

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING
MINUTES**

March 24, 2022

Minutes of the Public Board Meeting held virtually on March 24, 2022 at 9:00 am.

DIRECTORS

Lorraine Cunningham, Chair
Sarah Clark, P.Eng.
Jennifer Chan
Mayor Jonathan Cote
Harj Dhaliwal, PhD
Karen Horcher, FCPA, FCGA, CFA
Andrea Reimer
Andy Ross
Harpinder Sandhu
Marcella Szel, Q.C.

MANAGEMENT and CORPORATE SECRETARY

Kevin Quinn, CEO
Jennifer Breeze, General Counsel and Corporate Secretary
Fran Corlett, Assistant Corporate Secretary

REGRETS: Mayor Jack Froese

1. Call to Order and Opening Remarks

Lorraine Cunningham, Board Chair called the meeting to order at 9:00.

2. Public Delegations

Joy Russell

Joy Russell spoke in favour of reinstating the mandatory mask policy on all public transport. She noted her view that the long-term impacts of the COVID-19 are still unknown and that masks are the only proven method for reducing the transmission of the virus.

Lyne Filiatrault

Lyne Filiatrault, a retired emergency physician, asked the Board to reinstate the mandatory mask policy on transit vehicles. In addition, she requested that TransLink monitor air quality on vehicles and improve air filtration and ventilation with the goal of making customers feel safe while riding the transit system.

Darryl Dela Cruz

Darryl Dela Cruz also spoke to the Board of Directors about the need for mandatory masks on transit. He noted that on March 7th, he started a petition requesting that masks remain mandatory on transit and that to date, over it has been signed over 2000 times.

Nathan Davidowicz

Nathan Davidowicz spoke on a variety of topics including speaking in support for the previous speakers, TransLink fare increases, the level of service provided compared to other areas across British Columbia, and the availability of information from the Board of Director's meetings.

Joe Kunzler

Joe Kunzler spoke in support of TransLink's innovative and integrated methods for transit. He stated that TransLink needs to be properly funded by the Federal and Provincial governments. Mr. Kunzler also suggested that TransLink should engage with tourism agencies to promote the transit system as a tourist attraction.

3. CEO Report

Kevin Quinn, CEO spoke to the Board about key highlights of activities at TransLink in the previous quarter and through 2021. These included:

- Ridership trends, with boardings increasing for the first time to 64.4% of pre-COVID levels as of the third week of March, since the start of the COVID-19 pandemic;
- Customers remain welcome to wear masks on conventional transit, and masks continue to be required on HandyDART to align with Provincial health requirements for masks in the health care setting;
- TransLink's Sweepstakes campaign, with the grand prize winner being drawn next month;
- Battery-electric bus testing is ongoing as TransLink progresses with increasing electrification of the bus fleet;
- Walking school bus program pilot;
- An update on Brentwood Station upgrades;
- TransLink's Transit for the Planet initiative on Earth Day;
- Relief funding helps us to maintain service and address immediate challenges; and
- Acknowledgement of International Womens Day and women across the Enterprise.

4. BC Rapid Transit Company

Michel Ladrak, President and General Manager of BCRTC presented the 2021 Q4 Update report to the Board. The presentation reviewed BCRTC's 2022 Priorities, Safety trends on Lost Time Injuries which is now the lowest since 2016, and On-Time Performance which was above target for 2021 overall but impacted in by extreme heat and winter weather. Michel Ladrak also provided an update on rail maintenance work and noise mitigation measures.

The Board also received an update on capital and major projects supporting the system expansion program, including Brentwood Station upgrades, Operations Control Center 2, Operations and Maintenance Center (OMC) 4, OMC1 and escalator upgrades in the Skytrain stations.

5. Coast Mountain Bus Company

Mike McDaniel, President and General Manager of CMBC reported to the Board on various initiatives and programs at CMBC in the prior quarter. These included:

- Service hours delivered through Q4 2021;
- Increases in HandyDART service, with delivery of 49% of budgeted trips delivered as of December 31;
- Implementation of the HandyDART modernization project, with Compass being rolled out to HandyDART in 2021 and increasing adoption in Q4 of the use of Compass cards;
- Installation of braille and tactile bus stop signage, which is being done throughout the entire system;
- Testing of new battery electric buses; and

- Equity, Diversity and Inclusion advancements, with female-focused recruitment advancing through a review of recruitment processes, focus groups with female bus operators and holding meetings with BC Women in Trades and workshops for strategies.

6. Transit Police

Dave Jones, Chief Officer presented the Transit Police update report to the Board. Chief Jones discussed with the Board updates on the Blue Eagle Cadets program, which has now been expanded into Surry after a successful launch in Vancouver, trends in crimes and incidents on the transit system, ongoing collaboration with cross-regional policing partners including deployment at new station and bus stop and loop locations, community policing initiatives to work with community organizations to support assistance for vulnerable persons, and front line health and developing seasonal safety campaigns. Diversity advancements at Transit Police was also reviewed, including the recent appointment of Deputy Chief Anita Furlan.

7. Finance and Audit Committee Chair Report

Sarah Clark, Committee Chair provided an update to the Board on topics for discussion at recent meetings of the Finance and Audit Committee. This included review of the 2021 year end financial reports, the Transit Tariff Amendment for July 1, 2022 and the Replacement Tax and Property Tax Bylaw reports, which are before the Board today for approval.

Sarah Clark also noted the positive feedback from TransLink's external auditors on the year end financial statements and the work by Management to support the 2021 audit. Sarah Clark recognized TransLink's CFO, Christine Dacre and the Finance division for their dedication and work throughout 2021.

8. Planning and Stakeholder Relations Committee Chair Report

Mayor Jonathan Cote, Committee Chair reviewed reports that have been presented to the Planning and Stakeholder Relations Committee at its last meeting in Q4 of 2021, and noted in particular:

- Commencement of early discussions to develop an update to the Mayors' Council Vision to support implementation of Transport 2050;
- Review and recommendation to the Board of the Indigenous Relations Vision Statement and Guiding Principles, for approval by the Board at this meeting; and
- The Customer Experience Action Plan, also recommended to the Board for approval.

Mayor Cote left the meeting.

9. Human Resources and Governance Committee Chair Report

Key topics at recent meetings of the Human Resources and Governance Committee was shared by Marcella Szel, Committee Chair. The key topics were:

- TransLink's award as one of Canada's Top Employers by Forbes Magazine;
- Some increase on an annualized basis of voluntary turnover, now at 6.6% but consistent with the experience of other organizations at this time in the COVID-19 pandemic;
- TransLink's launch of its Future of Work program, which has been delayed due to the pandemic;
- Focus on Psychological Health and Safety, with recent Board approval of a policy which will support implementation of more initiatives for psychological wellness;
- Challenges in talent acquisition;

- An update on Indigenous Relations Vision Statement and Guiding Principles; and
- Review of standard policies which are reviewed annually.

10. Information Technology Committee Chair Report

Karen Horcher, Committee Chair provided an update on the activities of the Information Technology Committee at its first meeting in Q1 of 2022, which included:

- Review of the Workplan for the Information Technology Committee;
- Finalizing Terms of Reference for the Committee, consistent with best practices; and
- Updates on investments in IT technology and programs.

11. Customer Experience Action Plan 2022-2027

Steve Vanagas, VP Customer Communications and Public Affairs reviewed with the Board the Customer Experience Action Plan for 2022 to 2027 and the various initiatives and programs contemplated in the Plan to serve the needs of our customers in the future. The focus of the Plan is to always put the customer first. Next steps will be to secure funding and approval through the next Investment Plan for implementation of the initiatives and programs set out in the Plan.

Steve Vanagas presented various elements of the Plan, including the 5 Customer Mindsets, the Customer Journey Map and the 5 Priorities of Focus in the Plan for the next five years. The 5 Priorities for transit are to make it:

- More personalized
- Easier to use
- More timely and reliable
- A safer, more pleasant experience
- Offers a better reason to ride

After discussion, the Board endorsed the Customer Experience Action Plan 2022-2027 as presented to the Board.

12. Indigenous Relations Vision Statement and Guiding Principles

Steve Vanagas introduced Alanna Simmons, Manager, Indigenous Relations, who has assisted in developing the Indigenous Relations Vision Statement and Guiding Principles. This is the foundational document that outlines how TransLink wants to work with indigenous peoples, nations and Indigenous governments. The document has also been developed with contribution and extensive discussions with the Indigenous Relations Advisory Committee, the Planning and Stakeholder Relations Committee and the nations. Alanna Simmons reviewed the Vision Statement, Guiding Principles and the extensive consultation that was led by TransLink in finalizing the statement and principles with not only stakeholders but also the nations and indigenous persons.

Steve Vanagas requested several amendments to the Vision Statement and the Guiding Principles for endorsement by the Board, which are to update “culture” to “cultures” in the second line of the Vision Statement, and to update Nations (plural) and peoples (plural).

Next steps will be continued for indigenous engagement on the T2050 ten-year priorities, and development of a Reconciliation Action Plan. TransLink recognizes reconciliation is an ongoing commitment, and this document forms TransLink’s next step in supporting reconciliation.

Subject to inclusion of the two amendments identified by Management, after discussion:

It was MOVED and SECONDED

That the TransLink Board of Directors approve the Indigenous Relations Vision Statement and Guiding Principles for the Enterprise, as set out in the report titled “Indigenous Relations Vision and Guiding Principles” dated March 2, 2022.

CARRIED

13. 2021 Year End Financial and Performance Report

Christine Dacre, CFO presented the 2021 Year End Financial and Performance Report and noted key highlights from the report. Those highlights included:

- Increases in ridership and revenues as compared to 2020;
- Continued impact of the COVID-19 pandemic throughout 2021, with fare revenues being significantly below budget and reduced cost recovery for transit of 33%. The reduced fare revenues were partially offset by increases in development cost charges, parking tax and fuel tax;
- Investments in capital projects and program in the amount of \$353 million, which included fleet expansion and infrastructure upgrades;
- Receipt of senior government relief funding, which allowed TransLink to continue to provide full transit service and implementation or continuation of certain capital programs including installation of braille and tactile signage, tree transit for children 12 and under, launch of the new Burrard Chinook and the implementation of Compass on HandyDART.

14. 2021 Statutory Annual Report

Christine Dacre, CFO presented actual results compared to 2021 year of the 10-Year Investment Plan which is required pursuant to the SCBCTA Act. Changes to TransLink’s operations during COVID-19 significantly impacted this comparison. Although service levels were maintained during the pandemic, ridership and revenues were significantly lower than what was anticipated in the 10-Year Investment Plan. As well, Access Transit and HandyDART trips were much lower than anticipated in the 10-Year Investment Plan.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2021 Statutory Annual Report mandated by the *South Coast British Columbia Transportation Authority Act*, attached as Attachment 1 to the report titled “2021 Statutory Annual Report” dated March 2, 2022; and
- B. Authorizes the release of the 2021 Statutory Annual Report to the Mayors’ Council on Regional Transportation.

CARRIED

15. 2021 Audited Consolidated Financial Statements

The Board received the 2021 Audited Consolidated Financial Statements. Christine Dacre presented the report and confirmed that TransLink’s external auditors have reviewed the Financial Statements and provided confirmation of a clean audit.

It was MOVED and SECONDED

That the Finance and Audit Committee recommends that the TransLink Board of Directors:

- A. Approves the 2021 Audited Consolidated Financial Statements attached as Attachment 1 to the report titled “2021 Audited Consolidated Financial Statements” dated March 7, 2022; and
- B. Authorizes the Board Chair and Finance and Audit Committee Chair to sign the approved 2021 Audited Consolidated Financial Statements.

CARRIED

16. Transit Tariff Amendment – Effective July 1, 2022

Christine Dacre, CFO reviewed with the Board the agreement TransLink entered into with the Province to revise fare increases to an average of 2.3% for 2022 due to the COVID-19 pandemic and the financial impact on the region and customers. The proposed fare rate increases were presented to the Board.

The Board discussed with Management the proposed Transit Tariff Amendment. Following the discussion, the Board approved the fare increases proposed in the bylaw but not the map.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 146-2022*, attached as Attachment 1 to the February 28, 2022 report titled “Transit Tariff Amendment – effective July 1, 2022”, effective July 1, 2022; and
2. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 146-2022*.

CARRIED

17. 2022 Property Tax Bylaw and 2022 Replacement Tax Bylaw

Christine Dacre reviewed the proposed 2022 Property Tax Bylaw and the 2022 Replacement Tax Bylaw, and in particular the rate changes for both. Actual rates charged to property owners will decrease over previous year, however there has been an increase in completed roll assessments. The overall impact on the 2022 tax rates will result in an increase in approximately \$8 for the average residential property over the prior year.

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 2022 Property Tax Bylaw Number 144-2022” attached as Attachment 1 to the report dated March 1, 2022 titled “2022 Property Tax Bylaw and 2022 Replacement Tax Bylaw”; and
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2022 Property Tax Bylaw Number 144-2022” attached as Attachment 1 to the report dated March 1, 2022 titled “2022 Property Tax Bylaw and 2022 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 2022 Replacement Tax Bylaw Number 145-2022” attached as Attachment 2 to the report dated March 1, 2022 titled “2022 Property Tax Bylaw and 2022 Replacement Tax Bylaw”; and
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2022 Replacement Tax Bylaw Number 145-2022” attached as Attachment 2 to the report dated March 1, 2022 titled “2022 Property Tax Bylaw and 2022 Replacement Tax Bylaw”.

CARRIED

18. Consent Agenda

The following consent agenda items were received for approval:

- 18.1. Minutes of the December 2, 2021 TransLink Board of Directors Public Board Meeting
- 18.2. Minutes of the January 27, 2022 Joint Meeting of the TransLink Board of Directors and the Mayors’ Council on Regional Transportation Public Board Meeting
- 18.3. Independent Transit Service Application – Richmond Discovery Shuttle

The following consent agenda items were received for information:

- 18.4. Response to Public Delegations
- 18.5. 2021 Annual Reports from Accessibility Advisory Committees
- 18.6. 2022 Update on the Implementation of the Custom Transit Service Delivery Recommendations
- 18.7. Pattullo Bridge Condition Monitoring Report
- 18.8. Surrey Langley SkyTrain Project Update

19. Conclusion of Public Board Meeting

The Board meeting concluded at 12:00pm.

Certified Correct:

Original signed by Lorraine Cunningham

Original signed by Jennifer Breeze

Lorraine Cunningham
Board Chair

Jennifer Breeze
General Counsel and Corporate Secretary