

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING  
MINUTES**

September 23, 2021

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Minutes of the Public Board Meeting held virtually on September 23, 2021 at 9:00 am.

DIRECTORS

Tony Gugliotta, Chair  
Larry Beasley, C.M., R.P.P.  
Sarah Clark, P.Eng.  
Mayor Jonathan Cote  
Lorraine Cunningham  
Harj Dhaliwal, PhD  
Mayor Jack Froese  
Karen Horcher, FCPA, FCGA, CFA  
Andrea Reimer  
Andy Ross  
Marcella Szel, Q.C.

MANAGEMENT and CORPORATE SECRETARY

Kevin Quinn, Chief Executive Officer  
Jennifer Breeze, Associate General Counsel and Corporate Secretary  
Fran Corlett, Assistant Corporate Secretary

**1. Call to Order and Opening Remarks**

Tony Gugliotta, Board Chair called the meeting to order at 9:00 am.

Board Chair Gugliotta welcomed Kevin Quinn, Chief Executive Officer to TransLink and his first Board meeting with TransLink. Chair Gugliotta also announced that Andrea Reimer has joined the Board of Directors and welcomed Andrea Reimer to the Board.

**2. Public Delegations**

Nathan Davidowicz spoke to the Board about seeking statistics on information about cancellation of bus trips each day on certain bus routes and asked for this information being publicly available. As well, Nathan Davidowicz also requested that TransLink cancel the bus stop balancing program because of impacts on those reliant on transit, as raised at the Board's June 2021 public board meeting.

Ben Gnyp addressed the Board about lifetime transit passes for HandyDART drivers. Ben Gnyp advised that he was a career HandyDART driver and expressed support for lifetime transit passes for retired HandyDART drivers. Chair Gugliotta thanked Ben Gnyp for his years of service and requested that Management consider the suggestion and respond after the meeting.

Mark Beeching also requested that TransLink provide lifetime bus passes for retired HandyDART drivers. Mark Beeching noted his involvement with HandyDART for over 40 years, the importance of the HandyDART service and that retiree transit passes are provided to Coast Mountain Bus Company bus operator employees. Chair Gugliotta noted the Board's appreciation of Mark Beeching's years of service and requested that Management follow up with Mark Beeching after the meeting.

Restituto Aquino spoke to the Board about zero emission vehicles in TransLink's fleet and suggested including hydro refuelling stations with an on-site electrolyzer at a bus depot through a pilot project. This would assist TransLink in keeping up with dynamic changes in the zero emission vehicle industry and recommended that TransLink consider hydro refuelling technology.

### **3. CEO Report**

Kevin Quinn, Chief Executive Officer presented to the Board of Directors on his experiences with TransLink in his first several months with the organization. Kevin Quinn highlighted:

- TransLink's role in the Metro Vancouver communities and advancing that in the coming months and years;
- TransLink's initiatives to continue to build relationships with stakeholders throughout the communities TransLink serves;
- Re-introduction of TransLink's mandatory mask policy on transit;
- 10-minute peak service returned on SeaBus for September with return to school;
- Ridership trends in September, with ridership increasing to boardings now at 54.5% and journeys at 53.7% of pre-covid levels. Routes serving industrial areas have now almost fully recovered to pre-COVID levels; and
- Capital project updates, with the replacement of aging expansion joints on SkyBridge, ground-breaking at Capstan Station and the ordering of battery-electric buses.

### **4. BC Rapid Transit Company**

Michel Ladrak, President and General Manager provided the Board of Directors with an update on the activities at British Columbia Rapid Transit Company (BCRTC) in the last quarter. In particular, Michel Ladrak spoke about passenger safety trends in the previous months and on-time performance which is well above target. Challenges with on-time performance due to the heat dome experienced in the summer months impacted on-time performance and BCRTC will incorporate lessons learned from the challenges experienced due to extreme heat into future service planning. Elements of BCRTC's Quality Management program, as well as progress on capital projects, including the SkyBridge joint replacement project, escalator replacements and other projects were also reviewed.

The Board discussed with Michel Ladrak any benefits or complaint trends from BCRTC's SkyTrain noise mitigation program.

### **5. Coast Mountain Bus Company**

This agenda item was deferred and presented after Agenda Item 9 due to technical difficulties.

Mike McDaniel, President and General Manager gave an update on significant initiatives at Coast Mountain Bus Company (CMBC) since the last June 2021 Board meeting, noting:

- Mandatory masks required on transit as of August 25<sup>th</sup>;
- CMBC support that was provided to the Mobile Vaccination Program for COVID-19 vaccinations in partnership with the health authorities;
- Increase in HandyDART demand and services in August, with delivery of 59% of budgeted trips and use of 84% of service hours for August;
- Introduction of Compass and age-based discounts on HandyDART effective October 1<sup>st</sup>, with work to prepare for registration changes being introduced in 2023;
- Performance and safety trends, with a four-year downward trend being observed for both pedestrian and cyclist incidents;

- Refresher training programs for bus operators and new operators, which is currently well ahead of schedule;
- CMBC supported evacuation of seniors in the Interior Health regions due to the extreme heat and fire events; and
- The Burrard Chinook SeaBus had its maiden voyage on July 22<sup>nd</sup>.

#### **6. Transit Police**

Dave Jones, Chief Officer presented to the Board on work being carried out by Transit Police in the communities in the regional transportation system. This has included joint patrols, extreme heat response with providing water to those in the community and identifying brush fires, and community outreach in particular with Muslim, Asian and Indigenous communities. Increasing trends of incidents on and around the transit system was also highlighted, with a 108% increase in issuance of arrest warrants over this time last year. Chief Jones also shared an update on the Targeted Mobile Enforcement Team and shared activities that took place in the last month in Burnaby, Coquitlam, Maple Ridge, New Westminster, Port Moody, Richmond, Surrey and Vancouver. Enforcement activities that continued relating to use of fare gates, fare payment and use of dedicated bus lanes. Finally, Chief Jones noted that Transit Police's 2016-2021 Strategic Plan is being updated for 2022-2026.

#### **7. Finance and Audit Committee Chair Report**

Sarah Clark, Committee Chair provided an overview of the topics presented at the Finance and Audit Committee meeting in September 2021. This included updates and discussion on:

- The 2022 Investment Plan;
- An Information Technology (IT) Project update;
- Safety statistics from BCRTC, CMBC, and Transit Police;
- A new Health and Safety policy for TransLink;
- Review of the external audit plan from KPMG as well as updates from the Internal Audit team;
- 2022 Budget updates including key financial assumptions, and accounting policies and financial reporting practices; and
- Status updates on Major Projects including Broadway Subway Project, Rail expansion program, and the PTIF project updates.

#### **8. Planning and Stakeholder Relations Committee Chair Report**

Larry Beasley, Committee Chair updated the Board on recent topics discussed at the September 2021 Planning & Stakeholder Relations Committee. These included the Phase 3 of Public Engagement on Transport 2050 (T2050), the advancement of T2050, work to develop the next Investment Plan and review of Metro Vancouver's Regional Growth Plan. The Mayors' Council and the Board are also moving forward with jointly working on developing a New Vision for the Mayors' Council vision. This will also support development of the next Investment Plan and also T2050. Discussion also surrounded the Washrooms on Transit and initiatives being led by TransLink's Indigenous Relations team.

## **9. Human Resources and Governance Committee Chair Report**

Marcella Szel, Committee Chair reported on the recent meeting of the Human Resources and Governance Committee meeting in September 2021, which included discussion on the following areas:

- Updates on activities in the Human Resources division, which focused on investing in the future and putting people first, maintaining consistency in retention of our workforce throughout COVID-19, and limitations on training initiatives due to COVID-19. There is also leadership development sessions underway and advancing work on equity, diversity and inclusion initiatives;
- Implementation of TransLink's Future of Work program in a phased return to work approach;
- Privacy Management program updates;
- Governance aspects of the New Vision program work;
- Completion of Screening Panel's work; and
- Board Chair nominating process in light of Board Chair Gugliotta's end of term at the end of December 2021.

## **10. Regional Growth Strategy (Metro 2050)**

Chair Gugliotta introduced Heather McNell, GM of Regional Planning and Housing Services and Sean Galloway, Director, Regional Planning and Electoral Area Services, who presented to the Board of Directors on the Metro Vancouver Regional Growth Strategy (RGS). TransLink is an approving body of the RGS and a signatory to the plan.

Heather McNell and Sean Galloway presentation highlighted aspects of the RGS, which included the important connection between land use and transportation planning and the need for integration of the RGS with TransLink's T2050 plan as well. Factors impacting future planning such as climate change and long-term consequences of the COVID-19 pandemic were also discussed. Sean Galloway briefed the Board on the work undertaken to develop the draft, including 2 years of engagement with stakeholders, growth projections for the region, and the 5 goals for the RGS as set out in the plan. Fall engagement opportunities were presented, as well as next steps for introduction and final adoption of the Bylaw to approve the RGS by July 2022.

Metro Vancouver requested feedback from TransLink by November 26, 2021.

The Board spoke in favour of land use planning that facilitates high transit use and active transportation planning, including 15-minute neighbourhoods and limiting sprawl. Affordable housing is a significant issue affecting our region and aspiring to higher affordable housing goals in the plan was suggested.

## **11. Transport 2050 Phase 3 Engagement Approach**

Steve Vanagas, VP Customer Communication and Public Affairs briefed the Board on the Phase 3 Engagement approach for T2050. Steve Vanagas noted that the T2050 engagement program has been the largest engagement in TransLink's history. TransLink is now approaching the final phase and draft of T2050 and is seeking public input and feedback on the overall plan and strategy, as well as the individual strategies set out in T2050. The engagement process will involve significant outreach to a wide variety of communities to gain diverse feedback, including communities that

neighbour TransLink's region. This final phase of engagement will occur October 12<sup>th</sup> to October 29<sup>th</sup>, with formal approval of T2050 being sought in January 2022.

The Board acknowledged the significant work and engagement undertaken by TransLink and the importance of obtaining input from as many individuals and organizations as possible to inform the plan. Management discussed with the Board various engagement strategies used to reach as many members of the public and stakeholders as possible, including those that don't traditionally provide input.

## **12. Ridership Update Report**

Geoff Cross, VP Transportation Planning and Policy gave an update on ridership trends, including in September with the return to school and some return to work for employers in the region. Traffic volumes on bridges in the region have now returned to pre-COVID levels, which may give rise to concerns about congestion returning. Ridership trends may change as we move from Step 3 to Step 4 in the Provincial BC Restart Plan and get a better understanding of what the work markets will do as part of future of work programs in throughout Metro Vancouver.

The Board discussed with Geoff Cross how the ridership trends are aligning with projection modelling that TransLink is developing. Management is monitoring how these are tracking together but this will be evaluated later this fall once the impact of return to work and school travel is better understood. Sub-region travel trends were also discussed.

## **13. TransLink Corporate Safety and Health Policy**

Gigi Chen-Kuo, General Counsel and EVP Corporate Services and Derek Stewart, Director, Safety, Environment & Emergency Management introduced the TransLink Corporate Safety and Health Policy that is being proposed to the Board for approval. The policy provides for a TransLink Corporate Policy which flows from the TransLink Enterprise Safety Commitment approved by the Board last year.

After discussion:

### **IT WAS MOVED and SECONDED**

That the TransLink Board of Directors approves the TransLink Corporate Safety and Health Policy attached as Attachment 2 to the report dated August 30, 2021 titled "TransLink Corporate Safety and Health Policy".

**CARRIED**

## **14. Consent Agenda**

The following consent agenda item was adopted:

- 14.1. Meeting Minutes of June 17, 2021

The following consent agenda items were approved by the Board:

- 14.2. TransLink Rules and Regulations  
Addition of Rule #12 – No Smoking or Vaping
- 14.3. 2022 Development Cost Charges Bylaw

The following consent agenda items were received for information:

- 14.4. Response to Public Delegations
- 14.5. Pattullo Bridge Condition Monitoring Report
- 14.6. Surrey Langley SkyTrain Project Update

**15. Conclusion**

The Public Board Meeting concluded at 11:45 am.

**Certified Correct:**

*Original signed by Tony Gugliotta*

*Original signed by Jennifer Breeze*

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Tony Gugliotta  
Board Chair

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Jennifer Breeze  
Associate General Counsel and Corporate Secretary