

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

September 28, 2022

Minutes of the Public Board Meeting held virtually on September 28, 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, RI
Marcella Szel, K.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 am.

Chair Lorraine Cunningham expressed the Board's appreciation for all the work and contribution of Directors Mayors' Cote and Froese, as this was their last Board meeting with TransLink.

Dorit Mason, Director, Safety, Environment and Emergency Management provided a safety minute relating to pedestrians and driver safety in the darkness and rain as we move into the fall and winter.

2. Public Delegations

Three public delegates spoke to the Board.

Luke Solvang

Luke Solvang addressed the Board regarding the ongoing COVID-19 pandemic and the ongoing safety risk, particularly to seniors and customers with disabilities. Mr. Solvang requested that TransLink reinstate certain safety measures on its transit system, including masks and spoke in favour of installation of air filters and air quality monitors.

Eileen Buchanan

Eileen Buchanan spoke to the Board regarding risks to pedestrians and children at certain bus routes in steep areas located in West Vancouver and requested that bus routes be adjusted slightly to support pedestrian safety and increase ridership. She requested that the buses travel more on the hills than the flat areas to open roads for more cycling and walking areas in the flat areas of West Vancouver.

Nathan Davidowicz

Nathan Davidowicz spoke to the Board to request that the CEO provide a written quarterly update at the public meeting in addition to the verbal report, that TransLink hold only public and no in camera meetings, and also for TransLink to publish ridership figures broken down with additional details such as conventional and certain areas of the region.

3. CEO Report

Kevin Quinn, Chief Executive Officer provided a report to the Board on a number of key matters impacting TransLink in the last quarter including:

- TransLink's observance of and activities relating to National Truth and Reconciliation Day on the September 30th, including offering non-peak fares on September 30th through an amendment to the TransLink Transit Tariff;
- 900 Bike Bus Pilot, with 1,323 bikes and 3,089 passengers recorded on the bus through the pilot period;
- TransLink's new Transit Volunteer program, with over 28,800 customer interactions since the program started in July;
- Car-free Summer campaigns, with Car Free Days held across Metro Vancouver; and
- The opening of TransLink's new flagship Customer Service Centre at Waterfront Station.

4. BC Rapid Transit Company

Mike Richard, Acting President and General Manager BCRTC presented to the Board on a number of areas of focus for BCRTC in 2022. Key highlights included safety and passenger injury trends, on-time performance results in the prior quarter, and SkyTrain ridership levels which are at 72% of pre-COVID levels. Mike Richard also briefed the Board on recent maintenance work such as rail grinding over the summer and escalator availability. An update on capital and major project works was also provided to the Board.

5. Coast Mountain Bus Company

Mike McDaniel, President and General Manager CMBC shared key highlights of activities and initiatives at CMBC in Q1 of 2022, noting:

- CMBC's initiatives around development of plans for climate change resilience and adaptation, to ensure business continuity, safety and also that CMBC's infrastructure and operations can adapt as climate changes occur;
- HandyDart delivered 67% of budgeted trips in July 2022, with 91% of on-time performance. First Transit was recently awarded the contract to continue as the HandyDART service provider on behalf of TransLink;
- A Corridor Deployment Project as a pilot, to make real time service adjustments to improve both service reliability and customer experience in key corridors;
- Celebration of Light service support; and
- Recent hires into key positions in EDI and Psychological Health and Wellness at CMBC.

6. Transit Police

Dave Jones, Chief Officer presented an update from the Metro Vancouver Transit Police. Chief Jones noted the areas of focus for the Transit Police to date in 2022. Rates of crime per passengers were reviewed, which have dropped with respect to persons and property in the prior quarter, as well as the ongoing Transit Police work to reduce sex offences on the transit system.

In addition, Chief Jones shared with the Board other Transit Police summer activities which included safety education and outreach, recruitment information sessions, Back to School Safety messaging to communities, and the establishment of an Emergency Operation Centre during the Celebration of Lights and Canada Day. One of Transit Police's Detection Dog Teams was also awarded significant recognition as the Top Detection Dog Team in Canada.

Finally, Chief Jones highlighted Transit Police's participation in both the International Association of Women in Policing Conference in Niagara Falls, and the Pulling Together Canoe Journey.

7. Finance and Audit Committee Chair Report

Sarah Clark, Committee Chair reported to the Board on topics recently discussed at the Board's Finance and Audit Committee meeting on September 22nd. The Committee received updates on the following topics:

- The external auditor Audit Plan for the 2022 audit;
- An update on Safety programs and initiatives in the prior quarter;
- Pattullo Bridge monitoring;
- An update on the 2022 Investment Plan; and
- Key financial assumptions for the 2023 budget.

8. Planning, Communities and Communication Committee Chair Report

Mayor Jonathan Cote, Committee Chair advised that the Planning, Communities and Communication Committee met on September 20th and received reports that included a ridership recovery update focused on recovery by sub-region and mode, summer campaigns aimed at supporting use of transit, bicycling and cycling, and alignment and partnership work with other public agencies and stakeholders for coordination of services and work throughout the region. Mayor Cote also provided an update on the Customer Satisfaction Survey results received by the Committee.

9. Human Resources and Governance Committee Chair Report

Marcella Szel, Committee Chair highlighted key areas of focus for the Human Resources and Governance Committee from the meeting on September 20th, including:

- Work advancing in the Equity, Diversity and Inclusiveness program;
- An update on the return to work of staff at TransLink;
- Attraction and retention of new talent to TransLink and labour market challenges experienced across the industry, region and country;
- The Board and Committee Effectiveness Evaluation plan for 2022; and
- An update on matters relating to Privacy and Information Access.

10. Information Technology Committee Chair Report

Karen Horcher, Committee Chair reported on the topics from the Committee's meeting on September 15th. The Committee received reports on the IT security program and also the Enterprise Resource Planning Program which is one of the key major IT initiatives in the organization. The Committee also received reports with updates on other IT capital projects as well as from the Internal Auditor relating to IT projects and programs.

11. TransLink Safety and Health Policy

Dorit Mason, Director Safety, Environment & Emergency Management presented to the Board the report titled "Update to the TransLink Safety and Health Policy".

The Board commended Management on the significant safety advancements and work done at TransLink. After discussion:

It was MOVED and SECONDED

That the TransLink Board of Directors approves the amendments to the TransLink Corporate Safety and Health Policy as attached as Attachment 2 to the report dated August 26, 2022, titled "Update of TransLink Corporate Safety and Health Policy".

CARRIED

12. Ridership Recovery Update Report

The Board received a report from Sarah Ross, VP Transportation Planning and Policy providing an update on the status of Ridership Recovery. Ridership has now recovered to 77% of pre-COVID-19 levels as of September, with weekend recovery being highest overall, particularly in summer months. The presentation included ridership recovery by mode and by region. Overall travel in the region remains lower than pre-COVID-19 on all modes of travel, including by car.

The Board discussed various aspects of ridership recovery and trends in the region with Management. The Board also asked if Management is able to provide an update on ridership at a future meeting on the Free Transit for Under 13 Program.

13. Consent Agenda

The following consent agenda items were adopted:

- 13.1. Public Board Meeting Minutes of June 23, 2022
- 13.2. Joint Mayors' Council and TransLink Board of Directors Public Meeting Minutes of June 30, 2022

The following consent agenda items were received for information:

- 13.3. Response to Public Delegations
- 13.4. Pattullo Bridge Condition Monitoring Report
- 13.5. Surrey Langley SkyTrain Project Update
- 13.6. Aligning Regional Transportation Interests and Partner Agency Plans

14. Conclusion

The Public Board Meeting concluded at 11:00 am.

Certified Correct:

Original signed by Lorraine Cunningham

Original Signed by Jennifer Breeze

Lorraine Cunningham
Board Chair

Jennifer Breeze
General Counsel and Corporate Secretary