

TransLink Quarterly Board Meeting

December 6, 2023





Opening Remarks

Lorraine Cunningham,
Board Chair

Safety Minute





Public Delegations

TransLink Management Report

Kevin Quinn, CEO | TransLink

December 6, 2023



New Customers, New Connections: TransLink's Annual Address to the Greater Vancouver Board of Trade



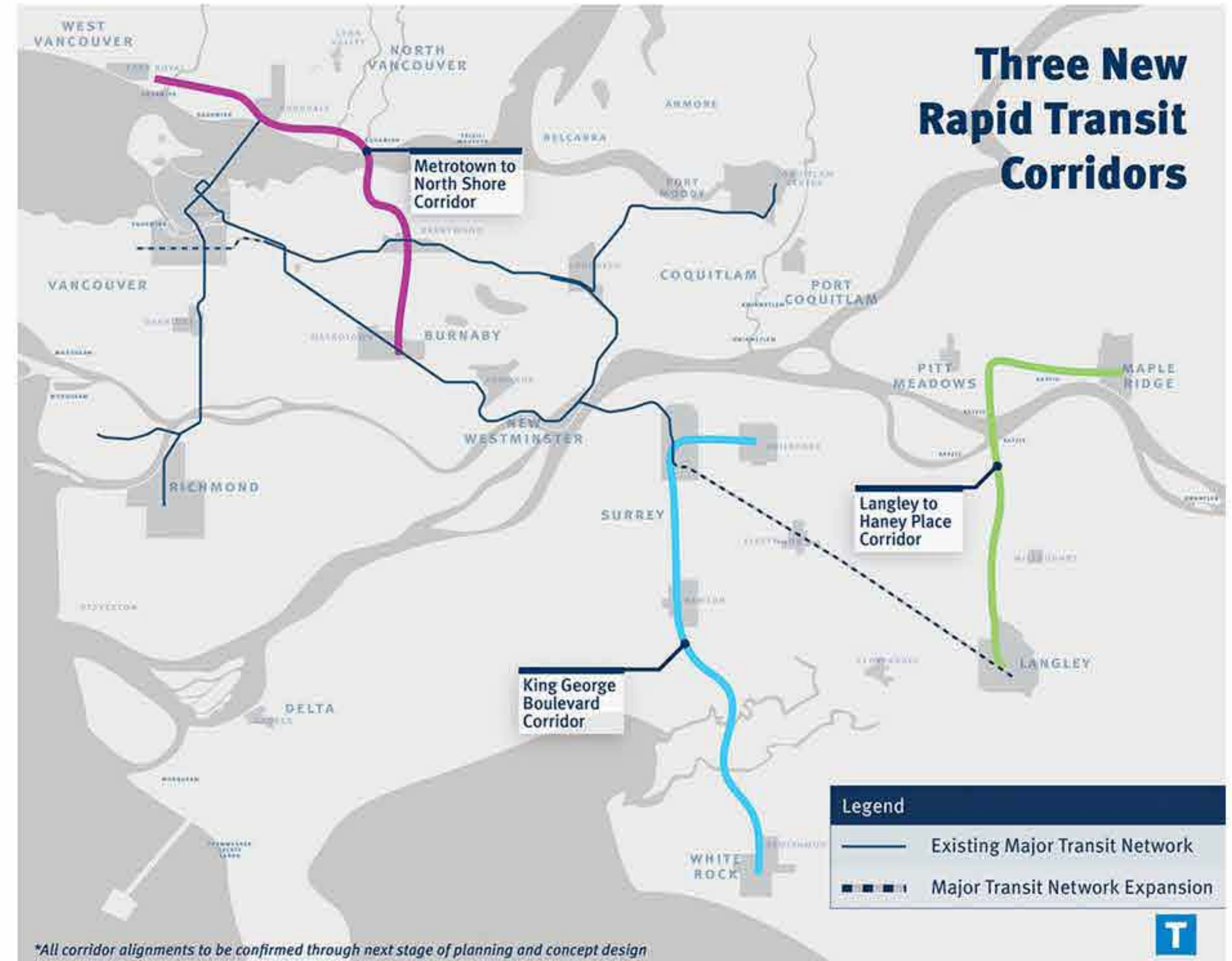
A photograph of a crowded bus stop. A white bus is visible in the background with the number '503' on its rear. A yellow 'Bay 10' sign and a red 'STOP' sign are also visible. In the foreground, a dense crowd of people is waiting, with a woman in a red and black plaid shirt and a black backpack being prominent. The scene is set outdoors with trees and a building in the background.

Bus service expansion is crucial to alleviate overcrowding.

- We're on pace to welcome 70,000 new residents this year – far exceeding expectations.
- Bus overcrowding is now worse than 2019 levels.

Advancing the first three priority rapid transit corridors

- The corridors are:
 - King George Boulevard,
 - Langley to Maple Ridge, and
 - Metrotown to North Shore.
- Bus Rapid Transit is the best possible solution that can be deployed quickly and cost-effectively to support our growing region.



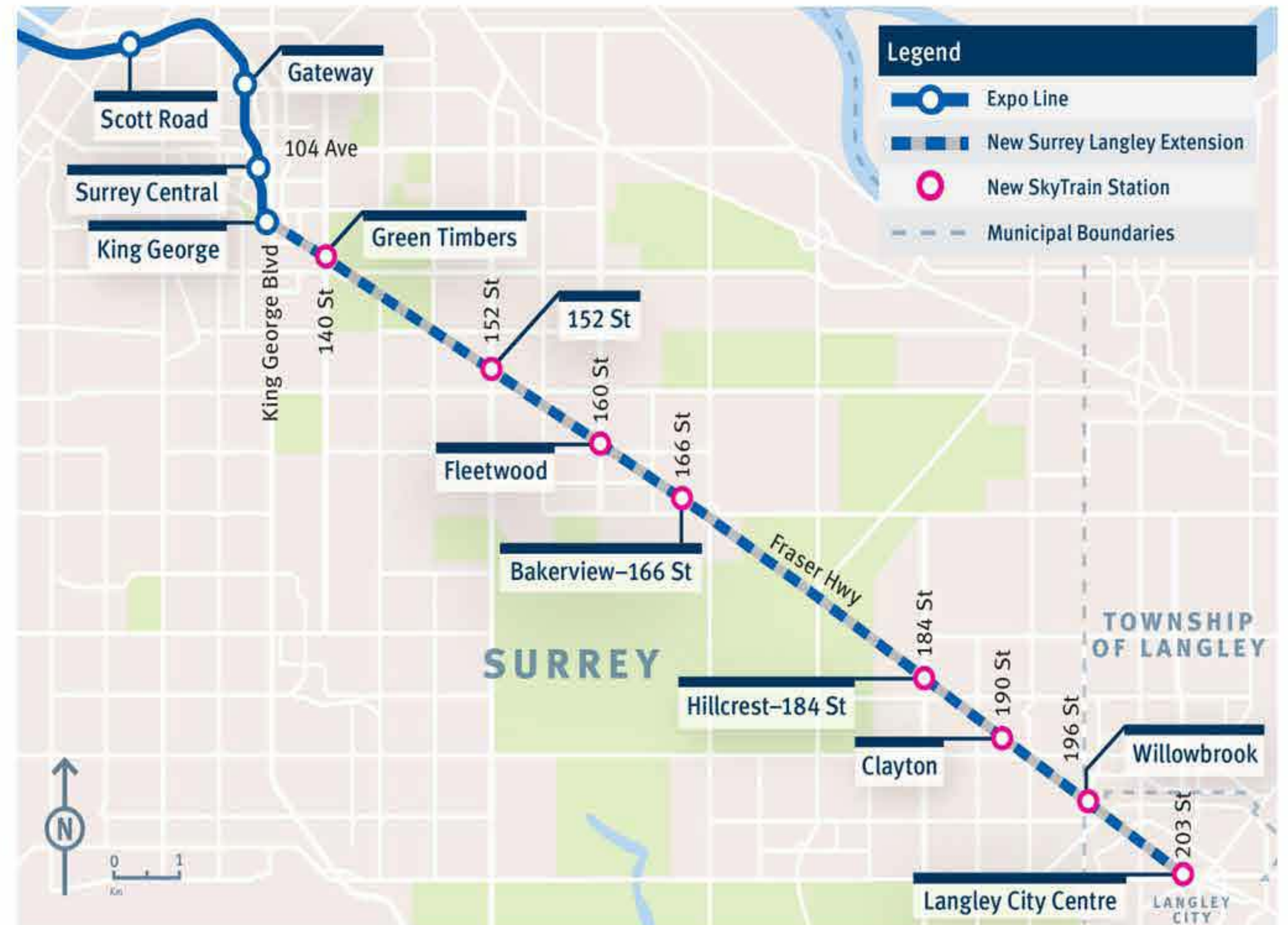


Mayors' Council confirms key investments in the first phase of the Access for Everyone plan.

- Investments include three BRT corridors, expanding bus fleet, active transportation and road safety projects, and initial funding for the Golden Ears Way BRT-readiness and goods-movement project.
- Mayors are also calling on the federal government to join us in developing a new, sustainable funding model.

The Surrey-Langley SkyTrain is one step closer to becoming a reality.

- Station names chosen with customers in mind with names that are logical, durable, and easily identifiable.
- Surrey Langley SkyTrain is the first rapid transit expansion south of the Fraser in 30 years.
- Once complete, it is expected to move an estimated 62,000 people per day by 2035.





We're making the transit system more accessible for everyone.

- TransLink is the first transit system in Canada with braille signage at every bus stop – around 8,400.
- Tactile walking surface indicators have been installed at every bus stop on TransLink property.



New public art installations celebrate contemporary Black-Canadian art and artists



We're ringing in the holiday season by supporting local communities.

- Our festive Reindeer Buses will be collecting and delivering toys to families in need as part of the Toys for Tots program, which is now in its 38th year.



We're preparing the system for winter weather.

- As temperatures drop, we initiate a series of actions to help keep customers moving across the region.
- We encourage customers to build extra travel time into their commutes.

2024 will be a critical year.

- Advancing Bus Rapid Transit and SkyTrain expansion
- Investment Plan and new sustainable funding model
- Comprehensive Efficiencies Review

Thank you, Gigi!



Thank you

BC Rapid Transit Company Management Report

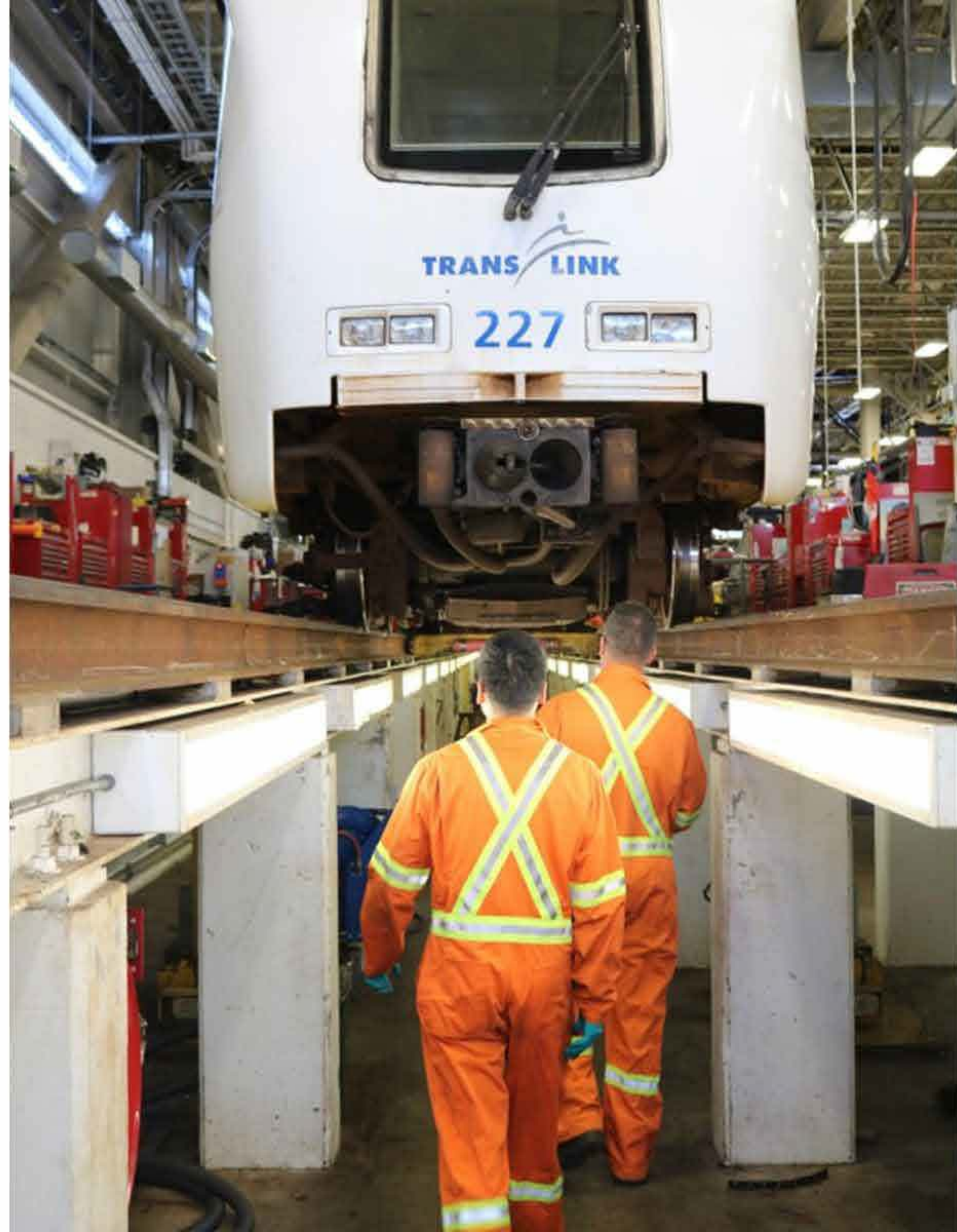
Sany Zein, President & General Manager | BCRTC

December 6, 2023



Agenda

- **Deliver Excellent Service**
- **Achieve Future Readiness**
- **A Healthy, Motivated, & Fulfilled Team**



Deliver Excellent Service

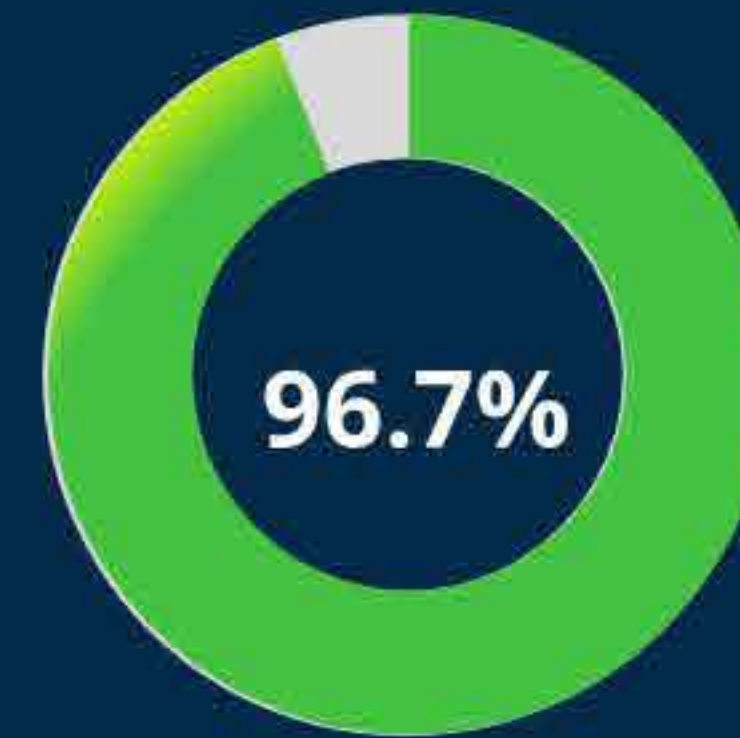
Q3 Service Performance



Service
Delivery



On-Time
Performance



Escalator
Availability



Elevator
Availability

Cleaning needed?

Message us about a mess.



Scan here!

translink.ca/cleancommercial

Deliver Excellent Service *Cleaning & Maintenance Text Line*

- **Pilot project for Commercial-Broadway and Surrey Central Station**
- **Central point of contact**
- **Targeted mobilization of cleaning staff on the system**
- **Enhance cleanliness, safety and overall customer experience**

Deliver Excellent Service

2024 Snow Plan



Lessons learned incorporated into plan



Enhancements to patterns and timetables for later stages



Addition of Maintenance Snow Manager



Equipment, resources & supplies inspected and deployed strategically



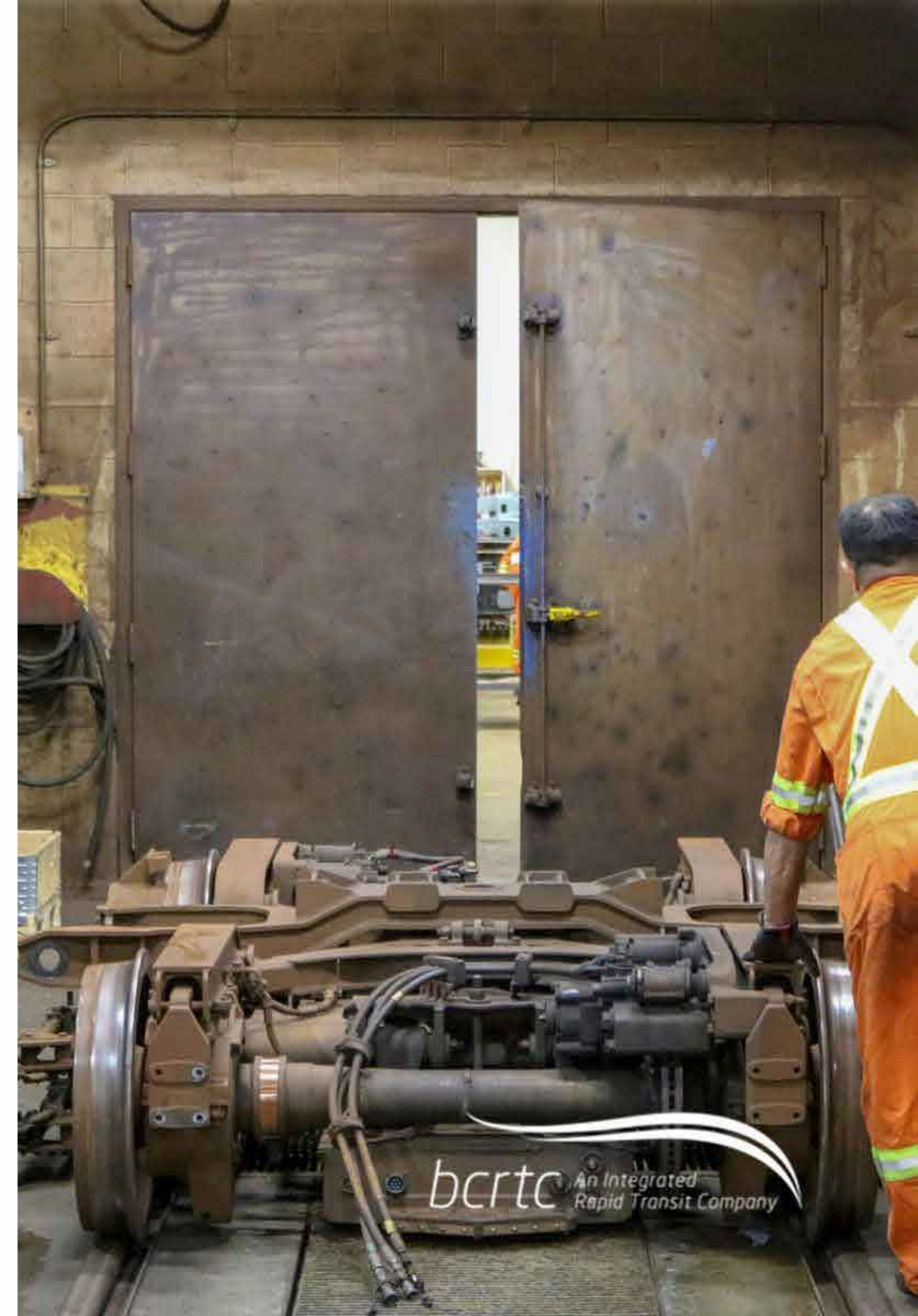
Warming stations for frontline staff



Deliver Excellent Service

Supply Chain Challenge

- **Weekly collaboration and solutions meeting between Maintenance, Engineering, and Procurement**
- **Regular touch base with suppliers**
- **Long lead times due to specialized SkyTrain parts**



Deliver Excellent Service

Media awareness of our services



CBC
Earthquake prep



Daily Hive
Expansion Plans



Media Event Winter Prep



What's the T podcast

Achieve Future Readiness

Operations Control Centre 2



Achieve Future Readiness

Mark V Trains

Train 1

- Undergoing final outfitting
- Completed over 2,000 km testing during qualification phase

Train 2

- Qualification of continues with static testing completed

Train 3

- Manufacturing underway





Achieve Future Readiness

OMC1 Facility Upgrades

New Guideway Shop

- Final finishing work in progress
- Permanent power cut over complete
- New rail tie-in with existing infrastructure
Commissioning in advance of move in

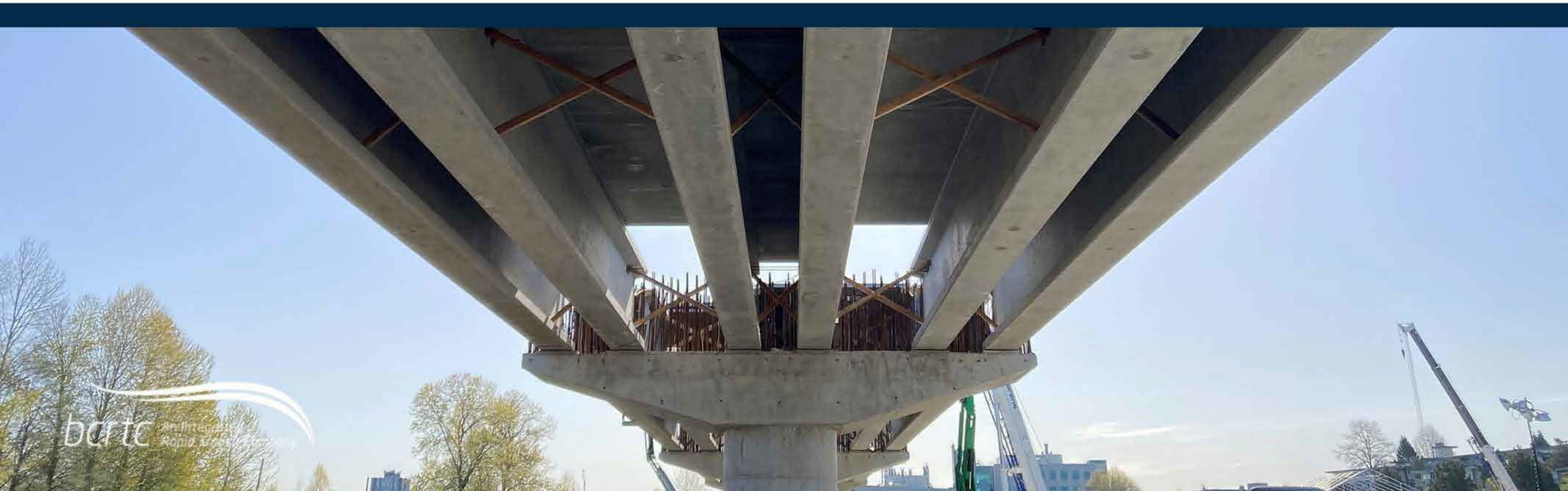
Vehicle Cleaning Facility

- Foundation and slab work 85% complete
- Ready for structural steel work Q1 2024

Achieve Future Readiness

Integration Challenges

BCRTC staff work closely with TransLink and TI Corp to ensure expansion integration with existing network





Healthy, Motivated, & Fulfilled teams

Employee Safety Campaign

- Focus on staff slips, trips and falls after audit of loss time injuries
- Three-week awareness campaign
- Supporting our Zero Harm philosophy
- Hands-on employee involvement

Healthy, Motivated, & Fulfilled team

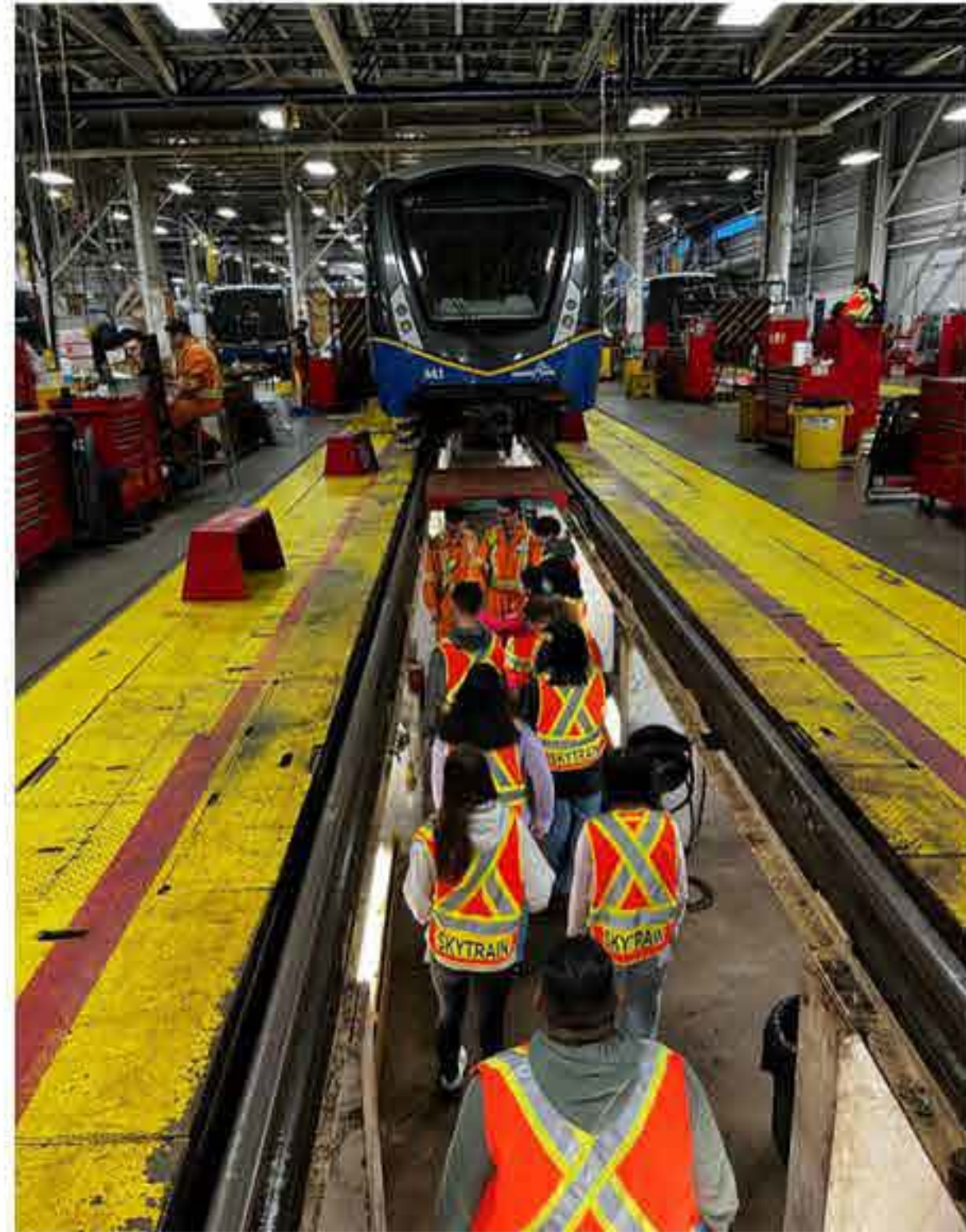
Training Initiatives

- **Maintenance Training department**
- **Adoption of Competency Standards model**
- **Modernized training tools and adoption of e-learning/video learning**
- **Build and cultivate partnerships with post-secondary institutions**
- **Enhancing our STA training strategy**



Healthy, Motivated, & Fulfilled team

Connecting with students



Take Our Kids to Work Day

Byrne Creek High School Career Day

Healthy, Motivated, & Fulfilled team

Recognition for Coquitlam Fire & Rescue – Ladder 2



Healthy, Motivated, & Fulfilled team

Celebrations

- Commercial Monitoring Centre celebration displays
- Employee initiative to create an inviting space for customers





Platform 1
to VCC-Clark

233

BRITISH COLUMBIA
The Best Place on Earth

SkyTrain

TRANS LINK

233

Plan Your Trip Here ? Transit Information Safety & Security



Coast Mountain Bus Company Management Report

Michael McDaniel, President & General Manager | CMBC

December 6, 2023

Coast Mountain
Bus Company

Bus and HandyDART service update

Conventional bus system:

- **99%** of service operated
- Ridership growth strongest in **Southeast** and **Northeast** subregions

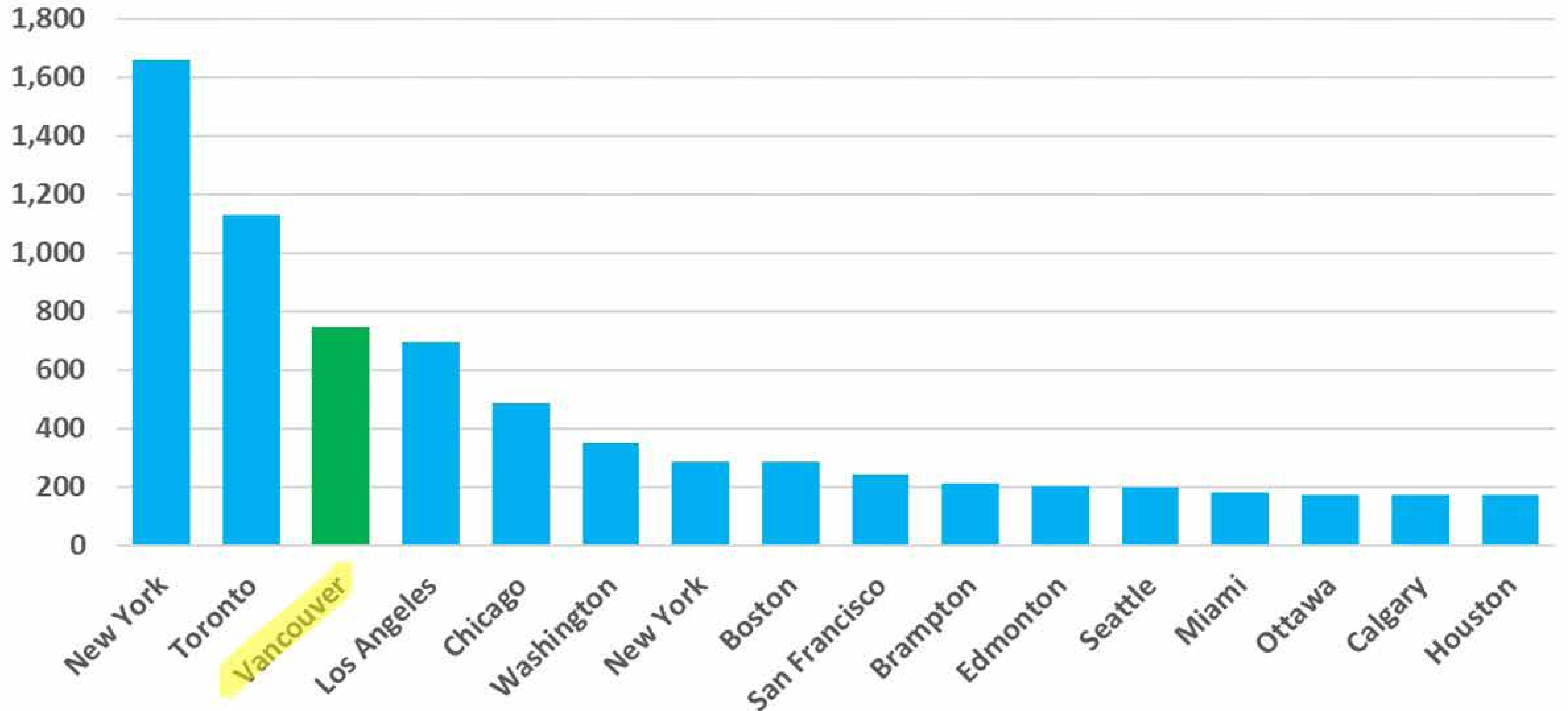
HandyDART:

- **99%** of requested trips delivered
- **91%** On-Time Performance



North America Bus Systems, by Top Ridership Performers

APTA second quarter 2023 Average Weekday Ridership (in thousands)





Winter readiness

Conventional bus system

- “Snow Desk” at TComm; added more phone lines to improve communication with Operators
- Priority snow-clearing routes for municipalities
- Snow socks – Burnaby Mountain/North Shore
- De-icing trolley overhead system
- Employee safety talks, sharing winter reminders

HandyDART

- Road condition checks and targeting locations
- Double-staffing

Grip-D tire pilot

- Same winter-rating (3PMS) as current tires – different **tread pattern**
- Small test on Mount Seymour last winter
- Now, expanding into full pilot, equipping **1/3 of fleet**
- Testing focuses on **tire performance** in all conditions, fuel economy, etc.
- Pilot will inform future tire decisions





Construction update

Marpole Transit Centre – Q4 2026

- New depot will accommodate maintenance, dispatch, and in-depot charging of battery-electric buses

Port Coquitlam Transit Centre – 2025

- Project includes renovation, expansion, and electrification

R6 RapidBus

Planning:

- R6 – fast service through Scott Road corridor
- Route 319 – local service will continue
- On track to launch early 2024

Engaging:

- Engagement sessions taking place at transit centres
- Informing, educating, and answering questions from Operators and other staff



Bright Ideas



2016

- Began as a one-week **Innovation Week**
- Employees encouraged to submit ideas to improve **employee/customer experience**

2017 – 2022

- Re-branded as **Bright Ideas**, grew into annual campaign

2023

- Redesignated as **year-round program**, simplifying process for employees to submit ideas



Wellness Fair

Goal

- Engage with employees and provide education/awareness on health and wellness resources

How it went

- Engaged with >150 staff at Vancouver Transit Centre
- Approx. 40 had blood pressure, glucose, and cholesterol measurements taken; education to improve their health
- Good interactions with both internal and external vendors





BEST BUY
BEST BUY
CACTUS CLUB CAL
DOLLARAM
Earls

Photo credit: Maninderjit Rai

Metro Vancouver Transit Police Management Report

Anita Furlan, Acting Chief Officer | MVTP

December 2023



METRO VANCOUVER
TRANSIT
POLICE

Community Safety Officer Update





Enhanced Patrols & Inter-Agency Cooperation

Operational Focus

- Enhanced patrols with members of the Translink Operating companies, including CLA/STA/TSec, WCE and Seabus attendants

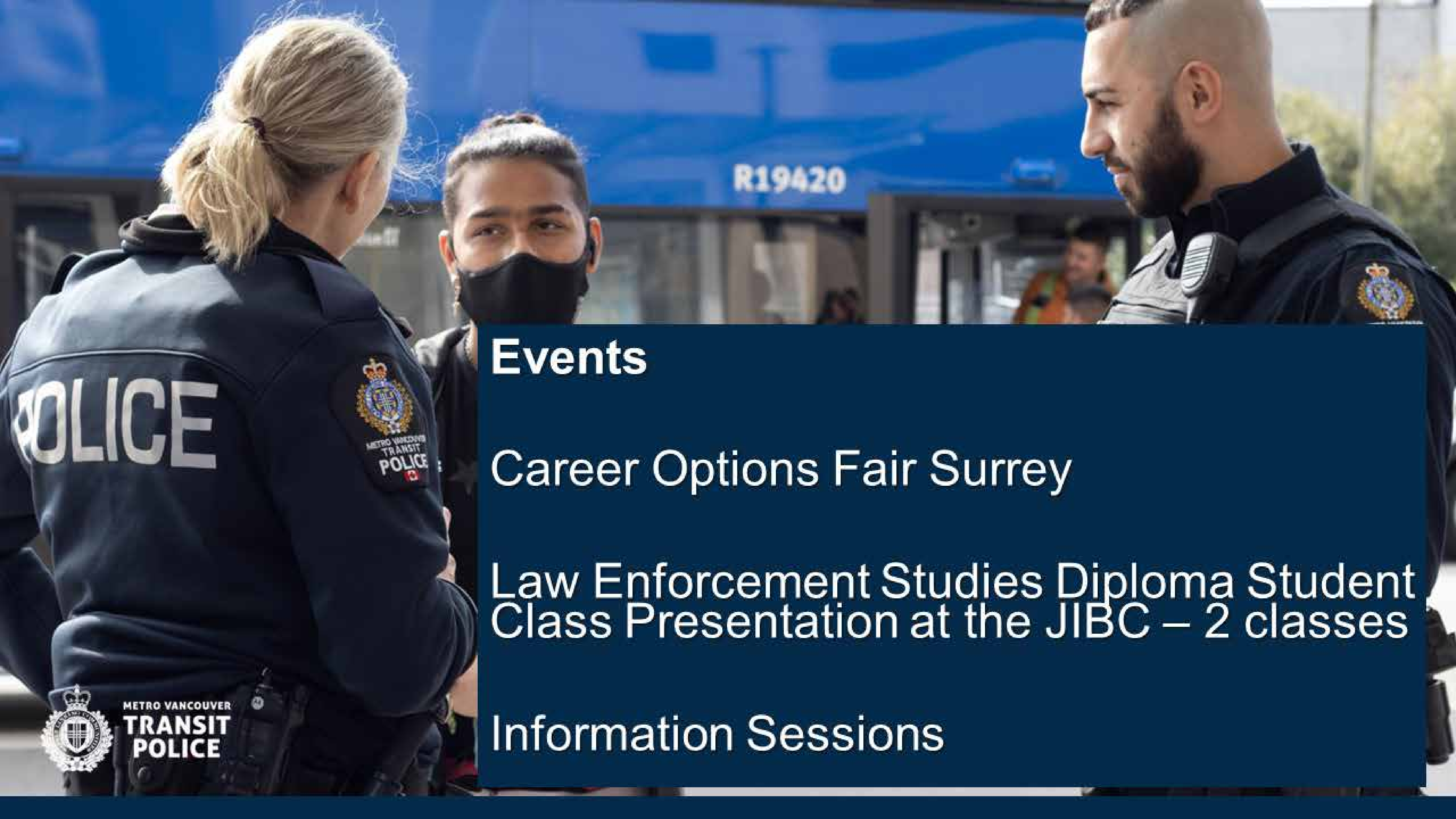


Provincial Funding = Joint Agency Projects

- Special Investigation Targeted Enforcement (SITE)
- Repeat Violent Offender Intervention Initiative (ReVOII)

Deputy Chief Officer - Administration





R19420

Events

Career Options Fair Surrey

Law Enforcement Studies Diploma Student Class Presentation at the JIBC – 2 classes

Information Sessions



Community Policing Centre Updates





Indigenous Liaison and the Blue Eagle Cadet Program





Finance and Audit Committee Chair Report

Andrea Reimer
on behalf of
Tracie Redies,
Committee
Chair



Planning, Communities and Communication Committee Chair Report

Andrea Reimer
Committee Director

A person with a backpack stands on a train platform, looking at a blurred train. The person is wearing a tan coat and a dark scarf. The train is moving quickly, creating a sense of motion. The background is a blurred city street.

Human Resources and Governance Committee Chair Report

Andy Ross,
Committee Chair



Information Technology Committee Chair Report

Karen Horcher,
Committee Chair

2024 Business Plan and Budget

Christine Dacre, CFO | TransLink

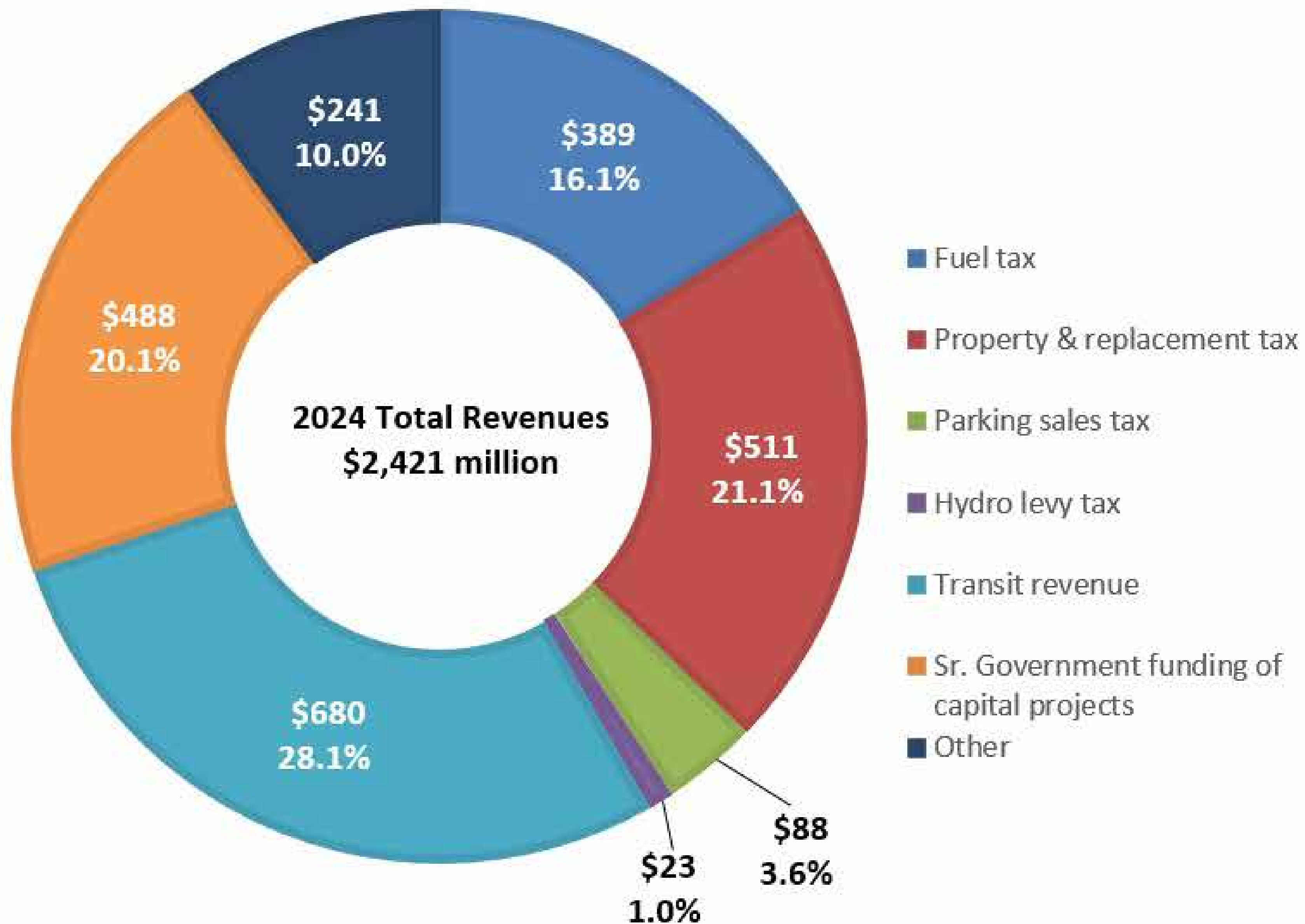
Olga Kuznetsova, VP Finance | TransLink

December 6, 2023

TRANS LINK

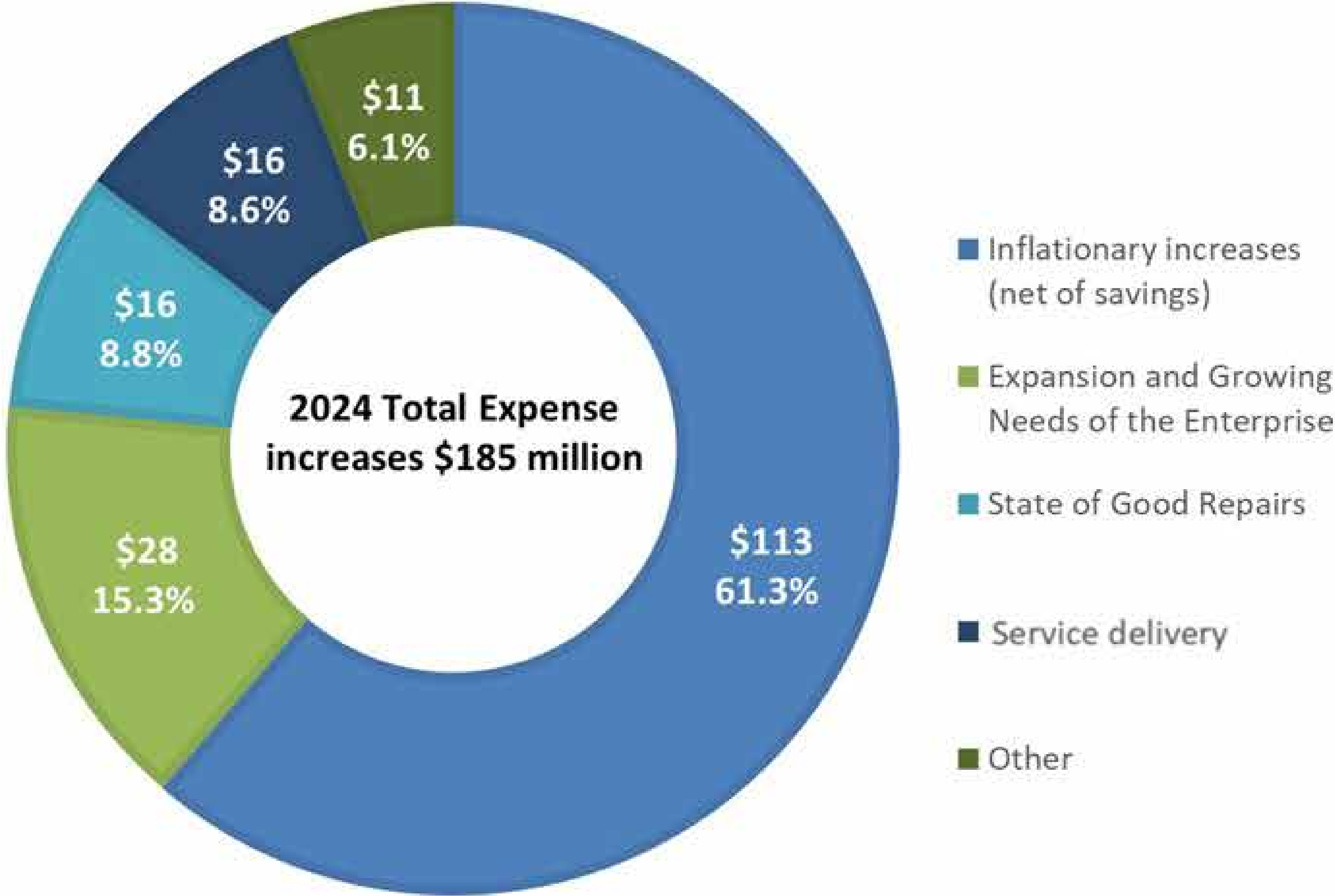
2024 total revenues are projected to be \$2.4 billion.

An increase of \$230.3M – up 10.5% from the 2023 budget.

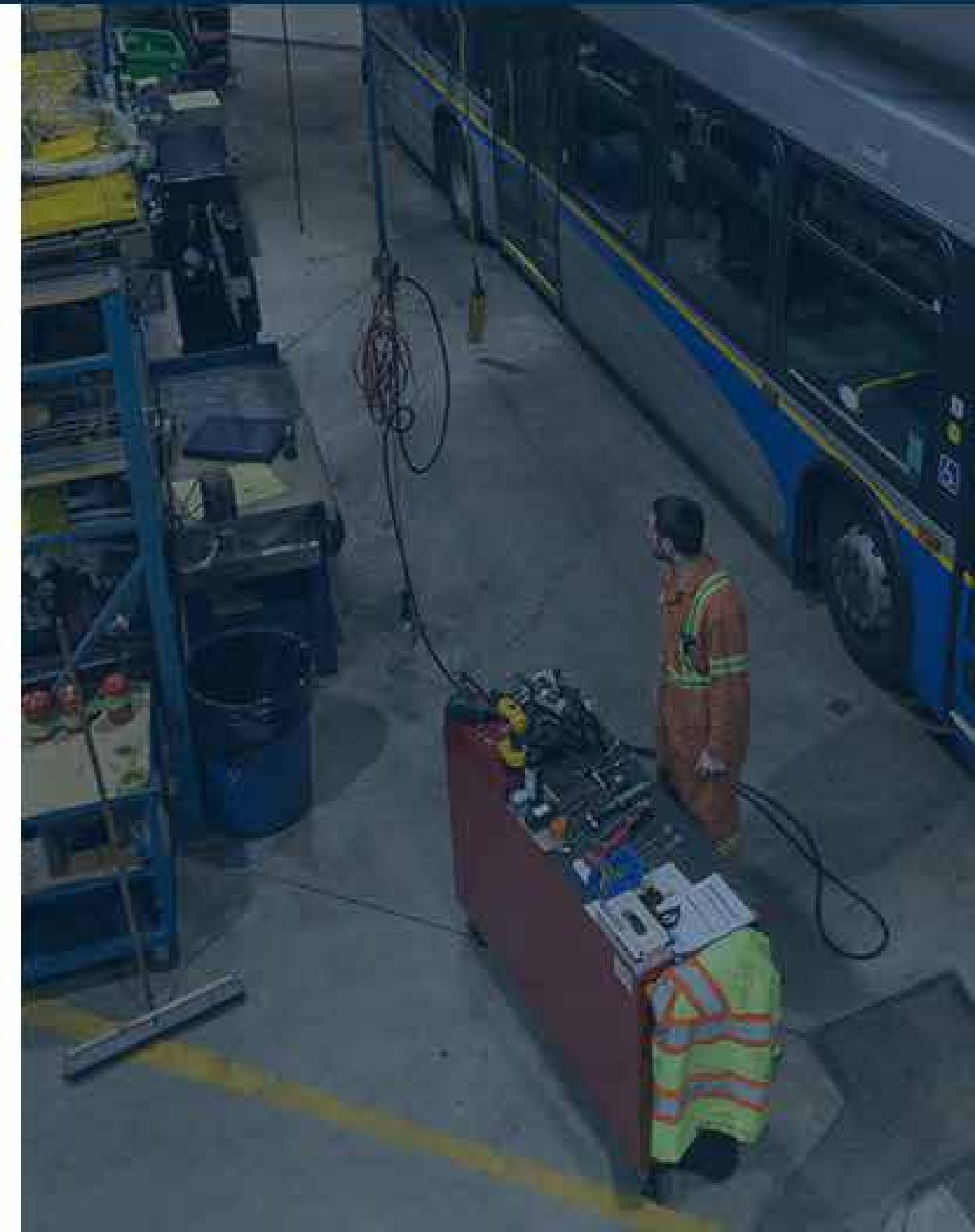


Inflation is a key driver of TransLink's 2024 budget.

Of the increase to ongoing operating costs, 7 of the 9.8 per cent is due to inflation. The remaining 2.8 per cent supports system readiness.



In 2024, we must make critical investments in our system.





TransLink is committed to keeping costs to a minimum.

Support costs are lower than the average of transit systems across North America.

Other efficiencies we've recently found:

- Merging enterprise office space
- Reducing cost of contracted services by bringing some services in house
- Expanding our Bus Speed and Reliability program to mitigate the costs associated with increasing congestion

A blurred city street scene featuring a modern building with a glass facade and a 'TRANS LINK' sign. The image is overlaid with a semi-transparent white box containing the text 'Thank you'.

Thank you

TRANS LINK

Development Cost Charges Bylaw Amendment

Christine Dacre,
CFO



Bus Stop Accessibility for Customers with Sight Loss

Sarah Ross, MP Transportation Planning and Policy | TransLink
December 6, 2023

Work complete

TransLink has completed its three- pronged approach to improving bus stop accessibility for customers with sight loss.

- TWSI installed at 157 locations in 2022
- Dual-format braille and tactile signage fully installed.
- Wayfinding technology pilot ended in August, 2023



What we heard

Identify a transit stop



Identify that it is the **correct** stop



Navigate to it **independently**



In **December 2019**, the TransLink Board approved the following approach to **improving the accessibility** of the transit system for customers with sight loss:

- Install Tactile Walking Surface Indicators
- Install dual-format braille and tactile signage
- Undertake a pilot to test wayfinding technology

Accessible Navigation Pilot Project

TransLink selected a QR code-based wayfinding and navigation system to pilot technology for six months in 2023.

- 16 bus stops selected for installation
- Ten moderated participants guided by staff
- Online survey available through the app



Outcomes

The **pilot** was evaluated against alignment with customers' requirements, and factors impacting broader implementation. It provided valuable information on wayfinding technology and guidance for future initiatives.

- An app-based technology showed promise and received positive feedback from participants, and could benefit a wider customer base
- Wayfinding technologies are relatively new
- Installation needed to accommodate space and height constraints of bus stop poles

Further work to improve wayfinding is not underway in the near-term, but will benefit from insights gained through this pilot



