

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**MINUTES**

September 27, 2023

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Minutes of the TransLink Board of Directors Public Board Meeting held virtually on September 27, 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  
Salima Dato, Associate General Counsel  
Fran Corlett, Assistant Corporate Secretary

**REGRETS:** Tracy Redies, Mayor Brad West

**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

Lorraine Cunningham began the meeting with the Chair's opening remarks to the Board, including a land acknowledgement.

1.3. Safety Minute

Director Harpinder Sandhu presented the Safety Minute focusing on mental health and being personally aware of our reactions and stresses to prevent occurrences.

**2. Public Delegations**

Robin Tavender returned to speak to the Board about the BC Bus Pass. He acknowledged receipt of the response from TransLink and requested again that the passes be available on generic adult Compass cards, so that the holders of BC Bus Passes have the same generic card.

Albert Melenius spoke to the Board about an upcoming decision regarding the delivery of HandyDART services. The public delegate indicated that the type of in-house service being proposed is unknown, that TransDev should be given an opportunity to undertake the service

for a period of time before any decisions are made to bring HandyDART service in house, and that HandyDART service needs to be autonomous.

Nathan Davidowicz asked the Board and management to produce a plan to expand trolley bus service (similar to what has been done in other municipalities in North America), to buy articulated trolley buses instead of the standard buses, and to keep the old destination signs instead of producing new signs, which are confusing to riders. The delegate inquired about the financials for the quarter ending June 30, 2023.

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

### **3. Q3 2023 CEO Report**

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

- New murals at King George Station that acknowledge the rich culture and history of Indigenous nations,
- Community outreach events that occurred in the summer, including car-free days, partnering with the PNE to encourage attendance at and taking transit to the PNE, and the bike bus that was in service over the summer,
- The return of the Tap in to Win sweepstakes, which is running until October 31,
- Free public wifi now available on all five RapidBus routes (as well as the other portions of the system where wifi is already available),
- SkyTrain expansion program is underway and will continue for a number of years on a number of fronts: the first Mark V train is undergoing testing and should be in the region in early 2024; work on the Broadway Subway Project continues; and the SkyTrain system is the 4<sup>th</sup> busiest in North America, ahead of many large US cities,
- Fall service changes came into effect in early September,
- The Access for Everyone plan and the request to senior governments for additional funding,
- The launch of TransLink's first-ever Accessibility Plan.

Kevin Quinn also thanked Transit Police Chief Officer Dave Jones for his years of policing service throughout the region and on his upcoming retirement from Transit Police. Kevin Quinn also welcomed Deputy Chief Officer Suzanne Muir as the next Transit Police Chief as of October 1, 2023. Deputy Chief Officer Muir will be the first female transit police chief.

### **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:

- Ridership recovery;
- Keeping the system in a state of good repair and the Gateway Switch Replacement Project;
- Community outreach events;
- Refreshing wayfinding lines at Commercial-Broadway station;
- Achieving future readiness through testing and commissioning of the Mark 5 trains and reaching the 50% completion milestone of the new Burnaby Operations Control Centre and upgrades at OMC 1; and

- Employment initiatives, loss-time injury statistics, successful recruitment fairs, and employee engagement events throughout the summer.

Mayor Mike Hurley joined the meeting at 9:30 am.

Mayor Brad West joined the meeting at 9:35 am.

## **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 updates, including 99% of service operated on the conventional bus system and 98% of requested trips delivered on HandyDART;
- The publication of a resource guide developed in-house for women-identifying operators;
- Recruitment efforts for commercial transport heavy duty mechanics;
- The 75<sup>th</sup> anniversary of trolley buses in August, where the past, present and future of trolley buses were celebrated;
- The completion of the Copper in Transit study and the updating of technical specifications at CMBC for new bus orders, to request pricing for antimicrobial copper-coated stanchions; and
- Updating of CMBC's wildfire smoke response plan.

## **6. Transit Police**

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

- The first community safety officer class that started their 19-week training earlier this year, and the hiring of individuals for the second class that will start in November;
- Text reporting stats, with unique text conversations up 26% from Q1 2022 occurring at the same time as the awareness campaign for the 877-77-77 number;
- Policing at special events, which has increased as 77% as a result of now being in the post-pandemic era;
- Transit Police's explosive detection dog team and the success of the dog teams at recent competitive events;
- The increase of naloxone saves since 2022, the year-over-year trend; and
- Recruitment for the Communications Centre.

Deputy Chief Officer Muir also thanked Chief Jones for his service and contributions to policing and safety in the Province.

The Board thanked the Transit Police officers for the compassion they show to individuals on the transit system. In addition, the Board discussed crime statistics and Transit Police's response to events that occur on the system.

Mayor Brad West left the meeting at 10:15 am.

## **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:

- Quarterly safety and emergency management updates,
- Service contracts and policies,
- Real estate update,
- Enterprise resource planning program that is underway.

The Committee also reviewed financing, liquidity and borrowing programs, and met with the external auditors and internal auditors.

## **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:

- Government relations and public affairs updates for Q3, including that four programs for elected officials in the region has resumed successfully;
- Indigenous Relations program updates;
- Engagement with various First Nations about a future OMC site location;
- Q3 Customer Experience Report;
- Q3 Communications and Marketing Update, including TransLink participating in the Pride Parade and the Joe Average wrap, and
- New metrics for ridership statistics, for a more comprehensive account on ridership, as well as other metrics that are being tracked by TransLink.

## **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:

- The release of TransLink's Accessibility Plan;
- Thanking Chief Jones and welcoming Deputy Chief Muir into her new role; and
- Recruitment and retention activities at TransLink.

## **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, a status update on the ERP program including timelines and next steps, and internal audit projects.

## **11. TransLink Bridges – Operations, Maintenance, and Rehabilitation Report**

Jeff Busby, VP Engineering delivered a presentation on key operations, maintenance, and rehabilitation activities on TransLink's bridges as of Q3 2023. These included an overview of the following activities that have occurred:

1. Westham Island Bridge: the swing span rehabilitation
2. Knight Street Bridge: deck preservation and bearing replacement work
3. Golden Ears Bridge: pavement rehabilitation of Golden Ears Way

The Board also discussed the Pattullo Bridge Replacement Project and planned activities to celebrate the Pattullo Bridge prior to its decommissioning, as well as the planning process to be undertaken for the eventual replacement of the Westham Island Bridge.

## **12. Accessibility Plan**

Sarah Ross, VP Transportation and Planning, provided an update on TransLink's programs and initiatives relating to accessibility and also briefed the Board on TransLink's new Accessibility Plan. Key elements of TransLink's Plan include its accessibility committees and groups for both customers and employees, TransLink's Accessibility Plan itself which is now posted on TransLink's website, as well as the accessible feedback mechanisms available for both customers and employees. TransLink's Accessibility Plan draws together plans and initiatives that are already included in existing documents and pulls them together in one comprehensive document. The Plan includes 32 actions, identified as short-term, medium-term or ongoing initiatives. The Plan will be reviewed and updated every three years.

The Board discussed the balance required to accommodate the seating and space requirements for all users of our system.

## **13. Annual Update of TransLink Corporate Safety and Health Policy**

Dorit Mason, Director Safety, Emergency and Environment Management introduced a revised TransLink Corporate Safety and Health Policy to the Board and noted that Management is recommending that an updated TransLink Corporate Safety and Health Policy be adopted. The Finance and Audit Committee recommended the amendments for approval by the Board at today's meeting. Ms. Mason noted that an update is proposed to further align the policy with the enterprise safety commitment.

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

That the TransLink Board of Directors approves the amendments to the TransLink Corporate Safety and Health Policy as attached as Attachment 2 to the report dated August 21, 2023, titled "Annual Update of TransLink Corporate Safety and Health Policy".

**CARRIED**

## **14. TransLink Enterprise Emergency Management Overview**

Dorit Mason presented the Board with an overview of TransLink's Enterprise Emergency Management Program, including the plans to ensure that systems are resilient, and the actions taken to review conduct and adapt learning. The presentation highlighted the Enterprise Integrated Security Program, that undertakes extra planning for large events such as the Celebration of Light fireworks, and the work done with external partners to ensure that the necessary cooperation occurs during emergency events. TransLink is integrated into provincial emergency response and recovery efforts. Finally, everyone was encouraged to be personally prepared.

## **15. Consent Agenda**

The following consent agenda item was approved:

15.1. Meeting Minutes of June 22, 2023

The following consent agenda item was received for information;

15.2. Response to Public Delegations

**16. Conclusion of Public Board Meeting**

The Public Board Meeting concluded at 11:08 am.

**Certified Correct:**

*Original signed by Lorraine Cunningham*

*Original signed by Salima Dato*

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Lorraine Cunningham  
Board Chair

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Salima Dato  
Associate General Counsel