

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

June 21, 2018

Minutes of the South Coast British Columbia Transportation Authority (TransLink) Board of Directors Public Board Meeting held on June 21, 2018 at 10:00 am in the 4th Floor Boardroom, 400 – 287 Nelson’s Court, New Westminster, BC.

PRESENT:

DIRECTORS

Lorraine Cunningham, Board Chair
Jim Chu
Sarah Clark
Mayor Derek Corrigan
Murray Dinwoodie
Anne Giardini, O.C., Q.C.
Tony Gugliotta
Karen Horcher
Marcella Szel, Q.C.
Mayor Richard Walton

MANAGEMENT and CORPORATE SECRETARY

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

REGRETS:

Larry Beasley

1. CALL TO ORDER AND OPENING REMARKS

Lorraine Cunningham, Board Chair called the meeting to order at 10:00 am. Ms. Cunningham welcomed everyone to the TransLink Board of Directors meeting, including those livestreaming online. Ms. Cunningham welcomed Marcella Szel back to the Board of Directors, noting that Ms. Szel will serve until the end of Janet Austin’s term, as Ms. Austin assumed the role of Lieutenant Governor of British Columbia.

2. CONSENT AGENDA

The following Consent Agenda items were received for information:

- 2.1** Meeting Minutes of March 29, 2018
- 2.2** Response to Public Delegations

3. PUBLIC DELEGATIONS

Public Delegations

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

Kelly Reaburn

Mr. Reaburn, a lifelong transit rider, would like to see TransLink service expanded to Hope, Pemberton and the overall South Coast region. Mr. Reaburn commented on the potential for the transit system to be used to tour the region.

J.F. Ogilvie

Mr. Ogilvie stated that a change in bus from the #135 to the #95 has caused an inconvenience to passengers. Mr. Ogilvie also stated the #145 bus utilizes a drop off location that is inconvenient for passengers who need to walk a distance to the Production Way SkyTrain station. Mr. Ogilvie asked the Board about the costs associated with Tap to Pay and the Compass System.

4. EXECUTIVE REPORTS

4.1 CEO Report

Kevin Desmond, Chief Executive Officer, provided an update, including:

- Ridership increase of 9% year over year across all modes, with 6.9% increase in bus ridership, 2.0% increase on HandyDART, 8.5% increase on Canada Line, 6.7% increase on West Coast Express, and 13.1% increase on SeaBus;
- Release of Annual Transit Service Performance Review, making route data available to the public and informing resource allocation;
- Successful Tap to Pay card clash campaign;
- 163,000 Tap to Pay transactions to date, representing \$633,000 in paid fares;
- Consultation with municipal partners and the public on implementation of four new B-Line bus routes spanning 12 Metro Vancouver communities;
- Findings of Maple Ridge – Pitt Meadows bus network consultation will inform Phase 2 of the Area Transportation Plan;
- Final phase of Transit Fare Review underway, with more than 55,000 responses from individuals, most who want to see a system that promotes fairness for more people, while also being simple and affordable;
- First Open Innovation Call launched on June 6 with a focus on seamless mobility; and
- Final Mobility Pricing Independent Commission report presented to the Board and Mayors' Council on May 24.

4.2 Coast Mountain Bus Company (CMBC)

Dan Savitsky, Acting President and General Manager, provided a CMBC update, including:

- Ongoing incident prevention training and awareness sessions for operators and managers;

- Safety Management System is based on Occupational Health and Safety Assessment Services 18001 standard, and Internal Audit will conduct an audit of compliance with ISO standard;
- Use of Transit Security Bike Patrol to increase face-to-face interaction with customers and bus operators at downtown Vancouver and Surrey Central stations;
- Funding secured for double-decker busses, with current Request for Proposal for 23 buses and delivery expected mid-2019;
- 106 new CNG buses for Surrey Transit Centre, bringing fleet ratio of CNG busses to half; and
- Expected delivery of additional SeaBus in Q1 2019.

Haydn Acheson, BCRTC Acting President and General Manager, and Louise Hearty, Director Access Transit, provided an update on the HandyDART service provider transition to First Canada, with the following highlights:

- Enhanced training from First Canada for all HandyDART employees;
- First Canada call centre will ensure better scheduling and on time performance;
- First Canada will assume taxi contracts and continue piloted taxi vest program; and
- CMBC hosted two open houses to introduce First Canada representatives.

Mr. Acheson advised that Ms. Hearty will retire next month, and thanked her for working with Access Transit and for leading significant improvements.

4.3 BC Rapid Transit Company (BCRTC)

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

- Focus on frontline safety;
- PricewaterhouseCoopers review of Safety Management System with expectation to roll out new plan in 2019;
- Continued Expo and Millennium Line ridership growth;
- RFID gates installed at 38 of 39 Expo and Millennium Line stations to support the Universal Fare Gate Access Program;
- New Metrotown stationhouse opened in March, improving station accessibility with eight new escalators and three elevators;
- First of fourteen new Mark III trains ordered and expected to enter service at the end of 2018; and
- Formation of Community Advisory Committee to work closely with rapid transit line noise study.

4.4 Transit Police

Mike Cumberworth, Deputy Chief Officer, provided a Transit Police update, including:

- Live exercise at Waterfront station in partnership with BCRTC and West Coast Express to give officers the opportunity to test joint response operations with partners;

- “See Something, Say Something” campaign with objective of increasing reporting to the 87-77-77 text reporting number;
- 2018 awards ceremony to recognize exemplary work by Transit Police and TransLink Enterprise staff in support of police; and
- 2016 to 2020 Strategic Plan Update report issued.

Mayor Richard Walton joined the meeting.

5. FINANCE AND AUDIT COMMITTEE

5.1 Finance and Audit Committee Chair Report

Tony Gugliotta, Finance and Audit Committee Chair, reported on the highlights of the Committee’s meeting held on June 11, 2018, including:

- Update on station upgrades project, with four stations completed and three to be completed in 2018 or early 2019;
- Report showing low number of card clashes on Tap to Pay system;
- Enterprise Risk Management program identifying risks, treatment plans, and risk trends;
- 2018/2019 Enterprise Insurance Program – primary increase is ICBC costs;
- Review of Quarterly Real Estate Report; and
- Review of Accountability Report.

5.2 Consent Agenda

The following items contained in the Consent Agenda were received for information:

- 5.2.1 *Millennium Line Broadway Extension*
- 5.2.2 *South of Fraser Rapid Transit Project Update*
- 5.2.3 *Pattullo Bridge Condition Monitoring Report*
- 5.2.4 *Capital Approval Policy*

5.3 Development Cost Charges

Rob Malli, CFO and EVP Finance and Corporate Services, presented the Board with the Development Cost Charges Draft Bylaw for information. Mr. Malli stated the bylaw will be presented to the Board again and reviewed by the Inspector of Municipalities.

6. PLANNING AND STAKEHOLDER RELATIONS COMMITTEE

6.1 Planning and Stakeholder Relations Committee Chair Report

Murray Dinwoodie, Planning and Stakeholder Relations Committee member, reported on the highlights of the Committee’s meeting held on June 12, 2018 on behalf of Larry Beasley, Planning and Stakeholder Relations Committee Chair, including:

- Phase Two Investment Plan preparation;

- Pets on Transit policy review;
- Washrooms on Transit policy review;
- Re-adoption of existing Regional Transportation Strategy prior to August 1;
- Update on B-Line consultations;
- Late night SkyTrain service review; and
- Review of Port Moody and Surrey Regional Growth Strategy amendments.

6.2 Transit Service Guidelines

The Board received a report titled “2018 Transit Service Guidelines.” Geoff Cross, Vice President Transportation Planning and Policy, presented the Board with an overview of the report, including:

- Report last updated in 2004;
- Guidelines will be used to analyze service performance and recommend how to allocate transit resources; and
- Principles include Demand-oriented Service, Useful Service and Productive and Efficient Service.

6.3 Project Partnership Agreements

Geoff Cross, Vice President Transportation Planning and Policy, provided a verbal update which included the following highlights:

- The Partnership Agreements were introduced as part of the Mayors’ Vision to maximize major investment outcomes;
- Examples of supportive policies include planning activities undertaken by municipalities, prioritizing development in corridors and establishing and monitoring evaluation processes; and
- Contribution agreements include real estate contributions and commercial activity rights.

6.4 Area Transport Plan (ATP) Program Update

The Board received a report titled “Area Transport Plan (ATP) Program Update.” Geoff Cross, Vice President Transportation Planning and Policy, presented the Board with an overview of the report, including:

- The ATP examines transportation and goods movement in seven sub-regions;
- The ATP Identifies priorities for the next 10 to 15 years; and
- The ATP was endorsed by Richmond, Delta and Tsawwassen.

6.5 Update on Custom Transit Service Delivery Review Implementation

The Board received a report titled “Update on Custom Transit Service Delivery Review Implementation” and Geoff Cross, Vice President Transportation Planning and Policy, provided a verbal update. Mr. Cross stated the primary focus has been working with First Canada to prepare for a smooth transition on July 1, 2018. The goal is to maintain outreach programs and continue engagement with the User Advisory Committee and other stakeholders to ensure success.

7. HUMAN RESOURCES AND GOVERNANCE COMMITTEE

7.1 Human Resources and Governance Committee Chair Report

Anne Giardini, Human Resources and Governance Committee Chair, reported on the highlights of the Committee's meeting held on June 11, 2018, including:

- Adoption of Board Governance Manual and revisions to the Articles;
- Importance of ongoing Director education;
- Receipt of the Vice President quarterly report;
- Receipt of the Annual People Report; and
- Revisions to the Respectful Workplace Policy.

7.2 Consent Agenda

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

7.2.1 *Board Governance Manual Revisions and Review of Articles*

That the TransLink Board of Directors approves:

- A. The amendments to the Board Governance Manual, as set out in Appendix 1 to the report dated June 15, 2018 titled "Revisions to Board Governance Manual and Review of Articles"; and
- B. Amendments to the Articles as set in Appendix 2.

7.3 Respectful Workplace Policy

The Board received a report titled "TransLink Respectful Workplace Policy."

It was MOVED and SECONDED

That the Board of Directors approve TransLink's Respectful Workplace Policy dated June 2018.

CARRIED

8. ADJOURNMENT

There being no further business, the meeting was adjourned at 12:13 pm.

Certified Correct:

Original signed by Lorraine Cunningham

Lorraine Cunningham
Board Chair

Original signed by Gigi Chen-Kuo

Gigi Chen-Kuo
General Counsel and Corporate Secretary