

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

AGENDA

September 28, 2022

9:00 am – 11:25 am

- 1. Call to Order and Opening Remarks**
- 2. Public Delegations**
- 3. CEO Report**
- 4. BC Rapid Transit Company**
- 5. Coast Mountain Bus Company**
- 6. Transit Police**
- 7. Finance and Audit Committee Chair Report**
- 8. Planning, Communities and Communication Committee Chair Report**
- 9. Human Resources and Governance Committee Chair Report**
- 10. Information Technology Committee Chair Report**
- 11. TransLink Safety and Health Policy**
- 12. Ridership Recovery Update Report**
- 13. Consent Agenda**
 - 13.1. Response to Public Delegations
 - 13.2. Pattullo Bridge Condition Monitoring Report
 - 13.3. Surrey Langley SkyTrain Project Update
 - 13.4. Aligning Regional Transportation Interests and Partner Agency Plans
- 14. Conclusion of Public Board Meeting**

In Q2 of 2022 BCRTC entered a transition within the executive leadership team as Michel Ladrak, President & General Manager stepped down to take another opportunity. While the search by the BCRTC Board is ongoing, Mike Richard, BCRTC's VP of Operations, is acting in both roles. Mike brings over 35 years of experience with BCRTC into a role which he has performed on several occasions throughout his tenure.

In this Acting role, Mike has emphasized to staff that he is staying the course and is committed to continuing the company's priorities of adopting and supporting the principles of Zero Harm and Just Culture, introducing SafeStart, developing strong, accountable leaders, and delivering all our capital, major business and expansion initiatives and projects. All priorities that BCRTC has made significant progress to date.

TransLink Strategic Priority: Rebuild customer ridership

Expo and Millennium SkyTrain Service

This quarter SkyTrain did not meet the performance targets for service delivery and on-time performance. In Q2, the main issues affecting our service related KPIs were a train dislodgement near Scott Road Station, as well as medical emergencies, guideway fire, trespasses, train time-outs and door issues.

Service Delivery

In Q2, BCRTC service delivery performance was better than target for April and June but missed our target for May. 99.64% of scheduled services were delivered, which is just under BCRTC's target of 99.70%. For the quarter, the monthly Service Delivery percentages are as follows: April 99.84%, May 99.37%, and June 99.71%.

On-time performance

Q2 OTP was 95.7% which is below BCRTC's target of 96.5%. This quarter SkyTrain's OTP percentages were as follows: April 96.8%, May 94.7%, and June 95.5%.

SkyTrain service delays

There were 14 Expo-Millennium Delay Incidents with a duration between 16 and 30 minutes in Q2. This is better than our quarterly target of 16. Delay Incidents longer than 30 minutes was lower than target with 12 major incidents recorded in Q2 compared to our target of eight incidents.

Q2 incidents between 16 and 30 minutes comprised of:

- Three train door faults, two timed out trains, and one delay due to ATC train re-entry training
- Four medical emergencies
- Two guideway fires
- Two events involving passengers in the platform guideway

This was the lowest number of delays over the last three quarters.

Q2 Incidents longer than 30 minutes comprised of:

- Train dislodgment due to switch issue near Scott Road Station
- Three switch issues
- Two power related faults
- One train door fault
- Two medical emergencies

- Two related to objects in the guideway
- One trespass

West Coast Express OTP (97.5%) and service delivery (98.8%) were both below target for Q2 (97.7% and 99.9% respectively). However, on-time performance for WCE increased 8% over the previous quarter. WCE service delivery was affected by the cancellation of four train due to mechanical issues, while lower than anticipated OTP was the result of CP designated operations delays and a motor vehicle accident.

Performance Week – Triple Crown Challenge

In the first week of June, BCRTC and WCE delivered the second annual Triple Crown event during our Performance Week. During the week we challenge ourselves to complete one service day with 100% service delivery, 100% on-time performance and 100% zero harm injuries for staff. For each of the five days, both WCE and SkyTrain had a perfect score for Zero Harm with no injuries to staff. In addition, WCE achieved four perfect days for service delivery and OTP. SkyTrain had two days where we nearly achieved perfect scores with over 99% in SD and OTP.

The primary focus this year was reconnecting. Giving staff an opportunity to connect with their colleagues through events, seminars, tours and fun activities, especially important for engagement and recognition given the previous guidelines implemented to protect staff from COVID-19.

Ridership

The COVID-19 pandemic continued to impact both SkyTrain and WCE ridership, but in this quarter as in the previous quarter, we have experienced a steady rise in month-to-month boardings. Transit ridership recovery was stable at approximately 70% in May despite record high fuel prices. The sustained fuel prices were causing an estimated 10,000 to 20,000 additional journeys on weekdays. Ridership has been heavily linked with the weather this year, and as the weather improved throughout June, we saw more boardings on SkyTrain.

With over 20.8 million boardings, Q2 Expo-Millennium ridership was well above the 17 million boardings from the previous quarter. As of June 2022, Q2 ridership was at 72% of pre-COVID boardings with over 14 million more boardings (37.6M) than this this time last year (23.2M)

We anticipate Q3 ridership to surpass Q2 as the province eases COVID-19 restrictions and multiple large-scale events like Canada Day, Pride Parade, the PNE and festivals and concert return.

The Q2 West Coast Express ridership of 225,000 was 25% more boardings than experienced the previous quarter and 200,000 more YTD than the same period in 2021. WCE continues to operate with reduced service, utilized 4 trains (18 cars in total) for morning and afternoon service.

Customer Service

SkyTrain Customer Survey overall score for Q2 was 8.3, which is equal to our target (8.3) for this category. SkyTrain continues to have strong scores for providing frequent, on-time reliable service, feeling safe from crime on board trains and having courteous, competent and helpful staff. As expected with ridership increasing overcrowding scores were lower than Q1.

Passenger Injuries

This quarter, passenger injuries saw an increase compared to the previous quarter. In Q2, the passenger injury rate was 1.15 injuries per million boarded passengers (pmbp), which is slightly above our target of 1.0 pmbp but significantly lower than the 1.33 % in Q4 2021. Overall, we saw a lowering trend month-over-month in the quarter with 24 passenger injuries in total (12 in April, 8 in May, and 4 in June). 75% of injuries continue to be slips, trips

and falls on elevating devices and on platforms. The Safety department has worked with the departments to update their risk assessments including controls to reduce passenger injuries.

The Passenger Safety Committee meets to discuss and implement controls to reduce passenger injuries. This quarter, the Committee has added the Senior Director in charge of elevators and escalators as this is an area of concern.

TransLink Strategic Priority: Foster a safe, skilled, and resilient workforce

Zero Harm

Safety

Employee safety on our system and in our workplace continues to be our top priority. Just Culture and Zero Harm continue to be a focus. Just Culture is a values-supportive system of learning from incidents and accepting it is human nature to make mistakes, yet it also holds people accountable for producing an outcome, following process, and not doing harm. Safety-related activities in Q1 2022 include:

- COVID-19 Safety Vaccination policies continue to remain in place for all employees of BCRTC and WCE, as well as visitors and contractors accessing our non-public worksites.
- Officially launched our Zero Harm communications campaign with new banners and posters designed through collaboration with the JOHS committee. Also launched Zero Harm employee portal as a one stop landing page for Zero Harm resources, including employee stories and videos.
- In addition, BCRTC was chosen in June by the American Public Transportation Association for their gold award for safety excellence. This award recognizes BCRTC's Zero Harm safety campaign which has led to success and improvements with enhancing our safety culture and reducing our incidents over the 3 years it's been implemented.
- The Safety department continues to pilot SafeStart modules with Facilities Maintenance and Power departments and successfully delivered all four training modules to staff. Planning is underway to expand the initiative to the Guideway department in Q4 with the training of additional instructors to support the expanded pilot.
- Held our first in-person event to recognize the National Day of Mourning on April 28. Our President, Director of Safety and a CUPE7000 representative spoke to gathered staff and reconfirmed our commitment to a safe workplace and honoured those across Canada who were injured or passed away from workplace incidents.
- SkyTrain Attendants completed Question, Persuade, Refer (QPR) suicide prevention training in Q2.

Lost Time Incidents (LTI)

Q2 Lost Time Incidents saw a 50% improvement over Q1 and returns to our trend of better than target performance experienced over the last few years. This quarter resulted in an LTI frequency rate of 3.45 injuries per 200,000 hours worked compared to our target of 4.0.

There were eight lost time incident claims accepted by WorkSafe BC during Q2 2022, including seven for physical injuries and one mental health claims. The month of April had zero injuries which was the first time this occurred since January 2019. Q2 results were significantly lower than the 15 injuries that occurred in Q1 2022.

Corporate Services

Our corporate service division covers a diverse portfolio, which includes finance, payroll, purchasing/stores, training, occupational health, performance reporting and employee communications. This division provides most of the COVID-19 support for staff as well as critical training to ensure employees and contractors remain safe in-and-around our system.

- Hired Competency Standards Manager and are working to pilot the competency management framework in Q3 with Vehicle Supervisors. Have done a peer review with other rail agencies to discuss implementation approach and their lessons learnt.
- Initiated a review of maintenance training delivery to develop a future state strategy to improve the quality and consistency of technical training. This is critical to safety, operations, engagement, and rail expansion success.
- Hosted a tour of our operations and maintenance center with representative from BC Centre for Women in the Trades to increase gender diversity in leadership and trade positions within the business.
- Assisted TransLink Talent Acquisition with the rollout of their recruitment strategy in June. New processes designed to streamline the talent acquisition process, while continuing to support hiring managers where needed, to retain quality candidates as quickly as possible.
- Work continued on the delivery of the Finance & Supply Management, and Payroll, Timekeeping & Scheduling projects. The project is anticipating a go live in October with employee training to occur in Q3 and Q4. While the majority of BCRTC employees will receive training in September and October, all SkyTrain Attendants will be trained during their scheduled Q3 Refresher training.
- Continued with our Control Operation internal recruitment initiatives to address potential vacancies for this critical position in our company. In Q2, we completed the hiring and training of six Temporary Control Operators.
- Continued UBC leadership training for selected supervisors and managers in Q2.
- Successfully launched Equity, Diversity & Inclusion (EDI) training to all staff. Also required managers to have an EDI performance goal for 2022.

TransLink Strategic Priority: Deliver a reliable transportation system in a state of good repair

Maintenance

- ARM's (Advanced Rail Management's) LORAM contracted rail grinding concluded at the end of Q2 with 106km of track ground, completing a 12-week program instead of the normal 8-week program. The LORAM grinder performed an additional 26 kilometers of grinding than originally planned. The additional weeks and kilometers were intended to supplement the delay of our new grinders for the 2022 rail grinding program.
- Performed detailed inspections on seven ATC (Automatic Train Control) loop cables as part of Signaling & Telecommunication's preventative maintenance plan. Cable section repairs were completed in four areas. ATC cable loops
- Switch machine and turnout replacements continued throughout Q2 with ten switch machines on the Expo Line. Switch machine replacements is scheduled to double from 20 in 2021 to 40 in 2022. (20) new machines and (20) repaired machines are scheduled to be replaced as the department increases replacement activities over next three years.
- Two Balfour Beatty switch turnouts near King George station were replaced on schedule in Q2. During Phase 3 expansion of the Expo Line in the 1990's there were seven Balfour Beatty turnouts installed. Five remain to be replaced, with the next one scheduled for Q4 2022. These turnouts are being replaced with the London Trackworks design, consistent with the rest of the SkyTrain system.
- The guideway team also completed three partial turnout replacements in addition to the Balfour Beatty switches.

Replacing turnouts (switches) and switch machines that are end of life enables us to keep trains moving efficiently and reliably.

- The guideway department has also completed approximately 80% installation of rail dampers under BCRTC's responsibility. This about 50% completion of the total scope of this project.
- Floor replacement work continued with a reduced crew on the MK I (500-800 series) trains and 7 of 15 floors have now been replaced.
- In Q2, Escalator availability was at 94.2% (target = 93.0%) and Elevator availability at 96.8% (target = 98.1%).
- OvoControl program to reduce the pigeon population at or near SkyTrain stations commenced in Q2.
- Preparation work began in Q2 for the SkyBridge joint replacement project (phase 2), which will begin in Q3. Work will be focused on the New Westminster side of the SkyBridge after phase 1 work was completed last summer on the Surrey end. Like last year, this work results in single-tracking SkyTrain service across the SkyBridge for two one-week periods to accommodate for the complexity of the replacement work. Multi-departmental consultation and planning across the enterprise was initiated in Q2 to ensure external communication with customers is provided early and often for this significant maintenance work that will disrupt normal weekday commutes for passengers in this area.

Capital & Major Business Projects

BCRTC continues to support capital projects and major business initiatives on the SkyTrain network. This includes planning and resource support for Surrey-Langley SkyTrain (SLS) and Broadway Subway Project plus Operations Control Centre 2, OMC4, and OMC1 maintenance facilities upgrades to name a few.

Expansion

- OMC1 facility upgrades continued in Q2 structural steel installation as well as worked performed on exterior cladding. Looking ahead, Q3 work will include floor construction and finishing the exterior walls. Substantial completion is expected by end of Q4 2022 and will include two maintenance bays for rail borne equipment, two storage lanes for rail borne equipment, two rolling stock maintenance bays, and warehousing and office spaces. The new rolling stock maintenance bays are specifically designed to allow maintenance of the longer five-car train fleet.
- Form and foundation work for the new OCC2 building is ongoing.
- Mark V assembly line continued at Alstom's Quebec manufacturing plant for this new series of SkyTrain rolling stock. First article inspections (roof, doors, windshields) have also been initiated.
- OMC4 construction this quarter included the complete demolition of existing structures and preliminary work on site utilities.

Elevating devices

The Expo Line Escalator Replacement program has progressed successfully. When finished this project will replace 37 escalators at 13 Expo Line stations by the end of 2023. Replacing escalators on the Expo Line is a critical maintenance project to accommodate the four-fold increase in ridership since these devices were installed over 30 years ago. These new, heavier-duty escalators will be able to accommodate higher passenger volumes and improve their safety and reliability. This critical investment in the system will enhance the customer experience well into the future.

- The Expo Line Escalator replacement project completed work on four devices at three stations (Surrey Central, WCE at Waterfront, and Stadium) in Q2. This brings the project total to 36 of 37 escalator replaced. One station (Scott Road escalator 3) remains to complete this project.

West Coast Express

- Work on the refurbishment of two WCE locomotives continued in Q2. It is anticipated that the first locomotive will be available for service in Q4 of this year allowing WCE to deliver full five train service if ridership increases warrant it. The second locomotive's refurbishment is anticipated to be complete in Q1 2023.

Key Performance Indicators – as of June 30, 2022	SkyTrain (excluding Canada Line)			SkyTrain (excluding Canada Line)			West Coast Express			West Coast Express		
	Q2 Target	Q2 Actual	Q2 Last Year	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Last Year	Q2 Target	Q2 Actual	Q2 Last Year	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Last Year
Customer Experience							Customer Experience					
Customer Service Performance Survey – SkyTrain Service Overall ¹	8.3	8.3	8.4	8.3	8.3	8.5	-	-	-	8.6	8.9	9
Boarded Passengers (in thousands) ²	23,453	23,150	12,065	43,158	37,609	23,150	231	225	103	432	394	204
Customer Complaints (per million boarded passengers)	17.9	13.7	- ^a	17.9	15.4	- ^a	216	120.0	193.7	216	170.2	220.3
Safety							Safety					
Major Passenger Injuries (per million boarded passengers) ³	1.0	1.15	1.49	1.0	1.04	1.17	0	0	0	0	0	0
Employee Lost Time Frequency (per 200,000 hours worked) ⁴	4.0	3.5	4.4	4.0	5.1	3.8	0	0	0	0	0	0
Physical Assaults (per 200,000 hours worked)	1.7	0.9	0.9	1.7	0.4	0.9	0	0	0	0	0	0
Total Recordable Incident Frequency	-	23.6	30.8	-	29.7	25.6	-	-	-	-	-	-
WSBC Inspections / Orders ⁵	-	2/0	3/1	-	7/0	5/2	-	-	-	-	-	-
Operations							Operations					
On-Time Performance (OTP) ⁶	96.5%	95.6%	96.9%	96.5%	95.8%	97.2%	97.8%	97.5%	97.7%	97.8%	93.5%	96.1%
Percentage of Scheduled Service Delivered ⁶	99.7%	99.6%	99.6%	99.7%	99.3%	99.6%	99.9%	98.8%	100.0%	99.9%	99.0%	99.7%
Incidents with duration 16 – 30 Minutes ⁶	16	14	5	32	33	22	-	-	-	-	-	-
Incidents with duration over 30 Minutes ⁶	8	12	14	16	29	22	-	-	-	-	-	-
Finance							Finance					
Operating Cost per Vehicle km ⁷	\$4.37	\$4.05	\$3.86	\$4.24	\$3.99	\$3.78	\$31.68	\$28.72	\$32.27	\$32.85	\$28.87	\$31.79
Operating Cost per Capacity km ⁷	\$0.049	\$0.046	\$0.044	\$0.047	\$0.046	\$0.043	\$0.215	\$0.195	\$0.219	\$0.223	\$0.196	\$0.216

a. Expo-Millennium Lines' complaints are tracked through CMBC (Coast Mountain Bus Company) Customer Information's ticketing system (COMS). Due to the December 2020 cyberattack, COMS' telephone logs were unavailable until May 2021, TransLink's Customer Feedback web form was unavailable until August 19, 2021. As a result, only about 25% of the regular volume of customer complaints were received. Therefore, the calculated 2021 YTD complaints per million boarded passengers is an under estimation and is not comparable to 2022 performance.

1 The TransLink Customer Service Performance survey is completed quarterly for Expo-Millennium Lines and bi-annually (March and September) for West Coast Express.

The overall score for Expo-Millennium Lines in Q2 was 8.3, same as in Q1. Both the 'Frequency of Service' and 'Providing On-Time, Reliable Service' categories saw 0.1 improvement over Q1.

There was no CSP survey conducted for WCE in this reporting period.

2 In Q2 2022, ridership on the Expo-Millennium Lines was below the 2022 monthly ridership targets for all three months. West Coast Express ridership was below the 2022 target ridership for April and May but was above the target in June.

Ridership increased month-to-month in Q2 2022.

Ridership is still below the Pre-COVID ridership numbers of 2019 but higher than the comparable period last year.

- Monthly ridership totals for EM were 6.46, 7.05, and 7.32 million, respectively. This represented about 70%, 70.8%, and 75.9% of Pre-COVID ridership numbers in 2019.
- Monthly ridership totals for WCE were 65,638, 75,250, and 84,182, respectively. This represented about 30%, 32.3%, and 39.9% of Pre-COVID ridership numbers in 2019.

3. There were 24 passenger injuries reported during Q2 2022. The Safety department has worked with the departments to update their risk assessments including controls to reduce passenger injuries.

No passenger injuries were reported for West Coast Express in Q2 2022.

4. There were 8 LTA (7 physical injuries and 1 mental health) claims accepted by WSBC during Q2 2022, 7 fewer than in Q1. The safety department is working with departments to create action plans regarding injury trends and department risks. Action plans are being reviewed monthly to ensure progresses are made and controls are effective. In addition, Zero Harm initiative SafeStart continues to be rolled out to pilot departments. The focus is on preventing human factors that contribute to incidents.

There were no Lost Time Incident claims for WCE and have been none since 2017.

5. A WorkSafeBC occupational safety or hygiene officer may visit worksite to conduct an inspection. An inspection report details findings of a worksite visit by a WorkSafeBC officer. It documents any points of discussion and recommendations. The inspection report may include a compliance order. The order covers any violations found of the Workers Compensation Act or Occupational Health and Safety Regulation and provides a deadline by which the employer must comply.

During Q2 2022, BCRTC had two WorkSafe BC inspections and no compliance orders from the inspections.

6 . OTP in Q2 for the Expo & Millennium Lines was 0.9% below the target. The loss of OTP was primarily due to switch issues, manual driving and train issues.

Service Delivery (SD) in Q2 2022 was also 0.1% below the target, and a 0.7% improvement over Q1. The loss of SD was primarily due to switch issues and Human-Train contact.

Expo-Millennium Delay Incidents with a duration between 16 and 30 minutes was better than target but incidents over 30 minutes was unfavourable to the quarterly KPI. Incident duration measures the time between the incident start time until the system can resume normal operation. It is different from Service Disruption minutes presented in other corporate reports, which measure the time between the start of the disruption until the alternative service is provided.

West Coast Express OTP and SD were both below target. OTP however did improve greatly over Q1 (+8.3%). Most delays were due to CP operational issues, mostly in April. The SD result was due to six cancellations in Q2; five were due to issues on trains, and the other due to a CP mechanical issue.

7 Operating cost per vehicle kilometres for EM was favourable to budget by 5.9%, whereas the operating cost per capacity kilometres was 2.9% favourable. Operating costs for EM were 6.0% (\$6.6M) favourable to budget due to favourable to budget due to temporary vacancies, lower employee future benefits costs, timing in maintenance activities, professional services and training offset by higher overtime for vacancy coverage and wages related to the vehicle technician wage rate arbitration. Vehicle kilometres and capacity kilometres were below budget by 0.1% and 3.2%, respectively, driven by the service impacts under winter weather conditions in the first week of January. Capacity kilometres has a larger variance to budget than vehicle kilometres, which is caused by higher-than-budgeted use of Mark I trains throughout the quarter. The six-car Mark I trains provide more vehicle kilometres but offer less capacity than the other trains in the fleet mix. Increased use of Mark I trains is required to support the snow operation and facilitate state-of-good-repair fleet maintenance campaigns for Mark II and Mark III trains.

As for West Coast Express, operating costs per vehicle were favourable to budget by 12.1%, whereas the operating cost per capacity kilometres was favourable to budget by 11.8%, primarily because the operating costs were 11.7% favourable to budget (\$1.2M). Operating costs budget variances are driven by favourable CP Rail contract service costs and lower maintenance costs from timing of activities and cancelled rail equipment maintenance offset by unfavourable diesel fuel prices. Vehicle kilometres and capacity kilometres were slightly above budget, mostly due to added cars at the end of May. West Coast Express operated four trains with a total of 20 cars per day in each direction at the end of Q2 2022. Two cars were added back in service due to increasing demand at the end of May. WCE's 2022 budget assumed four trips per day with 18 cars in each direction.

Operating cost includes Allocated Costs; excludes 3rd Party Revenues and Depreciation.



TransLink Strategic Priority: CUSTOMER EXPERIENCE AND PUBLIC SUPPORT

CUSTOMER EXPERIENCE

Fall Service Changes

- Fall service changes took effect on September 5, 2022. Changes primarily included rolling back summer seasonal increases and returning to regular school-year university service such as trips to UBC, SFU, and Capilano University.
- As of July 2022, bus ridership was approximately 75% of pre-COVID levels. We will continue monitoring ridership trends to ensure service is provided where it is needed most as more people return to transit.

Vancouver Pride Parade

- On July 31, 2022, CMBC and other TransLink enterprise employees marched with the Pride Bus in the 44th annual Vancouver Pride Parade to celebrate and support the LGBTQAI2S+ community.
- This year's vibrant Pride Buses were showcased in a new rainbow wrap and were in service from July 26 until the end of the summer.

Honda Celebration of Light

- The Honda Celebration of Light is a week-long festival featuring the world's largest offshore fireworks competition. It is also the biggest special event of the year in Metro Vancouver.
- Spread over the course of the festivities, 294 buses were put into service to help transport customers to and from the event. Additionally, Transit Security and Transit Supervisors were on-site to assist with crowd control and assist customers.

Bike Bus Pilot

- This past summer, CMBC operated a pilot of a specially outfitted bus intended to carry customers with their bicycles between Bridgeport and the Tsawwassen Ferry Terminal. The Bike Bus operated between July 1 and September 5, 2022 from 8 a.m. to 8 p.m. on Fridays, Saturdays, Sundays, and holidays.
- With capacity for 9 bikes, the Bike Bus more than quadrupled the number of bikes that could be carried on transit compared to the existing Route 620 that services the ferry terminal.
- As of August 2, the Bike Bus transported approximately 60-70 bikes and 110 customers per day with higher ridership on Fridays and Sundays than Saturdays.
- The performance of the Bike Bus was monitored throughout the summer and a full report is in development following the end of the pilot. This information will be used to determine if the Bike Bus should be continued in the future and/or expanded.

Fare Revenue

- As of the end of July 2022, farebox revenue was approximately 58% of pre-pandemic amounts. Farebox revenues have remained relatively consistent since the beginning of 2022, even though there has been an increase in ridership figures.

Customer Information Call Centre

- Call volumes in Q2 2022 were approximately 56% of those seen pre-pandemic in Q2 2019. Year-to-date, Customer Information has seen a quarterly increase of 8% in total call volume, and a quarterly increase of 9% in customer feedback numbers. Both call volumes and customer feedback numbers continue to remain below pre-pandemic levels.

Corridor Deployment Project

- To improve service reliability and customer experience, CMBC recently launched a Corridor Deployment Project. Three corridors were selected for a summer pilot:
 - Hastings Street from Commercial to Downtown Vancouver
 - UBC to Broadway in Vancouver
 - SFU to Production Way in Burnaby
- Between August 1 and August 24, 2022, the TComm/Transit Supervisor team monitored the bus routes along each corridor, making real-time adjustments to on-time performance, signage, bus bunching, bus loads, shelters, passenger information, cancelled service percentages, overcrowding, short turns, as well as overall safety and visibility.
- The final report is expected to be ready for review in October 2022.

Transit Security Update

- In Q2 2022, Transit Security made minor adjustments to the shift deployment model to allow overlaps in shifts and enable better response times. Since March 2022, the number of calls responded to during morning peak hours increased by 7.1% as a result of increased ridership, as well as adjustments made to the shift deployment model. In addition, Transit Security experienced an increase in requests from external and internal stakeholders which resulted in an increase of 2.8% for received calls.
- In late Q3 2022, new Transit Security vehicles will begin to arrive. To maintain a state of good repair and further our commitment to minimizing our environmental impact, they will be hybrid Ford Explorers. The vehicles will also include new branding, providing a clear distinction between Transit Security and Transit Supervisor, as well as Transit Police vehicles.



Braille and Tactile Bus Stop Signage

- Across the Metro Vancouver bus system, there are approximately 8,400 bus stops. Braille and tactile signage will be installed at each stop by the end of the year. As of August 2, 2022, more than 3,000 signs were installed accounting for just over 37% of bus stops.
- The new signage provides the bus stop ID number, bay number (if applicable), routes served by the stop, and the phone number for Customer Information.

Wheelchair-Accessible Bus Stops

- As of July 31, 2022, CMBC had 6,733 accessible bus stops out of a total of 8,234. Each year, we aim to increase that number by 2%. This initiative is a collaboration between CMBC and the various municipalities who own and maintain the bus stops.

Access Transit Service Delivery (ATSD) Update

- A two-year operating agreement extension was successfully negotiated for First Transit to continue providing HandyDART service. The contract is valid until June 30, 2024.
- HandyDART continues to report a steady increase in ridership. During the month of July 2022, 67.3% of budgeted trips were delivered using 75.7% of allocated service hours. This is compared to 65% of budgeted trips using 80% of allocated services hours in February 2022.
- Also in July 2022, taxi use accounted for 17.3% of all trips (with the remaining 82.7% delivered by HandyDART vehicles) compared to 10% in February 2022.
- In July 2022, on-time performance (OTP) was 91% which is a reduction from 94% achieved in February 2022. The increased taxi usage and reduction in OTP was attributed to a rise in demand, summer vacation, and issues related to supplemental taxi service in Vancouver.

HandyDART Modernization Project

- Software upgrades included in the HandyDART Modernization Project are currently in the planning stage. The upgrades, when complete, will include functionalities to provide better reporting, online trip booking for customers, and improved dispatch efficiency.
- Planning work continues on the HandyDART customer registration process. Over the coming months, staff will be moving into the development phase of the project, including a new eligibility policy, a new application process, the creation of a public engagement plan, and a full review of all existing HandyDART policies and procedures. The updated registration process will allow applicants the option to fill out a longer, more detailed application form or choose an in-person (optional) functional assessment. Applicants with certain conditions (e.g. an age threshold or participation in select community programs) may be eligible for an expedited application process.

SAFETY

Heat Exposure Control Plan

- CMBC's newly developed Heat Exposure Control plan was activated for hot weather events occurring from June 24-28 and July 26-31, 2022. During these events, temperatures reached as high as 35°C inland with humidex values up to 40°C.
- Controls implemented to keep employees safe included maximizing the use of air-conditioned buses, providing Operators with bottled water when required, issuing heat-related communications, and using Rapid Buses on non-rapid routes, where required.
- Transit Supervisors' vehicles have been equipped with chilled water coolers and ice-cold packs for on-road Operators who may experience heat stress symptoms.
- As trolleybuses do not have air conditioning and can experience airflow challenges, the Maintenance Engineering team installed fans in the Operator compartment on all 228 trolleys to increase their comfort level on hot days.

Winter Weather Preparedness

- CMBC is beginning to prepare for the upcoming winter season. Preliminary conversations with the municipalities are underway. Snow maps are being updated with feedback and pertinent information gathered from various internal and external stakeholders.
- A new snow removal model was recently created to improve the existing processes in each geographical location and ensure a more efficient and timely response to snow removal requests and requirements.
- For the 2022-23 winter season, the contract with the existing snow mitigation contractor is being extended but may change for the 2023-24 season. An RFP is currently being developed.

Responding to the COVID-19 Pandemic: Our Employees

- *Employee and Contractor & Visitor COVID-19 Safety Vaccination Policies* – Effective December 21, 2021, all CMBC employees were required to be fully vaccinated against COVID-19. A separate vaccination policy applying to contractors and visitors was adopted and took effect on November 30, 2021. These policies were adopted to maximize safety for our customers, employees, and their families and remain in effect.
- *Communicable Disease Prevent Plan* – This plan continues to remain in effect and focuses on basic risk-reduction principles against workplace transmission of COVID-19 and other communicable diseases. The Safety & Emergency Management team continue to monitor the risk level of COVID-19 variants and communications from the Provincial Health Officer.
- *Employee Hotline* – The telephone hotline implemented in Q1 2020 continues to be available for COVID-related enquiries from employees and managers although the call volume dropped to minimal numbers in Q2 2022.

Responding to the COVID-19 Pandemic: Our Customers

- CMBC has maintained existing vehicle cleaning levels and continues to welcome the use of masks amongst customers.
- Given frequent interactions with the medical system by HandyDART Operators and customers, masks are still mandatory on HandyDART vehicles at this time.

COVID-19 Infection Control Initiatives

- The “Copper in Transit” project is a partnership between TransLink, CMBC, BCRTC, Toronto Transit Commission, Teck Resources, Vancouver Coastal Health, and UBC. The study began in September 2021 and on-vehicle testing is expected to conclude in September 2022. Over this one-year period, the study seeks to determine the antimicrobial efficacy and durability of copper products in the transit environment. Phase II includes three copper products installed on three buses and four SkyTrain cars in Vancouver and buses, streetcars, and subway cars in Toronto.

Emergency Management Update

- In 2022, the Emergency Management team is developing Business Continuity Plans for the following three departments:
 - Operations at Vancouver Transit Centre
 - Safety department
 - Customer Information department
- Operations at Vancouver Transit Centre was identified as the most critical and has been fast-tracked. All three departments have completed a Business Impact Analysis (BIA). Plans are on target for completion by Q4 2022.
- Annual fire drills have been completed for all CMBC sites.

Health & Safety Software Project

- The Health and Safety Software Project, intended to modernize safety processes, incident management, return-to-work management, corrective actions, and performance reporting has been posted to market for a request for proposals. Submissions are currently under review to select the successful technology solution.
- Process mapping and design continues in anticipation of awarding to a solution provider. Roll-out of the first elements are expected in 2023.

Safety Management System Refresh Update

- As part of the Safety Management System (SMS) refresh, updated incident investigation protocols were phased in on June 1, 2022, including revised investigation forms, shorter timelines to complete incident investigations with quality control processes, and tracking by the Safety department.
- Updated incident investigation training has commenced and is now mandatory for all supervisory roles. Training delivery is being prioritized by risk level. An e-learning course on incident investigation basics will be available this fall to provide supervisors with an additional resource to ensure they are focused on prevention and regulatory compliance.

Days Lost Reduction Plan

- CMBC established a working group to focus on reducing the number of employee days lost due to injuries in the workplace. The draft strategy includes three elements:
 - Focus on preventing injuries
 - Advocating for fair claims management policies (via WorkSafeBC Employers Forum)
 - Maximize effectiveness of the Return-to-Work Program
- The working group established a series of objectives and targets to increase opportunities and participation in the Return-to-Work Program. The focus in 2022 is on updating policies and practices, establishing KPIs, bring training up-to-date, and expanding available modified duties. In 2023, the program will focus on culture change, integration with Health and Safety Software, and sustaining best practices.
- Internal processes for case management for both work-related and non-work-related injuries and illnesses are being updated and shifted towards an early intervention model aligned with industry best practices.
- Plans are in place to build a temporary tool to assist with the migration to the Safety, Incident, Risk, Claims and Occupational Health Management (SIRCH) program. This tool will allow us to move towards a paperless strategy while beginning to identify and collect KPIs for future decisions on Return-to-Work. Design is scheduled to begin in September 2022.

Employee Workplace Injuries / Accepted Lost Time Claims

- Up to the end of Q2 2022, CMBC recorded 177 accepted lost time claims at a rate of 8.3 claims per 200,000 hours worked, a result that is slightly higher than the 175 claims and rate of 8.0 achieved during the same period in 2021.
- The increased number of claims can be attributed to a high number of slips/falls and vehicle collisions during severe winter weather conditions recorded at the beginning of the year.
- The leading incident types resulting in lost time claims were Motor Vehicle Incidents (22% of all incidents), followed by Falls on the Same Level (18%), and Acts of Violence (14%).

Transit Operator Assaults

- Through various working groups, collaborations, and initiatives with Transit Security and Transit Police, CMBC continues its efforts to keep Transit Operators safe.
- Up to the end of Q2 2022, CMBC recorded 32 Transit Operator assaults. Looking at the rate per 1 million service hours, the 2022 YTD rate is 12.3 compared to 11.2 last year. The 2022 YTD rate per 1 million boardings is 0.34, an improvement from 0.47 achieved last year.
- Specifically, the 32 assaults included 12 incidents of spitting, 10 physical assaults, 8 incidents of object/liquid being thrown, and 2 incidents of threatening. Comparing 2022 YTD (32) with 2021 YTD (29), assaults increased by three. The increase can be attributed to ridership recovery as boardings increased by over 50% compared to last year.

ENVIRONMENTAL STEWARDSHIP

Low Carbon Fleet Program (LCFP)

- CMBC continues to work with Nova Bus on the order of 15 additional battery-electric buses for Route 100 (22nd Street/Marpole Loop) out of Hamilton Transit Centre. The lead bus will arrive in Q4 2022, and the remaining 14 buses are scheduled to arrive in late 2023.
- The contract has been awarded for the charging infrastructure at Hamilton Transit Centre and 22nd Street to support these 15 buses and installation is expected to start in late 2022.
- Preparations continue for the 57 battery-electric buses and infrastructure that will be based out of Port Coquitlam Transit Centre. The conceptual design and vendor pre-qualification are underway. The next step in the procurement process of vehicles and charging equipment is expected to start later this year.

Climate Change Resilience and Adaptation

- With the recent adoption of TransLink's Climate Action Strategy, plans are underway on the development of the Climate Action Plan, including specific goals and targets. CMBC is collaborating with TransLink and BCRTC on the development of this plan. Simultaneously, CMBC continues to focus on climate-related safety and operational resilience, following this past year when BC experienced unprecedented heat, rain, flooding, tornadoes, and snow.

Energy Management Program

- An Energy Management Assessment of CMBC was conducted by BC Hydro in Q1 2022. Following the assessment, BC Hydro indicated they will continue to sponsor CMBC's Energy Management Program.
- The design phase for a Burnaby Transit Centre lighting retrofit has been approved and is now under way. Older incandescent, metal halide and fluorescent lighting will be updated with the latest LED technology along with updates to the lighting control system. If the project moves forward, implementation will occur in 2023 and the changes would account for annual savings of more than 1 million kWh of electricity or \$95,000 per year.
- At Hamilton Transit Centre, five measures were selected for implementation from BC Hydro's Continuous Optimization Program. The measures cover areas such as heating, ventilation, and air purification. Implementation is underway and expected to be complete by the end of 2022, including changes to control setpoints, as well as practices that will decrease the use of natural gas and reduce GHG emissions.

Environmental Spills

- Buses contain various fluids which may be released into the environment following accidents or equipment failure. The causes of spills are analyzed, with targeted campaigns initiated to prevent reoccurrences if fleet defect issues are discovered to be at fault.
- In Q2 2022, CMBC reported 2.83 spills/Mkm, above the Q1 2022 level of 2.41, and above the target of 2.0 spills/Mkm.
- The Maintenance Engineering team continues to monitor increased spills on new fleet types and has implemented fleet campaigns to address and remedy the identified issues.

OUR PEOPLE

United Way Campaign 2022

- CMBC has been supporting United Way for more than 40 years. This past summer, the five-week campaign led by Maintenance and Operations staff took place in the depots and garages. As of the beginning of August, they had raised almost 63% (\$114,464) of their target! The rest of the CMBC campaign, as well as the enterprise campaign, will take place in the fall.

Equity, Diversity, and Inclusion

- At the end of June 2022, an EDI Program Manager responsible for CMBC’s Equity, Diversity, Inclusion (EDI) strategy and planning was hired. The role includes defining and clarifying CMBC’s path to achieving EDI goals, as well as prioritizing projects, programs, and related resources needed to deliver on these goals.
- In July 2022, CMBC met with BC Centre for Women in the Trades (BCCWITT) to explore how we can work together. As a strong network hub connected to schools and tradeswomen in the field and trades programs, a partnership would assist us in building a pipeline to and for women in trades.
- On April 27, 2022, CMBC Operations held a special session for female Operations Supervisors and Managers. Discussions focused on their experiences as leaders and suggestions on how CMBC Operations can attract and retain female leadership. TransLink Chief Operating Officer Gigi Chen-Kuo attended the event as the guest speaker and shared her experience as a leader.
- On September 14, 2022, CMBC had the honour of hosting an Indigenous speaker, Susan Tatoosh, during the first large-scale in-person management meeting since the beginning of the pandemic. Susan is a resident elder and Executive Director of the Aboriginal Friendship Centre in Vancouver. In her presentation, she spoke to truth and reconciliation.

Transit Operator Recruitment

- To maintain staffing levels, the target for 2022 is to hire 457 new Transit Operators (136 Community Shuttle and 321 Conventional).
- As of August 2, 2022, 262 Operators have been successfully hired (89 Conventional and 73 Community Shuttle).
- To meet the hiring requirements for the remainder of 2022, a second in-person Transit Operator hiring event was held on Saturday, August 6, 2022.

Event results from August 6:		
	Interviewed	Moved to next stage
Conventional	473	214 (45%)
Community Shuttle	115	70 (61%)
Total	588	284 (48%)

New Operator and Refresher Training

- As of the end of July 2022, 13 Conventional New Operator Training classes were completed with a YTD graduation rate of 81% (versus 79% target), resulting in 123 new Transit Operators joining revenue service delivery.
- Operator & Technical Training hosted a series of refresher-style information sessions in 2021. Building on this success, they will continue in 2022, using these in-depot sessions to reinforce training expectations on several important subjects. They include safe operation alongside cyclists, new safety procedures, general safe driving techniques, and online learning opportunities via the internal learning management system, MyLearn.
- Conventional 1-Day Refresher Training continues with 76 sessions completed by the end of July 2022. A further 69 sessions are planned for Q3–Q4 to meet the target of 700 Operators trained in 2022. Community Shuttle 1-Day Refresher Training sessions began in June with further sessions planned for October and November to meet the target of 95 Operators trained in 2022.
- Operator & Technical Training is coordinating with internal partners to accomplish the launch of a new online Safe Driving Refresher Training program in November 2022. This program will consist of one 60-minute course for Conventional Operators and one 30-minute course for Community Shuttle Operators. The program will launch in November 2022 and carry over to 2023 with the goal of all Operators completing their applicable course by year-end 2023.

Apprentice Program

- In Q2 2022, two apprentices were promoted into full Journeyperson status after meeting all requirements and one, as a result of not meeting all conditions, returned to the Maintenance Service department. Currently, there are 23 active employees in the Apprentice Program with nine employees in pre-apprenticeship.
- In Q3 2022, six of our nine pre-apprentices are expected to be promoted into the Apprentice Program. At that point, all six are targeted to be replaced with recruitment efforts continuously striving for a full complement of nine pre-apprentices and a budgeted target of 50 apprentices.

OUR ASSETS

Bus Fleet and Facility Capacity

- Work continues on priority projects focused on increasing facility capacity at both Port Coquitlam and Burnaby Transit Centres. The Port Coquitlam project to accommodate expansion is well into the detailed design phase with construction anticipated to begin in May 2023. The Burnaby project is working closely with a longer-term master planning initiative to ensure short-term capacity increases align with longer-term plans for development and reconfiguration of the property.

Onboard Technology Assets Program (OTAP)

- The OTAP program includes four main projects: replacing radio systems for improved connection and better coverage; replacing onboard computers and touchscreens with a larger screen and better visuals; adding new routers to improve data communication with TComm; and installing new hardware to improve camera feeds to Security.
- As of Q3 2022, almost 75% of revenue fleet installs are complete. Full completion is on schedule for Q4 2022 to finish remaining work at Burnaby, Hamilton, and Vancouver Transit Centres.
- The TComm renovation project at Surrey Transit Centre is underway and expected to be complete in Q1 2023.

DOMS

- Daily Operator Management System (DOMS), the dispatch and payroll system for Transit Operators, is reaching end-of-life. The DOMS replacement project is progressing with the vendor, GIRO, with some delays.
- The primary goal of the DOMS Product Replacement Program is to support the replacement and retirement of the current DOMS software, Bid-Dispatch (BD), with GIRO's next-generation software solution, HASTUS, in Q3/Q4 2024.
- CMBC and GIRO have been committed to working together to expedite the project timeline which saw slippage due to the pandemic and TransLink's December 2020 cyber security incident. In April 2022, CMBC sent three project members to GIRO's office in Montreal to work collaboratively with their development team which accelerated progress by several weeks. Following the success of the visit, GIRO sent members of their team to Vancouver to work with the CMBC/TransLink team, providing training and testing support. The project is on-track for completion in Q3 2024.

Financial Results

- For the second quarter ended June 30, 2022, CMBC costs (including allocated costs and recoveries) were \$5.6M (1.3%) favourable to budget. Lower costs were mostly driven by savings in salary, wages and benefits which were impacted by lower service hours in Operations and vacancies in Maintenance.
- Similar to 2021, HandyDART remains favourable due to lower ridership demand and number of trips requested. Lower costs have been offset by higher fuel costs and higher material costs.
- Salaries, wages, and benefits were \$6.0M (2%) favourable. Fuel was \$5.8M (19%) unfavourable due to unprecedented fuel prices. Maintenance, materials, and utilities was \$1.3M (3%) unfavourable mainly due to increases in material price. Access Transit was \$4.4M (14%) favourable due to reduced service demand.

TransLink Strategic Priority: MOBILIZE THE MAYORS' VISION

FLEET

WiFi Installation Project

- In October 2021, TransLink and Shaw announced that free WiFi would be available across the transit system by 2026. As a first step, WiFi was installed on six Rapid Buses, three SkyTrains, at Edmonds Station, and at Carvolth Exchange.
- As of Q3 2022, installations are completed on almost 50% of RapidBuses. By the end of 2022, WiFi will be available on all 110 Rapid Buses.
- CMBC expects to receive schedule information from Shaw regarding installations on our 40-foot buses by the end of Q3 2022.

Fleet Procurement (2022-2024)

Bus Types	Total	Accepted	Remaining	Timeline
60' articulated hybrids	15	0	1 14	Winter 2022 Spring 2023
40' battery-electric buses	15	0	1 14	Winter 2022 Winter 2023-Spring 2024
Community Shuttles	64	0	3 10 51	Winter 2022 Summer/Fall 2023 Winter 2023
Double-decker buses	25	6	19	Winter 2022
HandyDART minibuses	113	88	25	Fall 2022
HandyDART midibuses	25	0	25	Fall 2022-Spring 2023

KEY PERFORMANCE INDICATORS AS OF JUNE 30, 2022

KEY PERFORMANCE INDICATORS ¹	2022 ANNUAL TARGET	2022 YTD TARGET	2022 YTD ACTUAL	2021 YTD ACTUAL
TransLink Customer Survey – Bus service overall ²	8.2	8.2	8.1	8.3
Scheduled Revenue Service Delivered ³	98.0	98.0	98.4	98.1
Customer complaints per million boarded passengers ⁴	100	100	78.3	25 (Note 4)
Validated HandyDART complaints per 1000 trips Requests	0.8	0.8	0.7	0.7
On-time Performance				
Bus Regularity – frequent service ⁵	81.0%	81.0%	80.5%	81.8%
Bus Punctuality – infrequent service ⁵	82.0%	82.0%	83.6%	86.3%
On-time Performance – HandyDART	90.0%	90.0%	92.9%	96.4%
Preventable collisions per million Km ⁶	9.4	9.4	8.7	8.7
Operator assaults (CUTA 1-4) per million boarded passengers ⁷	0.3	0.3	0.3	0.5
Employee lost time accepted claims per 200,000 hours worked	7.9	7.9	8.3	8.0
Pedestrian incidents per million service hours	12.1	12.1	10.0	5.8
Cyclist incidents per million service hours	5.0	5.0	3.5	2.3
Injury claims – Passengers per million boarded passengers	4.4	4.4	3.8	4.9
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling ⁸	1329	1329	1237	1171
CMBC operating cost per service hour ⁹	\$132.98	\$132.65	133.73	125.51
Access Transit operating cost per trip	\$44.37	\$44.06	56.99	83.16
METRICS				
Access Transit trips provided (thousands)				
HandyDART	1,230	618	403	281
Supplemental taxi service	152	76	59	8
Total Trips ¹⁰	1,382	694	462	289

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus) and exclude contracted conventional transit and contracted Community Shuttle.

² TransLink Customer Survey is conducted every quarter. The 2021 YTD actual and 2022 YTD Actual represents the average results for the first and second quarter.

³ The YTD 2021 data includes data for June only. The data from January 1st to May 31 is not available.

⁴ The 2021 data for Complaints per million boarded passengers includes partial data from January to August 2021. CMBC Complaints data is usually collected through TransLink's online feedback form and Customer Information Services telephone logs. Both systems were taken offline following the December 2020 cyberattack. As a temporary measure, from January to May 2021, only the complaints considered to be of a serious nature received by phone were tracked manually to ensure our customers' priority concerns were addressed. The Customer Information Services telephone logging system was restored in June 2021 and the online feedback application was restored in August 2021. As such, the telephone complaints data reported for the months of January through May 2021 are only a small subset of normal volumes. In addition, the lack of an online feedback application from January to August 2021 further impacts the accuracy of complaints data for that time. As a reference, from 2018 to 2020, approximately 53 per cent of total complaints received were through the online feedback form. Consequently, the 2021 data should be assessed with caution and the data relating to the months of January to August may be unrepresentative as an operational indicator.

⁵ The YTD 2021 data for On-time Performance includes data from May 11th to June 30th. The data from January 1st to May 10th is not available.

⁶ The 2022 YTD actual data is subject to change due to the timing of adjudications.

⁷ CMBC recorded 32 Transit Operator assaults in the first six months of 2022. This is slightly higher in terms of number of incidents compared to the same period last year (29). The performance of this metric is impacted by the significant drop in ridership due to the COVID-19 pandemic which drives up the ratio which is observed in 2021.

⁸ Data as of June 2022, 12 months rolling.

⁹ Excludes TransLink allocated costs. Metric is normalized by net service hours which includes estimates for January to June 2021.

¹⁰ The number of Access Transit trips provided in the first six months of 2022 was higher compared to the same period in 2021 and were lower compared to budget. Trips were significantly lower since March 2020 due to the COVID-19 pandemic which is continuing to significantly impact service delivery in 2022. CMBC remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance.



METRO VANCOUVER TRANSIT POLICE REPORT FOR SEPTEMBER 2022 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **Special Events Policing**

Transit Police appointed a Sergeant to a new operational planning position, formed in late 2021. The role includes the operational planning for special event policing as well as many of the joint operations with Jurisdictional Police. It was essential to have this critical position in place (full-time) to address the return of large public celebrations and sporting/arts/culture events in the region after the lifting of COVID-19 pandemic restrictions in 2022, as well as to perform the operational planning necessary to ensure safety for transit riders and staff when there are civil disturbances/protests occurring. Over 2022 Q1-Q2, the Sergeant developed new/renewed relationships with local government emergency/special event planners, police agencies and transit partners.

Unique to the Transit Police is how one day of celebration may bring multiple events across the Transportation Service Region, thus requiring Transit Police to deploy sufficient resources in different cities at the same time. The objective of such special event policing includes: ensuring public safety in and around transit infrastructure, protecting transit staff and property, providing a reassuring police presence, maintaining public order and enforcing the *Liquor Control and Licencing Act* and other public order related statutes, and restoring the public peace as expeditiously as possible in the event that it is breached. As well, during such events, Transit Police must continue to be ready to respond to emergency situations and provide intelligence to internal command and partner emergency command centers.

On Canada Day 2022, numerous events took place across Metro Vancouver. The celebrations in Downtown Vancouver, Central Park Baseball Field in Burnaby, Rocky Point Park in Port Moody and Town Centre Park in Coquitlam had the greatest impact on the transit system, due to their size and proximity to SkyTrain stations. Transit Police had extra resources on duty on Canada Day (plus other civilian support resources), with focused deployment around Waterfront, Lafarge Lake, Moody Centre and Patterson Stations as well as other key locations where the public would be coming from or transferring through. Transit Police specialty teams were also deployed, including the Explosive Detection Dog Teams who conducted preparatory sweeps as well as were prepared to respond to suspicious packages incidents, the Crime Suppression Team who was active with liquor interdiction on the transit system, and the Transit Police Media/Communications Team who engaged in external communications and were available for support to any critical incidents.

For Canada Day, Transit Police had a multi-layered Incident Command in place, in addition to officers assigned to the Vancouver Police – Department Operations Centre, Vancouver Police - Criminal Intelligence Unit, SkyTrain – Operations and Maintenance Centre ("OMC") and Canada Line Operating Centre. Other liaison took place with additional police operations centers. For two of the Celebration of Lights event nights, Transit Police also operated its own

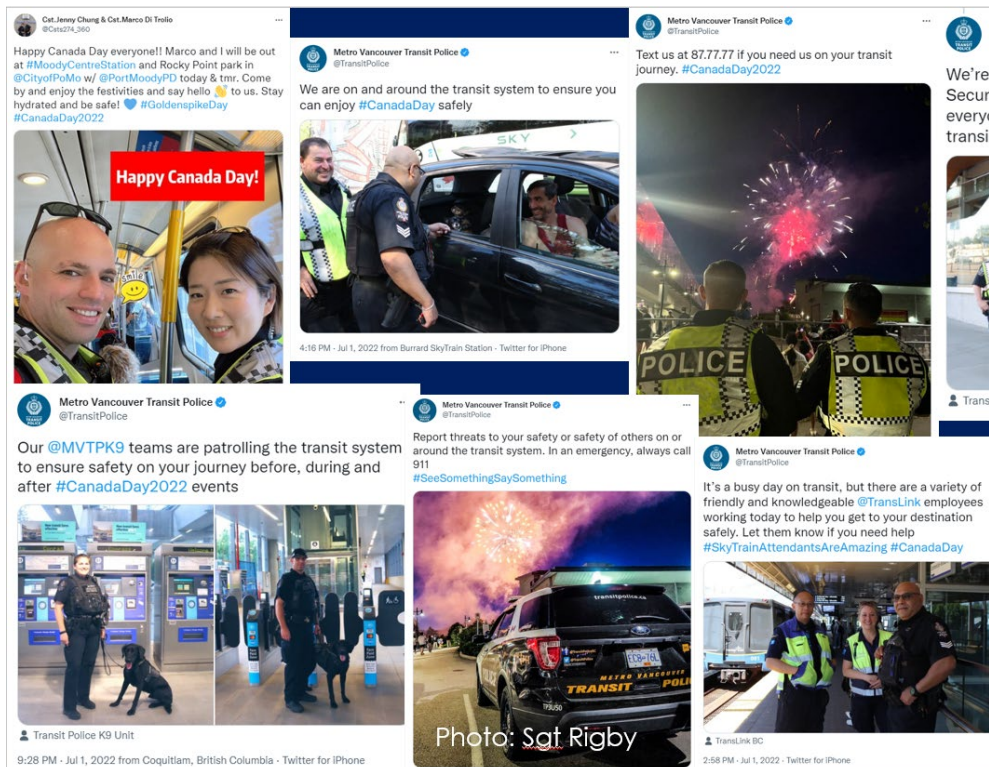
temporary Transit Police – Emergency Operations Centre at Sapperton Headquarters (“Transit Police EOC”). TransLink Operating Companies were invited to participate in the Transit Police EOC and BC Rapid Transit Company had a live video feed for monitoring and emergency response purposes.



The Transit Police EOC provided an excellent opportunity to test collaboration and emergency response preparedness within the TransLink enterprise. A new multi-purpose meeting space is currently being completed within Transit Police facilities at Sapperton and, in the future, can be used for ad hoc Transit Police critical incidents and EOC purposes.

Stabbing at Renfrew Station

Around 9 pm on July 1, 2022, an emergency passenger strip alarm was triggered on board a train approaching Renfrew SkyTrain Station. This led to a Transit Police Officer, assigned to the SkyTrain OMC on Canada Day, to review footage from the station and learn that a stabbing had occurred. Transit Police were dispatched to Renfrew SkyTrain Station and the victim and witnesses were assisted. The victim suffered a stab wound to his left hand and he was transported by BC Ambulance to hospital. An investigation followed and the suspect was later arrested (for ‘Aggravated Assault’) in the area of Grandview Highway and Rupert Street, and taken to Vancouver Police Department cells.



- **Disturbed and Suicidal Persons**

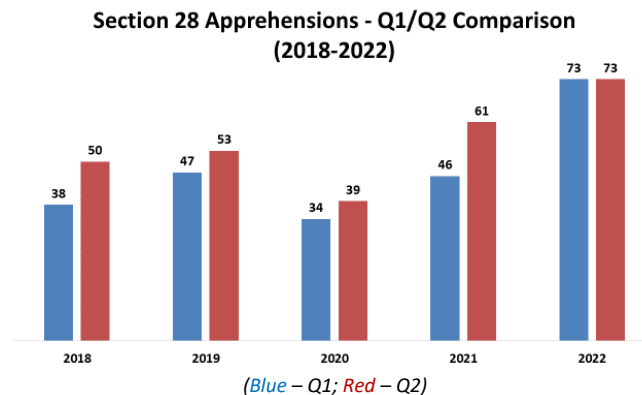
Strengthening support for diverse and vulnerable persons is a Strategic Objective within the Transit Police Strategic Plan, in particular providing support to those exhibiting safety related mental health issues. Transit Police training includes the *Mental Health Act (“MHA”)*, crisis de-escalation and Trauma Informed Practice. Transit Police works closely with the TransLink operating companies, community and health care partners, and Jurisdictional Police to:

- Support vulnerable people and those in a mental health crisis on transit;
- Prevent suicide occurring on the transit system;
- Effectively manage the impacts of suicide on the train operations; and
- Effectively support staff impacted by the response to suicide calls.

The chart below shows the number of events during the 2022 Q1-Q2 period that the Transit Police handled in relation to disturbed persons, suicide and Section 28 apprehensions under the MHA. *(Under s. 28 of the MHA, a police officer may apprehend and immediately take a person to a physician for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person's own safety or the safety of others, and is apparently a person with a mental disorder.)*

Metro Vancouver Transit Police Disturbed Persons / Section 28 MHA / Suicide			
	2022 Q1-Q2	2021 Q1-Q2	% Change
Disturbed Person	150	126	19%
Section 28 MHA	146	107	36%
Suicide	0	2	

For 2022 Q1-Q2, there was a 36% increase in the number of s. 28 apprehensions when compared to the same period in 2021. It is the highest quarterly numbers in the past five years, as shown on the chart below.



In part, the volume of apprehensions may be due to the focus of Transit Police and other transit staff to watch out for vulnerable persons and check on wellness, as well transit riders being encouraged to report disorder or issues of safety/concern. The number also shows the dependency on the transit system of this vulnerable group. Upon assessment at hospital, in 2022 Q1-Q2, 81% of the individuals apprehended under s. 28 of the MHA by Transit Police were committed, held, or self-admitted at hospital. Some examples of incidents follow:

Mental Health Crisis Response – In July 2022 at Moody Center Station, a man who was barefoot and disoriented was located at the station. Transit Police made queries and it was learned that the man has a history of suicidal ideation and progressive dementia. Transit Police connected with other agencies who had been trying to assist the man. Transit Police assessed that the man was unable to care for himself and apprehended him under s. 28 of the *MHA*. He was transported to hospital for continued medical assessment as well as social service resource support.

Suicidal Ideation – In March 2022, a group of four were travelling together on the platform of Stadium Station when one of the group entered the guideway with the intention of committing suicide. Another person in the group went into the guideway in an attempt to get the individual out. The SkyTrain – Operating and Maintenance Control Centre received intrusion alarms so the trains were stopped and the power shut down. Transit Police attended and had to get both individuals out of the guideway. The individual of concern was emotional, intoxicated and expressed suicidal ideations. The individual was apprehended under s. 28 of the *MHA* and then transported to hospital and certified by a physician.



Transit Police, station attendants, bus operators and support staff (i.e., Transit Police communications, T-COMM, SkyTrain operations) all work cooperatively to play an important role in helping identify persons with suicidal ideations on the transit system and notifying the Transit Police or taking initial action. It is positive that there were zero suicides on the transit system in 2022 Q1-Q2. This excludes sudden deaths occurring on the transit system due to medical issues.



In 2022 Q1-Q2, Transit Police attended to five sudden death reports. These types of incidents can require Transit Police to administer Naloxone and/or administer other forms of first aid (i.e., CPR) until such time as BC Ambulance attends. The Transit Police also must follow investigation and policing response protocols with the BC Coroner's Service and assist as required, including notification of Next of Kin. Such incidents are extremely stressful/traumatic for the responding Police Officers and there often is psychological trauma to customers and staff witnessing such incidents. Transit Police has a Critical Incident Stress Management Team in place to provide support in such incidents, along with a variety of other forms of support being made available to the impacted staff.

- **2021 Report to the Community**

Transit Police released its 2021 annual report to the community in June 2022. The video and written video companion is available via the [Transit Police website](#). Some of the highlights include the completion of a new Strategic Plan in December 2021, adaptation to changing public health orders, increased calls for service via the text number, and the creation of both the Blue Eagle Community Cadet Program and the Waterfront Community Policing Centre.



TransLink Strategic Priority: State of Good Repair

- **Performance Measurement Culture**

Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools. The following is a snapshot of key statistics for 2022 Q1-Q2 as compared to 2021 Q1-Q2. In 2022 Q1-Q2, Transit Police had 7,540 Police Files, which is a 6% decrease from the same period last year.

Metro Vancouver Transit Police Crime and Safety Statistics	2022 Q1-Q2	2021 Q1-Q2	% Change
Crimes Against Persons/100,000 Boarded Passengers <i>(primary and assists)</i>	.51	.72	-29%
Crimes Against Property/100,000 Boarded Passengers <i>(primary and assists)</i>	.62	1.01	-39%
Other Criminal Code Violations/100,000 Boarded Passengers¹ <i>(primary and assists)</i>	.28	.45	-36%
Provincial Violation Tickets (“VTs”)	2,334	2,863	-18%
Arrests - Warrants Executed (All)	451	695	-35%
Arrests - New Charges²	233	268	-2%
Total S. 28 Mental Health Act Apprehension Files	146	107	36%
Sexual Offences <i>(primary and assists)</i>	64	47	36%
SCBCTA Fare Infraction Notices	2,346	2,312	1%
SMS Texts Conversations Converted to Police Files	1181	1388	-15%

Ridership levels increased 58% in 2022 Q1-Q2 when compared to the same period in 2021 (148,897,845 versus 94,436,015), which was during the pandemic. The 2022 Q1-Q2 results show positive movement with the 29% decrease in the 2022 Q1-Q2 rate of Crimes Against Persons and 39% decrease in the rate of Crimes Against Property, as compared to the same period in 2021. Continued decrease of these two rates is anticipated into Q3 2022. The rate change is largely due to the increase in ridership. The actual number of Crimes Against Persons in 2022 Q1-Q2 increased by 12% as compared to the same period in 2021, while the actual number of Crimes Against Property in 2022 Q1-Q2 decreased by 4% as compared to the same period in 2021. As previously reported during 2020 and 2021, criminal activity continued on the transit system throughout the pandemic.

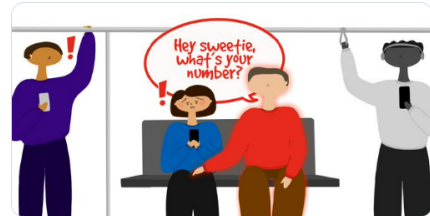
¹ Other Criminal Code Violations: Includes such offences as weapons, disturbing the peace, child pornography, obstruct peace officer, possess break and enter instruments, intimidation and threats, breach/bail violations, indecent acts/exposing, and counterfeiting.

² Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

Stranger Assault on Bus – In June 2022, a woman was on a bus travelling north bound on Main Street in Vancouver, when a man, not known to her, boarded the bus at Marine Drive and sat several seats away. Shortly after the bus departed, the man stood up and aggressively approached the woman. He stood inches from her face, allegedly shaking his fist in the air and threatening to punch her. The victim approached the bus operator to make him aware of the situation, while the suspect paced back and forth. As soon as the bus stopped, the suspect approached the victim as she was speaking with the bus operator. Then, without provocation, allegedly punched her in the head and face several times, causing her to fall to the ground. Fortunately, the victim did not sustain any serious physical injuries in the attack. Within the investigation, Transit Police asked for the public’s assistance to help identify the suspect. The suspect was identified, arrested and held in custody.

It is noted that in 2022 Q1-Q2, the number of assaults were 19% higher than the same period in 2021 and 25% higher than the overall average³. However, assaults with a weapon were down 27% in 2022 Q1-Q2, as compared to same period in 2021.

The number of sexual offence files for 2022 Q1-Q2 was up 36% from 2021 Q1-Q2; however, the monthly average for sexual offences in 2022 Q1-Q2 does remain on par with the overall average⁴. Transit Police had experienced a reduction in reports of sexual offences during the pandemic. Transit Police takes all reports of sex offences seriously and investigates thoroughly. Transit Police continues to be concerned with possible under-reporting of incidents and promotes reporting through a variety of initiatives, including texting 87 77 77. During the 2022 summer, Transit Police did some anti-sexual offence and ‘See Something – Say Something’ messaging on social media. *(No large anti-sexual offending campaign is scheduled for 2022.)*



Four Women Sexually Assaulted – In the afternoon of May 13, 2022, a woman was sitting on a bench inside Pacific Centre Mall, near Granville Station, when a man allegedly approached her, touched her hip and attempted to pull her toward him. The suspect was interrupted by a security guard, who shouted at him to stop and called police. The suspect made his way inside Granville SkyTrain Station where he allegedly attempted to grab a second woman’s pubic area, which she was able to block using her hand. The suspect continued his behaviour with a third woman, allegedly touching her breast while uttering sexually explicit comments. The woman used the emergency phone on the SkyTrain platform to call for help. The fourth known woman to be victimized was walking out of the station when the suspect allegedly stepped in front of her, grabbed her wrist and attempted to forcefully pull her into a nearby business. The woman screamed for help as the suspect allegedly shouted sexually explicit and vulgar comments. The struggle drew the attention of several bystanders, who intervened and helped the woman break free. Transit Police rushed to the scene, where they were assisted by multiple witnesses, including several ‘loss prevention officers’ from the adjacent department store. As a result, the suspect was quickly located and arrested without incident and taken to Vancouver Police cells.

³ The ‘overall average’ takes into account data from 2012 onward.

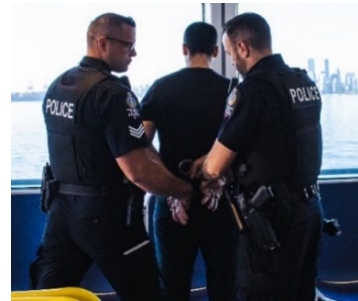
⁴ The ‘overall average’ takes into account data from 2012 onward.

When comparing 2022 Q1-Q2 to 2021 Q1-Q2, there was a 15% decrease in SMS Text conversations with the Transit Police - Operations Communication Centre that led to a police file being generated. Some of this decrease continues to be attributed to the reduction in complaints about non-compliance of mask wearing by riders, as Public Health Orders for the pandemic changed from 2021. SMS text 87 77 77 continues to be promoted as a way for transit riders to discretely contact Transit Police when issues of concern arise while on transit.

Criminal Warrant Arrests

One of Transit Police's three Strategic Pillars in the 2022-2026 Strategic Plan is to improve public safety by working closely with our cross regional police partners and developing strategies that prevent crime. In 2022 Q1-Q2, Transit Police Officers made 451 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere. The number of warrant arrests in 2022 Q1-Q2 was 35% lower than the same period in 2021. The reason for this drop is unknown. The number of new charge arrests by Transit Police also dropped by 13% in 2022 Q1-Q2, as compared to the same period in 2021.

Many warrant arrests arise from on-view work of Transit Police Officers in their Community Service Areas (assigned patrol area), calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates). However, Transit Police Officers also familiarize themselves with offenders and criminals of concern or offenders wanted through law enforcement intelligence sharing, regional BOLFs (Be on the Look Out For), and the Transit Police Offender Management Program.



Warrant Arrest – In July at Gilmore SkyTrain Station in Burnaby, a SkyTrain Attendant called in about a male passed out under a blanket and that a gun and a Taser were lying on the ground next to the male. Transit Police attended Code 3 and, as a precaution, the Watch Commander coordinated with the SkyTrain – Operating and Maintenance Control Centre to run trains straight through the station (not stopping). Restricted radio protocols were initiated when Members arrived on scene. Upon investigating the matter, Transit Police ascertained that the gun and Taser were replicas. However, they did find that the male had a warrant out of Vancouver for Breach of Probation. BC Ambulance attended to check the well-being of the male, after which, he was transported by Transit Police to Burnaby RCMP cells.

Misuse of Fare Gates and Provincial Violation Tickets (“VTs”)

Issuance of Violation Tickets (“VTs”) is associated to Transit Police Officers' active observations and enforcement of the provincial offences, including the misuse of fare gates. In comparing 2022 Q1-Q2 to 2021 Q1-Q2, there was an 18% decrease in the number of VTs. Of critical importance to the safety of transit customers/staff and public is how the process of confirming an offender's identity allows Transit Police to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. These warrant

arrests contribute positively to the work of our Jurisdictional Police partners and their offender management and community safety/crime reduction efforts.

Multiple Warrants – In April 2022, Transit Police were conducting fare checks at Surrey Central SkyTrain Station when they observed a male appearing to evade police in the Station. Police located the male on the mezzanine level of the station and the male stated that he did not have a fare and he pushed through the fare gates. Police queries revealed that the male had five outstanding warrants on a Vancouver Police Department file. The male was arrested, taken into custody and transported to Surrey RCMP cells.

TO: Board of Directors

FROM: Kevin Quinn, CEO
Dorit Mason, Director, Safety, Emergency & Environment Management

DATE: August 26, 2022

SUBJECT: Update of TransLink Corporate Safety and Health Policy

PROPOSED RESOLUTION

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 26, 2022, titled "Update of TransLink Corporate Safety and Health Policy".

EXECUTIVE SUMMARY

TransLink and its Operating Companies are committed to a resilient and safe transportation system for our customers and employees. Safety of employees is a legal obligation under the Worker's Compensation Act and Regulations and both the employer and employee have responsibilities to act safely.

In 2021, the TransLink Board adopted a TransLink Corporate Safety and Health Policy, and an update is proposed to further align the policy with the Enterprise safety commitment which establishes our goals for a safe and reliable transportation system. Management is recommending that an updated TransLink Corporate Safety and Health Policy be adopted.

PURPOSE

This report provides the background on the requirement for safety policies and seeks Board approval to adopt an updated TransLink Corporate Safety and Health Policy which further aligns with the enterprise safety commitment.

BACKGROUND

TransLink and its Operating Companies are committed to the safety of customers, employees and the public. Safety of employees is legislated under the Worker's Compensation Act and Regulations and employers, as well as employees, have legal obligations to ensure safety in the workplace.

The TransLink Enterprise is composed of the TransLink parent company (TransLink Corporate) and its operating subsidiaries, including British Columbia Rapid Transit Company Ltd. (BCRTC) and Coast Mountain Bus Company Ltd. (CMBC). In March 2020, the TransLink Board endorsed an Enterprise safety commitment which established the guiding principles for safety throughout the TransLink enterprise (see Attachment 1). BCRTC and CMBC have operating company specific safety policies that further identify their roles and responsibilities in creating a safe working environment. TransLink has a Corporate Safety and Health Policy which was adopted by the Board in October 2021.

DISCUSSION

TransLink Corporate's operations are largely administrative in nature. The Enterprise has adopted a clear safety commitment, and a formal TransLink Corporate Safety and Health Policy was adopted by the Board in October 2021. This formal Corporate Safety and Health Policy defines TransLink's commitment to a safe and healthy workplace and establishes the roles and responsibilities of the employer, supervisors and employee. It can be used by managers and supervisors to communicate with employees around the requirements for a safe worksite.

It is a best practice to review and update the TransLink Corporate Safety and Health Policy on an annual basis and the Board requested that updates be brought forward for consideration. The proposed updates more clearly align the TransLink Corporate Safety and Health Policy to the Enterprise safety commitment. It should be noted that each Operating Company reviewed their safety policies against the safety commitment and will be making policy updates as applicable.

ATTACHMENTS

Attachment 1 – TransLink Enterprise Safety Commitment

Attachment 2 – Draft Updated TransLink Corporate Safety and Health Policy - Redline

TransLink Enterprise Safety Commitment



TransLink Enterprise Safety Commitment

TransLink operates on a foundation that includes *Safety, Sustainability and Resiliency*. These pillars are fundamental to everything we do.

To demonstrate our dedication to safety, we have developed the TransLink Enterprise Safety Commitment.

Our Enterprise Safety Commitment applies to all employees of TransLink, its subsidiaries, and service contractors. It includes safety-related policies and practices for our customers, employees, vehicles and infrastructure.

SETTING GOALS

Our Enterprise Safety Commitment includes three guiding principles:

- **Eliminate injuries** to both our customers and employees
- **Empower employees** and hold them accountable to work safely
- **Influence others** to improve safety for people across Metro Vancouver

THE PATH FORWARD

Establishing our Enterprise Safety Commitment is the first step in a journey.

As we embark on this journey, we will take the following steps to achieve our safety goals.

To **eliminate injuries**, we will:

- Set ambitious safety objectives and annual targets that are industry-leading
- Use data and identify root causes of injuries to proactively reduce safety risks
- Prioritize safety, security and resiliency when building infrastructure or expanding our fleet

To **empower employees**, we will:

- Increase training opportunities for staff across the enterprise
- Introduce accountability measures to ensure safe transit operations
- Cultivate strong partnerships with our employees and unions in the pursuit of safety

To **influence others**, we will:

- Work with the communities we serve to improve safety
- Conduct customer safety campaigns to promote hazard awareness
- Establish industry-leading benchmarks and influence new safety technology





SAFETY AND HEALTH - TRANSLINK CORPORATE POLICY –

Issued By:	Safety and Emergency Management Department
Approved By:	Executive Committee
Initial Signature Date:	October 8 th , 2021
Annual Review Date:	October 8th, 2021 <u>September 28th, 2022</u>
CEO Signature:	_____

1. PURPOSE

Consistent with the TransLink Enterprise Safety Commitment, TransLink's (TL) Safety Policy applies to our employees and service contractors and may influence other safety-related policies and practices for our customers, employees, and infrastructure.

TransLink (~~TL~~) will maintain a *Safety Management System* to identify, quantify and mitigate safety risks in the workplace.

By establishing basic principles and responsibilities in the area of safety and health, this policy outlines TransLink's (TL) commitment to comply with the *BC Workers Compensation Act* and all other legislation, rules, regulations, codes, guidelines and standards that may apply to TL's operations.

2. POLICY

Every person who is employed by TL has the right to a safe and healthy workplace.

Every person who is employed or contracted by TL has a duty to work safely and to promote safe working conditions, safe work practices and positive attitudes towards incident prevention.

3. APPLICATION

We recognize that fully achieving our safety commitment is a journey.

To eliminate injuries, we will:

- Set ambitious safety objectives and annual targets that are industry-leading
- Use data and identify root causes of injuries to proactively reduce safety risks
- Prioritize safety, security and resiliency when building infrastructure or expanding our fleet





To empower employees, we will:

- Increase training opportunities for staff across the enterprise
- Introduce accountability measures to ensure safe transit operations
- Cultivate strong partnerships with our employees and unions in the pursuit of safety

To influence others, we will:

- Work with the communities we serve to improve safety
- Conduct customer safety campaigns to promote hazard awareness
- Establish industry-leading benchmarks and influence new safety technology

SAFETY AND HEALTH RESPONSIBILITIES

- Every *Employer* is accountable to maintain the standards that are required to meet these basic principles. Managers at all levels are responsible for preventing occupational accidents, injuries and diseases. They shall ensure investigations are conducted, training is provided, procedures are developed and implemented, and all facilities and equipment are maintained.
- Every *supervisor*, as defined in the OH&S Regulation (see section 4) is responsible for ensuring that employees receive training, follow safe work practices and comply with pertinent regulations. They will actively support safety initiatives and prevention of incidents by conducting regular inspections, incident investigations and hands-on instruction.
- Every *employee* is responsible for knowing how to work safely and shall work safely. Employees will actively participate in the Safety Management System, and contribute to the achievement of a safe and healthy workplace. Employees are expected to report unsafe conditions and point out unsafe behaviour. Everyone is expected to work positively and cooperatively towards a safe and healthy workplace.
- Employees are urged to join senior TL management in a personal commitment to make our Safety Management System an industry leader and work together towards continual improvement.
- TL will annually identify hazards and perform a risk assessment, and set health and safety objectives and targets to prioritize and mitigate risks.

4. DEFINITIONS

“**Supervisor**” means a person who instructs, directs and controls workers in the performance of their duties (from *BC Occupational Health and Safety Regulation*).

For clarity, the term “supervisor” is independent of the *title* “Supervisor”. Within the policy, as well as legislation, a supervisor is a person who is directly overseeing the work of another employee. Examples include: a director is the supervisor of directly reporting managers; a





manager is the supervisor of directly reporting persons with the title supervisor; a unionized employee who is providing another new unionized employee with a job site orientation is the new employee's supervisor while providing the orientation, and within the limits of the ability to control the new employee's actions. Supervisors are in the best position to ensure the safety of directly reporting employees and accordingly, under legislation, are assigned the greatest responsibility for ensuring the safety of employees.

"Employer" includes every person having in their service under a contract of hiring or apprenticeship, written or oral, express or implied, a person engaged in work in or about an industry.

"Safety Commitment" refers to the TransLink Enterprise Safety Commitment adopted by the TransLink Board of Directors in March 2020 and subsequent revisions thereof.

"Safety Management System" is a series of defined and standardized, organization-wide processes that provide for effective risk-based management of health and safety.

5. REFERENCES

TransLink Enterprise Safety Commitment

BC Occupational Health and Safety Regulation

Workers Compensation Act

International Safety Management Code

ISO 45001/BS OHSAS 18001:2007 Occupational health and safety management systems – Requirements



TO: Board of Directors

FROM: Sarah Ross, VP, Transportation Planning and Policy

DATE: August 30, 2022

SUBJECT: Ridership Recovery Update Report

EXECUTIVE SUMMARY

TransLink's ridership recovery has reached 4.0 million weekly journeys or just over 75% of pre-pandemic by mid-August 2022. More customers are returning to transit and customers are using transit more often. In terms of ridership recovery, TransLink continues to outperform peer systems in Canada and the US.

PURPOSE

This report provides an update on transit ridership recovery year-to-date, comparison to peer transit systems, and ridership expectations for the rest of 2022. This report is for information purposes only.

BACKGROUND

Transit service was ready for continued ridership rebuilding when the Omicron variant unexpectedly changed the progress of the pandemic, creating an unprecedented surge in cases and hospitalizations by January 2022. This led to a short-lived temporary drop in ridership. Ridership has been rebuilding since this setback in recovery. Almost all pandemic public health orders (PHOs) have been lifted; social, cultural, and economic activities reopened in spring 2022. International and domestic travel has resumed in earnest. In the previous June ridership update, we reported that ridership had reached just over 70% of Pre-COVID by the middle of May 2022 with 315,000 people taking transit on an average weekday. We also reported in the previous update that scale and pace of the return to in-person work was a major uncertainty.

DISCUSSION

Ridership recovery trend

Since the last update, ridership has increased steadily on a linear trend, increasing to 75% by mid-August. A critical unknown is how far into the fall this linear recovery trend will continue. TransLink's current working assumption for forecasting is that, at some future point, the recovery will slow down considerably and effectively plateau.

Currently, 330,000 people take transit on an average weekday, a 5% increase from late May. Ridership data and Google mobility reports indicate that, so far, there has been a slow and gradual return to office commuting. Though increasing, trips to and from offices remain significantly below pre-pandemic levels.

Ridership growth varies across the region

The level of ridership recovery continues to differ across the Metro Vancouver region. Weekday ridership recovery has been highest in the municipality of Surrey and other areas in the Southeast sub-region at 93% of pre-COVID levels. Bus ridership has returned at a high level across this subregion and some routes, such as the 310, 394 and 531 now have higher ridership than before COVID; all of these routes serve industrial areas and had high rates of ridership or were growing prior to the pandemic. Over the past two years, we also significantly increased peak frequencies on these routes or increased vehicle sizes to address overcrowding; these improvements may have induced further ridership demand. Other areas with slightly above-average recovery are most of Burnaby, New Westminster, and Southeast Vancouver. Higher ridership recovery in some areas may reflect higher rates of population growth, lower rates of working-from-home, greater reliance on transit due to other factors, and higher service levels relative to 2019 to address overcrowding. Areas of the region with the lowest weekday ridership recovery are the Vancouver Central Business District (CBD) and Central Broadway Corridor (Mount Pleasant and Fairview neighbourhood). Factors contributing to the lower recovery in these areas likely include persistent high rates of working-from-home for many office employees. Despite the lower rate of recovery, the Vancouver CBD still has the highest transit ridership in the region in absolute terms by a significant margin.

Service changes to better meet demand

TransLink has both reduced and reallocated transit service to match transit supply to demand throughout the region as ridership recovers. More than 8% of total bus service has already been reallocated to areas with the highest rates of ridership recovery from areas with the lowest rates of recovery. For example, total service hours have been reduced by 11% in Vancouver/UBC and increased by 11% in the Southeast subregion (where ridership demand on many routes is approaching or above pre-COVID levels). Service on the rail network continues to run below 100% of pre-COVID levels to reflect lower ridership demand.

Although overcrowding on the system remains significantly lower than pre-COVID levels it has been increasing as ridership returns. TransLink will be reallocating additional bus service hours in September 2022 and January 2023 to further address overcrowding.

Comparison to Peer Systems – TransLink remains a top performer

TransLink is the first system among its Canadian and American peers to sustain an overall ridership recovery of 75%. This puts TransLink just a few percentage points behind the recovery levels achieved by some major European cities, which historically have much higher transit mode share. Other major Canadian and American cities (for which data is available) are currently in the 60% to 70% range for overall ridership recovery. TransLink's transit recovery continues to outperform Canadian peers in part because TransLink maintained service very close to pre-COVID levels.

Many European cities currently range between 75% and 90% for ridership recovery. In general, ridership on European cities has recovered faster and to higher levels than on Canadian and American systems. The higher levels of ridership recovery in Europe are likely due to lower levels of automobile use and a greater return to in-person office work.

CONCLUSION

In 2022 to date, Metro Vancouver's transit network has experienced a substantial ridership recovery that continues to outpace its USA and Canadian peer regions. TransLink is the first major transit system in the USA and Canada to achieve 75% of 2019 levels. Ridership recovery has varied across the Metro Vancouver region: the recovery is highest in municipalities south of the Fraser River and lowest in the Vancouver Central Business District and Central Broadway Corridor. Despite the lower recovery, the Vancouver Metropolitan Core is still by far the most popular origin and destination for transit journeys in the region.

Workplaces in Metro Vancouver will likely continue transitioning employees back to offices to some extent. The impact of this on ridership remains a major uncertainty for the 2022 Q3 and 2023 Budget ridership and fare revenue forecasts, which are currently drafts and will be revised in late September and early October with updated actuals.

TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: September 8, 2022

SUBJECT: Public Delegations at the June 23, 2022 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received two public delegations at its June 23, 2022 public Board meeting.

Two public delegations were received by the Board at the June 23, 2022 public Board meeting on the following topics:

- **Crowding on Platform at Yaletown-Roundhouse Station**
 - A public delegate spoke to the Board regarding a crowd that gathered and held a brief dance party on the platform at the Yaletown-Roundhouse Station on the Canada Line on June 18th. The delegate raised concerns regarding access to the Canada Line, safety of the public and passengers, and also appropriate etiquette on transit.
 - Management followed up in writing to share information about TransLink's response and monitoring of the activity of the crowd on the platform. It was noted that a Station Attendant was present on the platform and was monitoring the crowd, which disbursed quickly and there was no ill intent displayed by the group. In addition, although not shown by the the images posted on social media, the majority of the platform was empty and other entrances to and from the platform remained unimpeded. Management confirmed that Station Attendants are trained to monitor, assess and report any unsafe situations.

- **Public Board Meetings and Transit Service Levels**
 - The Board received a public delegate who addressed the Board on a variety of topics. The public delegate recommended against the use of P3 partnerships, requested that the TransLink Board have all of its meetings open to the public with varying start times, and also spoke in favour of the return to pre-COVID transit service levels throughout the region. A request for ridership statistics broken down by operating entity was also made.
 - The Board expressed its appreciation for the recommendations and input provided by the public delegate and requested that Management consider those suggestions.

TO: Board of Directors

FROM: Jeffrey Busby, Vice President, Engineering

DATE: August 30, 2022

SUBJECT: Pattullo Bridge Condition Monitoring Report

EXECUTIVE SUMMARY

This report provides an update on condition monitoring activities on the Pattullo Bridge. TransLink continues to closely monitor and inspect the condition of the Bridge and take corrective action where appropriate. Recent and on-going activities include:

- *Condition Inspection* by Mott MacDonald Canada Limited;
- *Railing Inspection and Repairs* by Mott MacDonald Canada Ltd., and Mainroad Contracting Ltd;
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP;
- *Winter Monitoring Survey* by Northwest Hydraulic Consultants; and,
- *Risk and Needs Assessment* by Mott MacDonald Canada Limited.

PURPOSE

This report provides an information update on condition monitoring activities on the Pattullo Bridge. The previous report was issued in May 2022.

BACKGROUND

The Pattullo Bridge is 84 years old. Most of the structural components have passed the predicted design life, and some are reaching the end of their useful life. Temperature fluctuation, rainfall, wind, river action, live traffic loads and the aging of the steel and concrete components all contribute to the condition of the bridge. The Province of British Columbia is leading the Pattullo Bridge Replacement Project, which will construct a new bridge as well as decommission the existing bridge.

With the responsibility for the safety and operations of the existing bridge, TransLink monitors the condition of the structure closely through conducting regular inspections and consultations with experienced bridge engineers. Management then performs the necessary maintenance and repairs in response to the inspection findings.

DISCUSSION

Recent and on-going inspection activities are listed in Table 1.

Table 1: May 2022 to August 2022 Pattullo Bridge Ongoing Inspections and Monitoring

REFERENCE	ACTIVITY	CONSULTANTS / PARTNERS	STATUS
1	Condition Inspection	Mott MacDonald – engineering consultant	2022 Snooper inspections – scheduled for September 2022. To be scheduled - Additional inspections recommended for: 1) In-river piers 2) Above deck truss components
2	Railing Inspection and Repairs	Mott MacDonald – engineering consultant Mainroad Contracting - bridge operations and maintenance contractor	10 posts and 69 railing connections to be repaired in Q3 and Q4 2022 2022 annual inspection to be scheduled.
3	Deck Condition Monitoring and Repairs	Mainroad Contracting - bridge operations and maintenance contractor WSP – deck consultant	Top surface deck inspection - monthly Bottom surface (soffit) inspection – every 2 months Deck Soffit (between Pier 3 and 4) – September 2022
4	Freshet Monitoring Survey	Northwest Hydraulic Consultants	Monthly monitoring – ongoing Winter Survey – completed in January 2022 Freshet Survey - completed in June 2022
5	Updated Risk and Monitoring Assessment	Mott MacDonald – engineering consultant	Report complete

1. Condition Inspection

Annually, TransLink retains the services of Mott Macdonald to conduct visual and snooper inspections of the bridge. As the bridge will be replaced in 2024, the objective of the inspections has been to focus on issues requiring urgent attention, rather than maintenance items to extend the service life of the bridge.

The 2021 annual on-foot inspection and snooper inspections did not identify any areas of immediate concern. It was suggested to continue with the current bridge inspection program and to consider the following additional inspections:

- 1) Inspection of the in-river piers above the water line; and,
- 2) Inspection of the above deck truss components.

The 2022 on-foot and snooper inspections have been scheduled for September 2022. Inspections will assess the progression of deterioration since the 2021 inspections and identify if any new areas of required critical repairs. The additional inspections recommended for the in-river piers and above deck truss components are outside the reach of a snooper truck and will require additional access options such as rope access. Management is working with Mott MacDonald to coordinate and schedule the additional inspections with options for additional access.

2. Railing Inspection and Repairs

The most recent railing inspection was completed by Mott MacDonald in July 2021. Based on Mott MacDonald's inspection, a total of 10 posts and 69 railing connections require repairs. TransLink is currently working with Mainroad to schedule the repairs in Q3 and Q4 2022.

The railings will continue to deteriorate over the remaining service life of the bridge. To ensure safety of the railings, Mott MacDonald recommends that TransLink continue to monitor the progression of deterioration until the bridge is no longer operational. The 2022 inspection will be scheduled once the repairs identified in 2021 are completed.

3. Deck Condition Monitoring and Repairs

The reinforced concrete deck of the Pattullo Bridge is in an active and advanced state of deterioration, primarily due to corrosion of the reinforcing steel. Repairs to the north portion of the deck between Pier 0 and Pier 9 were completed in the summer of 2016. The risk of pothole formation still exists, particularly for the south approach of the Bridge (Pier 9 to Pier 29).

To ensure the deck remains functional and safe for operations, deck experts from WSP conduct deck inspections as follows:

- Top deck surface – monthly;
- Bottom deck surface (soffit) – every other month; and,
- Bottom of main span – annually with snooper truck.

Based on the findings of the top and bottom surface inspections, no areas of failure requiring repairs have been identified. If the formation of potholes is detected in future surveys, TransLink will work with Mainroad and WSP to complete the repairs. Debris netting is currently in place to protect the public and other infrastructure below from the risk of concrete falling from the deck soffit.

To take advantage of the snooper truck currently reserved for TransLink's use for the condition inspection in September 2022 (See Item 1), an annual close-proximity visual inspection of the main span (between Pier 3 and Pier 4) will be conducted in September 2022.

4. Winter Hydraulic Monitoring Survey

The Pattullo Bridge is situated in the narrowest part of the river, which experiences large tidal fluctuations. This elevates scour and erosion risks. Changing river hydraulics are monitored through bi-annual surveys conducted by Northwest Hydraulic Consultants Ltd (NHC). The spring freshet survey was conducted in June 2022. A report summarizing the findings is currently being prepared by NHC for TransLink's review.

Due to in-river works for the Pattullo Bridge Replacement Project and improvements to the CN Rail Bridge, NHC also conducts monthly bathymetric surveys in the vicinity of the existing bridge and will continue to closely monitor the river hydraulics throughout construction of the Pattullo Replacement Bridge. In the

July 2022 survey, NHC reported deepening of the scouring around Pier 4 of the Pattullo Bridge. River bed lowering around the pier was identified in November 2021 and has progressed after sustaining high spring freshet discharges. While there is no immediate concern, Management is working with NHC to review and assess the scour protection apron at Pier 4.

Customer Impact

To minimize impacts on the public, all activities requiring lane and bridge closures are generally scheduled between 10:00 pm and 5:00 am, when volumes on the bridge are lowest. A robust communications plan has been developed to utilize all available channels in support of any closures that impact the public. Inquiries related to the Pattullo Bridge Replacement Project are directed to the Province's 24-hour project information line and the Province's project website.

While transit users have not been impacted by work to date on the Pattullo Bridge Replacement Project, there have been impacts to bridge users. Lane closures have been implemented in the evening hours on the Pattullo Bridge to ensure safety of the public while work is conducted in close proximity. Lane closures have also been implemented to allow work near the approaches of the bridge, including construction on King George Boulevard, Royal Avenue, McBride Boulevard, and Columbia Street. Upcoming work will continue to have various interfaces with SkyTrain infrastructure and the existing Pattullo Bridge. Construction activities requiring lane closures on the existing bridge will continue to be scheduled at night where possible. Notifications to the public are published on the project website and traffic advisories will continue to be issued to local media. TransLink and BCRTC staff continue to work with Fraser Crossing Partners as required to proactively manages impacts on assets, infrastructure, and customers.

Financial Impact

All monitoring, inspection, and repair work is being performed under existing approved operating and capital funds.

TO: Board of Directors

FROM: Jeffrey Busby, Vice President, Engineering

DATE: September 2, 2022

SUBJECT: Surrey Langley SkyTrain Project Update

EXECUTIVE SUMMARY

On July 9, 2021, Prime Minister Trudeau announced \$1.3 billion in federal funding to extend the Expo Line 16-km from the existing terminus to Langley Centre. On October 5, 2021, the Province announced it was delivering the Surrey Langley SkyTrain (SLS) and the project would be delivered in a single 16-kilometre phase to Langley Centre. Approval of the project business case was announced on July 14, 2022.

The project will be delivered through the staged release of three procurement packages: Guideway Infrastructure, Stations, and Systems & Track. The procurement for each package will likely be through the following process: Request for Qualifications (RFQ), Shortlist of qualified proponents, Request for Proposal (RFP), selection of preferred proponent, contract award. The Request for Qualifications for Guideway Infrastructure was released on August 2, 2022, with the corresponding Request for Proposals targeted for January 2023.

PURPOSE

This report is for information and provides an update on the Surrey Langley SkyTrain (SLS) Project.

BACKGROUND

Key Surrey Langley SkyTrain Project milestones are set out below:

- July 2021 - Prime Minister Trudeau announced \$1.3 billion in federal funding to extend the Expo Line 16 kilometres from Surrey City Centre to Langley Centre. The total project cost estimate prepared by the Province is \$3.94 billion.
- September 2021 - the TransLink Board approved committing up to \$150M to the early property acquisition and review of a future OMC5 to support operations of the SLS extension and provide long-term train storage and maintenance capacity for the Expo and Millennium Line network.
- October 2021 - the Province announced it was delivering the Surrey Langley SkyTrain (SLS) Project and the Project would be delivered in a single phase to Langley Centre. TransLink completed the transfer of staff and professional services contracts to the Province. An Assignment and Assumption Agreement between TransLink and the Province was executed on November 18, 2021, completing the transfer of staff and professional services contracts.

- May 26, 2022 – The 2022 Investment Plan approved by the Board and Mayors’ Council includes the Surrey Langley SkyTrain to be delivered by the Province and construction of Operations and Maintenance Centre 5 to support the expanded SkyTrain Network.
- July 14, 2022 – The approval of the business case is announced. The Province will deliver the project in three procurement packages: Guideway (Design-Build-Finance), Stations (Design-Build), and Systems & Trackwork (Target Price). Procurement would include a request for qualification (RFQ), shortlist of proponents, and Request for Proposals (RFP) prior to selecting the preferred proponent and award of each procurement package.
- August 2, 2022 – Request for Qualifications for the Guideway contract is issued. The project brief identifies the Request for Proposals is targeted for release in January 2023.

DISCUSSION

TransLink continues to work closely with provincial staff to support the development and delivery of the project

SLS Project Development Activities

The Surrey Langley SkyTrain (SLS) project is a 16-km extension of the integrated 60-km Expo & Millennium Line network (66-km upon completion of the Broadway Subway Project). SLS will operate as an extension of the integrated Expo and Millennium Line network and rely on systems, infrastructure, and services that are being modernized during the development and implementation period. Parallel projects being delivered in the Expo and Millennium Line Upgrade Program and the Broadway Subway Project are being coordinated through TransLink’s Rail Expansion Program Office.

Operations & Maintenance Centre 5 (OMC5) Development:

The integrated Expo and Millennium Line network is supported by three Operations & Maintenance Centres (OMCs) with a fourth under construction. A fifth OMC (OMC5) is proposed to be sited along the SLS extension. These OMCs provide for rail car storage, cleaning, inspection, and maintenance as well as support wayside maintenance of guideway, track, and systems. The SLS extension is anticipated to be ready for revenue service in 2028.

The SLS project includes purchase of 30 additional SkyTrain cars (six 5-car trains) for a total fleet of 427 cars. Without OMC5, there will be a shortfall of vehicle storage and maintenance capacity. Wayside maintenance will need to be deployed from more remote facilities. TransLink is exploring mitigations to this capacity shortfall.

Communications

Project related communications and engagement are led by the Province. TransLink is providing support as appropriate.

Future communication on project status will be provided by the Province.

TO: Planning, Communities & Communications Committee

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Susan Lightfoot, Senior Planner, Partner Planning, Transportation Planning and Policy

DATE: August 30, 2022

SUBJECT: Aligning Regional Transportation Interests and Partner Agency Plans

EXECUTIVE SUMMARY

This report provides an update on TransLink's involvement over the last year in partner agency plans and initiatives that have implications for the regional transportation system, including examples of outcomes of our involvement on key initiatives. TransLink is mandated both by legislation and policy to provide input to such plans, and in particular to support and uphold Metro Vancouver's Regional Growth Strategy.

TransLink's mandate for integrated and collaborative planning has been further advanced through development and implementation of Supportive Policies Agreements (SPAs) for major projects. Both the collaborative planning and the monitoring stemming from these agreements ensure that SPA commitments are tracking in the desired direction, and that transportation and land use outcomes are aligned with regional policy.

PURPOSE

The purpose of this information report is to update the Committee on those partner agency plans and initiatives that TransLink staff have participated in since the last update to the Committee in June 2021, including through the development and implementation of Supportive Policies Agreements, and to highlight key outcomes of that participation.

BACKGROUND

This report is provided as a continuation of ongoing annual updates to the Committee regarding how TransLink is meeting its mandate to provide input to partner agency plans in the region. This mandate for our involvement is legislated as well as policy based, the rationale being that the advancement of transportation objectives relies to a high degree on supportive land use planning. Collaboration with partner agencies provides a key opportunity to ensure regional transportation objectives are built into partner-led land use and transportation plans and projects.

Legislated and policy mandates to provide input to partner agency plans

Under the *South Coast British Columbia Transportation Authority Act*, TransLink is legislated to review the following partner agency plans and advise on their implications for the regional transportation system:

- Regional Growth Strategy updates and amendments;
- Official Community Plan (OCP) updates and amendments;
- Major development proposals; and
- Provincial highway infrastructure plans.

This mandate for partner plans involvement is further established in TransLink policy, with Transport 2050 speaking to coordinated land use and transportation policy generally, as well as to the use of partner agreements to advance supportive land use and community design for major transit investments (Strategy 1.2). The Transport 2050: 10-Year Priorities further speak to the importance of clear and early coordination and cooperation between TransLink and local partners, and discuss project partnership agreements as a key tool to achieving successful major transit projects. Supportive Policies Agreements (SPAs) signed to date for both the Broadway Subway and Surrey Langley SkyTrain projects also include commitments from TransLink to participate in key land use plans impacting those project corridors, as well as commitments from the host municipalities to engage TransLink in those plan processes.

Scope of TransLink's input to partner plans

The majority of partner plans that TransLink staff review are land use and development related, with a key focus of our input on transportation and land use alignment. We also review a broader range of partner agency initiatives with implications for the transportation system, such as municipal transportation plans, highway infrastructure studies, and climate action plans. Consideration is given to all potential impacts to the existing and future regional transportation system, including transit service, operations, infrastructure, network capacity, property rights, the Major Road Network, goods movement, walking and cycling, and potential cost-share funding opportunities.

DISCUSSION

Partnering through Supportive Policies Agreements (SPAs)

Over the past year work done on implementing existing major project SPAs and developing new agreements has significantly advanced TransLink's mandate for integrated and collaborative planning.

Broadway Subway SPA implementation

One of the mechanisms TransLink uses to hold signatories accountable to SPA commitments is an Annual Report to the Board, Mayors' Council, municipal Council and senior Provincial officials. The second Annual Report for Broadway Subway SPA was released in the fall of 2021 and documented that SPA commitments are on track, including ongoing collaboration on key plans and initiatives. SPA performance indicators for employment, housing, and cycling in the Broadway corridor showed positive growth, suggesting commitments in the SPA are already helping to support the success of the Broadway Subway.

SLS SPAs and OSPA development and implementation

The Surrey Langley SkyTrain (SLS) SPA was signed in early 2020 between TransLink and the City of Surrey, with the full SLS project to Langley Centre included in a funded Investment Plan in May 2022. Early implementation work on Surrey SPA has focused on TransLink, Surrey, the Province and Metro Vancouver engaging on the City's Fleetwood Plan, as well as previously participating on the City's Project Advisory Committee for their Housing Needs Report.

In June 2022 the SLS SPAs with the City and Township of Langley were signed following extensive collaboration with the City and Township of Langley, the Province, and Metro Vancouver. These Langley SLS SPAs include commitments to a wide range of partner agency land use plans, affordable housing

policy, and other land use and transportation initiatives that will support the SLS business case objectives. The Province-led SLS Overarching SPA (OSPA), also signed in June 2022, is a higher level agreement than the municipal-specific SPAs and includes as signatories all 3 SLS municipalities, TransLink and the Province. A key objective of the OSPA is the commitment from all three municipalities to undertake a joint study for transit-oriented development planning in the multi-jurisdictional 196 Street station area. TransLink is now involved with the other OSPA agencies in initial discussions to launch work on this joint study, and in the coming months will be working to launch overall formal monitoring of all the SLS agreements.

Partner agency plans involvement

Overview of plans involvement

TransLink staff have many different touchpoints with partner agency staff; the list in Attachment 1 is specific to the nearly 70 plans, developments, and other initiatives with which TransLink has been actively involved since May 2021 to advance our mandate for partner plans involvement. TransLink staff participation focuses on those partner plans with the most strategic importance to achieving regional goals and objectives, an approach that requires either a less customized response or in some cases no response to those plans with less significant opportunity and risk for TransLink.

Examples of TransLink involvement on key plans and developments and resulting outcomes

Metro 2050, Metro Vancouver

Metro 2050 is the proposed (draft) update to Metro 2040, Metro Vancouver's existing Regional Growth Strategy. Throughout the development of both Transport 2050 and Metro 2050, TransLink and Metro Vancouver staff worked together to co-develop policies and ensure alignment between the two regional strategies, which are meant to be mutually reinforcing documents. This collaboration and the formal TransLink Board input provided to Metro Vancouver in October 2021 resulted in a number of adjustments to the draft Metro 2050, including: the simplification of Frequent Transit Development Area (FTDA) sub-types; clear inclusion of the major transit growth corridor criteria; and the identification of parking policy and land speculation mitigation as areas for future work. This coordination of land use and transportation is fundamental to the success of both Metro 2050 and Transport 2050, demonstrating the successful co-development of each regional strategy.

In June of this year, the TransLink Board formally endorsed TransLink's acceptance of Metro 2050, as part of Metro Vancouver's legal requirement to obtain acceptance from all of the region's 'affected local governments'. Since that time, the Metro Vancouver Board has now resolved to enter into dispute resolution on Metro 2050, given that the City of Surrey and Township of Langley have not provided their acceptance of the draft RGS update, with their objections documented in the staff report to the July 29, 2022 meeting of the Metro Vancouver Board.

Fraser River Tunnel Project, Ministry of Transportation and Infrastructure

TransLink staff have worked with Provincial staff, through the Transportation Investment Corporation and the Ministry of Transportation and Infrastructure, to provide input on the Fraser River Tunnel project. This project proposes to replace the existing George Massey Tunnel between Richmond and Delta with a new, toll-free eight-lane tunnel. Over the past year, TransLink staff have provided input to the tunnel replacement project related to improving regional transportation. This input has covered a range, including active transportation connections, dedicated bus infrastructure, goods movement, and general vehicle traffic. In parallel to the input on the approved tunnel project, TransLink staff have also been working with the Province on confirming a shared long-term transit vision for the full Highway 99 corridor. The Fraser River Tunnel project and Highway 99 study is ongoing and TransLink and Provincial staff will continue to collaborate as the project advances.

Vancouver Plan, City of Vancouver

Since the launch of the Vancouver Plan process in fall 2019, TransLink worked with the City of Vancouver to align the transportation and other elements of the Plan as much as possible with emerging (and later finalized) Transport 2050 directions. TransLink also participated throughout the Plan development to advance commitments in the Broadway Subway SPA for collaborative Plan involvement.

TransLink provided advice to the City on the draft Vancouver Plan in May 2022. The Vancouver Plan was adjusted based on TransLink feedback, including simplification of the FTN map layer, inclusion of the Regional Greenway Network (RGN) in the greenways map, and changes to language related to MTN grade separation, station areas, and multi-modal goals. The Vancouver Plan, approved by Vancouver City Council on July 22, 2022, aligns well with Transport 2050 and other TransLink guidance. The adoption of the Vancouver Plan marked the advancement of commitments in the Broadway Subway SPA.

Broadway Plan, City of Vancouver

TransLink provided a significant level of input to the development of the Broadway Plan over the course of the planning process, including through multi-agency SPA-related workshops and working group discussions, and ultimately through formal comments provided to the City as part of their final stage of engagement. This early and ongoing involvement helped ensure the Plan's inclusion of Broadway Subway-supportive densities (population and jobs) and policy on affordable housing, expanded bus speed and efficiency, and active transportation.

The Broadway Plan was approved by Vancouver City Council on June 22, 2022. The Plan advances key regional objectives in both Transport 2050 and the Regional Growth Strategy, closely integrating density and diversity with transit, with a vision of successive transit-oriented neighbourhoods that are walkable, vibrant, inclusive and connected to each other and the greater region by the Broadway Subway. The Broadway Plan also aligns with the key principles of the Broadway Subway SPA, and its adoption in 2022 marked a key milestone to advancing the City's Broadway Subway SPA commitments.

Surrey Transportation Plan, City of Surrey

TransLink staff have worked with City of Surrey staff since the launch of the Surrey Transportation Plan process in 2020. In spring and summer 2021, the Plan progressed through Phase 3, which sought feedback

on potential key approaches, including a Big Vision and four Bold Moves. TransLink staff will continue to work with Surrey on the final Phase of engagement and expected release of the Plan for 2023.

During the engagement to date, TransLink and City staff collaborated in a number of staff-to-staff workshops to ensure the Plan was as aligned as possible with then emerging Transport 2050 directions, including a vision for the long-term transit network and emphasis on road safety. One example of such alignment is the Plan's target for 50% mode share for active transportation, in alignment with Transport 2050 targets.

Bainbridge Urban Village Community Plan, City of Burnaby

As an example of a smaller scale plan that's nonetheless impactful for the regional transportation system, TransLink provided extensive input to the City of Burnaby on the draft Bainbridge Local Area Plan, centered around the Sperling-Burnaby Lake Station. Our early and ongoing involvement led to important coordination on a range of inter-related regional transportation interests, including changes to the Major Road Network, enhancements to active travel, and access to regionally significant Major Bike Network and Regional Greenway Network routes. TransLink's involvement provided support to focus development in this transit-oriented location, and to maintain bus services long-term without constraining future population and employment growth.

CONCLUSION

In accordance with legislated and policy mandates, TransLink staff continue to work with partner agency staff to coordinate on all planning activities relevant to the regional transportation system, in a manner that advances regional goals and results in the most beneficial outcomes from regional transportation investments. Staff will continue to update the Committee of these activities on an on-going basis.

Additional information regarding partner agency plans involvement and/or work on the SPAs can be provided if members of the Committee are interested in the specifics of any of the listed initiatives in Attachment 1, including TransLink's input.

ATTACHMENTS

Attachment 1 – TransLink Participation in Partner Agency Plans, June 2021 – July 2022

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PARTNER	PLAN/INITIATIVE	TYPE OF PARTNER INITIATIVE					
		RGS update or amendment	OCP update or amendment	Area Plan (new or update)	Development (Rezoning or DP)	Transportation Plan, Study, or Project	Other
BC Housing	səmiqʷəʔelə/Riverview Comprehensive Community Plan			✓			
Burnaby	Bainbridge Urban Village Community Plan & Sperling Site Master Plan			✓			
	Lochdale Urban Village Community Plan			✓			
	Transportation Plan update					✓	
	7000 Lougheed Development				✓		
Coquitlam	Hazel-Coy Neighbourhood Plan			✓			
	552 Clarke Road (Burquitlam Plaza) Development				✓		
	641-655 Lougheed Highway Development				✓		
Delta	9553-9571 120 St Development				✓		
Langley (City)	OCP Update & Nicomekl River District Neighbourhood Plan			✓			
	20059 Fraser Highway OCP Amendment Development		✓				
	20179, 20189, & 20199 53A Ave OCP Amendment Development		✓				
	20040-20070 53A Ave & 20041-20071 53 Ave OCP Amendment Development		✓				
	20137 & 20139 Fraser Highway OCP Amendment Development		✓				
	Transportation Master Plan Update					✓	
Maple Ridge	Lougheed Transit Corridor Area Plan			✓			
	Strategic Transportation Plan					✓	
	Yennadon Lands OCP Amendment Development		✓				
	Cliff Avenue properties OCP Amendment		✓				
	NE Albion Area Plan Update			✓			

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		RGS update or amendment	OCP update or amendment	Area Plan (new or update)	Development (Rezoning or DP)	Transportation Plan, Study, or Project	Other
Metro Vancouver	Metro 2050	✓					
	Regional Parks Plan						✓
	228 175A St Surrey RGS Amendment	✓					
	Cloverdale Hospital RGS Amendment	✓					
	South Campbell Heights RGS Amendment	✓					
Ministry of Transportation & Infrastructure (MOTI)	Fraser River Tunnel Project					✓	
	Highway 1 Widening Project (264 St – Whatcom Rd)					✓	
	Active Transportation Improvements (Capilano Rd, Lynn Valley Rd, Mary Hill Bypass, SW Marine Drive)					✓	
	Moray Area Planning Initiative					✓	
	MOTI Cycling Infrastructure Gap Assessment Study					✓	
	UBC Active Transportation Planning Study					✓	
	Brunette Interchange Planning Study					✓	
	Highway 1 Widening – Glover Rd					✓	
	Highway 1 Widening – 216-264					✓	
	Highway 1 Widening – 264 to Whatcom Rd					✓	
	Highway 99 Transit Study					✓	
	Highway 7 widening and improvement project (between 266 & 287)					✓	
	Highway 7 and Harris Rd Planning Study					✓	
	Mary Hill Bypass – Shaughnessy & Argue Flyover					✓	
Mary Hill Bypass – Highway 7/MHB Corridor Study					✓		
New Westminster	Sapperton Green OCP Amendment Development		✓				
	City-wide AAA Active Transportation Network					✓	
North Vancouver (City)	Mobility Strategy					✓	

ATTACHMENT 1 - TransLink Participation in Partner Agency Plans, June 2021 – July 2022

PARTNER	PLAN/INITIATIVE	TYPE OF PARTNER INITIATIVE					
		RGS update or amendment	OCP update or amendment	Area Plan (new or update)	Development (Rezoning or DP)	Transportation Plan, Study, or Project	Other
Pitt Meadows	North Lougheed Area Plan			✓			
Port Moody	Woodland Park Master Plan OCP Amendment Development		✓				
	OCP Update for four neighbourhoods: Moody Centre TOD, Seaview, Murray Street Boulevard, Oceanfront District		✓				
	St. Johns Street changes					✓	
Richmond	International Plaza at Duck Island Development				✓		
	Cycling Network Plan Update					✓	
Surrey	Surrey Transportation Plan					✓	
	Fleetwood Plan			✓			
	Semiahmoo Town Centre Area Plan			✓			
	South Westminster Neighbourhood Concept Plan			✓			
	10275 City Parkway Development				✓		
	12716, 12742 & 12750 King George Blvd Development				✓		
	Anniedale-Tynehead NCP Amendment Development				✓		
UBC	UBC Campus Vision 2050		✓				
Vancouver	Broadway Plan			✓			
	Vancouver Plan		✓				
	Central Waterfront District Plan			✓			
	555 W Cordova Development				✓		
	1780 E Broadway Development				✓		
	Portside Greenway						✓
White Rock	OCP Amendment Bylaw No. 2387		✓				