

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

June 25, 2025

Minutes of the TransLink Board of Directors Public Board Meeting held virtually on June 25, 2025 at 10:00 am.

DIRECTORS

Lorraine Cunningham, Chair
Mayor Malcolm Brodie
Jennifer Chan
Gordon Harris, FCIP
Stephen Howard
Darlene Hyde
Tracy Redies
Andrea Reimer
Allan Seckel, KC, Vice Chair
Mayor Brad West

MANAGEMENT

Kevin Quinn, CEO
Jennifer Breeze, General Counsel and Corporate Secretary

REGRETS

Director Harpinder Sandhu, RI

1. Call to Order and Opening Items

1.1. Chair Opening Remarks

Lorraine Cunningham, Board Chair, called the meeting to order at 10:00 am and shared a land acknowledgement.

Chair Cunningham opened the meeting with the Chair's opening remarks to the Board.

Chair Cunningham asked if any Director wished to remove an item from the Consent Agenda for discussion. None noted, Chair Cunningham called on Darlene Hyde for the Safety Minute.

1.2. Safety Minute

Director Darlene Hyde provided a safety minute relating to personal safety and the awareness of the safety of our surroundings, particularly in light of global news. She also highlighted how to contact Transit Police or Transit Security if there are any safety concerns on the system.

2. Public Delegations

Daryl Lim spoke to the Board regarding fare evasion and fare inspections. Daryl Lim noted he was in favour of using more Transit Police for fare enforcement given their enhanced policing powers, and also advocated for higher fines for fare infractions.

Mayor Brad West joined the meeting at 10:07 am.

Nathan Davidowicz addressed the Board about his support for the Mayors' Council's election of Mayors' Council Designates to the Board at its meeting on June 26, 2025, and also with respect to TransLink's report at this meeting on comparing transit fare rates across Canada. The public delegate recommended that TransLink request Statistics Canada to provide an independent report on transit fares across Canada.

3. CEO Report

Kevin Quinn, CEO spoke to the Board about the progress of new programs and initiatives at TransLink since his last report. Key highlights included:

- Metro Vancouver ranks second in transit ridership per capita in Canada.
- The TransLink system continues to experience over-crowding on some routes.
- The results of the HandyDART Customer Service Performance Review in 2024, which showed that customer satisfaction scores for HandyDART remained amongst the highest of all of TransLink's transit modes at 8.8/10.
- Transit, walking and cycling now make up to 30% of trips in the region, which shows a shift to more sustainable modes of travel.
- TransLink is creating regional trucking standards, to increase efficiencies in goods movements across the region and which will streamline permitting process for overweight trucks.
- TransLink is adding seasonal service on 13 routes for the summer season and bringing back the summer Bike Bus between Bridgeport Station and the Tsawwassen Ferry Terminal.

4. BC Rapid Transit Company

Sany Zein, President and General Manager updated the Board on the recent activities and initiatives at BCRTC in the previous quarter. Sany Zein reported on Q1 2025 customer and service performance metrics, noting there were 25.5 million SkyTrain boardings and service delivery was 99.6%.

The Board also received information regarding:

- The completion of 55 kilometers of rail grinding, switch replacement in Surrey, and ongoing state of good repair works at several SkyTrain stations.
- Mark V readiness for revenue service and the timing for delivery of new sets in the coming months. Once the Mark V trains are in service, BCRTC will begin to retire the Mark I trains.
- The status of construction of the Operations and Maintenance Centre 4, as well as key updates on the Broadway Subway Project and Surrey Langley SkyTrain Project construction.
- Safety incident trends for both BCRTC employees and passengers, both of which are showing improvement over this quarter in 2024.
- The Day of Mourning Ceremony held at BCRTC on April 28th, keeping safety top of mind every day at BCRTC.
- Recent employee celebration and recognition events.

Mayor Brad West left the meeting at 10:37 am.

5. Coast Mountain Bus Company

On behalf of Mike McDaniell, President and General Manager, Randy Helmer, VP Maintenance shared key highlights of activities and initiatives at CMBC. He reported to the Board on Bus and HandyDART service levels, with the conventional bus system providing 98% of service and approximately 80% on-time performance. HandyDART provided 98% of requested service and had 90% on-time performance.

Randy Helmer also gave an update on refurbishment and replacement work planned on the Chinook SeaBus engine, which will begin in Q1 of 2026. It was also noted that CMBC is piloting a SeaBus passenger counting system, to enhance safety for crew and passengers and to meet requirements for accuracy of vessel occupancy levels.

The Board also heard about a recent bus stop solar light pilot, a training program being introduced at CMBC for supporting neurodivergent passengers, and the upcoming 30-year anniversary of CMBC's environmental department in July.

6. Transit Police

Suzanne Muir, Chief Officer provided an update from the Metro Vancouver Transit Police. Transit Police have introduced a Youth Liaison Officer to help address and reduce the number of incidents involving youth on the system, and with a focus on education and collaboration to support keeping youth safe.

As well, the Chief Officer shared that Transit Police's canine unit participated in the Canadian Police Canine Association's Detection Dog Seminar, with top canine trainers and training scenarios. There was also a recent Commercial Vehicle Enforcement campaign around Scott Road Station, conducted with RCMP and other municipal enforcement agencies. 41% of commercial vehicles stopped needed to be taken out of service for failure to meet applicable standards.

Finally, the Board received the results of the 2024 Community Safety Survey and plans to enhance the general awareness for the text number for Transit Police (87-77-77) as an action item from the results of the survey.

7. Finance and Audit Committee Chair Report

Allan Seckel, Committee Chair reported to the Board on topics recently discussed at the June Finance and Audit Committee meeting, some of which were on the agenda later in the public meeting. In addition to those items on the Public Board Meeting agenda, the Committee received reports and updates on the following topics:

- HandyDART Delivery Model Review update, also being presented at this public meeting.
- Sustainability programs and initiatives at TransLink, including updates to the Sustainability Framework, and implementation of the Low Carbon Fleet Strategy.
- Updates on the Rail Expansion Program, which includes works to support the delivery and future operation of the Broadway Subway and the Surrey Langley SkyTrain, as well as delivery of the operations centers in order to support the system expansion.
- A quarterly safety update, which provided an overview of significant incidents and safety programs to continue to enhance customer and employee safety.

8. Planning, Communities and Communication Committee Chair Report

Andrea Reimer, Committee Chair highlighted key areas of focus for the Planning, Communities and Communication Committee at its quarterly meeting, including:

- The Fare Comparison report from Management, providing deeper information on the factors of fares, regional size and transit service frequency which is relevant to a fare comparison.
- The HandyDART Delivery Model Review update, which is also on the Board's agenda at this meeting.

- Review of the Metro 2050 Regional Growth Strategy amendment from the City of Delta.
- Updates from various divisions, including Indigenous Relations, Customer Engagement, and Government and Public Affairs, on activities in the prior quarter.
- A review of the Board's Communications Policy, as well as various ways in which the public can communicate with the Board.

9. Human Resources and Governance Committee Chair Report

Jennifer Chan, Committee Chair reported on key topics at the June Human Resources and Governance Committee meeting, noting:

- The revisions recommended by the Committee to TransLink's Articles, to be considered by the Board later in the agenda for this meeting.
- An update on the Human Resources key technology system replacement, noting that the Request For Proposals for the software provider has been posted for response. The project remains on time and on budget.
- A report from TransLink's Vice President, People and Culture on key areas of focus for the division in the prior quarter, as well as retention rates which remains comparable to peers.

10. IT Committee Chair Report

The Board received a report from Tracy Redies, Committee Chair on the topics from the IT Committee's recent meeting. These included reports on significant technology projects, the status of the adoption of AI technology in the organization, and risks that Management and the Committee are monitoring relating to technology.

11. HandyDART Delivery Model Review Update - Project Update

Sarah Ross, VP Transportation Planning and Policy presented to the Board of Directors on the status of the HandyDART Delivery Model Review.

The report to the Board reviewed the results from the 2024 HandyDART Customer Service Performance Review, which showed an 8.8 customer satisfaction rate overall on HandyDART. 98% of requested trips were delivered, with 90% on time performance. It was also noted that TransLink provides fewer HandyDART trips by taxi than other transit agencies, including Calgary and Toronto.

Sarah Ross outlined the process being undertaken for the HandyDART Delivery Model Review: the Multiple Account Evaluation approach, three potential service delivery options, and project engagement carried out to date. She also reviewed the next steps in the review and the expanded approach to also consider for other projects and reviews that are ongoing that will impact the HandyDART Delivery Model review, such as the procurement of new software for HandyDART delivery.

It was noted that the Board authorized Management to extend the current contract with the HandyDART service provider to ensure continuity and certainty of service while the review is completed.

12. Fare Evasion Mitigation Program Update

Mark Langmead, Director Revenue and Compass Operations briefed the Board on the Fare Evasion Mitigation Program and results of the program so far. The program includes not only

enforcement efforts, but also customer education to ensure that customers are familiar with the type of fare they are eligible to use on the system.

The program has resulted in enhanced fare checks, doubling fare checks over the prior year, and a significant increase in the number of adult passes being purchased as compared to concession passes. The program is reducing the use of insufficient fare on the system by customers not eligible for the concession fare rate.

Mark Langmead highlighted the next steps on the program, which is being continued given the positive results of the program to date. Customer education efforts will also continue to support customer's understanding of the fare structure and eligibility for the various fares.

13. Consent Agenda

The following consent agenda items were adopted:

13.1. Meeting Minutes of March 26, 2025

13.2. Joint Board and Mayors' Council Public Meeting Minutes of April 30, 2025

The following consent agenda item was approved:

13.3. Review of Board Governance Manual and Articles

The following consent agenda items were received for information:

13.4. Response to Public Delegations

13.5. Comparing Transit Fare Rates Across Canada's Large Urban Regions

13.6. Metro 2050 Regional Growth Strategy Proposed Amendment, City of Delta (Springs Boulevard)

13.7. TransLink Bridges – Operations, Maintenance and Rehabilitation Report

14. Conclusion of Public Board Meeting

The TransLink Board of Directors Public Board Meeting concluded at 11:31am.

Certified Correct:

Lorraine Cunningham (Approved Typed Signature) Jennifer Breeze (Approved Typed Signature)

Lorraine Cunningham
Board Chair

Jennifer Breeze
General Counsel and Corporate Secretary