

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

March 27, 2024

Minutes of the TransLink Board of Directors Public Board Meeting held virtually on March 27, 2024 at 9:00 am.

DIRECTORS

Lorraine Cunningham, Chair
Jennifer Chan
Harj Dhaliwal, PhD
Gordon Harris
Tracy Redies
Andrea Reimer
Andy Ross
Harpinder Sandhu, RI
Allan Seckel, KC
Mayor Brad West

REGRETS: Mayor Malcolm Brodie, Mayor Mike Hurley

MANAGEMENT

Kevin Quinn, CEO
Jeff Busby, COO
Jennifer Breeze, General Counsel and Corporate Secretary

1. Welcome and Opening Items

1.1. Call to Order

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

1.2. Opening Remarks and Land Acknowledgment

Chair Cunningham began the meeting with her opening remarks, including a land acknowledgement.

Chair Cunningham welcomed Gordon Harris to the Board of Directors and, on behalf of the Board, thanked Christine Dacre for her years of service and dedication to the TransLink Enterprise.

1.3. Safety Minute

Director Jennifer Chan provided the safety minute focussing on road lane width safety and safe distances from the curb for pedestrians on sidewalks.

2. Public Delegations

Eric Doherty spoke to the Board to advocate for HandyDART services being delivered directly by TransLink and requested that TransLink undertake a multi-assessment evaluation as part of the Access Transit Services Delivery review. Mr. Doherty requested that the results be made public and that stakeholders be permitted to provide input in the review.

Ron Bergen addressed the Board also to request HandyDART services be delivered directly by TransLink, and recommended that the Board ride HandyDART to gain personal experience of the services.

Manpreet Kaur requested that TransLink provide additional transit services to Capilano University and spoke to the challenges experienced by students with the current service.

A public delegate, Nathan Davidowicz, recommended that TransLink eliminate its zone fare system and suggested that the fare structure results in higher fares than other systems in Canada. The delegate also noted increased congestion on the system and longer travel times. As well, Mr. Davidowicz requested that TransLink move to a distance-based system.

Robin Tavender discussed with the Board his request that the BC Bus Pass be delivered on generic Compass cards rather than on a program card due to privacy concerns. Although the delegate was aware that the program cards are used for other programs not related to BC Bus Pass, he asked that TransLink reconsider if the card would be delivered in an anonymous manner.

3. CEO Report

Kevin Quinn, CEO spoke to the Board about key highlights of activities at TransLink in the previous quarter of 2024. These included:

- TransLink is undertaking a delivery model review of HandyDART services throughout 2024, which will inform how these services are delivered in the future. The review will include robust consultation and will include a multi-assessment evaluation and a public sector review;
- Although population growth continues in the region, financial pressures continue for the region and TransLink. TransLink continues to pursue funding to enable growth in the system to address demand;
- The 2023 Accountability Report has been released on TransLink's website showing the advancements on TransLink's key priorities last year, including installation of braille signage at 8,400 bus stops, reducing GHG by 12%, and advancing the real estate development program through a partnership at a site at Arbutus/Broadway; and
- Consultation has begun on a 2024 Investment Plan, with proposed increases in transit services, electric bus procurement, and increases in transit fares and property taxes to fund some of the necessary service enhancements.

Kevin Quinn also recognized and thanked Christine Dacre, TransLink's CFO, for her commitment and service to the organization, in light of her upcoming retirement.

4. BC Rapid Transit Company

Sany Zein, President and General Manager BCRTC presented to the Board on a number of areas of key focus for BCRTC in 2024. Sany Zein provided an update on BCRTC's 2024 Business Plan, which focuses on excellent service delivery, expansion, operational readiness, and team health and engagement. The report also touched on customer and service performance in 2023, with 99.5% of service delivery and 95.3% on-time performance, the January 17 Snow Plan Performance, and expansion and modernization track work that has resulted in some adjusted service patterns. The report also touched on planning for Broadway Subway, new Mark V trains, opening of Operations and Maintenance Centre 4, Operations Control Center 2, and Surrey Langley SkyTrain, all by 2029.

5. Coast Mountain Bus Company

Randy Helmer, VP Maintenance, on behalf of Mike McDaniel, President and General Manager, shared key highlights of activities and initiatives at CMBC in Q1 of 2024. Randy Helmer reported to the Board on:

- The CMBC 2024 Business Plan;
- Bus and HandyDART service performance, which was 99.02% service levels for the conventional bus service and ridership over 100% of pre-COVID levels in some areas of the region. For HandyDART, 99% of requested trips were delivered and on-time performance was at 91% consistent with the previous quarter,
- March 1 National Employee Appreciation Day activities and also March 18th Transit Operator and Worker Appreciation Day;
- Safety updates, with the installation of hard operator protection barriers completed on the 522 remaining buses and a successful WorkSafeBC COR annual audit;
- the launch of MyWork, which is a new operator management system;
- CMBC is participating in a matching program with BCIT for the Trades Discovery for Women program; and
- Recruitment efforts, with an upcoming job fair on May 11th.

The Board and Randy Helmer discussed various elements of the report.

6. Transit Police

Chief Officer Suzanne Muir presented an update from the Metro Vancouver Transit Police. Chief Officer Muir spoke to the Board about the recent text service awareness campaign, a decline for the second year in crime rates on the transit system, the number and success of mental health interventions on the transit system, and new bus lane education and enforcement activities led by Transit Police. The Board heard about the increasing trend of the use of naloxone, with a 41% increase in 2023 over 2022 and over four times that in 2019.

Chief Officer Muir also briefed the Board on the completion of training for the second class of Community Safety Officers, and a recent Citizenship Ceremony hosted by Transit Police on March 8th in partnership with TransLink and Immigration, Refugees and Citizenship Canada.

7. Finance and Audit Committee Chair Report

Allan Seckel, Committee Chair reported to the Board on topics recently discussed at the March Finance and Audit Committee meeting. The Committee received reports and updates on the following topics:

- The 2023 Audited Financial Statements, recommended for approval by the Board later in this meeting;
- TransLink's 2023 Statutory Annual Report;
- The Transit Tariff Amendments, which incorporate the annual July fare increases as contemplated in the 2022 Investment Plan, for approval at today's public Board meeting;
- Updates on major capital projects, including Broadway Subway and Surrey Langley SkyTrain projects;
- Safety updates on key initiatives and programs at TransLink, focused on customer and employee safety; and
- Enterprise risk management reports.

8. Planning, Communities and Communication Committee Chair Report

Andrea Reimer, Committee Chair advised that the Committee met on March 18 and received reports that included updates on activities in the prior quarter from the Indigenous Relations, Government and Public Affairs, and Communications teams, as well as a 2023 Transportation Trends report providing ridership and other people and goods movement statistics.

Andrea Reimer also noted that the Committee received a report on the Customer Complaints trends from 2023, which indicated increased operating hours, availability of enhanced language translation services, and new detailed reporting. The complaint response time reduced in 2023 from the prior year.

9. Human Resources and Governance Committee Chair Report

Andy Ross, Committee Chair highlighted key areas of focus for the Human Resources and Governance Committee from the meeting on March 20th, including:

- Board Orientation feedback;
- Review of the Screening Panel process for 2024;
- Review of the updates to the Director and Employee Code of Conduct and recommended for the Board's approval at today's meeting;
- Privacy and Human Resources quarterly activities updates;
- The continued focus on attraction and retention, which is leading to positive results and a significant number of bus operator hirings in 2023;
- TransLink's recognition as an employer of choice; and
- Thanks and appreciation to the over 8,000 employees every day that keep Metro Vancouver moving.

10. IT Committee Chair Report

Harj Dhaliwal, Committee Chair reported on the topics from the Committee's meeting on March 20. These included reports on significant technology projects, noting the completion of the Enterprise Resource Planning program which was a transformational project, and the receipt of Enterprise risk reports relating to technology.

11. 2023 Year End Financial and Performance Report

Christine Dacre, CFO noted her appreciation for the kind words expressed for her today and her many years with the organization.

Christine Dacre presented the Year End Financial and Performance Report to the Board. The report outlines key accomplishments in 2023, performance results compared to the budget and 2022 year results, and performance trends over the past five years. In particular the following was noted:

- 90,000 newcomers to the Metro Vancouver region;
- Ridership increased over 20%;
- Transit revenues increased over 21%;
- 900,000 unique individuals took transit in 2023, with SkyTrain emerging as the fourth busiest rapid rail system in North America;
- Activities relating to preparation for expansion and enhanced customer experience;
- Higher than forecasted transit revenues helped offset lower fuel tax, parking tax and development cost charges revenues;

- 2023 capital investments to help TransLink prepare for future expansion, including in fleet, infrastructure and technology, all as contemplated in the 2022 Investment Plan; and
- TransLink's focus on cost savings and efficiencies, including carrying out an independent efficiency review, to assist in managing TransLink's structural deficit.

Management responded to questions from the Board regarding the report.

Mayor Brad West joined at 10:50 am.

Donna Chao, Director Corporate Finance and Mark Langmead, Director Revenue and Compass Operations also joined the meeting.

12. 2023 Statutory Annual Report

The Board received the 2023 Statutory Annual Report and Christine Dacre, CFO provided the background on the basis for the report and various aspects of the report.

IT WAS MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2023 Statutory Annual Report mandated by the *South Coast British Columbia Transportation Authority Act*, as presented in Attachment 1 to the report titled "2023 Statutory Annual Report" dated March 6, 2024; and
- B. Authorizes the release of the 2023 Statutory Annual Report to the Mayors' Council on Regional Transportation.

CARRIED

13. 2023 Audited Consolidated Financial Statements

The Board received the 2022 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.

After discussion:

IT WAS MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2023 Audited Consolidated Financial Statements attached to the report titled "2023 Audited Consolidated Financial Statements" dated March 6, 2024; and
- B. Authorizes the Board Chair and Finance and Audit Committee Chair to sign the approved 2023 Audited Consolidated Financial Statements.

CARRIED

Donna Chao left the meeting.

14. Transit Tariff Amendment – Effective July 1, 2024

Christine Dacre reviewed with the Board that, in accordance with the 2022 Investment Plan, the proposed fare rate increases set out in the report provides for an overall fare increase of 2.3% effective July 1, 2024. Management also shared current rates of inflation, and that TransLink's fare rates remain lower overall than other transit agencies in Canada.

The Board discussed with Management the proposed Transit Tariff Amendment, as well existing system limitations with the current fare system technology which does not allow for distance-

based fares and increased flexibility. Christine Dacre also highlighted various programs and initiatives through which TransLink provides free transit passes to ensure they are received by those in need.

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 154-2024*, attached to this report as Attachment 1, effective July 1, 2024; and
2. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 154-2024*.

CARRIED

Mark Langmead left the meeting.

15. Consent Agenda

The following consent agenda item was adopted:

- 15.1. Meeting Minutes of December 6, 2023

The following consent agenda item was approved:

- 15.2. TransLink Director and Employee Code of Conduct Update

The following consent agenda items were received for information:

- 15.3. 2023 Accountability Report
- 15.4. 2023 Annual Reports from Accessibility Advisory Committees
- 15.5. Response to Public Delegations
- 15.6. TransLink Bridges – Operations, Maintenance and Rehabilitation Report

16. Conclusion of Public Board Meeting

The Public Board Meeting concluded at 11:03 am.

Certified Correct:

Lorraine Cunningham
Board Chair

Jennifer Breeze
General Counsel and Corporate Secretary