

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

December 14, 2017

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Open Board Meeting held on December 14, 2017 at 1:00 pm in the 4th Floor Boardroom, 400 – 287 Nelson’s Court, New Westminster, BC.

PRESENT:

DIRECTORS

Lorraine Cunningham, Board Chair
Janet Austin
Larry Beasley
Jim Chu
Murray Dinwoodie
Anne Giardini, O.C., Q.C.
Tony Gugliotta
Mayor Linda Hepner
Mayor Gregor Robertson
Marcella Szel

MANAGEMENT and CORPORATE SECRETARY

Kevin Desmond, Chief Executive Officer
Gigi Chen-Kuo, General Counsel and Corporate Secretary
Frances Corlett, Assistant Corporate Secretary

REGRETS:

Sarah Clark

1. PRELIMINARY MATTERS

1.1 Call to Order

Lorraine Cunningham, Board Chair called the meeting to order at 1:05 pm.

1.2 Opening Remarks

Lorraine Cunningham welcomed everyone to the TransLink Board of Directors meeting. Ms. Cunningham noted that this was Mayor Gregor Robertson, Mayor Linda Hepner and Marcella Szel’s last Board meeting, and thanked them for their leadership and vision. Ms. Cunningham announced Mayor Derek Corrigan, Mayor Richard Walton, and Karen Horcher as new members of the 2018 Board of Directors.

1.3 Adoption of the Agenda

It was MOVED and SECONDED

That the Board of Directors adopts the agenda for the December 14, 2017 Board meeting, as presented.

CARRIED

1.4 Adoption of the Minutes

It was MOVED and SECONDED

That the Board of Directors adopts the minutes of the September 28, 2017 Board meeting, as presented.

CARRIED

2. PUBLIC DELEGATIONS

2.1 Consent Agenda

The Board received a report on responses to topics raised by public delegations at the TransLink Board of Directors meeting of September 28 2017, for information.

2.1.1 Response to Public Delegations

Ms. Cunningham acknowledged receipt of a written submission from Christine Burdeniuk at the September 28, 2017 Board Meeting, to which a response has now been provided.

2.2 Public Delegations

The Board heard from members of the public who had registered in advance as delegations.

Mark Beeching

Mr. Beeching, a long time HandyDART driver, stated that HandyDART should be brought in-house. Mr. Beeching expressed that HandyDART is a societal necessity, and on-time performance is key for HandyDART customers.

Mr. Beeching read a letter by Bet Tuason, which provided an example of seniors and vulnerable citizens who utilize HandyDART service.

Albert Melenius

Mr. Melenius, a HandyDART driver, stated he would like to see the Custom Transit Request for Proposal process postponed, and the MVT contract extended 2 years beyond 2018. Ultimately, HandyDART should be brought in-house, but not as a division of Coast Mountain Bus Company. Mr. Melenius also suggested a rider input committee to review equipment and processes in order to have a more accessible conventional system and reduce the strain on HandyDART service.

Tyler Felbel

Mr. Felbel, Acting President of the Amalgamated Transit Union, stated he would like the new HandyDART contract award postponed. Mr. Felbel asked why bringing the service in house would be more expensive, and if the contractor's profits are taken into account. Mr. Felbel stated that the HandyDART service should be brought in-house as a separate TransLink subsidiary.

Daryl Dela Cruz

Mr. Dela Cruz presented trackless train technology as an option which could be implemented in the region. Mr. Dela Cruz stated this technology would have lower capital costs than Light Rail Transit.

3. EXECUTIVE REPORTS

3.1 CEO Report

Kevin Desmond, Chief Executive Officer, provided a CEO update and 2017 TransLink enterprise highlights, including:

- Transit ridership increased by 6.3% in boardings;
- Transit service will be increased by 17% on rail, 7% on SeaBus, 5% on HandyDART and 5% on bus by January 2018;
- Increased use of social media and transit alerts;
- Innovation in transportation pilot projects such as electric buses, double-decker buses, tire socks and van pool program;
- Introduction of Modo car share partnership at six SkyTrain stations;
- TransLink Tomorrow will launch in January, allowing the public to submit innovative proposals;
- Compass fare gates and readers will accept credit cards in 2018;
- Expo line SkyTrain station upgrades will result in better vertical and horizontal access to stations;
- Capital projects included station upgrades and acquisition of new SkyTrain cars, 275 buses, 88 HandyDART vehicles, and 28 Community Shuttles;
- TransLink maintains a AA credit rating;
- Major public consultation efforts were undertaken, including Phase 3 of the Transit Fare Review, the Southwest Area Transportation Plan, and rapid transit consultation; and
- A new accountability centre was introduced on TransLink's website.

3.2 BC Rapid Transit Company (BCRTC)

Vivienne King, President and General Manager, provided a BCRTC update, including:

- Performance targets for Expo and Millennium Line SkyTrains were met or exceeded in the third quarter of 2017;
- On Time Performance (OTP) for West Coast Express in the third quarter missed the target of 97.8% by 0.1%, with an outcome of 97.7%;
- Planned grinding of 60 kilometres of rail, including the entire Millennium Line and Evergreen Extension, has been completed;
- Winter preparedness initiatives are underway;
- System delay data will be included on TransLink's accountability centre in 2018;
- An upcoming review of extended SkyTrain service, which will consider how and when necessary maintenance would be completed, potential financial costs, and community consultation; and
- Ms. King also explained the cause of a service delay on November 3.

3.3 Coast Mountain Bus Company (CMBC)

Dan Savitsky, Vice President Maintenance, on behalf of Haydn Acheson, President and General Manager, provided a CMBC update, including:

- Double-decker bus trial is now operating on seven highway routes;
- 206,000 bus service hours have been added in 2017;
- With new buses currently on order, the majority of buses older than 17 years will be removed from service by March 2019;
- Hybrid buses introduced in 2009 are reaching their battery replacement threshold, so batteries are in the process of being replaced;
- Tire socks will be used as traction devices on rear bus tires and will be utilized throughout the winter as needed; and
- The new SeaBus vessel is expected to be in service by early 2019, and will allow for increased service to every 10 minutes during peak hours.

3.4 Transit Police

Doug LePard, Chief Officer, provided a Transit Police update, including:

- Campaign to promote Transit Police text reporting for non-emergency police matters on transit;
- Transit Police have engaged in public outreach with vulnerable populations such as adults with special needs, newcomers to Canada, seniors, at risk youth and students in order to heighten awareness on how to report incidents;
- Engaging with the Muslim community and promoting transit safety in partnership with the RCMP Provincial Hate Crimes Section;
- Education for transit riders on bike theft prevention and partnership with TransLink on bike ID registration events;
- Four explosive detection dog teams are trained to conduct security sweeps, detect suspicious packages, and perform unattended package clearance;
- In 2017 Crimes Against Persons have decreased, and Crimes Against Property have slightly increased;
- Solve rate for sex offences is high; and
- Impact of new fare gate regulations has resulted in increased fare gate violation citations.

4. GENERAL REPORTS

4.1 Joint Board and Mayors' Council Transportation Planning and Funding Committee Update

Lorraine Cunningham, Joint Committee Co-chair, and Geoff Cross, Vice President Transportation Planning and Policy, provided a verbal report, including:

- Continued work is underway to reach agreement on regional funding for the Mayors' Vision as soon as possible;
- Committee supports new carbon tax revenues from planned rate increases being allocated to the region, based on the proportion generated in Metro Vancouver by transportation;

- Committee is reviewing partnership agreements with municipalities for the two major rapid transit expansion projects;
- Committee is providing input on Development Cost Charges to support the Phase One Investment Plan;
- Draft business cases have been submitted to the Province for the Pattullo Bridge Replacement, Broadway Line Extension, Surrey-Newton-Guilford, Expo-Millennium Line upgrade, and other projects which are part of the Mayors' Vision.

4.2 Joint Regional Mobility Pricing Steering Committee Update

Lorraine Cunningham, Joint Committee Co-Chair, and Geoff Cross, Vice President Transportation Planning and Policy, noted that:

- The Mobility Pricing Independent Commission will be submitting a status report to the Committee in April, 2018.

5. PLANNING AND STAKEHOLDER RELATIONS COMMITTEE

5.1 Planning and Stakeholder Relations Committee Chair Report

Larry Beasley, Planning and Stakeholder Relations Committee Chair, reported on the highlights of the Committee's meeting held on November 28, 2017, including:

- Review of Customer Communications and Public Affairs Quarterly Report; highlighting TransLink's significantly increased outreach;
- Review of November service delay, pointing to aspects of customer communication which can be improved in future;
- Update on supportive policies agreements between TransLink and municipalities for the major rapid transit expansion projects; and
- Update on Transit Fare Review, proposal for Development Cost Charges and the public engagement strategy for the Phase 2 Investment Plan.

5.2 Consent Agenda

The following item contained in the consent agenda was received for information:

5.2.1 Transportation Impact of Eliminating Bridge Tolls

5.3 Custom Transit Service Delivery Review: Update on Implementation of Recommendations

The Board received a report titled "Custom Transit Service Delivery Review: Update on Implementation of Recommendations." Geoff Cross, Vice President Transportation Planning and Policy, and Sarah Ross, Director System Planning, delivered a presentation which included the following highlights:

- Review has been undertaken with the involvement of a broad advisory committee;
- Other progress includes extension of the reservation window, adjustments to improve dispatching and scheduling;
- New accountability dashboard will report on wait times, ridership, trips delivered, and denial rates on both conventional transit and HandyDART;
- Report reviews the role of taxis for future HandyDART service; and

- HandyDART customer feedback function was transferred to CMBC Access Transit Customer Care in October 2017.

5.4 Universal Fare Gate Access Program Soft Launch

The Board received a report titled “Universal Fare Gate Access Program Soft Launch.” Geoff Cross, Vice President Transportation Planning and Policy, and Sarah Ross, Director System Planning, also delivered a presentation which included the following highlights:

- The Universal Fare Gate Access Program provides RFID cards that will open Compass fare gates for customers who are unable to tap;
- In January 2018, 40 percent of SkyTrain stations will be equipped with RFID access;
- All stations are projected to be equipped with RFID access by late 2018; and
- Individual eligibility for program will be determined by Occupational Therapists scheduled by Access Transit Customer Care.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approve the eligibility criteria and application process for the Universal Fare Gate Access Program as set out in the Report; and
- B. Authorize TransLink to provide the RFID Card delivered through the Universal Fare Gate Access Program as valid fare media at no charge to residents of the transportation service region who are persons who travel independently and due to a disability, confirmed by a medical practitioner, are physically not able to tap fare media, without assistance, at a Compass Fare Gate, to use conventional SkyTrain and SeaBus, until December 31, 2018.

CARRIED

5.5 Custom Transit Services Procurement

The Board received a report titled “Custom Transit Service Delivery.” Geoff Cross, Vice President Transportation Planning and Policy, and Sarah Ross, Director System Planning, also delivered a presentation which included the following highlights:

- Management is seeking approval to negotiate and execute a contract with First Canada ULC for the provision of custom transit services (HandyDART), including call centre and trip delivery functions;
- First Canada has committed to recognizing the Amalgamated Transit Union Local 1742, with a key condition of the contract being preferential hiring for employees of the incumbent operator;
- First Canada presented the strongest proposal, which will yield savings that could be reinvested into additional service hours, vehicles, or improved customer service.

It was MOVED and SECONDED

That the TransLink Board of Directors authorizes:

- A. Management to negotiate a contract with First Canada ULC to operate custom transit services (HandyDART), including call centre functions and trip delivery functions, beginning July 1, 2018, for an initial term of three to four years, and with the option for TransLink to extend the term for two additional one to two year periods; and
- B. The Chief Executive Officer or his designate to execute a contract with First Canada ULC to operate HandyDART services, on terms satisfactory to the CEO.

CARRIED

5.6 Proposed Structure and Rates for a Development Cost Charge for Transit Infrastructure

The Board received a report titled “Proposed Structure and Rates for a Development Cost Charge for Transit Infrastructure”. Geoff Cross, Vice President Transportation Planning and Policy, and Andrew McCurran, Director Strategic Planning and Policy, also delivered a presentation including the following highlights:

- The Mayors’ Council endorsed the proposed structure on December 7;
- Proposed DCC funds will be used for new transit capital investments;
- Proposed DCC rates will be uniform across the region;
- Proposed rates for 2020 will generate \$20 million per year; and
- Proposed DCC framework only applies to new development starting in 2020.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Approve the proposed structure and rates for the Development Cost Charge for transit infrastructure as set out in the attached document dated November 30, 2017, titled “A DCC for Regional Transportation Infrastructure in Metro Vancouver: Proposed Structure and Draft Rates” to serve as the basis for TransLink preparing and adopting a DCC bylaw in late 2018;
2. Direct staff to forward the proposed DCC structure and rates to the Ministry of Municipal Affairs and Housing for review and comment; and
3. After new legislation is introduced for the DCC, direct staff to prepare a bylaw based on the framework for review and approval by the Inspector of Municipalities (or equivalent) and subsequent adoption by the Board by end of 2018.

CARRIED

5.7 Phase Two Investment Plan Municipal Engagement and Public Consultation Strategy

The Board received a report titled “Phase Two Investment Plan Municipal Engagement and Public Consultation Strategy” and a presentation from Geoff Cross, Vice President Transportation Planning and Policy. Consultation will mirror the approach taken for Phase One Investment Plan Municipal Engagement, with the addition of more in-person consultation (ie. regional open houses) and an online survey.

It was MOVED and SECONDED

That the TransLink Board of Directors approve the Phase Two Investment Plan Municipal Engagement and Public Consultation Strategy.

CARRIED

6. FINANCE AND AUDIT COMMITTEE REPORTS

6.1 Finance and Audit Committee Chair Report

Tony Gugliotta, Finance and Audit Committee Chair, reported on the highlights of the Committee's meeting held on November 27, 2017, including review of the 2018 Business Plan, Operating and Capital Budget Summary. An in-depth budget review workshop was held to review the 2018 Budget and hear from TransLink and operating subsidiaries on their corporate priorities.

6.2 Consent Agenda

The following items contained in the consent agenda were received for information:

- 6.2.1 *Public Transit Infrastructure Fund (PTIF)*
- 6.2.2 *Millennium Line Broadway Extension Project Update*
- 6.2.3 *South of Fraser Rapid Transit Projects Update*
- 6.2.4 *Pattullo Bridge Condition Monitoring Report*
- 6.2.5 *Pattullo Bridge Replacement Project Update*

6.3 Business Plan, Operating and Capital Budget

The Board received a report titled "2018 Business Plan: Operating and Capital Budget Summary." Christine Dacre, Vice President Financial Services and Acting Chief Financial Officer, presented the Board with an overview of the report, which included the following highlights:

- The three main priorities in 2018 are to improve customer experience and public support, ensure state of good repair, and mobilize the Mayors' Vision;
- Key revenue drivers of the 2018 budget include expected ridership growth of 2.6%, July 2018 planned fare increase, standard 3% increase in property tax revenue and an additional 1.9% increase due to development and construction growth, and 1% growth in fuel tax revenue based on expected fuel consumption in region;
- The 2018 Business Plan reflects increased costs of \$48.8 million compared to the 2017 budget, which is attributed to annualized cost of 2017 service expansion, additional service expansion in 2018, contractual and labour increases, additional maintenance, and investments in corporate priorities; and
- New capital in 2018 includes station upgrades, rail replacements, expansion and replacement buses, upgrades to camera system on Expo and Millennium Lines, programmable messaging signs at stations, improvements to the public address system, SeaBus maintenance and dock expansion, design and procurement readiness for the Pattullo Bridge Replacement Project and rapid transit projects.

It was MOVED and SECONDED

That the TransLink Board of Directors approves the 2018 Business Plan, Operating and Capital Budget as presented.

CARRIED

7. HUMAN RESOURCES AND GOVERNANCE COMMITTEE

7.1 Human Resources and Governance Committee Chair Report

Jim Chu, Human Resources and Governance Committee Chair, reported on the highlights of the Committee's meeting held on November 28, 2017, including:

- Human Resources Quarterly report;
- Staff engagement survey results;
- Transit Operator recruitment campaign;
- New appointments to the Board of Directors;
- Annual Board self-evaluation results;
- New director orientation program; and
- CEO performance evaluation.

8. ADJOURNMENT

There being no further business, the meeting was adjourned at 5:00 pm.

Certified Correct:

Original signed by Lorraine Cunningham

Original signed by Gigi Chen-Kuo

Lorraine Cunningham
Board Chair

Gigi Chen-Kuo
General Counsel and Corporate Secretary