

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

December 4, 2024

Minutes of the TransLink Board of Directors Public Board Meeting held virtually on December 4, 2024 at 9:00 am.

DIRECTORS

Lorraine Cunningham, Chair
Mayor Malcolm Brodie
Jennifer Chan
Harj Dhaliwal, PhD
Gordon Harris, FCIP
Stephen Howard
Andrea Reimer
Harpinder Sandhu, RI
Allan Seckel, KC, Vice-Chair
Mayor Brad West

MAYORS' COUNCIL DESIGNATES TO THE BOARD

Mayor Linda Buchanan
Mayor Nicole MacDonald
Mayor Eric Woodward

MANAGEMENT

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

REGRETS: Director Tracy Redies

GUEST: Darlene Hyde, 2025 Director

1. Welcome and Opening Items

1.1. Call to Order

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

Darlene Hyde, incoming Director in 2025, joined the meeting.

1.2. Opening Remarks and Land Acknowledgement

Chair Cunningham opened the meeting with the Chair's opening remarks to the Board, including a land acknowledgement.

On behalf of the Board, Chair Cunningham expressed appreciation and thanks to Director Harj Dhaliwal for his service on the TransLink Board of Directors, who is reaching the end of his term on the Board at the end of 2024. Chair Cunningham also welcomed Darlene Hyde, who will join the Board in January 2025.

1.3. Safety Minute

Director Jennifer Chan provided a safety minute relating to the safe use of escalators.

Lorraine Cunningham asked if any Director wished to remove an item from the Consent Agenda for discussion. None noted, Chair Cunningham called for the first public delegate to address the Board.

2. Public Delegations

Robin Tavender requested that the Board consider using generic Compass Cards rather than the current program cards used for the BC Bus Passes on Compass and noted privacy concerns. The delegate also requested a refund for a family member's purchase of a bus ticket not on their BC Bus Pass Compass card.

John Scarr spoke to the Board as a public delegate regarding his concerns relating to HandyDART scheduling and also the use of taxis to provide HandyDART trips. Mr. Scarr identified himself as a HandyDART bus operator, and indicated he was in favour of the use of more bus operators rather than taxis to deliver HandyDART trips.

Mayor Nicole MacDonald, Mayors' Council Designate to the Board, joined the meeting at 9:14 am.

Anton van Walraven addressed the Board on his opposition to the BC LNG project and noted that a third party paid for advertisement generally relating to the project, which was later reviewed by Ad Standards Canada and the delegate indicated they were found to be misleading. The delegate expressed frustration with the timeframe within which Ad Standards Canada reviews advertisements, and asked that TransLink advertise a correction notice on TransLink buses, review Ad Standards' performance, and review TransLink's contractor managing advertising on the system.

Stanley Lee advocated to the Board that fares be made more accessible, despite TransLink's funding challenges. Mr. Lee asked that TransLink provide more information on how it will manage bus services to address overcrowding, and that transfer validity be set at a period of two hours.

Nathan Davidowicz raised concerns with the proposed 2025 Budget and suggested that TransLink should provide greater detail and re-prioritization of projects. Public engagement was also requested on various aspects of the budget, including the 2025 fare increase.

The Board Chair also noted that a public delegate who had originally asked to speak with the Board was not able to attend the meeting but asked the Board Chair to share with the Board that they had a very positive experience with the Lost and Found department.

3. CEO Report

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

- TransLink's need for a long-term solution to the funding model and ongoing engagement with the Province on TransLink's needs;
- TransLink's customer education campaign to reduce fare evasion on the system;
- The project to repurpose TransLink's original Mark I fleet, with the public being invited to propose ideas on how to use these original SkyTrain cars when retired;
- Increased service and preparations for the Taylor Swift concertgoers;
- Ways TransLink is supporting communities across the region this holiday season, including the return of the reindeer buses, the annual West Coast Express Santa train, and the collection and delivery of toys for Toys For Tots; and
- Various SkyTrain and Coast Mountain Bus preparations for winter weather.

4. BC Rapid Transit Company

Sany Zein, President and General Manager BCRTC updated the Board on the Q3 on-time performance and service delivery for SkyTrain, which remain strong with 38.8M rail boardings, 99.7% service delivery and 93.9% on-time performance in the quarter.

BCRTC also presented on SkyTrain's Customer Safety Marketing Campaign targeting extra awareness and caution at Stations in fall and winter weather, and the 2024/2025 Snow Plan for SkyTrain services.

The Board also received information regarding the progress on ongoing capital projects for SkyTrain facilities, including the state of construction of the new Vehicle Maintenance Shop at OMC1, the new Operations Control Centre 2 with a target opening in 2026, and ongoing Mark V testing and commissioning. Preparations and future readiness for the opening of the Broadway Subway was also discussed.

Sany Zein briefed the Board on current Health and Safety initiatives and Take Our Kids to Work day at SkyTrain.

Mayor Brad West left the meeting at 9:48 am.

5. Coast Mountain Bus Company

Mike McDaniel, President and General Manager CMBC shared key highlights of activities and initiatives at CMBC in Q3 of 2024. Mike McDaniel reported to the Board on:

- Bus and HandyDART service performance in the third quarter, with 99% of planned service delivered on the conventional system, and 98% of trips delivered on HandyDART;
- CMBC's winter preparedness, which includes use of Michelin Grip-D tires for use on 600 conventional buses this winter;
- Results from CMBC's climate control study, which focused on heating and cooling issues inside some buses during shoulder seasons and a solution will be implemented in early 2025 to manage the environment on these buses;
- An update on Hamilton Transit Center electrification, with 26 chargers added now to HTC to support in-depot charging in 2025;
- High school trade students visiting Vancouver Transit Center, and going on a facility tour and attending an apprentice information session; and
- Recent successes in CMBC's occupational return to work program, supporting employees with getting back to work as they are able.

Mayor Brad West re-joined the meeting at 10:10 am.

6. Transit Police

Suzanne Muir, Chief Officer provided an update from the Metro Vancouver Transit Police. Chief Officer Muir spoke to the Board about the focus areas of the patrol division around the transit system, which included ensuring access to bus shelters where reports had been received about access being blocked, and fare evasion efforts.

Chief Muir also briefed the Board on efforts by Transit Police's Crime Suppression team, which resulted in charges against 13 people and seizure of fentanyl and cocaine on the system.

The Board received information on initiatives where Transit Police are out supporting the community, including school outreach and the transit safety education program at local schools. Transit Police also led the Public Transit Safety seminar held in partnership with White Rock RCMP, with more sessions scheduled before the end of the year.

7. Finance and Audit Committee Chair Report

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

- Major capital projects, including supportive projects for the Broadway Subway project and also early works to support Surrey Langley Skytrain;
- Sustainability initiatives in 2024 and advancement and successes of the overall program;
- The Enterprise Sustainability Policy update recommended by the Committee for the Board's approval today;
- The Development Cost Charges bylaw, also recommended for the Board's approval; and
- Various enterprise risk management reports.

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 meetings in the prior quarter, including:

- Updates on the First Nations Transportation program, with a bus route extension to better serve Tsawwassen First Nations now rolled out;
- Brand and Reputation Survey results;
- Customer Experience department update, which included new artwork on the system and other outreach to the community;
- Communications and Marketing update in the prior quarter, which highlighted that the West Coast Express is now fully converted to reusable diesel reducing emissions; and
- A report on recent correspondence of the public with the Board.

Mayor Nicole MacDonald, Mayors' Designate to the Board, rejoined the meeting at 10:27 am.

9. Human Resources and Governance Committee Chair Report

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

- Initiatives across TransLink in the areas of equity, diversity and inclusion;
- Progress on TransLink's replacement of its Human Resources Digital management system replacement;
- A report on the People and Culture division and its initiatives in the prior quarter; and
- The 2025 New Director Orientation program.

10. Information Technology Committee Chair Report

Harj Dhaliwal, Committee Chair reported on the topics from the Committee's recent meeting. These included reports on significant technology projects, including the Human Resources Digital management system replacement and the final steps to complete implementation of the new bus operator scheduling (DOMS) system. The Committee also received reports on various aspects of technology-related risk management.

11. 2025 Business Plan, Operating and Capital Budget

Patrice Impey, CFO provided an overview of the 2025 Business Plan, Operating and Capital Budget with highlights including already planned expansion, future expansion, cost reductions,

and inflationary pressures. It was noted that inflation and expansion is a key driver of TransLink's 2025 budget. There were no headcount increases except as required for expansion and regulatory requirements.

Patrice Impey also briefed the Board on the following:

- TransLink has the 2nd highest ridership per capital in Canada;
- Ridership growth is projected to continue to grow in 2025, and to exceed the projections in the 2024 Investment Plan;
- 2025 total revenues are projected to be \$2.4 billion;
- The 2025 capital program, with investments of \$1.183 billion; and
- TransLink's focus on fiscal prudence and continuing to navigate the uncertainties until a solution to the structural funding gap is found.

Management responded to questions on the proposed 2025 Business Plan, Operating and Capital Budget.

After discussion:

IT WAS MOVED and SECONDED

That the TransLink Board of Directors approve the proposed 2025 Business Plan, Operating and Capital Budget attached as Attachment 1 to the report dated November 12, 2024 titled "2025 Business Plan, Operating and Capital Budget".

CARRIED

12. 2025 Development Cost Charges Bylaw

Patrice Impey introduced the bylaw before the Board to set the Development Cost Charges ("DCC") rate for 2025. The Board heard about the results of the engagement with stakeholders, which was favourable overall. The Inspector of Municipalities also approved the proposed DCC rates for 2025, as required under the *South Coast British Columbia Transportation Authority Act*.

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 Bylaw Number 155-2024: A Bylaw to Impose Development Cost Charges*, attached to this report as Attachment 1; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Bylaw Number 155-2024: A Bylaw to Impose Development Cost Charges*, attached to this report as Attachment 1.

CARRIED

13. Revised Enterprise Sustainability Policy

Ralf Nielsen, Director Enterprise Sustainability provided an overview of the proposed revisions to the Enterprise Sustainability Policy, noting emerging funding programs for sustainability initiatives and trends in our sector. The proposed policy includes updates to have a more holistic policy which includes;

- a connection to the regional transportation strategy,
- equity, affordability and being carbon-free,

- having liable, healthy and sustainable communities,
- continued fiscal responsibility, and
- the requirement for stable funding and related risks.

It was noted that updates to the Sustainability Strategy and Framework will come forward to the Board in 2025.

After discussion:

IT WAS MOVED and SECONDED

That the TransLink Board of Directors approve the revised Enterprise Sustainability Policy attached as Attachment 3 to the November 6, 2024, report titled "Revised Enterprise Sustainability Policy".

CARRIED

14. Consent Agenda

The following consent agenda item was approved:

14.1. Meeting Minutes of September 25, 2024

The following consent agenda items were received for information:

14.2. Response to Public Delegations

14.3. TransLink Bridges – Operations, Maintenance and Rehabilitation Report

15. Conclusion of Public Board Meeting

The Public Board Meeting concluded at 10:57 am.

Certified Correct:

Lorraine Cunningham (Signature Approved)

Jennifer Breeze (Signature Approved)

Lorraine Cunningham
Board Chair

Jennifer Breeze
General Counsel and Corporate Secretary