

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MEETING MINUTES

March 25, 2021

Minutes of the TransLink Board of Directors public meeting held virtually on March 25, 2021 at 9:00 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

Tony Gugliotta, Board Chair called the meeting to order at 9:00 am.

Chair Gugliotta introduced Gigi Chen-Kuo, TransLink's Interim CEO.

2. Public Delegations

Ms. Atkinson spoke to the Board regarding the speed limit in and around Topham Elementary School and asked for this to be reduced to 30 km/hr from 50 km/hr. The school PAC is supporting active travel and noted the significant increase in vehicle traffic on the school road (216), which is on the Major Road Network. Safety issues relating to the risk of large commercial trucks and other vehicles on the road where children are travelling to and from school.

Mr. Davidowicz presented on the topic of the provincial and federal contributions toward transit and spoke about the proposed TransLink Transit Tariff amendment, which would provide for an average fare increase of 2.3%, as well as the Provincial government announcement that children aged 12 and under will be free in the future. To allow for additional public feedback, the delegate requested that the Board defer approving the fare increase at this time.

3. CEO Report

Gigi Chen-Kuo, Interim Chief Executive Officer provided an update to the Board on a number of areas of focus for TransLink in the previous quarter, including:

- The recently announced federal funding program, which may permit TransLink to ensure additional funding for the new Operations and Maintenance Center 4, Surrey Langley SkyTrain, and other key programs;
- TransLink's continued response to the COVID-19 pandemic, including education programs for customers on how to travel safely on transit, and TransLink's Wearing is Caring campaign encouraging mask use on transit. Strong mask wear compliance on the system was noted, with over 95% of customers wearing masks on transit vehicles;
- Customers have been returning to the system in recent months, and TransLink received a customer service rating of 8.2% (up from 7.8% in 2018 and 2019);
- The copper product pilot for longer-term sanitization of surfaces. The pilot released very encouraging results; and
- Ridership projections for upcoming year will be provided during the meeting.

4. Coast Mountain Bus Company

Mike McDaniel, President and General Manager provided an update on key initiatives at CMBC in the last quarter, including:

- Safety initiatives to enhance passenger and employee safety due to the COVID-19 pandemic. Recent work is installing Flettner vents on HandyDART vehicles, which provides for 35% more air exchange. Installation is expected to be complete by May 2021;
- Photo-catalytic oxidation (PCO) trial on buses has started, with results expected later in the spring;
- Transit operator recruitment was delayed due to the COVID-19 pandemic but have shifted to online events to continue to hit hiring targets;
- System recovery ongoing due to cyber attack; and
- Marpole Transit Centre capital project is progressing, with preliminary design and development, as well as land use logistics and considerations, occurring in 2021.

The Board discussed with Mr. McDaniel various CMBC safety initiatives, including PCO, Zero Harm safety programs and other COVID-19 responsive safety measures such as safety barriers for bus operators. The Board expressed the Board's appreciation and thanks for all the hard work of CMBC employees throughout the pandemic.

5. Transit Police

Dave Jones, Chief Officer reviewed several key updates from the Metro Vancouver Transit Police in the last quarter. These were:

- Blue Eagle Community Cadets outreach program, working with other agencies to focus on 12-15 year old indigenous youth. This operates with a grant from the Provincial government and is a year long program that provides engagement with the youth group at least once a week;
- Facial coverings enforcement, starting with TransLink's mandatory mask policy on transit, and also through the Emergency Enforcement Act;
- Targeted Mobile Enforcement Team, created last year, has been successful in focusing on specific areas of the transit system;
- Newcomer family outreach to support learning about transit and transit safety; and
- Community Safety Officer Program application, which provides for a tiered officer and safety program.

6. BC Rapid Transit Company

Michel Ladrak, President and General Manager provided an overview to the Board BCRTC's Business Plan for 2021 and noted elements of the plan. BCRTC's Zero Harm program remains focused on socializing and creating awareness for Zero Harm, and steps taken in the last quarter to continue to advance the safety culture and environmental stewardship. Mental health is critical in Zero Harm culture, and so BCRTC is working on various initiatives and programs for mental health, as well as providing education programs and resilience training for front line staff. Safety trends were reviewed, with a recent improvement in trends. On Time Performance was also discussed, with December 14 the best performing day of 2020 (100% service delivery). Mr. Ladrak also discussed that State of Good Repair programs, as well as Capital and Major Business Projects, continue to be a focus for BCRTC.

The Board acknowledged and commended the high levels of customer satisfaction and the efforts to staff to provide the public with that experience.

7. Update on Recovery Scenarios

Geoff Cross, VP Transportation Planning and Policy presented to the Board recent updates on recovery scenarios, including projections for ridership and revenue recovery from the COVID-19 pandemic resulting from the vaccination program ramping up. TransLink has been doing scenario planning through the winter but has continued to advance tools to model recovery and what TransLink's service requirements will be, including incorporating 'significant uncertainties in underlying conditions' into the modelling. Telecommuting and the propensity to use transit will be the main factors to determine how soon and to what degree ridership levels will increase.

Current ridership levels per mode were reviewed, with buses continuing to be the most robust. The Board received a demonstration of the modelling, and potential recovery scenarios were presented.

8. Response to COVID-19 Impacts – Progress Update on Near Term Actions

Mr. Cross and Eve Hou, Manager Policy Development, highlighted key elements of the near-term actions in response to COVID-19, noting in particular the progress made since the September 2020 report to the Board. Remote learning, increased household financial strain, and a preference for e-commerce remain as the main challenges to improving. TransLink has responded to these challenges, focusing on rebuilding transit ridership with work dedicated to bus priority and rapid response to needs through additional priority lane development. Walking and cycling initiatives are supported by updating the capital program funding model to prioritize gaps in the major bike network, which in conjunction with programs such as the Shared Mobility Compass Card pilot provide options to driving in single occupancy vehicles.

Finally, the 2020 fare increase is deferred and through funding from the Province planned increases through 2025 have been reduced.

9. New Mobility Program Update

Andrew McCurran, Director Strategic Planning & Policy, provided an update on the New Mobility Program in the last quarter. This program was funded in the Phase One and Phase Two Investment Plans. Funding has been scaled back as a result of the financial challenges due to the COVID-19 pandemic, but the program has focused on key initiatives from the last and previous Open Innovation Calls.

In the 2020 program, approximately 90 submissions were received and review is underway with short-listed contributors. From previous Open Innovation Calls, three programs continued through COVID: Shared Mobility Compass Card pilot, Pigeon Box, and the UBC Vanpool Pilot. The Shared Mobility Compass Card allows for seamless transfer amongst bike and car sharing modes and transit, with invoicing through one account. TransLink is looking to scale this program into a larger pilot with up to 1,000 individuals participating in the summer. Performance of the Pigeon Box pilot is still being evaluated and will continue for the time being. The UBC Vanpool pilot continued effectively and any interest from other industrial or business parks would be considered if substantial subsidies would not be required by TransLink.

10. 2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw

The 2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw report and the proposed bylaws were presented to the Board by Christine Dacre, CFO. Ms. Dacre confirmed that the current Investment Plan provides for an increase and growth rate. The property tax revenue remains steady this provides for the rates to achieve that revenue. The impact on a per household basis was reviewed.

It was MOVED and SECONDED

Property Tax Bylaw:

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2021 Property Tax Bylaw Number 137-2021” attached as Attachment 1 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2021 Property Tax Bylaw Number 137-2021” attached as Attachment 1 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.

Replacement Tax Bylaw:

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2021 Replacement Tax Bylaw Number 138-2021” attached as Attachment 2 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2021 Replacement Tax Bylaw Number 138-2021” attached as Attachment 2 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.

CARRIED

11. Transit Tariff Fare Amendment – Effective July 1, 2021

Ms. Dacre noted that the fare increases originally contemplated in the current Phase Two Investment Plan. Due to COVID-19, the 2020 fare increases were deferred and as a result of emergency funding relief from the Province, the fare increases could be reduced to 2.3% overall, to reflect inflation. Ms. Dacre noted the fare amounts for the adult and concession cash rates.

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 139-2021*, attached to this report as Attachment 1, effective July 1, 2021; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 139-2021*.

CARRIED

12. Planning and Stakeholder Relations Committee Chair Report

Larry Beasley, Committee Chair shared the focus of the Planning and Stakeholder Relations Committee at its March meeting, notably:

- Transport 2050 and key questions for input to prepare for next round of public engagement and development of Transport 2050;
- Policy Framework for Major Transit Project Contributions from Municipalities and local partners, to provide for consistency and equity in this for future major capital projects;
- COVID-19 recovery and ridership projections;
- New Mobility Program work; and
- Burnaby Mountain Gondola studies and public engagement.

13. Human Resources and Governance Committee Chair Report

Marcella Szel, Committee Chair identified for the Board the key areas discussed by the Human Resources and Governance Committee during its March meeting:

- Quarterly Human Resources report, with incredible work done in the organization responding to the cyber attack and carrying forward the regular day to day work as well;
- New training programs focused on wellness and mental health;
- Enterprise workforce statistics;
- Gender ratios and the new Equity Diversity Inclusion framework;
- Board evaluations and the Screening Panel process; and
- Information related to the Return to Work program being developed.

14. Finance and Audit Committee Chair Report

Sarah Clark, Committee Chair updated the Board on key focuses of the Finance and Audit Committee from its March meeting, including:

- Cyber Incident response and recovery plans;
- Transit fare amendment;
- Recommendation of the Property Tax and Replacement Tax bylaws for approval by the Board;
- Internal Audit programs and initiatives, which have continued to advance despite COVID and the cyber attack and working from home;
- Surrey Langley SkyTrain project update; and

- Pattullo Bridge replacement project timing and ongoing monitoring efforts by TransLink staff on the existing Pattullo Bridge.

15. Consent Agenda

The following agenda item was approved:

15.1. Meeting Minutes of December 17, 2020

The following agenda items were received for information:

15.2. Response to Public Delegations

15.3. Pattullo Bridge Condition Monitoring Report

15.4. Surrey Langley SkyTrain Project Update

15.5. Update on Surrey Langley SkyTrain Supportive Policy Agreements

15.6. Update on the Implementation of the Custom Transit Service Delivery Review

15.7. Background to the 2020 HandyDART Users' Advisory Committee Annual Report

15.8. Background to the 2020 Access Transit Users' Advisory Committee Annual Report

15.9. Corporate Sustainability Framework and Program

The Public Board Meeting concluded at 11:30am.

Certified Correct:

Original signed by Tony Gugliotta

Tony Gugliotta
Board Chair

Original signed by Jennifer Breeze

Jennifer Breeze
Associate General Counsel and
Corporate Secretary