

**TRANSLINK
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS PUBLIC MEETING**

MINUTES

March 30, 2017

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Public Board of Directors meeting held on March 30, 2017 at 10:00 am 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
Sarah Clark
Murray Dinwoodie
Anne Giardini
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

1. PRELIMINARY MATTERS

1.1 Call to Order

Lorraine Cunningham, Board Chair called the meeting to order at 10:05 am.

1.2 Opening Remarks

Lorraine Cunningham welcomed everyone to the TransLink Board of Directors meeting.

1.3 Adoption of the Agenda

It was MOVED and SECONDED

That the Board of Directors adopts the agenda for the March 30, 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 December 8, 2016 Public Board meeting, as presented.

CARRIED

2. PUBLIC DELEGATIONS

2.1 Response to Prior Public Delegations

The Board received a report on responses to topics raised by public delegations at the TransLink Board of Directors meeting of December 8, 2016 for information.

2.2 Public Delegations

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

Amrit Bhangoo

Ms. Bhangoo, a college student at Langara College in Vancouver, requested that the TransLink U-Pass BC discount transit fare program be made available to students of Langara College.

Kerry Starchuk

Ms. Starchuk, a resident of Richmond, requested that advertisements on SkyTrain stations in the city of Richmond follow the city's requirement for bus shelter advertising to display at least 50% in an official language.

Francis Jameson

Mr. Jameson, a customer of TransLink, stated that a 2013 consulting report underestimates the transit travel time, from end to end, on the newly proposed Millennium Line Broadway Extension.

Jocelyn Wong

Ms. Wong requested that TransLink coordinate its transportation services heavily utilized by older adults, such as HandyDART and taxis, with the schedules of organizations that offer Adult Day Programs to enable higher quality of service and efficiency.

Bob Chitrenky

Mr. Chitrenky, president of Amalgamated Transit Union local 1724 representing HandyDART drivers, stated that bringing the HandyDART service and the HandyDART call centre completely in-house is the best way for TransLink to improve HandyDART customer service.

Victor Dino

Mr. Dino talked about problems he had experienced with HandyDART service. While taxis are supposed to take each HandyDART passenger to the door, on some occasions taxi drivers refuse to do so. HandyDART service hours are stated to be from 6:00 am to

midnight each day, but the call centre will often refuse to schedule a trip at the very beginning or at the very end of this time period.

Carolyn Bauer

Ms. Bauer, General Manager of Yellow Cab and spokesperson for Vancouver Taxi Association, explained that Vancouver Taxi Association is committed to analyze and respond to all complaints related to taxis delivering HandyDART trips. As more taxi companies are joining Vancouver Taxi Association, further driver training is planned. Ms. Bauer advised that a new real-time taxi location system is currently being implemented.

Laura Mackenrot

Ms. Mackenrot requested that use of taxis to deliver HandyDART trips be increased. Ms. Mackenrot noted that, since TransLink started using taxis for HandyDART, her ride denials have decreased. Ms. Mackenrot requested that HandyDART operating hours mirror the conventional transit system. She expressed concern that the extra step on the floor of HandyDART vehicles is a tripping hazard.

Albert Melenius

Mr. Melenius, a HandyDART driver, asked the Board to commit to improving public transportation in Vancouver for people with disabilities during this time of transition and change for HandyDART.

Beth McKellar

Ms. McKellar expressed frustration that MVT Canadian Bus has done a poor job of managing the HandyDART service on behalf of TransLink. Ms. McKellar stated that TransLink should bring the HandyDART service in-house and invest the savings back into improving the HandyDART service. Ms. McKellar thinks that only HandyDART buses driven by professional HandyDART drivers, rather than taxis, provide the level of services that many customers with disabilities need.

3. PLANNING AND STAKEHOLDER RELATIONS COMMITTEE

3.1 Custom Transit Service Delivery Review

3.1.1 Report from Geoff Cross Vice-President Transportation Planning and Policy

Geoff Cross, Vice-President Transportation Planning and Policy, and Sarah Ross, Director System Planning, presented the Custom Transit Service Delivery Review findings, including the following highlights:

- TransLink is committed to improving HandyDART for our customers;
- Review involved an analysis of past experience, best practices of peer custom transit agencies across the country, advice from experts, as well as extensive engagement in a meaningful and collaborative conversation with our customers and stakeholders;
- Majority of customer and stakeholder participants reported that they support the continued use of taxis, but want TransLink to do more to ensure that the taxis follow established protocols and provide better customer service;

- Most other peer custom transit agencies are moving to a Family of Services Approach where each customer applying for custom transit services is evaluated based on his/her individual situation and directed to the right combination of conventional transit, custom transit and assisted travel;
- Finding the right balance between service quality and service availability is the key to improving custom transit service in a cost effective way;
- Policy recommendations included finding ways to improve customer experience and improve availability of trips;
- Service delivery model recommendations included TransLink retaining responsibility for HandyDart registration and for the customer feedback functions, and validating the findings through a procurement process to determine the best structure for the Call Centre and delivery of rides.

3.1.2 Presentation from Tim Louis and Lorraine Logan, Stakeholder Advisory Committee

Tim Louis, a HandyDART customer, and Lorraine Logan, member of Council of Senior Citizens Organization of British Columbia, spoke on behalf of the Stakeholder Advisory Committee, including the following highlights:

- the Review team should be commended for their collaborative approach and for focusing on key points at issue with custom transit, such as length of pick up windows, transit times, taxis, and trip turn down rate;
- While TransLink staff and stakeholders did not agree on certain issues, still they did come to a consensus on many of the recommendations presented by the Review; and
- Standard training should be implemented for taxi drivers, as part of the Family of Services model, to improve the taxi customer service.

3.1.3 *Custom Transit Service Delivery Review: Outcomes and Recommendations*

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Endorse the recommendations from Management set out in Table 2 of the report dated March 13, 2017 titled "Custom Transit Service Delivery Review: Outcomes and Recommendations," which include policy changes to improve customer experience and increase availability of service and are based on the recommendations of the Stakeholder Advisory Committee convened to provide input into the review;
- B. Direct Management to explore additional ways for HandyDART customers to provide input on the HandyDART service;
- C. Direct Management to support the Stakeholder Advisory Committee's recommendations and draw on best practices in relation to HandyDART operations by undertaking the following:

- (i) Retaining responsibility for the HandyDART Registration function and assuming responsibility for the Customer Feedback function within the TransLink enterprise;
 - (ii) Validating the findings of the HandyDART Public Sector Comparator (which indicate it is more costly for the TransLink enterprise to provide most service delivery functions) by conducting a detailed procurement process to assess market response and assist in determining (a) whether the call centre function should be provided by the TransLink enterprise or a contractor; and (b) whether the operation of dedicated vehicles should be provided by one contractor or multiple contractors;
 - (iii) due to the specialized and personalized nature of HandyDART service, include, in future Request for Proposals for HandyDART service operations, the requirement for proponents to offer employment opportunities to HandyDART personnel employed by the incumbent contractor, on a preferred basis;
 - (iv) Extending the existing contract with MVT Canadian Bus, Inc. for six months (to June 30, 2018); and
- D. Express appreciation to the Stakeholder Advisory Committee for its valuable contributions.

CARRIED

4. EXECUTIVE REPORTS

4.1 CEO Report

Kevin Desmond, Chief Executive Officer, provided an update regarding TransLink. He noted that:

- TransLink has received a \$2.2 billion federal contribution towards implementation of the Mayors' Vision;
- TransLink is currently working with the federal government to identify sources of potential funding for the Pattullo Bridge Replacement Project;
- Several major bus service increases will take place throughout the year;
- Overall transit ridership in the Evergreen Line sector has increased by about 20% since Evergreen Line opened last year;
- Ridership growth has continued on the system as a whole during the first two months of 2017;
- Canada Line experienced disruptions during snow conditions that need to be investigated;
- RFID FareGates for customers who cannot tap will be set up as a pilot in the field in the very near future; and
- Two new elevators have opened at Metrotown SkyTrain station.

4.2 Transit Police

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

- Neighborhood police teams are now operating in the field and building relationships with local police forces;

- Heavy focus on training in dealing with vulnerable people on public transit;
- Transit Police officers now carry Naloxone kits and successfully use them to save lives;
- As a result of changes in regulations, improper use of Fare Gates is now a provincial offence;
- Reduction in crime rate on the transit system; and
- Increase in solve rate for sex offenses.

4.3 BC Rapid Transit Company

Richard Sykes, Vice President Maintenance, provided an update on BCRTC operations, highlighting:

- BCRTC is carrying out significant SkyTrain rail replacement due to aging and track performance;
- Service increases were successfully implemented in January 2017;
- Staff worked hard to properly and effectively respond to extreme winter weather conditions in early 2017; and
- BCRTC concluded a three year collective agreement with CUPE 7000 members.

4.4 Coast Mountain Bus Company

Haydn Acheson, President and General Manager, provided an update on CMBC operations, including:

- Extreme winter weather in early 2017 was very challenging for CMBC, and plans have been made to improve responses in similar weather situations next winter;
- CMBC Lost and Found is now open on Saturdays;
- HandyDART provided 25,000 extra trips in 2016 and is expected to provide 85,000 extra trips in 2017;
- CMBC will run a three month pilot program on battery-powered electric busses; and
- Final design has been selected for operator Protection Barriers on busses after an extensive trial run of various products.

5. GENERAL REPORTS

5.1 Joint Board and Mayors' Council Mobility Pricing Steering Committee and 10-Year Investment Plan Committee Update

Geoff Cross, Vice President Transportation Planning and Policy provided a verbal report, including:

- Use of the 10-Year Vision Investment Dashboard extensively to report on what we have already committed to in the Mayors' Vision; and
- Work of the Joint Mobility Pricing Steering Committee on appointing an independent commission by June 2017.

6. BOARD COMMITTEE REPORTS

6.1 FINANCE AND AUDIT COMMITTEE

6.1.1 Finance and Audit Committee Chair Report

Tony Gugliotta, Committee Chair, reported on the highlights of the Committee's meeting held on March 22, 2017, including:

- Reviewing the condition monitoring efforts for the existing Pattullo Bridge;
- Monitoring the progress of major capital projects such as the rapid transit projects, new Pattullo Bridge, and station upgrades;
- Reviewing key Information Technology projects currently underway;
- Recommending to the Board approval of an updated Corporate Computing Policy, transit tariffs amendments, property tax bylaw and replacement tax bylaw; and
- Reviewing the 2016 financial results, which were excellent.

6.1.2 Consent Agenda

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

- 6.1.2.1 Implementation of Recommendations from 2014 SkyTrain Independent Review
- 6.1.2.2 Pattullo Bridge Condition Monitoring Report
- 6.1.2.3 Pattullo Bridge Replacement Project
- 6.1.2.4 Rapid Transit Projects Update
- 6.1.2.5 Public Transit Infrastructure Fund Program Update
- 6.1.2.7 2016 Year End Financial and Performance Report

The following items contained in the consent agenda were approved and adopted:

- 6.1.2.6 Amendments to the TransLink Enterprise Acceptable Use of Corporate Computing Systems Policy

It was MOVED and SECONDED

That the TransLink Board of Directors approve the TransLink Enterprise Acceptable Use of Corporate Computing Systems Policy, attached as Appendix A to the report.

CARRIED

- 6.1.2.8 2016 Statutory Annual Report

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2016 annual report mandated by the South Coast British Columbia Transportation Authority Act, as present in Appendix A to the report; and
- B. Authorizes the release of the 2016 annual report to the Mayors' Council on Regional Transportation.

CARRIED

6.1.3 2016 Audited Consolidated Financial Statements

Cathy McLay, CFO and EVP Finance and Corporate Services and Christine Dacre, Vice President Financial Services, presented the Board with the 2016 financial statements, highlighting:

- Transit ridership increased by 4.5%;
- Transit revenue grew by \$30 million;
- Compass Card rollout was completed successfully;
- Funding was approved for 10-Year Investment Plan – Phase One;
- An unqualified clean audit opinion was received from KPMG; and
- Excellent financial results were achieved for the 2016 fiscal year.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2016 Audited Consolidated Financial Statements; and
- B. Authorizes the Board Chair and Finance and Audit Committee Chair to sign the approved 2016 Audited Consolidated Financial Statements.

CARRIED

6.1.4 2017 Property Tax Bylaw and 2017 Replacement Tax

Cathy McLay, CFO and EVP Finance and Corporate Services and Christine Dacre, Vice President Financial Services, presented their report. Ms. McLay noted that the average homeowner will pay \$251.17 to TransLink, which is \$7.13 more than in the prior year.

It was MOVED and SECONDED

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2017 Property Tax Bylaw Number 115-2017” included in the report as Appendix 1.
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2017 Property Tax Bylaw Number 115-2017” included in the report as Appendix 1.
- C. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2017 Replacement Tax Bylaw Number 116-2017” included in the report as Appendix 2.
- D. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2017 Replacement Tax Bylaw Number 116-2017” included in the report as Appendix 2.

CARRIED

6.1.5 Transit Tariff Amendments

Cathy McLay, CFO and EVP Finance and Corporate Services and Christine Dacre, Vice President Financial Services, presented the Board with the report, highlighting:

- Fare increase on July 1, 2017 will be the first fare increase since 2013;
- Fare increase is consistent with 10-Year Investment Plan;
- Adult monthly pass will increase \$2.00 (concession increase \$1.00), and adult stored value and cash will increase \$0.10 (concession increase \$0.05).

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 2017 Tariff Bylaw Number 113-2017*, attached to this report as Attachment 1, effective March 30, 2017; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority 2017 Tariff Bylaw Number 113-2017*.
- C. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority 2016 Tariff Bylaw Number 114-2017*, attached to this report as Attachment 3, effective July 1, 2017; and
- D. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority 2016 Tariff Bylaw Number 114-2017*.

CARRIED

6.2 PLANNING AND STAKEHOLDER RELATIONS COMMITTEE

6.2.1 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 March 21, 2017, including:

- Review of White Rock Trolley independent transit service;
- Report from the Access Transit Users' Advisory Committee;
- Launch of the update to the 30 year planning document known as the Regional Transportation Strategy;
- Report from the Customer First Committee which identifies many exciting new initiatives suggested by staff to enhance TransLink customer service; and
- New Vanpool Pilot Project that will enhance access to locations not served by transit.

6.2.2 Consent Agenda

The following item contained in the consent agenda were approved and adopted:

6.2.2.1 *Independent Transit Services Approval – White Rock Trolley*

It was MOVED and SECONDED

That the TransLink Board of Directors determine that the *White Rock Trolley* service is an Independent Transit Service under section 5 of the South Coast British Columbia Transportation Authority Act and has approval to operate, with conditions.

CARRIED

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

6.2.2.2 *2016 Access Transit Users' Advisory Committee Activities*

6.2.2.3 *Transit Fare Policy Review – Phase Two Update*

6.2.2.4 *Update on Ridership Growth and Rollout of Phase One Investment Plan*

6.3 HUMAN RESOURCES AND GOVERNANCE COMMITTEE

6.3.1 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 March 21, 2017, including:

- Receipt of semi-annual Privacy Program Report from TransLink's Privacy Officer;
- Review of Conduct Review Advisor's annual report;
- Review of summary of Director and Officer Code of Conduct Disclosure Statements;
- Discussion regarding the 2017 Screening Panel process which will identify candidates to fill one Board vacancy in 2018;
- Appointment of directors to subsidiary boards; and
- Report on Human Resources and discussion about ways to increase labour force diversity.

6.4 ADJOURNMENT

There being no further business, the meeting was adjourned at 2:33 pm.

Certified Correct:

Original signed by Lorraine Cunningham

Original signed by Gigi Chen-Kuo

Lorraine Cunningham
Board of Directors Chair

Gigi Chen-Kuo
General Counsel and Corporate Secretary