

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

December 6, 2023

Minutes of the TransLink Board of Directors Public Board Meeting held virtually on December 6, 2023 at 9:00 am.

DIRECTORS

Lorraine Cunningham, Chair
Jennifer Chan
Harj Dhaliwal, PhD
Karen Horcher, FCPA, FCGA, CFA
Mayor Mike Hurley
Andrea Reimer
Andy Ross
Harpinder Sandhu, RI
Allan Seckel, KC
Mayor Brad West

MAYORS' COUNCIL DESIGNATE TO THE BOARD: Mayor Malcolm Brodie

MANAGEMENT and CORPORATE SECRETARY

Kevin Quinn, CEO
Jennifer Breeze, General Counsel and Corporate Secretary
Fran Corlett, Assistant Corporate Secretary

REGRETS: Director Tracy Redies

GUEST: Gordon Harris (Director, January 2024)

1. Welcome and Opening Items

1.1. Call to Order

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

1.2. Opening Remarks

Board Chair Lorraine Cunningham began 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 Karen Horcher for her service on the TransLink Board of Directors, who is reaching the end of her term on the Board at the end of 2023, and welcomed Gordon Harris, who will join the Board in January 2024.

1.3. Safety Minute

Director Karen Horcher presented the Safety Minute relating to safety during darkness and cold in the winter.

2. Public Delegations

Jean Swanson spoke to the Board regarding initiatives of the Carnegie Housing Project, and requested that TransLink consider providing warming buses for people who are homeless given the limited shelter space.

Nathan Davidowicz recommended that the Board not approve the 2024 Budget or any transit fare increases prior to the Government of BC announcing its provincial budget in February 2024. The public delegate also spoke in favour of TransLink conducting in-person meetings to discuss improvements to bus service serving Stanley Park-West End-Downtown-Chinatown.

Public Delegate Stanley Tromp requested that TransLink install bus stop rain shelters at Tsawwassen ferry terminal, and also to build a trail at new Marpole Transit Centre at Fraser River.

Two public delegates, Wendy Cook and Leo Yu, addressed the Board regarding HandyDART service and requested that TransLink deliver HandyDART directly, rather than through a contractor, and limit the use of taxis.

Michael Lee advocated for increased transit service on 41st and 49th Avenues, increased frequency of bus service on Fraser and Main, new bus service on 57th Avenue, new Canada Line stations on 33rd and 57th Avenues, and for Fraser River pathway along the new Marpole bus depot.

Chair Cunningham thanked the delegates for speaking to the Board at today's meeting.

3. Q4 2023 CEO Report

Kevin Quinn, CEO acknowledged and thanked Director Karen Horcher for her service on the TransLink Board of Directors and welcomed Gordon Harris, who will join the Board in January 2024.

Kevin Quinn reported to the Board about key highlights of activities at TransLink in the previous quarter of 2023. These included:

- The TransLink CEO's recent annual address at the Greater Vancouver Board of Trade, which focused on affordability of the region and access to transit;
- Bus service expansion needed to alleviate overcrowding in light of TransLink's strong ridership return, and as some bus overcrowding is now worse than 2019 levels;
- Station names for Surrey Langley SkyTrain were recently announced and this project will be the first rapid transit expansion south of the Fraser River in 30 years;
- New public art installations celebrating contemporary Black-Canadian art and artists;
- TransLink's Reindeer Buses will be collecting and delivering toys to families in need as part of the Toys for Tots program, which is now in its 38th year;
- Winter preparedness initiatives and programs;
- The three priority routes for Bus Rapid Transit were recently announced; and
- Preparations for system expansion and continuing to look for efficiencies within the organization by carrying out a review to identify any additional efficiencies the company can implement.

In response to public delegations, Kevin Quinn advised that TransLink is planning to undertake a review of the long term service delivery model for Access Transit services, commencing in 2024. With respect to the trail requested at the Marpole Transit Center, Kevin Quinn noted the

trail is a part of the plans for the site but that advancing that is contingent on the support and approval of other entities and so TransLink continues to work towards achieving that outcome.

Kevin Quinn also recognized and thanked Gigi Chen-Kuo, COO for her dedication and work for TransLink over the last several decades, with her upcoming retirement from TransLink.

4. BC Rapid Transit Company

Sany Zein, President and General Manager at BCRTC presented to the Board on a number of areas of key focus for BCRTC in 2023. Sany Zein provided an update on:

- BCRTC's support for major project delivery, including the Broadway Subway;
- Supply chain challenges, requiring ongoing management of this to ensure BCRTC can remain on track to meet its goals;
- Recent participation on the "What's the T" podcast, where the day to day work of SkyTrain Station Attendants was highlighted;
- Expected arrival of the first of the new Mark V trains for testing and commissioning;
- OMC1 facility upgrades, which includes a new guideway shop and a vehicle cleaning facility for the new longer trains;
- BCRTC's Employee Safety Campaign, to reduce staff slips, trips and falls, with a three-week awareness campaign and other initiatives to advance the approach to and prevention of these risks; and
- Recent celebrations of staff, cultures and diversity at BCRTC.

5. Coast Mountain Bus Company

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

- Bus and HandyDART service delivery, which was 99% and 99% of planned service respectively, and on-time performance;
- Winter readiness initiatives at CMBC, including a "Snow Desk" at T-Comm, priority snow-clearing route for municipalities, and snow socks on buses on key routes;
- The upcoming Grip-D tire pilot on approximately 500 buses for winter weather;
- Construction updates at both Marpole Transit Center, which is to be complete in Q4 2026, and Port Coquitlam Transit Center with renovations, expansion and electrification to be complete in 2025; and
- CMBC's Bright Idea's annual campaign, encouraging employees to submit ideas to improve the employee and customer experience.

6. Transit Police

Anita Furlan, Deputy Chief Officer on behalf of Suzanne Muir, Chief Officer, presented an update about the Metro Vancouver Transit Police. Deputy Chief Officer Furlan spoke to the Board about:

- The status of the Community Safety Officer program, with cohort one now hired, cohort two in training, and a third cohort to be recruited and trained in 2024;
- Enhanced patrols and inter-agency cooperation with members of BCRTC, CMBC, WCE and Transit Police;
- Provincial funding received for two programs, namely a special investigation targeted enforcement program, and a repeat violent offender intervention initiative;

- Deputy Chief Graham was recently promoted from within Transit Police as the new Deputy Chief Officer, Administration;
- Career events recently held to attract and recruit new officers in the coming years;
- Community policing center updates; and
- Recent activities at Transit Police's Blue Eagle Cadet program.

7. Finance and Audit Committee Chair Report

On behalf of Tracy Redies, Karen Horcher, Acting Chair of the Finance and Audit Committee reported to the Board on topics recently discussed at the Board's Finance and Audit Committee meeting. The Committee received reports and updates on the following topics:

- The 2024 Business Plan, Capital and Operating Budget, which has been recommended to the Board for approval today;
- Corporate Sustainability initiatives;
- Quarterly update reports from the Real Estate and Safety departments;
- The Development Cost Charges By-law, which is recommended for approval by the Board; and
- Internal audit reports.

8. Planning, Communities and Communication Committee Chair Report

Andrea Reimer, Committee Chair advised that the Planning, Communities and Communication Committee met in September and received reports that included:

- Proposed public transit Zero Emissions Vehicles legislation;
- Communications plans relating to the Bus Rapid Transit program;
- Recent initiatives led by the Indigenous Relations division, highlighting new indigenous art on the system;
- Customer experience initiatives;
- Quarterly divisional updates from Government Relations and Public Affairs, Communications and Marketing; and
- A Board Correspondence report, noting correspondence received by the Board in the prior quarter.

9. Human Resources and Governance Committee Chair Report

Andy Ross, Committee Chair highlighted key areas of focus for the Human Resources and Governance Committee, including:

- Attraction and retention challenges experienced by the organization;
- Equity, Diversity and Inclusion initiatives at TransLink; and
- The Women in Leadership training program, which is continuing with a new cohort in 2024.

10. Information Technology Committee Chair Report

Karen Horcher, Committee Chair reported on the topics from the Committee's recent quarterly meeting. These included reports on significant technology program updates, work related to IT resiliency and cybersecurity, a status update on the Enterprise Resource Planning program including timelines and next steps, and internal audit projects.

Director Sandhu left the meeting at 10:30 am.

11. 2024 Business Plan, Operating and Capital Budget

Christine Dacre, CFO provided an overview of the 2024 Business Plan, Operating and Capital Budget with highlights including already planned expansion, future expansion, and inflationary pressures. It was noted that inflation is a key driver of TransLink's 2024 budget.

Christine Dacre also briefed the Board on:

- Modest increases to bus service hours to address overcrowding already experienced on the system;
- Critical investments to be ready for expansion when Broadway Subway opens are also incorporated into the 2024 Business Plan. This is adding approximately \$28M to the budget;
- CMBC will also be embarking on its transition to zero emissions fleet by 2040, which will be a significant transformation for the bus company;
- State of Good Repair projects remain a priority in order to ensure the system remains reliable; and
- TransLink's commitment to keeping costs low, and noted efficiencies recently found including releasing office space no longer required, reducing the cost of contracted services by bringing some services in-house, and expanding the bus speed and reliability program to mitigate costs associated with increasing congestion.

Management responded to questions on the proposed 2024 Business Plan, Operating and Capital Budget.

After discussion:

IT WAS MOVED and SECONDED

That the TransLink Board of Directors approve the proposed 2024 Business Plan, Operating and Capital Budget as attached as Attachment 1 to the "2024 Business Plan, Operating and Capital Budget" report dated November 7, 2023.

CARRIED

12. Development Cost Charges Bylaw

Christine Dacre introduced the bylaw before the Board to set the Development Cost Charges ("DCC") rate for 2024. The Board heard about the results of the engagement with stakeholders, which was overall favourable. The Inspector of Municipalities also approved the proposed DCC rates for 2024, 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 151-2023: A Bylaw to Impose Development Cost Charges*, attached to the November 7, 2023 report titled "2024 Development Cost Charges Bylaw" as Attachment 1; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Bylaw Number 151-2023: A Bylaw to Impose Development Cost Charges*,

attached to the November 7, 2023 report titled "2024 Development Cost Charges Bylaw" as Attachment 1.

CARRIED

13. Update on Bus Stop Accessibility for Customers with Sight Loss

Sarah Ross, VP Transportation Planning and Policy introduced the steps TransLink has taken to improve bus stop accessibilities for customers with vision loss since the last update to the Board. The work has included:

- The Accessible Navigation Pilot Project, which provided important information on wayfinding technology for future programs and initiatives for access to the transit system for customers with vision loss. Outcomes of the pilot were reviewed;
- Tactile Walking Surface Indicators have been installed at 157 locations in 2022; and
- Dual format braille and tactile signage fully installed.

Management and the Board discussed the report and continued opportunities to provide enhancements for access to bus services and work with municipalities to improve access at the cities' bus stops that are not on TransLink property.

14. Consent Agenda

The following consent agenda item was approved:

14.1. Meeting Minutes of September 27, 2023

The following consent agenda items were received for information:

14.2. Response to Public Delegations

14.3. Broadway Subway Supportive Policies Agreement 2023 Report

14.4. TransLink Bridges – Operations, Maintenance and Rehabilitation Report

15. Conclusion of Public Board Meeting

The Public Board Meeting concluded at 11:20 am.

Certified Correct:

Lorraine Cunningham
Board Chair

Jennifer Breeze
General Counsel and Corporate Secretary