

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

MINUTES

March 29, 2023

Minutes of the Board of Directors Public Board Meeting held virtually on March 29, 2023 at 9:00 am.

DIRECTORS

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

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: Mayor Brad West

1. Welcome and Opening Items

1.1. Call to Order

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

1.2. Opening Remarks

Chair Cunningham began the meeting with her opening remarks, welcoming new Directors Tracy Redies and Allan Seckel to the Board of Directors.

1.3. Safety Minute

Jennifer Chan provided the safety minute focussing on psychological wellbeing and mental wellness.

2. Public Delegations

Chloe Rowat spoke to the Board on opportunities to improve patron behaviour, and the enforcement of guidelines to better enhance the accessibility for and safety of persons with disabilities on the system. The delegate spoke in favour of making available more resources for people with disabilities, such as improved service alerts providing more information on the status of elevators and escalators prior to arriving at a station, and policies that allow for service dogs that may not be certified.

Nathan Davidowicz shared his views with the Board on the fare increases proposed by TransLink and requested that the increases not be approved by the Board. The delegate noted that the

fare costs are challenging for seniors, and suggested that TransLink compare its fares against other transit agencies in the country and consider offering free transit for over 65 and under 18 aged passengers.

3. CEO Report

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

- TransLink's 2022 Accountability Report, noting the need for continued expansion of the system to accommodate ridership levels throughout the region;
- The 2022 Bus Speed and Reliability Report, which reinforces the need for investment in bus priority on roads;
- The Province of BC's recent announcement for \$479 million in funding for TransLink;
- Enhancements to customer experience with the roll-out of the ability to use Interac as part of Tap to Pay on the Compass system and Amazon lockers at some SkyTrain stations;
- An ongoing Accessible Navigation Pilot which will allow TransLink to gather more information to support a more inclusive transit experience;
- The ability for customers to speak to Customer Information agents in 300 languages with certified translators;
- New Indigenous language signage and art installed at Lonsdale and Waterfront Seabus terminals; and
- TransLink's commitment to initiatives relating to Climate Action, including TransLink's 'Take Transit for the Planet' this Earth Day on April 22nd.

4. BC Rapid Transit Company

Sany Zein, President and General Manager presented to the Board on a number of areas of key focus for BCRTC in 2022. Sany Zein provided an update on ongoing maintenance work and rail grinding to reduce noise experienced on the system, refurbishment of a West Coast Express locomotive, and progress on availability of escalators and elevators. Sany Zein also reported on on-time performance metrics and significant work to support major capital projects such as readiness for Broadway Subway and early works for the Surrey Langley SkyTrain. Energy savings initiatives were also highlighted.

Safety remains a top priority for BCRTC and passenger injury rate was the best in two years.

Mayor Malcolm Brodie left the meeting at 9:50 am.

5. Coast Mountain Bus Company

Mike McDaniel, President and General Manager CMBC shared key highlights of activities and initiatives at CMBC in Q3 of 2022. Mike McDaniel reported to the Board on:

- HandyDART service levels, including the doubling of staff on each vehicle at essential service levels during snow events;
- Training of Transit Security Officers and Security Operations Coordinators to administer Naloxone;
- Corridor Deployment Update;

- Trades recruitment campaigns, which included a new recruitment video, a new focused webpage and also ads on radio and social media;
- Women's Month in March celebrated at CMBC; and
- Transit Operator and Worker Appreciation Day celebrated on March 17th.

6. Transit Police

Deputy Chief Officer Anita Furlan, on behalf of Chief Officer Dave Jones, presented an update from the Metro Vancouver Transit Police. Deputy Chief Officer Furlan spoke to the Board about the new Community Safety Officer (CSO) Program, which will supplement the uniformed police officer on the system. CSOs will be able to address less serious incidents and can assist with community engagement, crowd control, fare enforcement and support at major events and emergencies. Recruitment has begun for CSOs.

Deputy Chief Officer Furlan also briefed the Board on the recent roll out of a new fare inspection app in late 2022, activities of Transit Police's new Targeted Mobile Enforcement team that was created in 2022, and rates of apprehensions by the General Investigations Unit and mental health incidents where the Transit Police assisted.

7. Finance and Audit Committee Chair Report

Tracy Redies, Committee Chair reported to the Board on topics recently discussed at the Board's Finance and Audit Committee meeting on March 21st. The Committee received reports and updates on the following topics:

- The 2022 Audited Financial Statements, recommended for approval by the Board later in this meeting;
- TransLink's 2022 Statutory Annual Report;
- The TransLink Transit Tariff Amendments for fare increases to be effective July 1, 2023 which are coming forward to the Board for approval;
- The 2023 Property Tax and Replacement Tax By-laws, which incorporate the annual increases on these taxes for 2023;
- Updates on major capital projects, including Broadway Subway and Surrey Langley SkyTrain; and
- Information on TransLink's five bridges and the operations, maintenance and rehabilitations works on those bridges.

8. Planning, Communities and Communication Committee Chair Report

Andrea Reimer, Committee Chair advised that the Committee met on March 20th and received reports that included updates on Driving Down Emissions initiatives, ridership trends, bus rapid transit projects, reports from TransLink's Accessible User Advisory Committees, and activities in the last quarter of the Communications teams. Andrea Reimer also noted that the Committee recommended approval to the Board of the Independent Transit Service that is before the Board for decision at this meeting.

9. Human Resources and Governance Committee Chair Report

Andy Ross, Committee Chair highlighted key areas of focus for the Human Resources and Governance Committee from the meeting on March 20th, including:

- Success in TransLink's recruitment for trades positions and retention of staff during challenging labour markets;

- The Committee's recommendation to the Board for approval of an updated TransLink Drug and Alcohol Policy; and
- Revisions to the TransLink Respectful Workplace Policy, also recommended to the Board for approval later in the meeting.

10. Information Technology Committee Chair Report

Karen Horcher, Committee Chair reported on the topics from the Committee's meeting on March 23rd. These included reports on significant technology projects, a status update on the roll-out of the Enterprise Resource Program, and internal audit projects.

11. 2022 Year End Financial and Performance Report

Christine Dacre, CFO presented the Year End Financial and Performance Report to the Board. The report outlines key accomplishments in 2022, performance results compared to the budget and 2021 year results, and performance trends over the past five years. In particular Christine Dacre noted:

- Ridership increased 47.9% in 2022 relative to 2021;
- Cost savings resulting from lower expenses, vacancies savings, professional fees and deferred maintenance expenses;
- Investments made in capital projects, totalling \$459 million in 2022;
- Release of the new Customer Experience Action Plan, TransLink's Climate Action Strategy and Transport 2050; and
- The opening of TransLink's Customer Service Centre at Waterfront Station in September 2022.

12. 2022 Audited Consolidated Financial Statements

The Board received the 2021 Audited Consolidated Financial Statements. Christine Dacre presented the report and confirmed that TransLink's external auditors have reviewed the Financial Statements and provided confirmation of a clean audit.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2022 Audited Consolidated Financial Statements attached to this report; and
- B. Authorizes the Board Chair and Finance and Audit Committee Chair to sign the approved 2022 Audited Consolidated Financial Statements.

CARRIED

13. 2022 Statutory Annual Report

The Board received the 2022 Statutory Annual Report and Christine Dacre, CFO provided the background on the basis for the report and various aspects of the report.

It was MOVED and SECONDED

That the TransLink Board of Directors:

- A. Approves the 2022 Statutory Annual Report mandated by the *South Coast British Columbia Transportation Authority Act*, as present in Attachment 1 to the report; and

- B. Authorizes the release of the 2022 Statutory Annual Report to the Mayors' Council on Regional Transportation.

CARRIED

14. 2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw

Christine Dacre, CFO reviewed with the Committee the 2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw report and how property tax and replacement tax rates are determined pursuant to the South Coast British Columbia Transportation Authority Act.

After discussion:

It was MOVED and SECONDED

That the Board of Directors recommend:

Property Tax Bylaw:

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the South Coast British Columbia Transportation Authority 2023 Property Tax Bylaw Number 149-2023 attached as Attachment 1 to the report dated February 15, 2023 titled "2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw".
- B. That the TransLink Board of Directors reconsiders and finally adopts the South Coast British Columbia Transportation Authority 2023 Property Tax Bylaw Number 149-2023 attached as Attachment 1 to the report dated February 15, 2023 titled "2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw".

Replacement Tax Bylaw:

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the South Coast British Columbia Transportation Authority 2023 Replacement Tax Bylaw Number 150-2023 attached as Attachment 2 to the report dated February 15, 2023 titled "2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw".
- B. That the TransLink Board of Directors reconsiders and finally adopts the South Coast British Columbia Transportation Authority 2023 Replacement Tax Bylaw Number 150-2023 attached as Attachment 2 to the report dated February 15, 2023 titled "2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw".

CARRIED

15. Transit Tariff Amendment – Effective July 1, 2023

Christine Dacre reviewed with the Board the agreement TransLink entered into with the Province in 2020 to hold fare increases to an average of 2.3% for 2023 due to the COVID-19 pandemic and the financial impact on the region and customers. The proposed fare rate increases set out in the report were presented to the Board, as well as current rates of inflation. It was also noted that TransLink's fares rates remain lower overall than other transit agencies in Canada.

The Board discussed with Management the proposed Transit Tariff Amendment.

It was MOVED and SECONDED

That the TransLink Board of Directors:

1. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 148-2023*, attached to this report as Attachment 1, effective July 1, 2023; and
2. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 148-2023*.

CARRIED

16. TransLink Respectful Workplace Policy

The Board received the report on revisions to the TransLink Respectful Workplace Policy, as recommended in the TransLink Respectful Workplace Policy report. After review:

IT WAS MOVED and SECONDED

That the Board of Directors approve TransLink's Respectful Workplace Policy attached as Appendix A.

CARRIED

17. TransLink Drug and Alcohol Policy

Mark Jefferson, Interim Vice President, Human Resources provided an overview of the revisions to the TransLink Drug and Alcohol Policy.

IT WAS MOVED and SECONDED

That the TransLink Board of Directors approve TransLink's Drug and Alcohol Policy, attached as Appendix A.

CARRIED

18. Consent Agenda

The following consent agenda item was adopted:

- 18.1. Meeting Minutes of December 1, 2022

The following consent agenda item was approved:

- 18.2. Independent Transit Service Application – Richmond Discovery Shuttles 2023

The following consent agenda items were received for information:

- 18.3. Response to Public Delegations
- 18.4. 2022 Accountability Report
- 18.5. TransLink Bridges – Operations, Maintenance and Rehabilitation Report
- 18.6. 2022 Annual Reports from Accessibility Advisory Committees

19. Conclusion

The TransLink Board of Directors Public Board meeting concluded at 11:30 am.

Certified Correct:

Original signed by Lorraine Cunningham

Lorraine Cunningham
Board Chair

Original signed by Jennifer Breeze

Jennifer Breeze
General Counsel and Corporate Secretary