an option only, and not as mandatory. Ms. Cressman also raised concerns over how criteria will be reviewed to determine how an individual may be eligible and supported having a physician who knows the client confirm eligibility.

In response to the public delegates, Geoff Cross noted that the process to review and develop proposed HandyDART registration changes have included an engagement process and stakeholder input has been taken into account, resulting in adjustments made to the plans for the registration process. After hearing today's public delegates, Management agreed to continue to reflect on input received to ensure the process is as supportive as possible.

The Chair requested that Management present agenda items 11, 12 and 13 as the next agenda items to address issues raised by public delegates.

### **3. CEO Report (*presented after agenda items 11, 12 and 13*)**

Gigi Chen-Kuo, Interim Chief Executive Officer spoke to the Board about various areas of focus and initiatives for TransLink in the previous quarter, including:

- Initiatives to advance indigenous reconciliation;
- Trends in COVID-19 cases in British Columbia and advancement of the BC Restart Program. As the Province moves into further steps of the BC Restart plan, TransLink will monitor Provincial Guidelines for changes to mask policies;
- TransLink's partnership with Operation Lifesaver Canada, which helps to provide those with mental health issues t ways to reach out for assistance. Posters will be in the TransLink system to support this awareness;

- Advancements on TransLink's next Customer Experience Action Plan; and
- The arrival of TransLink's new CEO, Kevin Quinn, on July 19<sup>th</sup>.

#### **4. BC Rapid Transit Company**

Michel Ladrak, President and General Manager updated the Board on recent initiatives at BCRTC. Mr. Ladrak noted:

- Lost time injuries continue to trend downward since 2019, however the number of mental health claims are increasing;
- Leadership training, which included topics such as Just Culture, succession planning and equity, diversity and inclusion;
- Rail grinding planned for the fall has already been completed, with 35,000 more meters than targeted. This assists with noise reduction from SkyTrain during the summer months; and
- BCRTC's triple crown challenge, supporting teamwork and performance and which resulted in SkyTrain's best day for with four days with 100% service delivery and 100% zero harm.

Mr. Ladrak also acknowledged and thanked Ms. Chen-Kuo for her leadership during her time as TransLink's Interim CEO.

#### **5. Coast Mountain Bus Company**

Mike McDaniel, President and General Manager CMBC briefed the Board on various ongoing programs at Coast Mountain Bus Company. Mr. McDaniel shared the roll-out of the COVID-19 vaccination program for CMBC staff carried out by the Province. Performance trends were also reviewed relating to safety, and customer service which is trending up to some of CMBC's highest levels. CMBC also celebrated people, with 31 employees who have been with the company for over 40 years and 229 for 30-39 years. CMBC has also been supporting implementation of various capital programs and has recently partnered with the Immigrant Services Society of BC to hold a virtual event with CMBC Maintenance to focus on equity, diversity and inclusion in CMBC Maintenance.

Mr. McDaniel echoed Mr. Ladrak's comments to Ms. Chen-Kuo and expressed appreciation for her steady leadership through the past several months.

#### **6. Transit Police**

Dave Jones, Chief Officer of Metro Vancouver Transit Police updated the Board on the work ongoing at Transit Police, highlighting that Transit Police is updating its strategic plan. Transit Police has also remained focused on COVID safety and mask compliance. The Blue Eagle Community Cadets program was shared, which is a program aimed at urbanized indigenous youth aged 11-15 to provide support through specific issues and programs. Chief Jones also reported a decrease in the number of hate crimes reported on transit between 2019 to 2020.

Chief Jones thanked Ms. Chen-Kuo for her support and leadership as Interim CEO for TransLink.

#### **7. Finance and Audit Committee Chair Report**

Sarah Clark, Committee Chair updated the Board on the previous quarter's meetings of the Finance & Audit Committee, noting that the Committee:

- Received updates on financial reporting and management in response to the COVID-19 pandemic, including the funding provided by the Province of BC as part of pandemic emergency relief;
- Endorsed the Q1 Financial and Performance report, available on the TransLink website;

- Reviewed the Enterprise Resource Planning Program, including progress and budget requirements for the program;
- Received updates on the cyber security incident;
- Reviewed progress in the Enterprise on culture and equity, diversity and inclusion efforts; and
- Received a report from Internal Audit on plans for the year and work completed to date.

#### **8. Planning and Stakeholder Relations Committee Chair Report**

Larry Beasley, Committee Chair briefed the Board on the meeting of the Committee held in early June. Mr. Beasley noted that many items presented to the Committee are being presented today to the Board. Topics included Transport 2050 engagement and feedback received, the Burnaby Mountain Gondola engagement with stakeholders, local residents and the City of Burnaby, and work to study a potential UBC rapid transit extension. The Committee also reviewed the HandyDART Modernization program progress, with a focus on the registration updates, and also the recommended fare changes that have been approved by the Board. Ridership recovery trends have also been discussed at the Committee, as well as SkyTrain Noise mitigation measures that are being studied and implemented.

#### **9. Human Resources and Governance Committee Chair Report**

Tony Gugliotta, Board Chair on behalf of Marcella Szel, Committee Chair, reviewed the reports received at the Human Resources and Governance Committee in the previous quarter, highlighting:

- Future of Work studies being undertaken by Management;
- Indigenous Relations Framework consultations;
- Updates to the Board Skills and Experience Competencies in the Articles of TransLink;
- Plans for orientation for the new CEO upon arrival; and
- Framework development for Equity, Diversity and Inclusion (EDI) programs within TransLink, with the intent to embed EDI into the culture and practices of the organization.

#### **10. Ridership Recovery Update**

Geoff Cross, VP Transportation Planning and Policy presented current trends and future projections on ridership recovery, with the continuation of the Province's COVID-19 vaccination program and the announcement of the anticipation of the Province now moving through the BC Restart steps. With Step 2 of the BC Restart plan, ridership is expected to grow. Continued remote work for some employees throughout the region post-pandemic is expected to reduce ridership recovery but also vehicles on road. TransLink's 2020 Transit Service Performance report provides details on how transit service has supported ridership recovery.

#### **11. HandyDART Modernization – Registration (*re-ordered to be presented before agenda item 3*)**

Geoff Cross introduced to the Board the HandyDART Modernization – Registration report. Mr. Cross reviewed the engagement and feedback received on the modernization initiatives and particularly relating to registration. As a result of the engagement and feedback, TransLink received constructive input and have found consensus amongst the recommendations for the registration program and the needs of the customers. Mr. Cross highlighted other elements of the Modernization program, which includes evaluating taxi use as part of HandyDART service delivery.

Sarah Ross, Director System Planning reviewed with the Board the demands and requirements for the HandyDART service, and engagement done with customers and stakeholders on the HandyDART Modernization program, including on registration updates. The feedback received was highlighted for the Board, including challenges some customers would experience if the registration process was all in-person and if they were not able to rely on their own physician to determine whether a customer meets eligibility criteria. An expedited process for certain access to the HandyDART process is also part of the updates. Expansion of travel training will also be included in order to support customers using the conventional system as much as possible. The optional in-person evaluation can also be virtual to provide for additional flexibility in the process.

Mr. Cross also confirmed that Management is supportive of the amendment to the resolution proposed by Ms. Weiss (public delegate) and that staff will continue to advance the engagement and implementation process.

The Board discussed with Management taxi usage as part of the Access Transit program and options for how taxis may be used in the future for the program.

After discussion:

**IT WAS MOVED AND SECONDED**

That the TransLink Board of Directors authorizes and requests that Management:

- 1) Update the process for individuals to apply for HandyDART by designing a customer-oriented application experience, engaging with customers and stakeholders through the design process, to:
  - a) Develop an application process that provides better understanding of applicants' needs and abilities, which will replace current medical verification requirements and will have two options:
    - i. an in-person consultation; or
    - ii. a longer paper application with medical verification;
  - b) Include an expedited process for people requiring temporary usage, applicants over the age of 85, and potentially include individuals who participate in community programs for people with disabilities; and
  - c) Introduce conditional eligibility to better match applicant abilities with transit options; and
- 2) Continue to expand Travel Training to support customers in taking conventional transit trips.

**CARRIED**

**12. Proposed Changes to HandyDART Fare Structure (*re-ordered to be presented before agenda item 3*)**

Geoff Cross reviewed the changes to the HandyDART fare structure being recommended to the Board, as well as the introduction of Compass to the HandyDART system. Changes include age-based discounts for HandyDART customers, which will provide for concession rates for eligible HandyDART customers.

**13. Transit Tariff Amendment - Effective October 1, 2021 (re-ordered to be presented before agenda item 3)**

Christine Dacre, CFO presented the Transit Tariff amendment that includes housekeeping updates but also proposes age-based discounts for the HandyDART service and introduces Compass to the HandyDART system.

The Board acknowledged the concern raised by the public delegate about more than one fare change within one year but supported making this change now as it provides benefit to customers.

After discussion:

**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 Tariff Bylaw Number 140-2021***, attached to this report as Attachment 1 effective October 1, 2021; and
- B. Reconsiders and finally adopts the ***South Coast British Columbia Transportation Authority Tariff Bylaw Number 140-2021***.

**CARRIED**

**14. Transport 2050**

The second of three phases of Transport 2050 (T2050) engagement has now completed. Geoff Cross noted that the intention was to gather feedback on whether the development of T2050 was on the right track. Input was sought on support for the five draft goals and the three transformational actions that are contemplated. The Board heard that the majority of those responding indicated strong support that the draft goals are on the right track. Input received on the transformational actions was also presented. A full draft strategy will be prepared in the fall, with adoption targeted for early 2022.

The Board discussed the survey results with Management and spoke about how initiatives being advanced in municipalities in the region may be incorporated or considered as part of TransLink's planning.

**15. SkyTrain Noise Study Update**

Michel Ladrak, President and GM BCRTC and Jeffrey Busby, Acting VP Infrastructure Management and Engineering presented to the Board the SkyTrain Noise Study Update and the status of the pilot studies of various noise mitigation measures which were recommended from the 2018 SkyTrain Noise Mitigation Study. This includes guidelines for developments that build close to SkyTrain structure. Management will be working on various tools to share and seek support and adoption from municipalities who may implement these as part of new development approvals.

Management responded to inquiries on roll-out of these guidelines and potential for other noise mitigation measures, including at existing developments.

**16. Revisions to Board Governance Manual, Articles and Proposed Board Competencies Guidelines**

Jennifer Breeze, Interim General Counsel and Corporate Secretary reviewed with the Board the proposed revisions to the Board Governance Manual and the Articles of TransLink, and the draft Board Competencies Guidelines. Ms. Breeze noted that the Board Competencies Guidelines are intended to supplement the Board Competencies requirements set out in the Articles of TransLink. The emphasis on supporting diversity, equity and inclusion in the Board competencies and the recruitment for prospective Board members was also highlighted.

After discussion:

**IT WAS MOVED AND SECONDED**

That the TransLink Board of Directors approves:

1. the amendments to the Articles of the South Coast British Columbia Transportation Authority, as set out in Attachment 1 to the report dated May 27, 2021 titled “Board Competencies Guidelines and Revisions to Board Governance Manual and Review of Articles”; and
2. the Board Competencies Guidelines, supplemental to the Articles of the South Coast British Columbia Transportation Authority, as set out in Attachment 2 to the report dated May 27, 2021 titled “Board Competencies Guidelines and Revisions to Board Governance Manual and Review of Articles”.

**CARRIED**

**17. Consent Agenda**

The following consent agenda item was approved:

- 17.1. Meeting Minutes of March 25, 2021

The following consent agenda items were received for information:

- 17.2. Response to Public Delegations
- 17.3. Pattullo Bridge Condition Monitoring Report
- 17.4. Surrey Langley SkyTrain Project Update
- 17.5. TransLink Participation in Partner Agency Plans

**18. Board Questions/Comments**

The Board commended Management for the work with partners in the region as described in Agenda Item 17.5.

Chair Gugliotta recognized Director Murray Dinwoodie for his years of service on the TransLink Board and the insights and guidance he has provided at Board meetings. Director Dinwoodie’s term will be expiring prior to the next public board meeting.

**19. Conclusion**

The Public Board Meeting concluded at 1:30 pm.

*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