

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**AGENDA**

March 29, 2023  
9:00 am – 12:15 pm

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- 1. Call to Order and Opening Remarks**
- 2. Public Delegations**
- 3. Q1 2023 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. 2022 Year End Financial and Performance Report**
- 12. 2022 Audited Consolidated Financial Statements**
- 13. 2022 Statutory Annual Report**
- 14. 2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw**
- 15. Transit Tariff Amendment – Effective July 1, 2023**
- 16. TransLink Respectful Workplace Policy**
- 17. TransLink Drug and Alcohol Policy**
- 18. Consent Agenda**
  - 18.1 Independent Transit Service Application – Richmond Discovery Shuttles 2023
  - 18.2 Response to Public Delegations
  - 18.3 2022 Accountability Report
  - 18.4 TransLink Bridges – Operations, Maintenance and Rehabilitation Report
  - 18.5 2022 Annual Reports from Accessibility Advisory Committees
- 19. Conclusion**



TO: Board of Directors  
FROM: Kevin Quinn, CEO  
DATE: March 24, 2023  
SUBJECT: Q1 2023 CEO Report

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The purpose of this report is to provide a summary of TransLink's key activities from the quarter.

Ridership is coming back strong, with TransLink continuing to lead ridership recovery amongst peer agencies in Canada and the USA. TransLink ranks fifth for transit boardings in Canada and the USA, despite being 24<sup>th</sup> in terms of regional population. In 2023, TransLink is projecting that ridership will continue to recover, but at a slower rate.

This year work will commence on our next Investment Plan which will look to stabilize finances to prepare for the future. Sustainable transportation is not only one of the solutions to the climate crisis, but with 50,000 newcomers moving to the region every year, there is a desperate need to continue to invest in transportation infrastructure to keep up with Metro Vancouver's growing population. Aside from seeking government support and funding, we have taken steps to identify new ways to fund transit service and expansion and offset lower-than-expected ridership, with the launch of initiatives such as the Real Estate Development Program and the Transit-Friendly Employer Program.

As TransLink looks to the future, it is important to highlight the importance of sustainability, reconciliation, and inclusion in order to make a meaningful impact. These three pillars transcend into everything TransLink does. In 2023, we will continue to deliver safe, reliable service every day while planning for the future and working to implement and achieve the goals outlined in the 10-Year Priorities.

## **TRANSLINK STRATEGIC PRIORITY: REBUILD CUSTOMER RIDERSHIP**

### **Customer Experience update**

As part of the Customer Experience Action Plan, TransLink is committed to providing transportation services that not only meet customer expectations but exceed them. Customer experience remains one of TransLink's top priorities, and work is ongoing to improve that experience through new innovations and customer features.

#### *Interac Launch*

In January, we introduced contactless Interac Debit as a new payment option across TransLink's system. With this announcement, TransLink became the first transit agency in Canada to fully integrate contactless Interac Debit payments systemwide. To ensure Compass Readers were compatible with every brand of Interac Debit



card, TransLink worked with Interac and Cubic Transportation Systems to upgrade over 5,000 Compass Readers across the system.

The introduction of Interac Debit Tap to Pay makes boarding transit even easier, more convenient, and more accessible to use, giving customers another payment option. The introduction of the Interac Debit payment option on TransLink's system will increase inclusivity and accessibility for those customers who don't have or use credit cards or have not previously been able to use Tap to Pay options.

### *Accessible Navigation Project*



Beginning in February, TransLink launched the Accessible Navigation Project. To make it easier for customers with sight loss to navigate the transit system, TransLink partnered with NaviLens, a Spanish-based company, to bring their proprietary technology solution to Canada for the very first time. The NaviLens system is in use around the world to help people with sight loss find their way in public spaces, including transit systems, rail stations, and shopping centres.

Specialized coded decals, resembling QR codes, were installed at three TransLink locations in New Westminster and Vancouver. These decals can be read with the NaviLens Android or iPhone app from up to 14 metres away, which then provides audio and haptic cues to help customers with sight loss navigate and access real-time customer information. The Accessible Navigation Pilot Project will run for six months gathering community input on this technology as well as exploring its feasibility on TransLink's infrastructure. This new wayfinding technology reinforces TransLink's commitment to accessibility and dedication to creating a more inclusive transit experience.

### *Customer Information is now available in over 300 languages*

Metro Vancouver is home to a diverse population, rich in languages spoken. To ensure customers can get the information and support they need, TransLink recently introduced a new service that offers customers the option to speak to Customer Information agents over the phone in more than 300 languages. To use this service, customers can call TransLink's Customer Information phone line during operating hours and verbally request assistance in their chosen language. From there, the Customer Information agent will start a three-way call with a professionally certified translator from MCIS Language Solutions.



To ensure staff levels are appropriate during peak call times, the operating hours of the Customer Information phone line have also been updated. This service is another example of how TransLink is improving the customer experience – making the system easier to use, more personalized, and more accessible than ever.

*Amazon Lockers at key transit hubs*



At the end of January, TransLink became the first transit agency in Canada to partner with Amazon to introduce Amazon Lockers at popular transit hubs across Metro Vancouver – Bridgeport Station, Newton Exchange, Carvolth Exchange, and South Surrey Park and Ride.

To take advantage of this new convenient way to pick up Amazon packages, customers can simply select the “deliver to a shared locker near me” option at checkout on the Amazon website or app, at no additional cost. Once customers arrive at the locker location, they can use their smartphone to activate the locker door to receive their package.

As part of the Customer Experience Action Plan, TransLink is committed to delivering a transit system that is more personalized, tailoring services to meet customer needs and preferences. With people shopping online more than ever, this partnership meets the evolving needs and preferences of shared customers by giving them the option to seamlessly pick up their Amazon packages on transit.

**TRANSLINK STRATEGIC PRIORITY: FOSTER A SAFE, SKILLED, AND RESILIENT WORKFORCE**

*New Indigenous language signage and art at SeaBus Terminals*

In January, TransLink unveiled new Indigenous art and accompanying Indigenous language signage at the Lonsdale Quay and Waterfront SeaBus terminals. The new signage supports Indigenous language revitalization and preservation by creating awareness of the deep connections to the land and waters by the ancestors and current Indigenous community members of the shared and unceded territories of xʷməθkʷəyám (Musqueam Indian Band), Skwxw̱ ú7mesh Úxwumixw (Squamish Nation), and səliłwətał (Tsleil-Waututh Nation).

Created by Indigenous artists ʔəy̓xʷatəna:t Kelly Cannell, Siobhan Joseph, and qʷənat Angela George, the artwork is a tribute to the Chinook salmon, which has played an iconic role in life on the West Coast for generations and is a critical part of the ecosystem in Burrard Inlet and the Pacific Ocean. The new Indigenous art and signage can be seen at the Lonsdale Quay SeaBus terminal entrance, above the SkyWalk doors at Waterfront Station, and along the windows near the SeaBus terminal escalators at Waterfront Station.



TransLink recognizes and respects the distinct cultures, traditions, histories, and languages of Indigenous Peoples in Canada, and understands the importance and need for language revitalization and preservation. TransLink remains committed to the important work that must be done to support lasting and meaningful reconciliation by including Indigenous perspectives, cultures, and languages throughout the transit network.

### *Enterprise Leadership Town Hall*

In mid-February, TransLink hosted its annual enterprise leadership Town Hall, gathering leaders from across the enterprise to reflect on 2022 and look ahead to what will be a transformative year in 2023. Not only did TransLink make strides in important spaces like climate and customer experience in 2022, but we also laid the foundation for the future of transportation in Metro Vancouver by adopting key strategic plans like Transport 2050 and the 10-Year Priorities.

TransLink and its operating companies have a lot to be proud of, whether it was releasing milestone plans, completing big projects, or delivering reliable service every day. Our staff are our most valuable asset, and it's vital that we remain committed to fostering our people, continuing to build a resilient workforce, and focusing on recruitment and retention.

### *Transit Operator and Worker Appreciation Day*

On Saturday, March 18, transit agencies across Canada celebrated Transit Operator and Worker Appreciation Day. Each day more than 8,000 transit employees who make up TransLink, BC Rapid Transit Company, Coast Mountain Bus Company, and Transit Police show up to provide an essential service for the people of Metro





Vancouver. These are the people that go the extra mile for TransLink's diverse customer base to ensure that each experience on the system is the best it can be.

Whether helping customers get to work, appointments, or visiting family and friends, TransLink enterprise employees keep this region moving. Thank you to all TransLink enterprise employees for their hard work and dedication – not just on Transit Operator and Worker Appreciation Day but every day.

## TRANSLINK STRATEGIC PRIORITY: DELIVER A RELIABLE TRANSPORTATION SYSTEM IN A STATE OF GOOD REPAIR

### *TransLink's newest battery-electric bus*

In February, TransLink took another big step towards electrifying its bus fleet with the introduction of a new type of battery-electric bus. The new Nova LFSe+ Electric bus is the first of 15 new buses that will bring TransLink's battery-electric bus fleet from four to 19 over the next year. Once in service, they will fully electrify Route 100 (22nd Street Station/Marpole Loop).

The new buses can travel 150 kilometres on a single charge and can be topped up by on-route overhead chargers in approximately five minutes. In addition to saving TransLink around \$40,000 in fuels costs annually per bus, greenhouse gas emissions will be reduced by over 1,000 tonnes annually once all 15 buses are in service.

Over the coming months, TransLink will be ordering more battery-electric buses and the necessary charging infrastructure to support electrifying more routes. The Federal and Provincial governments have committed to supporting the future electrification of TransLink's fleet through significant investments in the 2022 Investment Plan. The expansion of the bus fleet is a critical step towards achieving climate targets outlined in TransLink's Climate Action Plan and Transport 2050: 10-Year Priorities.





### *The latest Broadway Subway Project milestone*



The Broadway Subway Project reached a key construction milestone at the end of January, as the first of two tunnel boring machines broke through to the Mount Pleasant Station construction site. This breakthrough represents the first completed tunnel segment on the new line, running from the future Great Northern Way-Emily Carr Station to the future Mount Pleasant Station. Tunnelling work to connect the final four stations ending at Arbutus Street, is expected to be completed before the end of 2023.

The Broadway Corridor in Vancouver is an important economic, healthcare, and residential centre, and is home to the busiest bus route in Canada and the USA – with more than 100,000 transit trips each day. TransLink is encouraged by the progress being made on a project that will contribute significantly to meeting the transportation needs of this region.

### *Capstan Station Construction Update*

Progress continues to be made on the Capstan Station construction project. Construction work on the ground floor of the station is advancing, including completion of the concourse roof, masonry walls for the back-of-house rooms, and installation of the escalator frames. Work has also progressed at the platform level, including the installation of concrete platforms, platform roof panels, and the beginning of work in the guideway.

Built around No. 3 Road and Capstan Way in Richmond, the new station will be located between the existing Bridgeport and Aberdeen Canada Line stations. The station is being built to support the growing development in the area and to provide customers with convenient access to the SkyTrain network. Construction is expected to be completed in summer 2023 with the opening of the station expected in fall 2023. Once complete, Capstan Station will deliver a safe, efficient, and environmentally sustainable transportation option for the Capstan Village area, which projects up to 16,000 residents once nearby developments are completed.



## **TRANSLINK STRATEGIC PRIORITY: ACHIEVE FINANCIAL SUSTAINABILITY**

*TransLink's 2022 Accountability Report*



TransLink is pleased to release its 2022 Accountability Report, marking the sixth year of integrated reporting and covering the performance of TransLink and its operating companies for 2022. The Report brings together financial performance, people practices, and sustainability measures and is prepared to inform regional partners and enterprise employees, as well as customers, Indigenous Peoples, taxpayers, investors, and sustainability and transportation communities.

This year's report focuses on TransLink's resilience, highlighting the innovative efforts made to rebuild customer ridership, plan for the future, and deliver excellent service to our customers. In 2022, we remained focused on our customers, welcoming back 80 per cent of our riders and leading our peers in ridership recovery. As the world around us evolves and the region grows, we're making plans to continue putting customers first through constant innovation, and by listening and delivering on peoples' needs. TransLink is working to build a better region, planning a bright future of transportation in Metro Vancouver through Transport 2050 and the 10-Year Priorities. The 2022 Accountability Report illustrates that high levels of ridership recovery in 2022 underscore the need for continued investment in transit expansion. With 50,000 newcomers moving to the region every year, further investment in transit is critical to ensure that we're prepared to both maintain our current levels of service and expand critically needed services.

*Provincial relief funding*

On March 15, the provincial government announced \$479 million in funding for TransLink. This funding ensures TransLink's ability to maintain current service levels and continue steady operations as planned, until the end of 2025. It will also alleviate the large losses the organization has experienced due to shortfalls in ridership revenue, higher service costs due to inflation, and supply chain issues which have put an unprecedented strain on our finances.



While the announcement provides certainty for operations in the short-term, it is essential TransLink continues to find permanent solutions to address the structural financial challenges. Diminishing revenue sources, such as the gas tax, are not sustainable to support service levels and operations long-term.

With ridership continuing to rebound, coupled with an estimated 50,000 new people moving to Metro Vancouver each year, it is essential that we advance expansion plans to keep up with growing demand. The 10-Year Priorities provide the blueprint necessary to deliver effective transit into the future, and these





important projects still require funding. We are steadfast in our commitment to continuing working with partners to find funding options for critical service expansion.

TransLink is very appreciative for this vote of confidence in our system and are grateful to the provincial government for recognizing that without this relief funding, we would not be able to continue to support our customers, and the movement of goods in our region.

### *Mayors' Council funding request*

Reliable and efficient transit is crucial to Metro Vancouver's residents, businesses, and economy. In February, TransLink's Mayors' Council made a formal request to the Federal Government to renew its partnership with the region and the Province to ensure TransLink's system can sustain and expand services in the face of continued post-pandemic financial challenges. Pressures on the transit system are compounded by the rapid ridership growth across Metro Vancouver, as TransLink continues to have some of the highest ridership among Canadian and US peer agencies. Overcrowding on the system, especially South of the Fraser and other fast-growing communities, is approaching levels not seen since before the pandemic when we were struggling to keep up with surging demand.

With continued ridership growth and nearly 50,000 newcomers coming to Metro Vancouver every year, it's vital that TransLink continues to receive sustainable and dependable funding to both maintain current levels of service and prepare for critically needed expansion. TransLink looks forward to continuing work with its municipal, provincial, and federal partners to ensure a prosperous and sustainable future for the system and the region.

### *Bus Speed Reliability Report on congestion underscoring need for transit investment*

TransLink's latest [Bus Speed and Reliability Report](#) shows that bus delays due to traffic congestion have returned to pre-pandemic levels, emphasizing the need for bus infrastructure investments as laid out in TransLink's 10-Year Priorities. The report found that bus delays cost Coast Mountain Bus Company \$80 million per year, equating to around 15% of the company's operating costs. However, the report suggests that these are solvable problems, with investment in expansion the key to improving bus performance in the region.

Buses operate faster when protected from traffic via bus priority measures such as those funded by TransLink's Bus Speed and Reliability Program. These investments complement the service expansions and future RapidBus and Bus Rapid Transit (BRT) corridors identified in TransLink's 10-Year Priorities.

Every day, customers rely on buses to get them to the places that matter most. With congestion returning on Metro Vancouver's roads, it's more important than ever that we prioritize bus service, continue to invest in transit, and meet the needs of our growing region.

The past few months have been an exciting time at BCRTC. We are making rapid progress on foundational improvements towards achieving our dual objectives of Delivering Excellent Service and Achieving Future Readiness while improving our culture and ensuring our people are healthy, motivated, and fulfilled.

As part of Achieving Future Readiness and in preparation for the next Investment Plan, all BCRTC departments are quantifying and confirming future needs for staffing, space, scheduling, and operational readiness. This work takes into consideration upcoming funded expansions in system scope and fleet, as well as new operations and maintenance facilities. Appendix A includes a snapshot of our growth trajectory.

In the immediate term, we finalized our 2023 Business Plan, which was launched in January. Our 2023 Business Plan includes 92 initiatives which touch every part of our business and aligns the company according to our dual objectives.

In addition, BCRTC leadership developed the company's 2023 Business Effectiveness Transformational Objectives:

- Improve our attractiveness as a preferred employer
- Improve our prioritization and key performance indicators
- Identify and break down silos (internal and external)

These transformational objectives promote cross-departmental transparency; instill a sense of common purpose; hold us accountable to each other; and break down silos between internal and external groups.



**TransLink Strategic Priority: Rebuild customer ridership  
BCRTC Objective: Deliver Excellent Service**

***Expo and Millennium SkyTrain Service***

In Q4, Expo and Millennium Line service delivery was 98.8%, with 99.3% of scheduled service delivered for all of 2022. On-time performance was 95.4% for the quarter and 95.9% for the year. These results were achieved despite the extreme December winter storms.




**Customer Service and Experience**

The SkyTrain Customer Survey overall score for Q4 was 8.3. For the year, the score was 8.4 with 78% of riders rating our service an 8 or higher out of 10. Notable improvements were observed in the categories of 'Having Courteous, Competent and Helpful SkyTrain Staff', 'Staff availability', 'Service frequency' and 'Feeling Safe from Crime Inside Station'. Areas for improvement include 'Train over-crowding' and 'Clean cars and stations'.

**Ridership**

Ridership for rail services continued to rebound as the region recovers from the COVID-19 pandemic. Q4 boardings were consistent with the previous quarter at 22.6 million for the Expo/Millennium Lines, 9.2 million for Canada Line and 252 thousand for West Coast Express. Compared to last year, there were nearly 41 million more boardings across all three services

*2022 boarding totals were:*

	2022	2021
 SkyTrain	83 million boardings	55.2 million boardings
 Canada Line	33.6 million boardings	21.1 million boardings
 WCE	900 thousand boardings	500 thousand boardings

In December, West Coast Express was proud to again offer two days of Santa Train service in support of various Christmas bureaus throughout the communities served by WCE. Thanks to the generosity of riders, West Coast Express was able to donate 1078 toys in 2022.

### Passenger Injuries

Passenger injuries continued to show positive results. The Q4 injury rate of 0.58% was the lowest quarter in two years. For 2022, the overall rate was 0.90%, which was better than the target of 1.0 injuries per million boarded passengers (pmbp).

## TransLink Strategic Priority: Foster a safe, skilled, and resilient workforce BCRTC Objectives: Safe, Clean, and Green Service; Renewed People Culture

### Safety, Environment, Emergency Management

Employee safety on our system and in our workplace continues to be our top priority. As a result of this continued focus BCRTC passed WorkSafe BC's Certificate of Recognition (COR) audit, receiving a score of 92%. The previous year's results were 91%.

### Environment

The Energy Management working group completed two energy efficiency campaigns in Q4 including resealing of windows to save on heat loss. As well, lighting upgrades were completed for the Evergreen Tunnel, OMC1 Parking Lot, and Mk1 vehicle interiors. All initiatives qualified for and received funding rebates from BC Hydro.

### Lost Time Incidents (LTI)

This quarter's LTI rate is 4.2 injuries per 200,000 hours worked. We are seeing improvement in several department within the Maintenance division including Support Shops celebrating 400 injury-free days, joining the Guideway and Rail-borne Equipment groups in achieving this milestone. In 2023, the Safety department is rolling out safety theme campaigns, including a focus on Slips, Trips and Falls.

### Recruitment

As part of future readiness for our expansion, BCRTC is recruiting about 500 net new positions in the coming few years. We continue to engage with local agencies to identify a pool of qualified candidates and inform the market about our strengths as a preferred employer. In October, BCRTC held its first ever Recruitment Fair. Outreach involved establishing relationships with 23 organizations and agencies. The event was an overwhelming success with more than 1,500 applications and 500+ shortlisted candidates. We were able to fill our current Trades and Maintenance vacancies including four with Elevating Devices that have been vacant for some time.

### Training and Leadership

Training to support growth and succession planning for Control Operator (CO) retirements continued in Q4. An additional four COs recently began training for this critical employee group.

UBC leadership training for supervisors and managers also continued this quarter. Sustainment programming is planned for later in 2023 and onwards.

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

**BCRTC Objective: Deliver Excellent Service**

***Maintenance and Engineering***

Maintenance continued their state of good repair (SoGR) work with many activities occurring this quarter. Examples of ongoing SoGR initiatives include the running rail and pad replacement program and the turnout and switch machine replacement program.

The Engineering department went live with Deployment 3 (Rolling Stock and Support Shop) of the Enterprise Asset Management (EAM) project on November 1.

**BCRTC Objective: Achieve Future Readiness**

***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 the Broadway Subway Project plus the new Operations Control Centre (OCC2), OMC4, and the OMC1 upgrades. These projects are being delivered by TransLink and the Transportation Investment Corporation, with BCRTC providing support and developing plans for operational readiness and testing/commissioning.

**Expansion and Upgrades**

At our new operations and maintenance centre (OMC4) in Coquitlam, work continued with excavation to clear and prepare the land for construction. All existing buildings have been demolished and removed from the area.

At our Burnaby yard, expansion of our maintenance facility continued with a 2023 move-in date to the new Guideway Shop, with the Vehicle Maintenance Shop 3 facility opening in 2024. The new operations control centre (OCC2) is taking shape with the installation of foundation slabs, decks, and structural steel.

The first five Mk5 cars (out of the full order of 205 cars) are at the Alstom manufacturing plant in Kingston, Ontario for final outfitting. This first train will perform qualification testing at the upgraded Kingston test track before coming to Burnaby towards the end of 2023.

**Station Upgrades**

Brentwood Town Centre SkyTrain Station upgrades continued in Q4. Brentwood Station is the first Millennium Line station to receive upgrades since the line opened. Work in 2022 included demolition of existing open-air stairway, and excavation and installation of a new foundation and structure steel for a new stairwell, elevator and mezzanine expansion.

As we prepare for new Mk5 trains, the work to accommodate longer trains has begun on Expo Line stations under the SkyTrain Station Access and Safety Project, starting with Waterfront and 22<sup>nd</sup> Street stations.

**Elevating Devices**

Replacement work began at Burrard SkyTrain Station for replacement of the five escalators at this busy location. Beginning in November, Burrard Escalator #4 was the first device to begin replacement. This elevating device is the up escalator from the westbound platform to the ticket vending machine level. Wayfinding signs and hording have been installed to assist customer flows.



## West Coast Express

Work on the refurbishment of two WCE locomotives continued in Q4. It is anticipated that the first locomotive will be available for testing and commissioning in Q2 2023. When successfully commissioned, WCE will again have the ability to deliver full five train service if ridership increases warrant it.

### Q4 Key Performance Indicators

Key Performance Indicators – as of December 31, 2022	SkyTrain (excluding Canada Line)			SkyTrain (excluding Canada Line)			West Coast Express			West Coast Express		
	Q4 Target	Q4 Actual	Q4 Last Year	YTD Target	YTD Actual	YTD Last Year	Q4 Target	Q4 Actual	Q4 Last Year	YTD Target	YTD Actual	YTD Last Year
<b>Customer Experience</b>							<b>Customer Experience</b>					
Customer Service Performance Survey – SkyTrain Service Overall <sup>1</sup>	8.3	8.2	8.4	8.3	8.3	8.5	-	-	-	8.6	8.9	8.9
Boarded Passengers (in thousands) <sup>2</sup>	25,570	22,603	16,941	94,102	82,966	55,199	243	252	170	911	885	515
Customer Complaints (per million boarded passengers)	17.9	14.1	- <sup>a</sup>	17.9	15.4	- <sup>a</sup>	216	115.0	235.4	216	143.5	190.2
<b>Safety</b>							<b>Safety</b>					
Major Passenger Injuries (per million boarded passengers) <sup>3</sup>	1.00	0.58	1.30	1.00	0.90	1.14	0	0	0	0	0	0
Employee Lost Time Frequency (per 200,000 hours worked) <sup>4</sup>	4.0	4.2	4.5	4.0	4.6	3.7	0	0	0	0	0	0
Physical Assaults (per 200,000 hours worked)	1.7	1.0	2.7	1.7	0.8	1.5	0	0	0	0	0	0
Total Recordable Incident Frequency	-	36.2	34.1	-	30.9	26.6	-	-	-	-	-	-
WSBC Inspections / Orders <sup>5</sup>	-	0/0	2/0	-	7/0	8/2	-	-	-	-	-	-
<b>Operations</b>							<b>Operations</b>					
On-Time Performance (OTP) <sup>6</sup>	96.5%	95.4%	96.1%	96.5%	95.9%	96.6%	97.8%	94.3%	95.8%	97.8%	94.7%	96.4%
Percentage of Scheduled Service Delivered <sup>6</sup>	99.7%	98.8%	99.0%	99.7%	99.3%	99.5%	99.9%	99.6%	98.2%	99.9%	99.3%	99.3%
Incidents with duration 16 – 30 Minutes <sup>6</sup>	16	31	27	64	76	64	-	-	-	-	-	-
Incidents with duration over 30 Minutes <sup>6</sup>	8	19	15	32	57	50	-	-	-	-	-	-
<b>Finance</b>							<b>Finance</b>					
Operating Cost per Vehicle km <sup>7</sup>	\$4.43	\$4.71	\$4.39	\$4.30	\$4.18	\$3.92	\$30.26	\$24.65	\$28.72	\$32.24	\$27.16	\$30.53
Operating Cost per Capacity km <sup>7</sup>	\$0.049	\$0.052	\$0.051	\$0.048	\$0.047	\$0.045	\$0.205	\$0.167	\$0.195	\$0.218	\$0.184	\$0.207

a. Expo-Millennium Lines' complaints are tracked through CMBC (Coast Mountain Bus Company) Customer Information's ticketing system (COMS). Due to the December 2020 cyber-security incident, 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 CSPA score for EM in Q4 was 8.2.

There was no survey conducted for WCE in Q4 2022.

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

- Monthly ridership for EM were 8.00, 7.70, and 6.90 million, respectively. This represented about 76.8%, 79.3%, and 77% of Pre-COVID ridership numbers in 2019.
- Monthly ridership for WCE were 90,229, 94,032, and 67,894 respectively. This represented about 37.2%, 42.6%, and 36.9% of Pre-COVID ridership numbers in 2019. In addition, two Santa Trains ran on December 3rd and 4th with 12 cars each.

3. In Q4 2022, there were a total of 13 passenger injuries for EM with the rate of injuries per million boarded passengers at 0.58 for the quarter. This is the lowest quarterly rate since Q2 2020. No passenger injuries were reported for West Coast Express in 2022.

4. There were 10 Lost Time accident claims accepted by WSBC in Q4. Safety has been focusing on slip, trip, and fall injuries, identifying the trends, root causes, and then implementing control measures to reduce injuries. Safety is working with security to understand potential opportunities that could prevent some of the incidents leading to mental health claims.

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 Q4 2022, there no WorkSafe BC inspections at BCRTC, and no compliance orders from the inspections.

6 OTP in Q4 for the Expo & Millennium Lines was 95.4%. We ended 2022 with OTP at 95.9%. Service Delivery (SD) in Q4 2022 was 98.8% with a full year result of 99.3%. The loss of SD in Q4 was primarily due to service adjustments during the inclement winter weather.

Both categories of Expo-Millennium Delay Incidents were above target, whereas those over 30 minutes were slightly above the quarterly target. Incident duration measures the time between the incident start time until the system can resume normal operation.

As for WCE, both OTP and SD for Q4 were 94.3% and 94.7% respectively. Full year result were 99.6% and 99.3%. OTP was mostly affected by CP caused delays, including many weather-related switch issues in December. As for SD, there were two cancellations in Q4: one due a locomotive turbo failure, and the other due to an issue with ground relays.

7. Operating cost per vehicle kilometres for EM was favourable to budget by 2.9%, whereas the operating cost per capacity kilometres was 1.0% favourable. Operating costs for EM were 4.8% (\$10.8M) favourable to budget due to temporary vacancies and lower benefits costs, favourable maintenance expenses related to changes in planned work, and savings from BC Hydro cost-of-living credits. The favourable variance was partially offset by overtime for vacancy and absenteeism coverage and wages related to the vehicle technician wage rate arbitration. Vehicle kilometres and capacity kilometres were below budget by 2.0% and 3.8%, respectively, driven by service impacts due to the winter weather conditions in January and in December, as well single tracking in August due to SkyBridge maintenance work. Capacity kilometres has a larger variance to budget than vehicle kilometres, which is caused by higher-than-budgeted use of Mark I trains. 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 1 trains was required to facilitate state-of-good-repair fleet maintenance campaigns.

As for West Coast Express, operating costs per vehicle and operating cost per capacity kilometres were both favourable to budget by 15.8%, primarily because the operating costs were 5.1% favourable to budget (\$1.0M). Operating costs budget variances were driven by favourable CP Rail contract service costs and lower maintenance activities offset by unfavourable diesel fuel prices. Vehicle kilometres and capacity kilometres were 12.6% above budget, mostly due to added cars throughout the year. West Coast Express operated four trains with a total of 25 cars per day in each direction at the end of 2022. 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.*

## Appendix A – BCRTC Growth Trajectory Snapshot as of Q4 2022



	Train Storage & Operation		Train Maintenance & Servicing		Field Operations		Infrastructure Maintenance				Support Services	
Year/Attribute	Fleet Quantity		Service Km* (million, annual)		Stations		Elevating Devices		Linear track** (km)		Headcount	
<b>Actuals - 2022</b>	<b>342</b>		<b>51.3</b>		<b>39</b>		<b>204</b>		<b>134</b>		<b>1225</b>	
Total - 2026	377	+10%	71.9	+40%	45	+15%	253	+24%	155	+16%	1556	+27%
Total - 2028	467	+37%	77.0	+50%	53	+36%	308	+51%	187	+39%	1782	+45%
Total - 2033	537	+57%	98.1	+91%	58	+49%	344	+69%	225	+68%	2062	+68%
Total - 2050	655	+92%	111.1	+116%	58	+49%	347	+70%	225	+68%	2217	+81%



**TransLink Strategic Priority: CUSTOMER EXPERIENCE AND PUBLIC SUPPORT**

**CUSTOMER EXPERIENCE**

**Winter Weather Response**

- In preparation for inclement weather, TComm maintained frequent communication with municipalities to ensure transit routes and priority corridors were maintained.
- Snow socks were utilized on SFU, North Shore and UBC routes on snowy days.
- All CMBC bus tires have the 3-Peak Mountain Snowflake rating – the transit bus equivalent of snow tires.
- Transit Operators accommodated customers during inclement weather conditions throughout the season by allowing them to board the bus to get shelter, while at the terminus/layover, when possible.
- Transit Operators, Transit Supervisors, Transit Security Officers, and Operations team members provided additional support to employees and customers throughout the system during the inclement conditions.

**Corridor Deployment Project**

- After a successful pilot last summer, Corridor Deployment has been re-launched as an ongoing commitment to improve service reliability and customer experience.
- Corridor Deployment includes the TComm and Transit Supervisor team monitoring bus routes along specific corridors, making real-time adjustments to on-time performance, signage, bus bunching, bus loads, shelters, passenger information, cancelled service percentages, overcrowding, and short turns, as well as overall safety and visibility.
- Corridor Deployment will be implemented on one corridor per month per depot. Corridors will be selected via an operational review. Major routes that pass through each depot's corridor are as follows:

<b>Depot</b>	<b>Route</b>
Burnaby Transit Centre	Route 240 (Lynn Valley / Downtown)
Hamilton Transit Centre	Route 410 (Richmond-Brighouse / 22nd Street)
Poco Transit Centre	Route 159 (Coquitlam Central / Braid)
Richmond Transit Centre	Route 430 (Metrotown / Brighouse)
Surrey Transit Centre	Route 321 (White Rock / Newton / Surrey Ctrl.)
Vancouver Transit Centre	Route 20 (Victoria / Downtown)



### **Customer Information Call Centre**

- Call volumes in Q4 2022 were approximately 63% of those seen pre-pandemic in Q4 2019, and an increase of 2% over Q3 2022. Feedback numbers in Q4 2022 were approximately 70% of those seen pre-pandemic in Q4 2019, and a decrease of 6% over Q3 2022. Both call volumes and feedback numbers continue to remain below pre-pandemic levels.
- In February 2023, Customer Information updated their phone service operating hours to 6:30 a.m. to 10 p.m., seven days per week. (Former hours: 5:30 a.m. to 12:30 a.m. M-F, 6:30 a.m. to 11:30 p.m. Sa-Su.) There was no change to the Twitter hours including posting of alerts and responding to questions. The updated hours help to ensure staff levels are appropriate during peak times. Customer Information continues to have the longest operating hours of any transit agency call centre in Canada.

### **Braille and Tactile Bus Stop Signage**

- As of January 18, 2023, approximately 87% of bus stops have had their Braille and tactile signs installed. Full completion is expected by summer 2023 and is dependent on supply of signage from the manufacturer.
- 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.

### **Access Transit Service Delivery**

- HandyDART continues to report a steady increase in ridership. In December 2022, 72% of budgeted trips were delivered which is similar to 73% in September 2022.
- In December 2022, taxi usage accounted for 22% of all trips which is similar to 23% in September 2022. The remaining 78% were delivered by HandyDART. Access Transit Service Delivery is working closely with First Transit to ensure the use of taxi services are managed within budget and root causes are addressed appropriately.
- In December 2022, on-time performance (OTP) was 89% which is a reduction from 90% achieved in September 2022. The stable taxi usage and reduction in OTP was attributed to a rise in demand, Collective Agreement requirements, recruiting challenges, and severe weather experienced in the month of December.

### **Wheelchair-Accessible Bus Stops**

- As of January 31, 2023, CMBC had 6,810 accessible bus stops out of a total of approximately 8,200. Each year, we aim for a 2% increase. This initiative is a collaboration between CMBC and the municipalities who own and maintain bus stops.

### **Fare Revenue**

- As of the end of December 2022, farebox revenue was approximately 68% of pre-pandemic volumes. As expected, this is a decrease of 2% when compared to volumes as of September 2022. December typically trends lower due to the holiday season and winter weather.

## **SAFETY**

### **Responding to the COVID-19 Pandemic: Our Customers**

- Given frequent interactions with the medical system by HandyDART Operators and customers, masks are still mandatory on HandyDART vehicles. CMBC has maintained increased vehicle cleaning levels.

### **Responding to the COVID-19 Pandemic: Our Employees**

- *Communicable Disease Prevention Plan* – The 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 team continues to monitor the risk level of COVID-19 variants and guidance from the Provincial Health Office.
- *Employee and Contractor Vaccination Policies* – Effective December 1, 2022, CMBC's Vaccination Policy was suspended. Proof of vaccination against COVID-19 is no longer required and employees on an unpaid Leave of Absence were invited back to the workplace.
- *Employee Hotline* – The telephone hotline implemented in Q1 2020 has now closed.

### **Copper in Transit Project**

- The "Copper in Transit" project is a partnership between TransLink, CMBC, BCRTC, TTC, Teck Resources, VCH, and UBC. From September 2021 to December 2022, phase 2 of the study included on-vehicle testing in both Vancouver and Toronto. Over that period, the project sought to determine the antimicrobial efficacy and durability of copper products in the transit environment.
- At this time, the research teams are analyzing the in-situ microbial efficacy data and testing the efficacy of the products on specific viruses in the lab. UBC is conducting durability testing on the products removed from the transit vehicles. Results are expected to be available in Q2 2023 and will help to inform future decisions.

### **Employee Workplace Injuries / Accepted Lost Time Claims**

- In 2022, CMBC recorded 374 accepted lost time claims at a rate of 8.7 claims per 200,000 hours worked. This result is slightly higher than the 349 claims and rate of 8.0 in 2021.
- The increased number of claims can be attributed to extreme weather events and a higher number of slips/falls and vehicle collisions in the winter, as well as some heat stress incidents in the summer.
- The leading incident types resulting in lost time claims were Motor Vehicle Incidents (22% of all incidents), followed by Acts of Violence (15%), and Falls on the Same Level (15%).

### **Employee Days Lost Reduction Plan**

- A CMBC working group continues to focus on reducing the number of days lost due to injuries, focusing on three key elements: preventing injuries, advocating for fair

claims management policies, and maximizing effectiveness of the Return-to-Work (RTW) Program.

- Launch of the updated program is expected this spring. Recent actions include:
  - The Recover at Work Policy was updated, formalizing the requirement for management and workers to participate in the program, including maintaining communication throughout the recovery period.
  - Case management processes, training, and documentation are being modernized.
  - To monitor program effectiveness, key performance indicators are also in development.

### **Naloxone Training**

- A program to allow Transit Security Officers to carry and administer Naloxone, an overdose reversal drug, was recently approved. Approximately 70 Transit Security Officers and Security Operations Coordinators completed training on recognizing signs of an opioid overdose and how to administer the drug in February 2023, and these frontline responders will be equipped with Naloxone while out on the transit system starting in late March 2023.

### **Hasting Corridor Transit Security/Transit Police joint initiative**

- In Q1 2023, Transit Security launched a long-term initiative to enhance safety and security for our customers in employees in the Hastings Corridor. Along with Transit Police, they will provide high-visibility presence at the following key locations:
  - Victoria and Hastings
  - Cambie and Hastings
  - Commercial and Hastings
  - Princess and Hastings

### **Transit Operator Assaults**

- In 2022, CMBC recorded 65 Transit Operator assaults, a 3% decrease from 2021 when 67 assaults occurred. This included 28 incidents of spitting, 23 physical assaults, 11 incidents of objects/liquid being used, and 3 incidents of threats.
- For 2022, the rate of assaults per 1 million boardings was 0.32, which is an improvement from 0.47 in 2021. The substantial decrease in rate is due to the large increase in ridership, and the small drop in total assaults.
- Through various working groups, collaborations, and initiatives with Transit Security and Transit Police, CMBC continues its efforts to keep Transit Operators safe. In particular, the Safety team, along with representatives from across CMBC, has formed an internal task force to explore additional ways to help keep employees safe while providing transit service on the Downtown East Side.
- In addition, in early Q2 2023, Maintenance teams will begin the installation of permanent Operator Protection Barriers for the 400 conventional buses remaining with temporary soft barriers. CMBC is able to move ahead as the hard barrier

design that is unique to these buses has now been approved and budget has been secured. Community Shuttles will continue to have soft, vinyl barriers because of the limited space and design of the shuttle bus.

### **Health and Safety Software Project**

- The Health and Safety software, intended to modernize safety processes, incident management, return-to-work management, corrective actions, and performance reporting has been awarded to Cority, a vendor with a class leading, comprehensive Health, Safety, and Environment solution.
- A change management plan is currently being developed, as well as application process mapping, design, and IT sustainment in preparation for implementation.
- Digitization of all health and safety forms, and configuration of the incident modules will be complete by late 2023, with roll-out of the first elements, including Audits, Inspections, and Checklists by spring 2024.

### **Safety Management System Refresh**

- As part of the Safety Management System (SMS) refresh, updated incident investigation protocols were phased in on June 1, 2022, including revised forms, shorter completion timelines, and new quality control processes, among other changes. To support our managers in the change management, a new mandatory Incident Investigation Fundamentals e-learning was launched in September 2022.
- A new Incident Investigation Techniques course was piloted in December 2022 and is being offered in Q1 2023. This course is a four-hour in-person session focusing on incident investigation techniques. The new and revised training on incident investigations will provide supervisory staff with the necessary information and tools to conduct effective investigations and focus on prevention.
- A dedicated page has also been created on the CMBC intranet providing employees with a go-to resource on incident reporting and investigations regulatory and policy requirements.

### **Emergency Management Update**

- *Business Continuity* – Emergency Management has completed a Business Impact Analysis and a 'living' Business Continuity Plan (BCP) for Vancouver Transit Centre Operations. Together with TransLink and BCRTC, CMBC is using an in-house BCP template while exploring the market for other options.
- *Radio Communications* – Minor gaps were identified with radios during fire drills that occurred in Q2/Q3 2022 prompting Emergency Management to make equipment updates. All sites are now equipped with licensed, reliable, and consistent radio equipment.
- *Incident Command Training* – In Q4 2022, employees at Vancouver Transit Centre and all new Maintenance Supervisors began Refresher Incident Command Training with a focus on safety and evacuation. Training will continue into 2023 and include all frontline support staff.



## **WorkSafeBC COR Audit 2022**

- The annual Certificate of Recognition (COR) Audit was conducted in November 2022 and CMBC received an overall score of 92%. CMBC scored highly on its safety committees, organizational commitment, and administration of safety programs.
- As part of the process, CMBC is required to submit an action plan following the audit. The plan will focus on improvements for workplace inspections and incident investigations.

## **ENVIRONMENTAL STEWARDSHIP**

### **Low Carbon Fleet Program (LCFP)**

- The scope of work for the Zero Emission Fleet Transition Plan (ZEFTP) has been accepted. The Canadian Urban Transit Research and Innovation Consortium (CUTRIC) was engaged to facilitate “voice of the customer” and value-setting sessions in February 2023 to further enhance the plan.
- The lead bus from the order of 15 additional battery-electric buses for Hamilton Transit Centre arrived in December 2022. The remaining 14 buses are scheduled to begin arriving in late 2023.
- Construction for the electrification of two tracks for battery-electric buses at Hamilton Transit Centre began in Q1 2023. The installation of the additional overhead charger for the bus loop at 22nd Street is anticipated to occur in Q3 2023.
- The preliminary design for Marpole Transit Centre is complete. The development permit application was submitted to the City of Vancouver in Q4 2022, and public consultation began in February 2023. Completion of the facility is still targeted for the end of 2025.

### **Energy Management Program**

- 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 of the final stages are expected to be complete in early 2023, including changes to control setpoints, as well as practices to decrease the use of natural gas and reduce GHG emissions.
- At Burnaby Transit Centre South, a lighting project is expected to save over 1 GWh of electricity annually if it proceeds to implementation. At Surrey Transit Centre, potential lighting upgrades are in the planning stage. At Vancouver Transit Centre, a heat recovery project is in the final measurement and verification stage.

### **Environmental Training**

- Since its inception in 2003, environmental training at CMBC has been delivered in person. Recently, Manager and Supervisor training was updated so that it can be delivered through e-learning modules. It is expected to launch in spring 2023 and will better enable CMBC to deliver initial and refresher training every five years.

## **Environmental Spills**

- Buses contain various fluids which may be released into the environment following accidents or equipment failure. The causes of spills are investigated, with targeted campaigns initiated to prevent recurrences if fleet defect issues are discovered to be at fault.
- In 2022, CMBC reported 2.37 spills/Mkm (total of 238 spills). In comparison, in 2021 there were 1.87 spills/Mkm (total of 192 spills). The spill rate increased due to known mechanical challenges with specific portions of the bus fleet. CMBC's Engineering team is continuously reviewing the causes of spills and working to eliminate them in conjunction with manufacturers. Only a small number of spills are reportable under regulations (16 reported spills in 2021 vs. 6 in 2022) and no spills are believed to have resulted in liability or environmental damage.

## **TransLink Strategic Priority: ENSURE STATE OF GOOD REPAIR**

### **OUR PEOPLE**

#### **International Bus Benchmarking Group Visit**

- CMBC hosted the International Bus Benchmarking Group for their semi-annual Steering Group Meeting which took place from November 30 to December 2, 2022.
- During the three-day meeting, public bus representatives from 16 different and international cities shared updates, case studies, and special presentations.
- Topics included low carbon fleet workshops, bus rapid transit, new mobility services, and a review of key performance indicators.

#### **Equity, Diversity, and Inclusion**

- CMBC's EDI Program Manager continues to conduct workshops across the organization as more teams engage in EDI learning and initiatives.
- In Q4 2022, CMBC began a review of hiring processes to consider creating alternative hiring pathways that will bring more women and gender diverse people to our workforce. 2023 will see the ongoing development of these pathways, collaboration with other operating companies with similar initiatives (e.g. BCRTC Women in Trades), and an update to our recruitment and outreach material.
- In Q1 2023, Customer Information launched a new feature allowing customers to receive phone service in over 300 languages. This initiative will continue to develop over time with the commitment to include an option for Indigenous languages.

#### **Trades Recruitment**

- A three-week recruitment campaign focused on Tradesperson roles took place in early January 2023. Ads ran on six radio different stations, as well as social media (e.g. Facebook, Spotify) with some specifically targeting women. In addition, a new recruitment video and dedicated landing page for CMBC Maintenance roles was created on the TransLink Careers website. During the campaign, more than 600 applications were received for Maintenance roles.

### **Apprenticeship Program**

- CMBC will begin a pilot program to introduce two Stores (i.e. Inventory) apprentices into the Apprenticeship Program in Q2 2023.
- As of January 2023, Maintenance Training had 29 candidates in the Apprenticeship Program. Seven graduates are expected in 2023 and will most likely be hired directly into roles in CMBC Maintenance as Commercial Transport Mechanics.
- Plans are underway to hire six new Apprenticeship Program candidates in April from our existing pool of pre-apprentices and a further six in the October/November timeframe. This hiring plan should result in a net program increase to 34 by the end of 2023.

### **Transit Operator Recruitment**

- In 2022, a total of 479 new Transit Operators were hired (335 Conventional Operators and 144 Community Shuttle Operators).
- To maintain staffing levels, and plan for the addition of two routes, the target for 2023 is to hire 606 new Transit Operators (446 Conventional and 160 Community Shuttle).
- Two Transit Operator hiring fairs took place in Q1 2023. See below for details:

<b>Date</b>	<b>Operator Group</b>	<b>Attendees</b>	<b>Passed Interview Stage (#)</b>	<b>Passed Interview Stage (%)</b>
Jan. 21	Shuttle	417	175	42%
Feb. 25	Conventional	292	97	33%

### **New Operator and Refresher Training**

- Throughout 2022, Operator & Technical Training hosted a series of in-depot information sessions. The sessions reinforced training expectations on subjects such as safe operation alongside cyclists, new safety procedures, and general safe driving techniques.
- A new, mandatory “Safe Driving Tune-Up” (refresher-style online training program) launched in November 2022. The online courses encompass pedestrian and cyclist safety, distracted driving, and driving in bad weather/low light conditions, among other topics. The course for Community Shuttle Operators is 30 minutes in length and the course for Conventional Operators is 60 minutes due to additional video content. The goal is for all Transit Operators to complete their course this year.
- 2023 will see initiatives to support increased instructor-led drive time for new and recently graduated Conventional Transit Operators. Due to the complexity of driving a conventional bus, the refresher-style “Probationary Return to Training” (PRTT) program is provided to all Conventional Transit Operators approximately five months after their graduation. Starting in Q2 2023, this program will increase from one day of training to two days with a focus on additional practical drive time.

## **OUR ASSETS**

### **Onboard Technology Assets Project (OTAP)**

- The Onboard Technology Assets Project includes four main elements: replacing radio systems for improved connection/better coverage; replacing onboard computers/screens with a larger screen and better visuals; adding new routers to improve data communication with Transit Communication (TComm); and installing new hardware to improve camera feeds to Security. The overall funding for OTAP came from the Public Transit Infrastructure Stream which is part of the larger Investing in Canada Infrastructure Plan.
- The vast majority of the OTAP project successfully finished in Q4 2022 with over 1,400 units installed since the project began in 2020. New hardware installations on the SeaBus fleet were also completed in Q4 2022. Vessel upgrades involved the removal of end-of-life equipment and the installation of new radio, security camera and router systems.
- The TComm renovation work continues and is expected to finish in Q4 2023.
- The Maintenance Training team developed and implemented 10 e-learning modules for Maintenance employees on OTAP devices. The main topics include the Vehicle Communications Router, Bus Security Camera System, and INIT system. Development of several instructor-led courses are slated for launch in Q1 2023.

#### **Daily Operator Management System (DOMS)**

- Daily Operator Management System (DOMS), the dispatch and payroll system for Transit Operators, is reaching end-of-life. The DOMS Product Replacement Program supports the replacement and retirement of the current DOMS software, Bid-Dispatch, with the vendor's software, HASTUS, in Q3 2024.
- Most recently, a large component of the new software passed testing and the vendor continues to update additional functionality. The project is on-track for Phase 1 implementation in Q3 2024.

#### **SeaBus Facility Improvements**

- Two state of good repair projects are currently underway for improvements to the SeaBus terminals and seawall which will involve the replacement of terminal doors, emergency exit ramps, fenders and transfer ramps on all four vessel berths. Work will be performed in one berth at a time to ensure service continuity. Both projects are scheduled to be completed in Q2 2023.

#### **Financial Results**

- For the year ended December 31, 2022, CMBC costs (excluding allocated costs and including recoveries) were \$0.96M (0.12%) unfavourable to budget. Salaries, wages, and benefits were \$11.3M (2.0%) favourable. Fuel was \$15.0M (25.2%) unfavourable due to fuel prices. Maintenance, materials, and utilities was \$3.9M (5.0%) unfavourable mainly due to increases in material price, additional snow removal costs and unplanned work. Insurance was \$1.3M (8.9%) favourable due to a higher discount rate and other items were favourable at \$0.8M (15%) due to reduced usage of professional fees. Access Transit was \$5.3M (8.5%) favourable due to reduced service demand.

## TransLink Strategic Priority: MOBILIZE THE MAYORS' VISION

### WiFi Installation Project

- As the first phase of the WiFi installation project on the bus fleet, CMBC committed to installing WiFi on RapidBuses. As of February 2023, 154 RapidBuses are complete. The remaining 13 will be complete by the end of March 2023. The next phase of work will include WiFi installations on the 40-foot buses in CMBC's fleet.

### Fleet Procurement (2023-2024)

Bus Type	Total	Accepted	Remaining	Timeline
60' articulated hybrid buses	46	0	15	Q2 2023
			15	Q3 2023
			16	Q1 2024
40' battery-electric buses	15	0	1	Q4 2022
			14	Q4 2023–Q2 2024
40' CNG (RNG) buses (pending award)	50	0	15	Q1 2024
			35	Q2 2024
Community Shuttles	168	0	3	Q2 2023
			19	Q2/Q3 2023
			42	Q4 2023
			39	Q4 2023–Q1 2024
Double-decker buses	25	17	8	Q2 2023
			5	Q1 2023
HandyDART minibuses	144	108	31	Q4 2023–Q1 2024
			17	Q1 2023
HandyDART midibuses	40	8	15	Q1 2024

### KEY PERFORMANCE INDICATORS AS OF DECEMBER 31, 2022

KEY PERFORMANCE INDICATORS <sup>1</sup>	2022 ANNUAL TARGET	2022 YTD TARGET	2022 YTD <sup>2</sup> ACTUAL	2021 YTD <sup>2</sup> ACTUAL
TransLink Customer Survey – Bus service overall <sup>2</sup>	8.2	8.2	8.1	8.2
Scheduled Revenue Service Delivered <sup>3</sup>	98.0	98.0	98.1	97.8
Customer complaints per million boarded passengers <sup>4</sup>	100	100	82.3	77 (Note 4)
Validated HandyDART complaints per 1,000 trip requests	0.7 <sup>5</sup>	0.7 <sup>5</sup>	0.6	0.8

On-time Performance				
Bus Regularity – frequent service <sup>6</sup>	81.0%	81.0%	79.1%	80.7%
Bus Punctuality – infrequent service <sup>6</sup>	82.0%	82.0%	81.2%	83.9%
On-time Performance – HandyDART	90.0%	90.0%	91.7%	93.8%
Preventable collisions per million Km <sup>7</sup>	9.4	9.4	9.5	8.6
Operator assaults (CUTA 1-4) per million boarded passengers <sup>8</sup>	0.3	0.3	0.3	0.5
Employee lost time accepted claims per 200,000 hours worked	7.9	7.9	8.6	8.0
Pedestrian incidents per million service hours	12.1	12.1	12.6	8.2
Cyclist incidents per million service hours	5.0	5.0	4.6	3.4
Injury claims – Passengers per million boarded passengers <sup>7</sup>	4.4	4.4	3.7	5.0
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling <sup>9</sup>	1,329	1,329	1,304	1,205
CMBC operating cost per service hour <sup>10</sup>	\$132.98	\$132.98	\$135.41	\$126.71
Access Transit operating cost per trip	\$44.37	\$44.37	\$58.39	\$70.75
<b>METRICS</b>				
Access Transit trips provided (thousands)				
HandyDART	1,230	1,230	797	647
Supplemental taxi service	152	152	168	49
Total Trips <sup>11</sup>	1,382	1,382	965	696

<sup>1</sup> Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus) and exclude contracted conventional transit and contracted Community Shuttle as of December 31, unless otherwise stated.

<sup>2</sup> TransLink Customer Survey is conducted every quarter. The 2021 YTD actual and 2022 YTD Actual represents the average results for the four quarters.

<sup>3</sup> The YTD 2021 data includes data for June to September only. The data from January 1 to May 31 is not available.

<sup>4</sup> 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.

<sup>5</sup> The 2022 Budget has been restated from 0.5 to 0.7 to align with the new contractual agreement effective July 1, 2022. The 2022 Annual Budget represents an average of 0.8 (Jan-June) contractual target and 0.5 (July-Dec) contractual target.

<sup>6</sup> The YTD 2021 data for On-time Performance includes data from May 11 to September 30. The data from January 1 to May 10 is not available.

<sup>7</sup> The 2022 YTD actual data is subject to change due to the timing of adjudications.

<sup>8</sup> CMBC recorded 65 Transit Operator assaults in 2022. This is slightly lower in terms of number of incidents compared to the same period last year (67).

The performance of this metric is impacted by the significant drop in ridership due to the COVID-19 pandemic which drives up the ratio observed in 2021.

<sup>9</sup> The 2022 YTD data is 12 months rolling data as of December 31, 2022. The 2021 YTD data is 12 months rolling as of December 31, 2021.

<sup>10</sup> Excludes TransLink allocated costs. Metric is normalized by net service hours which includes estimates for January to December 2021.

<sup>11</sup> The number of Access Transit trips provided in 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 MARCH 2023 TRANSLINK BOARD MEETING

### TransLink Strategic Priority: Customer First

- **Community Safety Officer Program to launch in 2023**

By Fall 2023, transit passengers and staff can expect to see a new uniform on the transit system as Transit Police introduces the recently approved Community Safety Officer (“CSO”) program. CSOs will be a new category of frontline Transit Police employee who will supplement patrol police officers. They will provide additional uniformed visibility on the transit system and address low risk incidents that do not necessarily require the powers and tools of a police officer. In addition to regular patrol duties, CSOs will assist with tasks such as community engagement, transit safety education, perimeter security at police incidents, crowd control, fare enforcement, and support at major events and emergencies, along with other responsibilities.



Recruitment of CSOs began in January 2023 and, once hired, they are required to complete a rigorous training program (starting in summer), followed by field training. CSOs, as peace officers, are empowered to enforce transit bylaws and the *Transit Conduct and Safety Regulation*.

- **Accredited Facility Dog**

Transit Police has welcomed a PADS Accredited Facility Dog (“AFD”) named “Norquay” to its dog team. Unlike the existing seven Transit Police dogs that are trained to detect explosives and firearms, Norquay’s job is to assist with the mental health of Transit Police employees. In December 2022, Norquay (a 3-year-old Labrador Retriever Cross) and his handler successfully completed the AFD training program and began working to provide physical, social and emotional support to all Transit Police personnel. The situations faced by police officers, dispatchers and other staff can leave them at an increased risk of stress, anxiety, and emotional trauma. Norquay’s calming presence and AFD training allows employees to decompress and better defuse after an event.



Norquay was bred, raised and trained by PADS (Pacific Assistance Dog Society). Accredited Facility Dogs differ from traditional “therapy dogs” in that they are purpose bred for a

strong health and temperament – including the high level of resilience that is required to work full time in a role like this. Norquay lives with his handler, who is a Transit Police employee.

[Click here to view video on “Transit Police welcome new Accredited Facility Dog”.](#)

- **Saving Lives – Naloxone**

Every year Transit Police save the lives of many individuals who are overdosing. In 2022, Officers administered Naloxone to 56 individuals. This is a significant jump when compared to 47 in 2021, 32 in 2020 and only 20 each year in 2017 to 2019. Given the critical opioid crisis in BC, it continues to be important that Transit Police (as well as many of the Transit Police volunteers) carry Naloxone and that they can administer it when events occur on the transit system as well as in the community.

Transit Police are also first aid trained and, in one shift in January 2023, one Transit Police patrol team were first responders to three medical emergencies in a short period of time, as highlighted below.

Overdose/Sudden Death – Two Transit Police Officers were flagged down by a person around Hasting & Main Street, who advised of individual who had taken Fentanyl and was overdosing. Naloxone had been given but the individual had ceased breathing. Transit Police began CPR and requested Fire and Emergency Health Services to attend. Unfortunately, the person was deceased on scene. A mandatory Critical Incident Stress Management debrief was later conducted with involved officers.

Overdose/Naloxone Deployment – While dealing with the above noted sudden death incident, the same Officers were alerted to another person overdosing and unresponsive. The Officers administered Naloxone to the individual, who regained consciousness and was transferred to the care of Emergency Health Services.



Arterial Bleed and Tourniquet Applied – Later that evening, the same Officers were conducting routine patrols when they observed a man bleeding profusely from the leg (with caution tape wrapped around his leg) and a long trail of blood on the ground. One of the Officer's applied a tourniquet to the man's leg – possibly saving the man's limb. The man was then rushed by Emergency Medical Services to hospital.

• **Transit Police – Specialty Units**

In addition to patrol squads, Transit Police operates a number of speciality units, with the year-end results of three units being as follows.

General Investigation Unit (“GIU”)

GIU investigates serial/complex/serious offences that exceed the Patrol Section's ability to investigate fully. Their main focus is on crimes against persons (i.e., sexual offences, robberies, assault, criminal harassment, hate crimes). However, GIU also leads investigations into significant crimes against property, including crimes impacting transit assets and property. Crimes against property can have a public safety element as well as impact transit operational efficiencies and revenues. In 2022, GIU had 128 charges, an increase of 37% from 2021. They had an 89% file solve rate and made 65 arrests, an increase of 10% over 2021. In 2022, the top 25% of GIU files related to assaults, mischief under, sexual offences and possession of a weapon. Overall, the team worked in seven different jurisdictions, with Vancouver representing nearly 50% of the files.

Highlights of three files follow:

- GIU identified and recommended charges against a suspect for 11 incidents of shooting a pellet gun at the windows of moving buses;
- GIU identified two individuals that stabbed a male victim at a station (after the individuals had an earlier confrontation with the male at a house party), recovered the machete used, and the individuals plead guilty; and
- GIU reviewed captured video and identified a suspect in seven 'indecent act' incidents. A BOLF (Be-On-Lookout-For) was released with the suspect's travel pattern and Transit Police - Patrol Officers located the male, who was arrested and later deported.

Targeted Mobile Enforcement Team (“TMET”)

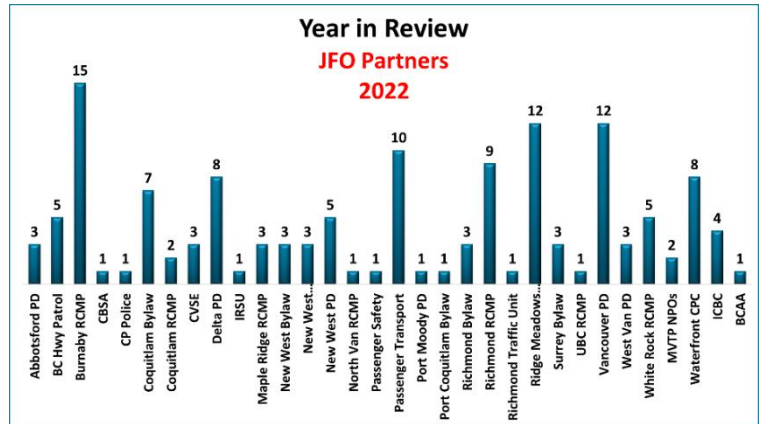
TMET responds to intelligence reports, crime statistics and complaints received from the public. They often work in partnership with Jurisdictional Police and public safety agencies to provide strategically focused enforcement on and near the transit system. This small team focuses on providing enhanced transit fare enforcement, arresting those found breaching conditions or wanted on warrants, and focusing on enforcement around bus lanes and exchanges in order to improve safety for transit operators, riders and the general public.

In 2022, TMET had:

- 3,397 Provincial Violation Tickets written,
- 2,756 Fare Infraction Notices written,
- 50 Warrant Arrests,
- 268 Files generated,
- 14 Reports to Crown Counsel,

- 59 Immediate Roadside Prohibitions, and
- 72 Joint Enforcement Projects with partners.

TMET worked with 32 different partners throughout 2022, as shown the following chart.



TMET is active on social media, often reminding the public to obey laws and informing the public about Transit Police work to keep transit riders, transit staff, and the community safe.



Crime Suppression Team (“CST”)

CST is able to quickly and effectively respond to incidents in real-time or focus on project-based investigations, most of which are conducted with our Jurisdictional Police partners when crime trends or hot spots are identified on or near the transit system. CST also maintains contact with other agencies such as the “End Gang Life” initiative run by the BC Combined Forces Special Enforcement Unit, and receives/shares intelligence with police partners. This collaborative work contributes to providing safe journeys for transit riders on transit as well as before and after their transit ride.

In 2022, CST made 90 warrant arrests, 40 Reports to Crown Counsel, nine requests for Information to Obtain a Search Warrant, and opened 325 new files. Some highlights from 2022 follow:

- CST conducted a four-month drug trafficking investigation involving drug dealers who were meeting drug buyers at various SkyTrain stations in New Westminster. The investigation resulted in the execution of a search warrant on a residence in New Westminster, with the assistance of their Emergency Response Team. Over 3 Kg of marijuana, .5 Kg of fentanyl, \$22,000 cash and two vehicles were seized.
- CST located a person at King George SkyTrain Station who attempted to discard a backpack when they saw police. The backpack contained drugs, money and a prohibited sawed off rifle. The person was arrested and held in custody.

- CST observed a group of males with known gang ties in a business next to Gateway SkyTrain Station. One of the individuals had court conditions not to associate with another person in the group. CST arrested the individual of concern and located a loaded handgun on one of the other persons in the group.
- The Integrated Homicide Investigation Team requested assistance from CST in locating a male wanted for murder, who frequented the Surrey Central area. Within days of the request, CST located and arrested the wanted person on the murder charges.
- CST members were on-duty when Coquitlam RCMP responded to an armed robbery, where the suspects had stolen multiple vehicles and exchanged gun fire with the Coquitlam RCMP on Highway 1, before crashing their vehicle. One suspect then carjacked a female in the United Blvd area. A CST members, clearing headquarters, located the recently carjacked vehicle traveling on Burnette Avenue. The CST member was able to follow the vehicle, while broadcasting the location to multiple other police resources. This ultimately led to the quick arrest of the suspect and recovery of the stolen vehicle, without further violence.

- **2022 Year-End Strategic Plan Report**

Transit Police completed the first year of its 2022-2026 Strategic Plan. [Click here to view the 2022 Year-end Strategic Plan Update](#). Throughout 2022, Transit Police made important progress against the 11 Plan Objectives. In 2022, Transit Police employees were provided with a level of understanding about the Plan’s Pillars, Objectives and Desired Results, and how each applies to their respective work areas. The first metrics for newly established Key Performance Indicators (KPIs) were tabulated and they provide a baseline to compare performance against in future semi-annual reports. Focus areas identified as part of the strategic planning process in 2020/2021, such as recruitment and retention pressures, were reinforced by early KPI data received. Numerous initiatives in support of the 35 Strategic Actions were initialized, while there were some early completions (i.e. Community Safety Officer Program approval, new Operational Planning Sergeant position, rollout of a new Equity/Diversity/Inclusion policy and training, expansion of Blue Eagle Cadets to Surrey and conducting an Employee Pulse Check). In 2023, continued progress in the identified priority areas will further support Transit Police’s core purpose of ‘Safety for all transit users in Metro Vancouver’.



**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 as compared to 2021. In 2022, Transit Police had 19,669 Police Files, which is a 1% decrease from 2021.

Metro Vancouver Transit Police Crime and Safety Statistics	2022	2021	% Change
<b>Rate of Crimes Against Persons/100,000 Boarded Passengers (primary and assists)</b>	.48	.61	-21%
<i>Actual Number of Crimes Against Persons</i>	1572	1367	15%
<b>Rate of Crimes Against Property/100,000 Boarded Passengers (primary and assists)</b>	.54	.80	-33%
<i>Actual Number of Crimes Against Property</i>	1756	1789	-2%

<b>Other Criminal Code Violations/100,000 Boarded Passengers<sup>1</sup> (primary and assists)</b>	.17	.37	-55%
<i>Actual Number of Criminal Code Violations</i>	547	838	-35%
<b>Provincial Violation Tickets (“VTs”)</b>	4138	4242	-2%
<b>Arrests - Warrants Executed (All)</b>	858	1094	-22%
<b>Arrests - New Charges<sup>2</sup></b>	439	480	-9%
<b>Total S. 28 Mental Health Act Apprehension Files</b>	255	225	13%
<i># of S.28 MHA individuals committed, held, voluntary admitted</i>	76%	80%	-4%
<b>Sexual Offences (primary and assists)</b>	150	138	9%
<b>SCBCTA Fare Infraction Notices</b>	3955	4616	-14%
<b>Number of Unique SMS Text Conversations</b>	4805	6064	-21%
<b>Number of Police Files Generated from SMS Texts Conversations</b>	2541	2677	-5%

Ridership levels increased 46% in 2022 when compared to 2021 (325,901,794 versus 223,544,079), which is about 84% of pre-COVID-19 level. The 2022 results show positive movement with decreases in the 2022 rates of both Crimes Against Persons (dropped 21%) and Crimes Against Property (dropped 33%) per 100,000 Board Passengers, as compared to 2021. The rate changes are largely due to the increase in ridership. While the Crimes Against Person rate has not yet returned to the 2018 rate, the Crimes Against Property rate is now slightly lower than 2018. (As previously reported, during 2020 and 2021, criminal activity continued on the transit system throughout the pandemic, which resulted in the higher rates.)

In 2022, the actual number of Crimes Against Persons files increased by 15% when compared to the 2021. Within that category, total assaults increased 24% over 2021 and was 31% higher than the overall average going back to 2012. While ‘common assault’ files were up 31% when compared to 2021, ‘assault with weapon’ files were down 3% when compared to 2021.

In 2022, the actual number of Crimes Against Property files decreased slightly (-2%) as compared to 2021. Within that category, the number of ‘theft’ incidents was up 31% as compared to 2021 and 27% above the overall average (the monthly average of theft files in 2022 was the highest Transit Police has recorded going back to 2012).

Of note, there was a 13% increase in persons in mental health crisis apprehended by Transit Police under Section 28 of the *Mental Health Act* (“MHA”). 2022 saw the highest monthly averages in approximately eight years. Of persons apprehended under Section 28 of the MHA, 76% were committed, held, or voluntary admitted once at hospital.

The number of sexual offence files (both primary and assists) for 2022 was up 9% from 2021; however, the monthly average for sexual offences in 2022 is still slightly below the overall average<sup>3</sup>. Transit Police had experienced a reduction in reports of sexual offences during the pandemic, but the volume is moving back towards the pre-pandemic range. Transit Police takes all reports of sex offences seriously and

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.

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



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.

There was a 21% decrease in unique SMS Text conversations with the Transit Police - Operations Communication Centre when comparing 2022 to 2021. Some of this decrease is attributed to a reduction in complaints about non-compliance of mask wearing by riders, as Public Health Orders for the pandemic changed in 2022 from 2021. There also was a 5% reduction in the number of text conversations that led to a police file being generated when comparing 2022 to 2021. However, of note, is that, in 2022, there was

Posted by u/SavingsDirection4651 3 days ago 🗨️ 📧  
1.6k  
Transit Police  
Discussion

Around midnight I was at King George station headed back downtown after a Christmas party. While there, a couple in their 20s got into a heated argument and the man physically attacked his 5-foot-nothing-100lbs-soaking-wet girlfriend - he threw hands at her and then tossed her on the ground.

No one else was around and I was hesitant to personally intervene - I am a woman, this man was violent, and I was concerned about my own safety.

I texted 877777 - the number posted on the train - and reported the incident. To my surprise, within 3-4 minutes the police were there.

I know a lot of folks (myself included) like to complain about the police, and many times these complaints are valid. That said, my experience tonight reminded me that they do indeed have a vital role in our community. Thank you for your timely response - I felt a lot safer during my trip home and I'm happy that the young girl had some support.

an increase to 53% of all text conversations that were converted to a police file (compared to 44% in 2021); this a 9% increase. This increase may possibly reflect growing understanding of the purpose of the using SMS text 87 77 77 versus what should be directed to TransLink customer service. SMS text 87 77 77 continues to be promoted as a way for transit riders to discreetly contact Transit Police when issues of concern arise while on transit.

**Warrant and Indecent Act** – In December 2022, at Commercial Broadway Station, a passenger observed a male who was touching his genitals. The passenger texted a complaint to Transit Police. Transit Police attended and entered the train, and observed the male trying to close his pants zipper. The male was directed off the train. He was not forthcoming with his real name and ‘obstruction of police officer’ was advanced. The Transit Police’s Operations Communication Centre assisted in providing information that lead to the true identity of the male and existence of a warrant. He was arrested for the outstanding Warrant and transported to a detention facility, and then the investigation for the sexual offence proceeded.

### 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, Transit Police Officers made 858 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 was 22% lower than 2021; however, there was an increase in Transit Police issued warrants that were executed and it remains higher than the overall average from 2012. In part, some of the decrease may be attributed to a reduction in deployable officers due to attrition, pending recruit graduations and medical leave. The number of new charge arrests by Transit Police dropped by 9% in 2022, as compared to 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 Look Out For), and the Transit Police Offender Management Program.





**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 to 2021, there was a 2% decrease in the number of VTs. The Transit Police Targeted Mobile Enforcement Unit and Crime Suppression Team both had fewer deployable officers during parts of 2022, which contributed to a reduction in VTs (and FINs). 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.

Periodically, Transit Police Officers may encounter a vulnerable person without the necessary fare media. In such cases, the Officer may exercise discretion and provide the person with a complimentary fare pass so the person is able to complete their travel and not be issued a FIN.

Warrant Arrest – In February 2023, Transit Police were conducting foot patrols in the area of Main Street SkyTrain Station when they observed a person follow someone through the fare gates. The person was stopped for a *Transit Conduct and Safety Regulation* offence and for the purpose of issuing a Violation Ticket. The male was found to have an outstanding Canada-Wide warrant for robbery and he was also in possession of a knife, contrary to condition of his undertaking. The person was arrested and transported to the Vancouver Police’s detention facility.

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer  
Olga Kuznetsova, Vice-President of Financial Services

DATE: March 6, 2023

SUBJECT: 2022 Year-End Financial and Performance Report

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### **EXECUTIVE SUMMARY**

TransLink's 2022 ridership (journeys) grew 48 per cent over 2021 and was 70.8 per cent of pre-pandemic levels. This was below 2022 budget levels largely due to the impact of the Omicron variant in January. The year transitioned to a new normal where remote and hybrid work practices have changed the travel patterns in the region. Transit revenue increased \$139.2 million over 2021 but were \$66.7 million unfavourable to budget. With more people driving than anticipated TransLink's revenue in Fuel Tax and Parking Tax were favourable to budget.

TransLink's Enterprise expenses in continuing operations before amortization and interest were \$54.0 million favourable to budget. A large part of this was due to the timing of municipal projects receiving capital infrastructure contributions. Savings from temporary vacancies and professional and contracted services also contributed and helped offset higher than budgeted fuel costs and global inflationary cost pressures.

TransLink continued to invest in critically required maintenance on the system to ensure safety and reliability, as well as advancing key initiatives.

### **PURPOSE**

The purpose of this report is to provide an overview of TransLink's results as at December 31, 2022 compared to the established budget and results for last year.

### **DISCUSSION**

TransLink's commitment to its customers has remained constant throughout a time of acute change and uncertainty. While budgeted at 77.7 per cent of pre-pandemic levels, the actual ridership in 2022 was 70.8 per cent, due in part to the emergence of the Omicron variant at the start of the year. Following a short but significant impact of Omicron variant in January 2022 that re-baselined ridership levels back to approximately 50 per cent of pre-pandemic, ridership continued its strong recovery throughout the year, aided by rescinding of social distancing restrictions and favourable weather. Peak ridership recovery reached 80 per cent of pre-pandemic levels, up from 47.9 per cent of pre-COVID levels in 2021.

The year was marked by a transition to a new normal where remote and hybrid work practices lowered Monday-to-Friday, nine-to-five transit commuter levels. Discretionary travel has returned at a higher rate than commuting travel, as evidenced by higher weekend recovery rates. These factors impacted the product mix, with fewer monthly passes being sold compared to pre-pandemic historic levels. Together with lower-than-expected ridership return, this resulted in transit revenue being unfavourable to budget. Transit revenue increased by \$139.2 million from 2021 to \$552.6 million in 2022 but was \$66.7 million unfavourable to budget.

Driving in the region has surpassed pre-pandemic levels, with many people preferring to drive to the workplace, rather than take transit. This trend reflected in higher than planned fuel tax and parking sales tax revenues for the year.

Throughout the year, TransLink continued to deal with supply chain disruptions, construction cost escalation, high fuel prices and increased labour costs. TransLink managed these pressures through prudent fiscal management, achieving savings and advancing expenditures only on programs which were absolutely critical to delivering services to our customers and building resilience for the future.

During the year, TransLink Enterprise expenses in continuing operations before amortization and interest were \$54.0 million favourable to budget, mainly due to capital infrastructure contributions being behind plan by \$34.7 million as a result of the timing of municipalities' projects, and \$22.1 million savings from temporary vacancies, professional and contracted services. These savings allowed TransLink to absorb higher-than-budgeted fuel costs as a result of global inflationary cost pressures.

Within the context of fiscal prudence, TransLink continued to invest in critically required maintenance on the system to ensure safety and reliability, as well as advancing key initiatives to help the region thrive as it leaves the pandemic behind. Central to these initiatives in 2022 include:

- Released Transport 2050 and its 10-Year Priorities, the region's new 30-year transportation strategy, as well as our Climate Action Strategy (CAS), mapping an aggressive path to net-zero greenhouse gas emissions by 2050.
- Released the new Customer Experience Action Plan and launched several of its key initiatives including the Bike Bus and the Ride and Shine campaign, encouraging people to explore the region by taking transit, cycling or walking.
- Released 2022 Investment Plan, charting the course for the post-pandemic recovery and stabilizing TransLink's finances for the immediate future.
- Opened the new TransLink Customer Service Centre at Waterfront Station. The new facility is three times larger and able to serve twice as many customers as the facility at Stadium-Chinatown Station, while also being connected to all modes of transit and popular bus routes.
- Commenced the production of the Mark V SkyTrain cars to support the Broadway Subway Project (BSP) and the Surrey Langley Skytrain (SLS) expansion.
- Received new battery-electric bus for the Metro Vancouver region to enter service in 2023 following the successful Battery Electric Bus Trial project in previous years.

Despite the financial challenges brought by COVID-19, the financial strength established prior to the pandemic, and prudent management during it, have enabled TransLink to move forward with capital investments in support of over-arching enterprise priorities. The 2022 Investment Plan was approved and published in May, focusing on achieving financial stability, maintaining the region's transportation system

in a state of good repair and advancing a few select strategic projects. Capital assets grew to \$5.8 billion, with \$4.0 billion in active projects. The final forecasted cost of these active projects is expected to be 0.7 per cent or \$29.1 million below budget.

Highlights of 2022 operating indicators include the following:

- Overall, 2022 ridership journeys increased to 193.6 million, an increase of 47.9 per cent from 2021.
- Service hours remained the same in 2022 as compared to 2021, at 7.0 million hours. As Metro Vancouver continues to adjust to the effects of the pandemic, service levels are appropriately allocated to better meet customers' demands.
- The cost recovery ratio increased by 30.4 per cent from 2021 to 2022 as a result of ridership and fare revenue recovery.
- The overall performance rating was maintained at a high level, 8.0 out of 10, similar to 2021 despite the increase in service provided.

#### **ATTACHMENTS**

Attachment 1: 2022 Year-End Financial and Performance Report



# 2022 Year-End Financial and Performance Report



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### ***Caution Regarding Forward-Looking Statements***

From time to time, TransLink makes written and/or oral forward-looking statements, which may appear in this document and in other communications. In addition, representatives of TransLink may make forward-looking statements orally to analysts, investors, the media and others.

Forward-looking statements, by their nature, require TransLink to make assumptions and are subject to inherent risk and uncertainties. In light of the uncertainty related to the financial, economic and regulatory environments, such risks and uncertainties, many of which are beyond TransLink's control and the effects of which can be difficult to predict, may cause actual results to differ materially from the expectations expressed in the forward-looking statements.

### ***A Note Regarding 2021 Comparative Data in This Report***

Due to the unavailability of certain applications, certain datasets for 2021 conveyed within the body of this report are partially complete and/or compiled on a best-estimate basis. In those instances, that has been disclosed within the relevant section.

## 1. Financial and Performance Summary

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### Keeping the Region Moving

Together with our partners, stakeholders, and operating companies, TransLink plans, finances and operates Metro Vancouver's transportation network. We are dedicated to designing and delivering a transportation system that connects our customers, residents, businesses, and goods movers in a way that protects the environment and helps meet the unique needs of our region.

Throughout the COVID-19 pandemic, in a time of acute change and uncertainty, TransLink's commitment to the customer has remained a constant. With ridership and fare revenues having collapsed to a fundamentally lower baseline, our 2022 Business Plan positioned the Enterprise to support the Metro Vancouver's continuing social and economic recovery as the region emerged from the pandemic, while providing a platform from which to advance the region's priorities for the post-pandemic era.

With the pandemic continuing to shape TransLink's key priorities and operations entering 2022, service levels were set to both meet the year's projected demand and to provide a baseline from which the forthcoming 2022 Investment Plan could pivot to allow services to evolve over the course of the ten-year horizon. Ridership for the year was budgeted at 77.7 per cent of pre-pandemic levels, with ongoing revenue pressures mitigated through a strict focus on savings and efficiencies and advancing expenditures only on programs which were absolutely critical to delivering services to our customers and building resilience for the future.

Overall, TransLink's ridership for 2022 totalled 70.8 per cent of pre-COVID levels, trending below budget. The onset of the Omicron variant in January necessitated extended restrictions from the Provincial Health Officer and reset ridership recovery back to a low of 50.0 per cent of pre-COVID levels. From that low point however, the trajectory of ridership recovery rebounded to realign with that first anticipated for the year. March 2022 saw the rescinding of the mandatory mask policy on the conventional transit network, and ridership and transit revenue continued to grow strongly into the summer and fall, reaching a high of 78.0 per cent of pre-COVID levels for the month of October, and dipping slightly towards the end of the year due to multiple large snow events and extreme cold in December. Year 2022 has also started to crystallize new travel patterns, with a shift towards remote and hybrid work practices. Fare and program revenues were \$63.5 million lower than budget for 2022, albeit \$139.8 million higher than 2021.

These ridership trends speak to the challenges of 2022, the year in which COVID-19 public health and travel restrictions retreated and the picture of 'new normal' for the region began to emerge. Remote and hybrid work practices and preferences matured as the year progressed, with Monday to Friday, "nine to five" transit commuter levels lower than anticipated. Customers' changing transit use patterns also reflected in the utilization of our fare products. Our region's roads became busier, with surging vehicle use reflected in higher fuel tax and parking sales tax revenues but also increasing congestion, emissions and placing additional pressures on bus schedules. Throughout this year of transition, TransLink has actively monitored and adjusted service levels to help people get around the region as effectively as possible, balancing the priorities of upholding safety and ensuring quality service, while operating within a tight fiscal envelope.

The 2022 Investment Plan was approved and published in May, focused on stabilizing our financial position, maintaining the region's transportation system in a state of good repair and advancing a few select strategic projects. The publication of the 2022 Investment Plan confirmed the replacement of the previously planned Surrey Newton Guilford (SNG) Light Rail Transit project with the Surrey Langley

SkyTrain (SLS). Accordingly, in the second quarter TransLink recognized a \$44.9 million write-down of SNG project costs, together with \$14.6 million of deferred Senior Government funding related to the project.

The dynamic macro-economic challenges associated with the post-pandemic era, including supply chain disruptions, significant escalation in construction costs, historically high fuel prices, as well as increased labour costs, have compounded the funding pressures arising from lower-than-expected fare revenue. In response, TransLink recalibrated its capital program and renewed its focus on achieving efficiencies while continuing the work with our funding partners to identify new sustainable funding sources. Support from senior levels of government reaffirmed the essential nature of the services we provide to the people of Metro Vancouver, with additional Senior Government relief funding of \$176.0 million received in 2022. While this funding is intended to help offset losses caused by the pandemic in 2023-2025, due to the requirements of Public Sector Accounting Board (PSAB) accounting standards, the entire amount of relief funding was recorded in March 2022.

Within the context of fiscal prudence, TransLink continued to invest in critically required maintenance on the system to ensure safety and reliability, as well as advancing key initiatives to help the region thrive as it leaves the pandemic behind. Central to these initiatives in 2022 include:

- Released Transport 2050, the region's new 30-year transportation strategy, and 10-Year Priorities, as well as our Climate Action Strategy (CAS), mapping an aggressive path to net-zero greenhouse gas emissions by 2050;
- Released the new Customer Experience Action Plan and launched several of its key initiatives including the Bike Bus and the Ride and Shine campaign, encouraging people to explore the region by taking transit, cycling or walking;
- Opened the new TransLink Customer Service Centre at Waterfront Station. The new facility is three times larger and able to serve twice as many customers as the facility at Stadium-Chinatown Station, while also being connected to all modes of transit and popular bus routes; and
- Commenced the production of the Mark V SkyTrain cars to support the Broadway Subway Project (BSP) and the SLS expansion and received our new battery-electric bus for the Metro Vancouver region to enter service in 2023 following the successful Battery Electric Bus Trial project in previous years.

For the year ended December 31, 2022, TransLink recorded a surplus of \$129.6 million based on PSAB standards. Excluding Senior Government relief funding and a write-down of previously capitalized costs, net bottom line would be a deficit of \$7.2 million, an improvement of \$39.7 million compared to budget. This is mainly due to favourable investment income resulting from a \$2.0 billion upfront settlement of the future monthly Golden Ears Bridge Toll Replacement Revenue and recoveries in fuel tax and parking tax, partly offset by lower fare revenue and higher costs due to acute inflationary cost pressures, most notably in fuel.

## **Key Priorities**

TransLink's paramount focus during 2022 was to deliver excellent customer service as the region emerged from the acute phase of the COVID-19 pandemic. As the breadth and depth of the pandemic's financial impacts continued to crystallize through the course of the year, we focused on supporting operations as ridership recovered, while managing the immediate financial and supply chain constraints the pandemic had triggered and calibrating our plans to meet the region's longer term goals.

Our four key corporate priorities ensured continued focus on the customer, our workforce and ensuring our infrastructure is maintained in a state of good repair, all within the current financial environment. In tandem, we continue to advance true and meaningful reconciliation with Metro Vancouver's Indigenous Peoples.

The following outline the key accomplishments in 2022.

### **Priority One: Rebuild Customer Ridership**

*TransLink will rebuild ridership by focusing on restoring public trust and confidence in transit as the economy recovers.*

- Launched the Transit-Friendly Employer (TFE) Certification, a new initiative to encourage employers to subsidize transit for their employees and allowing employers who provide at least a 50 per cent transit subsidy to promote their commitment to sustainable mobility in recruiting campaigns and sustainability reports.
- Opened the new TransLink Customer Service Centre at Waterfront Station, three times larger and able to serve twice as many customers compared to the previous location, while also being connected to all modes of transit and popular bus routes.
- Received approval from the Government of British Columbia for the Surrey Langley SkyTrain business case, with major construction expected to begin in 2024, and the line operational in late 2028.
- Completed installation of WIFI on 1300/1400 Series Mark II SkyTrains and over 90 per cent installation of WIFI on RapidBus fleet, now active and available for customers to use.
- Launched the Compass for Developments program allowing developers to make one-time bulk purchase of Compass Cards to satisfy municipal Transit Demand Management requirements, helping to reduce the reliance on parking and single-occupancy vehicle trips and launched the limited-edition Compass Mini-Train fare media, which was met with great public interest.
- Completed the Interac Flash contactless payment project, including testing and staff production pilot, ready for go-live in early 2023.
- Promoted discretionary travel across key RapidBus, SkyTrain and regular bus routes as a part of the Ride & Shine campaign and Dine the Line campaign, utilising visual and engaging media content and improving ridership at points of interest at a rate higher than system-wide.
- Installed Braille and tactile signage on 7,300 of the 8,400 Coast Mountain Bus Company Ltd (CMBC) bus stops across Metro Vancouver, with full completion expected by summer 2023.
- Installed touch-screen transit kiosks at 54 locations across the network, allowing customers to plan their trips and access live transit information.
- Successfully deployed new user interface design and additional functionality for customer alert management, including the ability to sign up for station access alerts, search for alert keywords and set delivery time preferences for alerts.
- Invited Indigenous Nations' participation in development of the Regional Transportation Strategy and Transport 2050. Ten local Indigenous Nations and two Indigenous organizations were offered the opportunity to participate through the Transport 2050 Indigenous Advisory Committee (IAC) or individually. Transport 2050 is the first TransLink public document containing significant Indigenous content.

- Unveiled Indigenous murals by three Musqueam artists on the Canada Line Bridge to reflect the past, present and future of the region through the lens of reconciliation.
- Continued to strengthen the Transit Police's commitment in supporting Indigenous Peoples during 2022, including the launch of the Blue Eagle Community Cadet Program for youth, with Cadets participating in community events that recognize Indigenous culture and advance truth and reconciliation.
- Progressed the Transit Police's strategic objectives, advancing the Transit Police's core purpose of 'Safety for all transit users in Metro Vancouver', including launching the new Transit Police 2022-2026 strategic plan and establishing the Community Safety Officer program.
- Received approval from the Provincial Government for a Designated Law Enforcement Unit composed of Community Safety Officers, under the supervision of the Metro Vancouver Transit Police.

## Priority Two: Foster a Safe, Skilled and Resilient Workforce

*TransLink will help build resilience among the workforce by focusing on business continuity, transparency and adaptability.*

- Selected as one of BC's Top Employers for 2022, for reasons including helping to foster social connection through a variety of virtual events, offering training for employees at every stage of their career and supporting new mothers with maternity leave top-ups and additional leave options.
- Continued to implement hybrid office workspace use in TransLink's Sapperton office as part of the Future of Work program, including desk reservation systems, additional cleaning protocols and wayfinding signage to enable team co-locating.
- Progressed several key Equity, Diversity and Inclusion (EDI) programs in 2022, including Board approval of TransLink's EDI policy, the first year of Courageous Conversations, the all-staff EDI eLearning program, and embedding EDI objectives within the staff performance appraisal framework for the first time. Piloted the "Women Leading the Way" program for 20 women across the Enterprise, focusing on values-based leadership in a year-long hands-on program.
- Facilitated a tour of Operations and Maintenance Centre 1 (OMC 1) for BC Women in Trades, in support of TransLink's Equity, Diversity and Inclusion initiatives.
- Recognized by the American Public Transportation Association with a Gold Award for Safety Excellence, in relation to the Zero Harm campaign launched by British Columbia Rapid Transit Company Ltd (BCRTC) during 2022.
- Delivered first-ever recruitment fair and open house at OMC 1 alongside a media recruitment campaign, to support upcoming BCRTC expansion, resulting in thousands of applications and shortlisting nearly 400 applicants.
- Held a successful Psychological Health, Equity, Diversity and Inclusion and Wellness Fair, with the Corporate Wellness team showcasing the existing mental health resources and supports for TransLink Corporate and Transit Police staff.
- Launched SafeStart pilot, a safety awareness and skills development program, with the BCRTC Power and Facilities Maintenance departments each completing the program.
- Completed the 2022 portion of the Establish Days Lost Reduction Plan, including updated policies and procedures and creation of a new Return to Work Coordinator position to support the initiative for ill and injured employees off work, and completed onboarding and training for a new group of confidential peer supporters.
- Transit Police continued to provide crisis de-escalation training to new station attendants and orientation to new bus operators on Transit Police services and preventing operator assault, also launching a new initiative to form a collaborative group with operating companies to address safety and security issues.



## Priority Three: Deliver a Reliable Transportation System in a State of Good Repair

*TransLink will proactively manage and maintain all assets in a state of good repair to ensure safety and reliability, optimize lifecycle costs and enhance the customer experience.*

- Commenced the production of the Mark V SkyTrain cars, with the first of these cars expected to arrive in 2023 for testing. The full complement of vehicles is expected to be in service by the end of 2027, supporting the BSP and the SLS expansion.
- Received one new battery-electric bus for the Metro Vancouver region, with the addition expected to enter service in early 2023 following the successful Battery Electric Bus Trial project in previous years.
- Completed the Expo Line Escalator Replacement Project on time and under budget, with a total of 37 escalators replaced with heavy duty units that are more robust and able to support anticipated population growth.
- Commenced construction of Brentwood Station upgrades in June 2022 in coordination with BCRTC, CMBC and City of Burnaby. Excavated and installed stairway, elevator, and mezzanine foundation and structural steel, provisioning for new Transit Police room and two new escalators to improve safety, station accessibility, customer flow and help to prepare for future demand.
- Successfully delivered three Enterprise Resource Planning (ERP) Program deployments to production, comprised of two Enterprise Asset Management (EAM) rollouts and Finance and Supply Chain (FSM) rollout at BCRTC. The final phased rollouts are planned for 2023 to complete the full suite of ERP functionality.
- Reached regional agreement to partner with the Province on the development and implementation of a Multi-Jurisdictional Permit System for the transportation of Oversize and Overweight Vehicles and Loads and reached substantial completion for the initiative to harmonize trucking related definitions and regulations. The region is 94 per cent harmonized as of December 2022, and on target to reach 98 per cent harmonization in January 2023.
- Completed expansion of one of the Operations and Maintenance Facilities, increasing our train storage capacity along the Millennium Line by adding extra lanes at the facility, accommodating up to 30 more train cars at a time, helping to service and protect the trains.
- Completed Phase 2 of the SkyBridge Joint Replacement Project on the New Westminster side of the bridge, following Phase 1 work performed last year on the Surrey side.
- Successfully implemented new BCRTC payroll, scheduling and timekeeping software, including testing and training of staff.
- Completed all revenue fleet installations as a part of the Onboard Technology Assets Program, along with the decommissioning of legacy infrastructure, a program of work spanning the last three years.
- Released the Rapid Implementation Design Guide for Bikeways in Metro Vancouver to assist local governments and other road authorities in creating safe and comfortable bike infrastructure.
- Completed microbial testing on the bus fleet, with test points now removed from the vehicles and sent for durability analysis to University of British Columbia (UBC). Following analysis of the data, CMBC will contribute to dissemination of the results in transit and engineering forums.

- Reached notional agreement with the Province and Metro Vancouver to partner on a study to assess options for reducing health-harming emissions from medium and heavy-duty commercial vehicles.

#### **Priority Four: Achieve Financial Sustainability**

*TransLink will actively manage the financial health and work towards the achievement of long-term financial sustainability.*

- Published the 2022 Investment Plan, designed to stabilize funding for the next three years and advance key transit priorities including the SkyTrain service to Langley and the low carbon fleet strategy. The Plan expands and improves service levels across the network to support the needs of the region in the post-pandemic recovery.
- Released Climate Action Strategy, mapping an aggressive path to net-zero greenhouse gas emissions by 2050. The Climate Action Strategy provides new emission reduction targets and identifies opportunities to create a more climate-resilient transit system.
- Released the detailed Climate Action Plan (subset of Climate Action Strategy) in December 2022, with first-year actions included in 2023 operational budgets and initiated by respective divisions and departments across the enterprise.
- Published Transport 2050, along with Transport 2050: 10-Year Priorities, serving as the Mayors' Vision for TransLink and Metro Vancouver for the next 10 years.
- Issued a Green Bond of \$300.0 million in December 2022, with funds allocated to projects including SkyTrain power system upgrades, a new Operations and Maintenance Centre for SkyTrain, and energy efficiency improvements.
- Secured \$176.0 million of Senior Government relief funding to help offset losses caused by the pandemic.
- Endorsed the Sustainable Procurement Strategy in December 2022.
- Hosted a Supplier Forum for Engineering and Construction at the Sapperton Conference Centre in November 2022, centred around Inclusive Sustainability.
- Enhanced commercial assets to maximize advertising opportunities, including installing three new large form factor advertising screens at Commercial-Broadway Station, two state-of-the-art advertising systems in the Dunsmuir Tunnel, utilizing innovative technology to project advertisements onto SkyTrain windows, and piloting new forms of advertising on SkyTrain and bus generating higher advertising occupancy and an increase in per-spot revenue compared to previous products.

## 2. 5 Year Summary

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The COVID-19 pandemic continued to shape TransLink's key priorities and operations entering 2022. Service levels were set to meet the year's projected demand and were actively monitored and adjusted throughout the year to continue delivering safe and reliable transit service to the region. March 2022 marked the region's emergence from the era of COVID-19 public health restrictions and pivot towards a 'new normal' that would still take time to fully crystallize, with remote and hybrid work practices and preferences maturing as the year progressed. Throughout this year of transition, TransLink's service levels balanced the impetus to help people get around the region as effectively as possible with the priorities of upholding safety protocols and ensuring quality service as well as the reality of operating within a tight fiscal envelope.

With planned strengthening of our liquidity position to support previously planned expansion, TransLink entered the pandemic with unrestricted cash and investments of \$563.3 million as at December 31, 2019. Senior Government Relief Funding was received across 2021 and 2022 to help offset losses caused by pandemic, maintain lower fare increases through 2024 and provide free transit for children aged 12 and under. This allowed TransLink to maintain system capacity sufficient for passengers to travel safely while maintaining physical distancing, with service hours held constant at 7.0 million annually in 2021 and 2020. It also provided the financial foundation for the Enterprise to support the region in the post-pandemic era while we address the structural revenue gap, with unrestricted cash and investments balance at \$857.8 million as at December 31, 2022.

The onset of the pandemic in March 2020 triggered an extraordinary collapse in ridership, with the number of boarded riders in 2020 falling to 48.2 per cent of 2019 levels and reversing the historical ridership growth rate. Whilst ridership recovery became more sustained in the latter half of 2021, the pandemic's fundamental re-baselining of ridership meant that 2021 total boarded riders still only totalled 49.4 per cent of 2019. In 2022, after the disruption caused by Omicron variant in the first months of the year, ridership recovery outpaced many of our peer agencies around the world and reached over 80 per cent of pre-COVID levels by the Fall. We envisage ridership recovery, as it relates to the pandemic, as having concluded in 2022, entering the phase of post-pandemic "new normal" in 2023. Looking forward, the primary drivers of ridership growth are expected to resolve back to more 'evergreen' factors including population growth, employment levels and service expansion.

The pressures associated with these transformative impacts on our finances and operations are illustrated by our Total Cost Recovery ratio. Having previously progressed to a high point of 59.7 per cent in 2019 on the back of sustained efficiency gains and service optimization strategies, it collapsed to 33.6 per cent in 2020. The improvement to 43.7 per cent in 2022 reflects the steady recovery of ridership but also illustrates the structural gap relative to 2019, with continuity of service levels prioritized through a period where significant levels of ridership and transit revenues have been lost. To mitigate this, TransLink has achieved cost savings and efficiencies wherever possible while keeping the transit system infrastructure in a state of good repair, and has continued to work with all levels of Government to identify new and sustainable revenue streams.

As the post-pandemic transportation model for our region continues to develop, TransLink will remain focused on supporting the region's needs by maintaining service quality and keeping the existing transit system in a state of good repair as well as investing in key projects to meet the region's overarching goals.

Key financial and operating indicators are shown in the following table which provides a five-year historical summary.

5 YEAR PERFORMANCE TRENDS						COMPARISON TO 2021 <sup>13</sup>		Compound Annual Growth Rate (CAGR) <sup>13</sup>
Year ended December 31 (all numbers in millions unless otherwise stated)	2018	2019	2020	2021	2022	Fav / (Unfav)	%	
<b>FINANCIAL INDICATORS</b>								
Unrestricted cash and investments <sup>1</sup>	578.2	563.3	493.6	741.2	857.8	116.6	15.7%	10.4%
Tangible capital assets <sup>2</sup>	5,079.2	5,381.3	5,579.6	5,704.2	5,765.5	61.3	1.1%	3.2%
Net direct debt <sup>3</sup>	2,371.4	2,375.4	2,645.7	2,466.9	2,586.5	(119.6)	(4.8%)	2.2%
Indirect P3 debt <sup>4</sup>	1,542.9	1,512.6	1,480.2	1,445.7	1,408.9	36.8	2.5%	(2.2%)
<b>Total net direct debt and indirect P3 debt</b>	<b>3,914.3</b>	<b>3,888.0</b>	<b>4,125.9</b>	<b>3,912.6</b>	<b>3,995.4</b>	<b>(82.8)</b>	<b>(2.1%)</b>	<b>0.5%</b>
Gross interest cost as a % of operating revenue <sup>5,6</sup>	11.9%	11.6%	14.3%	12.9%	11.5%	1.4%	10.9%	(0.9%)
<b>OPERATING INDICATORS</b>								
<b>Scheduled Transit Service</b>								
Overall performance rating (out of 10)	7.8	7.8	8.2	8.2	8.0	(0.2)	(2.4%)	0.6%
Service hours <sup>7a</sup>	6.9	7.0	6.9	7.0	7.0	-	-	0.4%
Total cost recovery ratio <sup>8</sup>	58.1%	59.7%	33.6%	33.5%	43.7%	10.2%	30.4%	(6.9%)
Operating cost per capacity kilometre <sup>9,10</sup>	\$ 0.093	\$ 0.097	\$ 0.097	\$ 0.111	\$ 0.108	\$ 0.003	3.1%	3.7%
Complaints per million boarded passengers <sup>*,7b,11</sup>	95.4	90.6	103.3	92.8	74.0	18.8	20.3%	(6.2%)
<b>Access Transit Service</b>								
Number of trips (thousands)	1,315	1,382	620	696	965	269	38.7%	(7.5%)
Operating cost per trip <sup>*</sup>	\$ 41.34	\$ 39.26	\$ 75.14	\$ 69.70	\$ 57.73	\$ 12.0	17.2%	8.7%
Number of trips denied (thousands)	0.7	1.4	0.4	0.1	0.9	\$ (0.8)	> (200.0%)	5.6%
Complaints per 100,000 boarded passengers <sup>*</sup>	187.3	201.8	178.6	209.7	255.2	\$ (45.5)	(21.7%)	8.0%
<b>Ridership<sup>11</sup></b>								
Boarded passengers (system)	437.4	452.9	218.8	223.5	325.9	102.4	45.8%	(7.1%)
Journeys (system) <sup>12</sup>	261.3	271.0	128.0	130.9	193.6	62.7	47.9%	(7.2%)
Average fare per journey (scheduled)*	\$ 2.35	\$ 2.42	\$ 2.82	\$ 2.93	\$ 2.70	\$ (0.23)	(7.8%)	3.5%
<b>REGIONAL INDICATORS</b>								
Population of Service Region	2.63	2.67	2.71	2.77	2.83	0.07	2.4%	1.9%
Employment of Service Region	1.43	1.47	1.38	1.50	1.54	0.04	2.6%	1.9%

\* Per unit calculation

<sup>1</sup> This represents the accumulated funded resources as calculated under the *South Coast British Columbia Transportation Authority Act* and is the amount of resources available to fund future operations.

<sup>2</sup> The 2020 tangible capital assets have been restated to reflect asset reclassification.

<sup>3</sup> Includes bonds, debentures, capital leases, short-term debt net of sinking funds and debt reserve deposits.

<sup>4</sup> Includes deferred concessionaire credit for Canada Line and contractor liability for Golden Ears Bridge.

<sup>5</sup> Operating revenue is total revenue less Government transfers for capital projects and Senior Government relief funding, investment income and amortization of deferred concessionaire credit.

<sup>6</sup> Operating revenue in 2020 restated to exclude Development Cost Charges.

<sup>7</sup> In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink including the shutdown of multiple network systems. As a result, due to the unavailability of certain applications, some datasets are incomplete and/or required estimates. The following Operating Indicators have been impacted, and to support comparability, alternative estimates have been made as described below in 7a and 7b:

<sup>7a</sup> CMBC Service hours estimated for November 2020 to December 2021 are based on the best available data at the time of reporting to maintain consistency within the reporting period.

<sup>7b</sup> TransLink was not able to capture complete full complaint data from November 28, 2020 to August 18, 2021. To normalize the 2020 and 2021 metrics, boarded passenger totals are aligned with the periods' complaint data was fully available, being January 1 to November 27 for 2020 and September 1 to December 31 for 2021 – September being the first month of complete data in 2021.

<sup>8</sup> Includes operating costs of Bus, Rail, Transit Police and Corporate Ongoing.

<sup>9</sup> Includes operating costs of Bus, Rail and Transit Police (excludes Corporate and Access Transit costs).

<sup>10</sup> Restated 2018 capacity kilometres for Expo and Millennium Lines and Canada Line to conform with current presentation.

<sup>11</sup> Ridership estimates for 2020 differ from the methodology used in previous years as a result of the temporary suspension of fare collection on buses in the first months of the COVID-19 pandemic, the replacement of fareboxes on buses and the December 2020 cyberattack.

<sup>12</sup> 2018 and 2019 Journeys have been restated to include the HandyDART trips.

<sup>13</sup> Calculations based on whole numbers.

## **Financial Indicators**

TransLink's financial discipline and Senior Government relief funding have ensured the financial strength necessary to navigate the acute stage of the COVID-19 pandemic. Early in the pandemic, the organization, working with our Senior Government partners, put decisive cost reduction and operating loss management strategies in place to enable the continued provision of essential transit services in the region. Financial indicators are measured and monitored throughout the year.

TransLink's unrestricted cash and investments is a metric representing the accumulated funding resources as defined by the *South Coast British Columbia Transportation Authority Act* (the SCBCTA Act). This represents the amount of resources available to fund future operations and TransLink's portion of capital projects. Unrestricted cash and investments increased by \$116.6 million (15.7 per cent) in 2022 mainly due to the receipt of \$176.0 million of additional Senior Government relief funding, which was used to offset net outflows from operations totaling \$58.6 million.

Capital assets increased by \$61.3 million (1.1 per cent) in 2022. Additions of \$413.5 million included SkyTrain system and infrastructure upgrades, vehicle fleet procurement, SkyTrain vehicle milestone payments, and technology upgrade projects. These increases were partly offset by amortization of \$250.0 million, a write-down of \$44.9 million costs related to the Surrey Newton Guildford Light Rail Transit Project following its confirmed cancellation through the 2022 Investment plan, as well as a \$29.7 million transfer of Surrey Langley SkyTrain Development works into Prepaid Capital. Other offsetting reductions during the year included a transfer of land into a partnership of \$17.8 million, write-down of \$8.9 million related to the descoping of the Burrard Station Upgrade Project and \$0.9 million of disposed assets.

Net direct debt has increased by \$215.1 million since 2018, a 2.2 per cent Compounded Annual Growth Rate (CAGR) increase. The increase in debt supports the capital investments for both expansion projects and maintaining our assets in a state of good repair. Compared to 2021, net direct debt increased by \$119.6 million (4.8 per cent). This was primarily the result of a TransLink bond issuance of \$300.0 million net of \$5.5 million discount amortization, an increase to TransLink's self-administered sinking fund of \$86.8 million from contributions and fund income, net reductions in Municipal Finance Authority of BC (MFABC) held debt of \$58.1 million and a \$30.0 million reduction in short-term debt commercial paper.

Indirect Public-Private Partnership (P3) debt, which includes the liability owed to the Golden Ears Bridge contractor and the Canada Line deferred concessionaire credit, has declined by \$134.0 million (2.2 per cent CAGR) since 2018. Compared to 2021, indirect P3 debt decreased by \$36.8 million (2.5 per cent) mainly due to the amortization of the Canada Line deferred concessionaire credit.

Gross interest costs as a percentage of operating revenues remained steadily around 12.0 per cent from 2018 to 2019, but increased to 14.3 per cent in 2020 because of the impact of COVID-19 on 2020 operating revenues. By 2022, the ratio has resolved back down to 11.5 per cent, in line with historical averages. TransLink continues to operate well within its policy limit of 20.0 per cent.

## **Operating Indicators**

Operational trends include key performance metrics of service delivered to Metro Vancouver residents and transit ridership. In 2022, TransLink continued to monitor and measure its performance to strengthen its operations and provide customers with a positive experience.

## **Scheduled Transit Service**

Scheduled transit service includes the following modes: Conventional Bus, Community Shuttle, SeaBus, SkyTrain and West Coast Express (WCE).

The overall performance rating, which measures the average customer satisfaction across the entire system, has started to move toward historical values and away from the higher levels experienced since the onset of COVID-19. With an average annual rating of 8.0 for 2022, we are still higher than pre-COVID levels and no particular mode is standing out with lower ratings at an annual level. With the removal of all pandemic-related restrictions and increasing levels of transit use, lower ratings are likely related to overcrowding and cleanliness across most of the modes.

Service hours remained the same in 2022 as in 2021, at 7.0 million hours. Over the last three years, as the region has adjusted through the ongoing and then receding effects of the pandemic and travel behaviours have changed, service has been reallocated to our busiest bus routes to reduce crowding and provide more frequent services to better match customer demand.

The total cost recovery ratio, measuring the percentage of direct operating costs covered by transit revenues, increased by 30.4 per cent from 2021 to 2022 as a result of ridership and transit revenue recovery following the removal of COVID-19 restrictions shortly after the Omicron wave in early 2022. The cost recovery ratio decreased by a CAGR of 6.9 per cent over the past five years as a result of higher costs and lower transit revenue driven by lower ridership while maintaining substantially pre-pandemic level of service.

Operating costs per capacity kilometre has increased by a CAGR of 3.7 per cent over the five-year period. The increase is attributed to higher than anticipated use of Mark I trains in 2022 to facilitate state-of-good-repair fleet maintenance campaigns. Compared to 2021, however, this metric improved by 3.1 per cent from \$0.111 to \$0.108 in 2022 as a result of the lifting of bus seating restrictions on July 1, 2021, which increased the capacity by approximately one-third of a regular passenger load on conventional bus transit.

Complaints per million boarded passengers had steadily improved by 5.0 per cent from 2018 to 2019, which had been attributed to improvements in Transit Operator customer service and continued efforts to provide timely and consistent transit information to our customers. The impact of the December 2020 cyberattack, when the immediate action and protective measures taken by TransLink included the shutdown of multiple network systems, has resulted in incomplete complaints data from November 28, 2020 to September 1, 2021 as systems were gradually brought back online during this period. While the complaints per million boarded passenger indicators for 2020 and 2021 have been normalised to match the available data, the incomplete nature of the dataset impairs further comparative analysis. The CAGR of 6.2 per cent improvement over the past five years is mainly attributed to SkyTrain's ongoing maintenance program on rail replacement and rail grinding, alleviating noise levels for residents and improving customer ride quality, as well as the prompt communication to the passengers about all potential travel delays caused by weather and single tracking maintenance program.

## **Access Transit Service**

Access Transit provides door-to-door shared ride service for customers with physical or cognitive disabilities who are unable to use conventional public transit without assistance.

Total Access Transit trips provided in 2022 were 269.2 thousand (38.7 per cent) higher than 2021, but remained lower than pre-pandemic level in 2019. The demand has been significantly lower since March 2020 due to the COVID-19 pandemic, although increased in 2022. Whilst masks remain mandatory on HandyDART services, physical distancing protocols have been eliminated and full capacity has been available on the system since the third quarter of 2021. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance.

Operating cost per trip decreased by \$12.0 (17.2 per cent) from \$69.70 in 2021 to \$57.73 in 2022. As costs are largely fixed and relatively consistent with 2021, this change was mainly due to an increase in trip demand compared to 2021.

The number of trips denied increased significantly compared to last year but remains lower than pre-pandemic as service capacity continues to exceed service demand. For 2022, the number of denials represents less than 1.0 per cent of the total trips delivered.

HandyDART has made progress in a number of areas specific to customer engagement, as ridership continues to progress towards pre-pandemic levels. These initiatives are expected to directly improve the customer experience and are related to the service availability, trip denial improvement project and booking wait-time improvements. There are many short- and long-term initiatives underway that will continue in 2023 to help align service expectations with Transport 2050 and improve the overall customer experience.

In 2022, complaints per one hundred thousand boarded passengers increased by 21.7 per cent over 2021. In the first six months of 2022, driver behaviour and scheduling concerns were the top drivers of customer complaints. In an effort to improve the customer experience and reduce customer complaints, First Transit deployed a driver behaviour program in November 2021 that targets Operators who had more complaints about their behaviour than average, and the program continued in 2022. First Transit also hired a Customer Service Manager to bolster the customer and community relationships. In the second half of 2022, complaints related to scheduling and clerk behaviour, such as booking agents, schedulers and dispatchers, were the top drivers. First Transit has deployed a clerk behaviour program in October 2022 to address the complaints in this category.

To reduce taxi-related complaints, First Transit continues to support customer service training for taxi companies. Additionally, First Transit is reviewing and evaluating the terms of the contract with taxi providers to enhance client satisfaction and add more rigorous reporting and monitoring requirements including standards tied to financial levers that will give greater oversight and accountability for HandyDART's operation over the taxi services.

## **Ridership**

A boarding represents each time a passenger enters a fare-paid zone using Compass fare media or other proof of payment, including transfers. In 2022, total system boardings were 325.9 million, 45.8 per cent higher compared to 2021. Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Compared to 2021, total system journeys in 2022 increased by 47.9 per cent to a total of 193.6 million.

The COVID-19 pandemic became a public health emergency in March 2020 and by April 2020, ridership had dropped to 17.1 per cent of pre-COVID levels. As Metro Vancouver partly reopened, ridership recovered to 40.0 per cent, remaining at around that level until the beginning of mass vaccinations during



the summer of 2021. From June 2021 onwards, ridership grew steadily and ridership for the month of December 2021 ridership totalled 61.4 per cent of pre-COVID levels.

January 2022 started with a marked reversion in ridership recovery, with lower-than-expected ridership of 49.8 per cent of pre-COVID due to a short yet severe wave of the Omicron variant which led to incremental public safety restrictions. By February, restrictions had eased, and ridership recovery compared to pre-COVID was 64.1 per cent, which surpassed the highest recovery rate from 2021. From there, ridership grew steadily peaking in the first two weeks of October at over 80 per cent of pre-COVID. Ridership stabilized through the fall, before dipping slightly towards the end of 2022 due to rain, periods of extreme cold and multiple large snow events in December.

The peak of ridership recovery coincided with unseasonably warm and sunny weather. This favourable weather likely contributed to higher ridership. At the peak of ridership in early October, 380,000 people were taking transit on an average weekday. Discretionary travel has returned at a higher rate than commuting travel, as evidenced by higher weekend recovery rates. This makes weather a more influential factor in transit ridership, as discretionary trips are less likely to be made during poor weather. Throughout the year, we saw fair weather days lead to better transit recovery rates.

TransLink 2022 ridership recovery compared favourably with national and international peers. Metro Vancouver was the first major transit system in Canada and the United States to reach 80 per cent of pre-COVID ridership. By the end of 2022, TransLink's recovery remained at the top of its peers. At an absolute value, TransLink's ridership exceeds that of the Chicago area, a transit area with three-times the population of Metro Vancouver.

In 2022, total boardings and journeys were unfavourable to budget by 12.0 per cent and 8.8 per cent, respectively. The budget assumed a faster rate of recovery, not factoring the impact of Omicron at the start of the year, as well as a higher recovery within commuter travel.

The average fare per journey was \$2.70 for 2022, a decrease of \$0.23 (7.8 per cent) relative to 2021. Despite the July 1<sup>st</sup> fare increase, average fare decreased due to high rate of return of U-Pass ridership without a proportionate increase in overall ridership, with U-Pass riders contributing a fixed annual fare regardless of the amount of travel and other changes in the product mix resulting from a limited return to in-office work, including lower recovery of adult monthly passes compared to concession monthly passes, and fewer multi-zone and West Coast Express products sold versus single zone products.

### 3. Consolidated Statement of Operational Analysis

Year ended December 31 (\$ thousands)	CONSOLIDATED REVENUES AND EXPENSES							
	YEAR OVER YEAR				ACTUAL TO BUDGET			
	2022 ACTUAL	2021 ACTUAL	CHANGE		2022 BUDGET <sup>3</sup>	CHANGE		
		Fav/(Unfav)	%		Fav/(Unfav)	%		
<b>Revenue</b>								
Taxation	978,076	899,448	78,628	8.7%	933,012	45,064	4.8%	
Transit <sup>1</sup>	552,624	413,400	139,224	33.7%	619,339	(66,715)	(10.8%)	
Government transfers	427,136	203,780	223,356	109.6%	315,121	112,015	35.5%	
Amortization of deferred concessionaire credit	23,274	23,273	1	0.0%	23,273	1	0.0%	
Investment income	109,064	52,882	56,182	106.2%	44,996	64,068	142.4%	
Development Cost Charges	25,158	44,773	(19,615)	(43.8%)	31,525	(6,367)	(20.2%)	
Miscellaneous revenue <sup>1</sup>	17,458	22,535	(5,078)	(22.5%)	13,901	3,556	25.6%	
<b>Sub Total Continuing Operations</b>	<b>2,132,790</b>	<b>1,660,091</b>	<b>472,698</b>	<b>28.5%</b>	<b>1,981,167</b>	<b>151,622</b>	<b>7.7%</b>	
Gain (Loss) on disposal of tangible capital assets	1,748	560	1,188	> 200.0%	(200)	1,948	> 200.0%	
<b>Total Revenue</b>	<b>2,134,538</b>	<b>1,660,651</b>	<b>473,886</b>	<b>28.5%</b>	<b>1,980,967</b>	<b>153,570</b>	<b>7.8%</b>	
<b>Expenses</b>								
Bus Operations	860,510	806,292	(54,218)	(6.7%)	864,215	3,705	0.4%	
Rail Operations	363,581	346,699	(16,882)	(4.9%)	374,648	11,067	3.0%	
Transit Police	48,070	44,809	(3,261)	(7.3%)	46,358	(1,712)	(3.7%)	
Corporate Operations	120,837	103,579	(17,258)	(16.7%)	125,946	5,109	4.1%	
Roads and Bridges	109,415	120,166	10,751	8.9%	145,248	35,833	24.7%	
Amortization of tangible capital assets <sup>2</sup>	250,019	233,789	(16,230)	(6.9%)	258,400	8,381	3.2%	
Interest <sup>2</sup>	181,357	182,042	685	0.4%	179,836	(1,521)	(0.8%)	
<b>Sub Total Continuing Operations</b>	<b>1,933,789</b>	<b>1,837,376</b>	<b>(96,413)</b>	<b>(5.2%)</b>	<b>1,994,651</b>	<b>60,862</b>	<b>3.1%</b>	
Corporate One-time	71,143	21,760	(49,383)	> (200.0%)	33,213	(37,930)	(114.2%)	
<b>Total Expenses</b>	<b>2,004,932</b>	<b>1,859,136</b>	<b>(145,796)</b>	<b>(7.8%)</b>	<b>2,027,864</b>	<b>22,932</b>	<b>1.1%</b>	
<b>Surplus (Deficit) for the Year</b>	<b>129,606</b>	<b>(198,485)</b>	<b>328,090</b>	<b>(165.3%)</b>	<b>(46,897)</b>	<b>176,502</b>	<b>&gt; 200.0%</b>	

<sup>1</sup> Certain comparative information has been reclassified in 2021 to conform with the consolidated financial statement presentation adopted for the current year.

<sup>2</sup> Amortization and interest are shown separately to facilitate analysis.

<sup>3</sup> 2022 Budget has been restated to reflect budget transfers during the year.

TransLink ended the 2022 year with a \$129.6 million surplus on a PSAB basis, which was \$328.1 million better than the deficit of \$198.5 million in 2021. This is due primarily to the requirements of the public sector accounting standards, under which the entire amount of the \$176.0 million of additional Senior Government relief funding received in 2022 was recorded as revenue in the year, despite being designed to cover net operating losses from 2023 to 2025. In 2022, TransLink recognized a \$44.9 million write-down of SNG project previously capitalized costs, together with \$14.6 million of deferred Senior Government funding related to the project, as well as a write-down of \$8.9 million related to the descoping of the Burrard Station Upgrade Project.

Excluding Senior Government relief funding and a write-down of previously capitalized costs, TransLink recorded a deficit of \$7.2 million for 2022, which is \$223.0 million more favourable than 2021 and an improvement of \$39.7 million compared to budget, mainly as a result of higher fuel and parking sales tax revenue with the ramp-up of economic activity in the region, as well as higher investment income. Favourable results compared to 2021 were also significantly contributed to by higher transit revenue as the region continued to recover from the pandemic.

Transit revenue and ridership experienced promising recovery during 2022, with weekly ridership peaking at 80 per cent of pre-COVID levels during October and totalling 70.8 per cent overall for the year. Transit revenues increased by \$139.2 million over 2021, when ridership was only 47.9 per cent of pre-COVID levels. This positive development from prior year was due to return to social and economic activities amidst receding COVID-19 cases and restrictions, the removal of the mask mandate on conventional transit in March and the unseasonably warm and sunny weather through summer into late fall.

Notwithstanding strong recovery trend, 2022 transit revenue was below budget by \$66.7 million or 10.8 per cent. This is partly due to the Omicron variant, which caused a brief ridership drop in January, slower than anticipated return of commuters to workplaces and the change in product mix. 2022 depicted a change in commuter behaviours, with many office workers continuing to work from home or follow a hybrid working model, resulting in less significant recovery in adult monthly passes. As the first year since 2020 in which COVID-19 restrictions were removed, 2022 was a transitional year and its effects represent a re-baselining for future ridership expectations, with future ridership growth expected to return to more 'evergreen' factors such as population growth, employment levels and service expansion.

Taxation revenue increased from 2021 and was favourable to budget by \$45.1 million or 4.8 per cent. This included increases in parking sales and fuel taxes, partly due to some commuters switching to driving rather than using transit. Investment income also performed better than budget, mainly due to favourable interest rates and interest income earned on the \$2.0 billion upfront settlement of the future monthly Golden Ears Bridge Toll Replacement Revenue.

Total expenses from Continuing Operations in 2022 increased by 5.2 per cent from 2021 mainly due to contractual and economic labour increases, higher fuel costs, amortization expense, contracted services and maintenance costs resulting from higher parts prices driven by the global supply chain shortages. The increase was partly offset by lower capital infrastructure contributions due to timing of projects. These expenses were 3.1 per cent favourable to the budget mainly due to lower capital infrastructure contributions, savings from temporary vacancies, lower professional fees due to project deferrals, lower amortization expense due to lower than budgeted capitalizations in various projects, partly offset by higher diesel fuel costs.

Details of the variances are provided in the following analysis.

## Consolidated Revenues – Comparison to 2021

Year ended December 31 (\$ thousands)	CONSOLIDATED REVENUES				YEAR OVER YEAR	
	ACTUAL		CHANGE			
	2022	2021	Fav/ (Unfav)	%		
Taxation	978,076	899,448	78,628	8.7%		
Transit <sup>1</sup>	552,624	413,400	139,224	33.7%		
Government transfers						
Senior Government Relief Funding	176,000	31,800	144,200	> 200.0%		
Senior Government Funding	184,507	107,229	77,278	72.1%		
Golden Ears Bridge Tolling Replacement Revenue	66,629	64,751	1,878	2.9%		
Amortization of deferred concessionaire credit	23,274	23,273	1	0.0%		
Investment income	109,064	52,882	56,182	106.2%		
Development cost charges	25,158	44,773	(19,615)	(43.8%)		
Miscellaneous revenue <sup>1</sup>	17,458	22,535	(5,078)	(22.5%)		
<b>Sub Total Continuing Operations</b>	<b>2,132,790</b>	<b>1,660,091</b>	<b>472,698</b>	<b>28.5%</b>		
Gain (Loss) on disposal on tangible capital assets	1,748	560	1,188	> 200.0%		
<b>Total Revenue</b>	<b>2,134,538</b>	<b>1,660,651</b>	<b>473,886</b>	<b>28.5%</b>		

<sup>1</sup> Certain comparative information has been reclassified in 2021 to conform with the consolidated financial statement presentation adopted for the current year.

The SCBCTA Act provides TransLink with access to revenue sources that are used to fund the provision and support of transportation services. Continuing revenue streams are mainly comprised of taxation, transit fares and government transfers.

2022 saw the removal of COVID restrictions in March, following the earlier impact of the Omicron variant. From this point, both ridership and driving increased, resulting in increases in transit and taxation revenues of \$139.2 million or 33.7 per cent and \$78.6 million or 8.7 per cent, respectively. While ridership did not increase to the expected levels, it reached 70.8 per cent of pre-COVID levels for 2022, compared to 47.9 per cent in 2021. High cash balances and higher-than-expected interest rates resulted in a large increase in investment income, up \$56.2 million, more than double that of 2021.

In total, 2022 revenue was \$2.1 billion which is 28.5 per cent higher than 2021. This includes additional Senior Government relief funding of \$176.0 million received in 2022. This funding is recognized in 2022 following the requirements of PSAB accounting standards, although it is intended to offset continued net operating losses from the COVID-19 pandemic and allow TransLink to maintain essential services during 2023 to 2025. Excluding Senior Government relief funding, 2022 revenue was \$329.7 million or 20.2 per cent higher than that of 2021.

Taxation

TAXATION REVENUES Year ended December 31 (\$ thousands)	YEAR OVER YEAR			
	ACTUAL		CHANGE	
	2022	2021	Fav/ (Unfav)	%
Fuel tax	424,535	389,652	34,883	9.0%
Property tax	437,921	418,786	19,135	4.6%
Parking sales tax	74,970	50,733	24,237	47.8%
Hydro levy	22,657	22,378	279	1.2%
Replacement tax	17,993	17,899	94	0.5%
<b>Total Taxation</b>	<b>978,076</b>	<b>899,448</b>	<b>78,628</b>	<b>8.7%</b>

Total taxation revenues were \$78.6 million (8.7 per cent) higher than 2021 mainly due to higher revenues from fuel tax, parking sales tax and property tax.

Fuel tax revenue was higher by \$34.9 million (9.0 per cent) compared to 2021. In 2021, fuel sales were suppressed by the lasting impact of the pandemic on the levels of economic and social activities, and recovered to pre-COVID levels by the end of 2021. Fuel tax continued to grow in 2022 with the marked return of discretionary travel, adoption of hybrid working models with lower return to Monday-Friday nine-to-five transit commuting all contributing to increased vehicle usage and fuel consumption.

Parking sales tax was higher by \$24.2 million (47.8 per cent) compared to 2021 mainly due to the return of workers to the offices. Parking sales tax remained low in 2021 due to COVID-19, as many staff continued to work from home. When staff began to return to worksites late in 2021, parking sales tax began to recover, and that trajectory accelerated in 2022. In addition to those who had already travelled to work by way of private vehicle prior to the pandemic, 2022 saw commuters often choose driving instead of transit alongside the adoption of hybrid work arrangements.

Property tax revenue increased by \$19.1 million (4.6 per cent) compared to 2021 due to legislative increases in taxation from existing properties, as well as from new development and construction growth.

## Transit

TRANSIT REVENUES	YEAR OVER YEAR			
	ACTUAL		CHANGE	
	2022	2021	Fav/ (Unfav)	%
Year ended December 31 (\$ thousands)				
Fares	395,450	270,617	124,833	46.1%
Program	127,292	112,343	14,949	13.3%
<b>Total Fare and Program Revenue</b>	<b>522,742</b>	<b>382,960</b>	<b>139,782</b>	<b>36.5%</b>
Other <sup>1</sup>	29,882	30,440	(558)	(1.8%)
<b>Total Transit</b>	<b>552,624</b>	<b>413,400</b>	<b>139,224</b>	<b>33.7%</b>

<sup>1</sup> Certain comparative information has been reclassified in 2021 to conform with the consolidated financial statement presentation adopted for the current year.

Total transit revenue includes fares, program and other transit-related revenue, such as transit advertising, Park and Ride and fare infraction revenue. Total transit revenue in 2022 was \$552.6 million, an increase of \$139.2 million (33.7 per cent) over 2021.

In 2022, revenue from fares was \$395.5 million, which is \$124.8 million (46.1 per cent) higher than 2021. Ridership in 2021 was suppressed by COVID-19 travel and health restrictions, with ridership at 47.9 per cent of pre-COVID levels for the full year. Improved ridership came in the warmer months amidst intermittent periods of relaxed restrictions, with higher vaccination rates and the relaxing of restrictions encouraging transit users back onto the system from June 2021. Ridership for the month of December 2021 represented 61.4 percent of pre-COVID levels.

The Omicron variant in January 2022 caused a drop in ridership recovery, re-baselining it to around 50 per cent of pre-COVID levels for the first month of the year. From this point, however, transit ridership experienced strong recovery and in March, commensurate with the lifting of restrictions by the BC Provincial Health Officer, the mandatory mask policy was removed on conventional transit. Ridership and transit revenue continued to grow strongly into the summer and fall, assisted by the unseasonably warm weather, peaking at 80.0 per cent of pre-COVID levels during October and reaching a monthly high of 78.0 per cent in that month. Cooler weather and periods of rain and snow, including multiple large snow events and extreme cold in mid-December caused a ridership dip in the last few months of 2022. Overall, TransLink's ridership reached 70.8 per cent of pre-COVID levels for 2022, an increase of 47.9% over 2021. This significant increase in ridership, along with an average fare increase of 2.3 per cent in July 2022 resulted in substantially higher fare revenues in 2022.

Program revenue includes revenue from the U-Pass BC and BC Government Bus Pass programs. In 2022, program revenue totalled \$127.3 million, which is \$14.9 million (13.3 per cent) higher than 2021, mainly due to higher U-Pass BC revenue. This growth was proportionately lower than that of fare revenue due to the substantial recovery in U-Pass BC revenue having already occurred in the prior year with the return to in-person classes from September 2021. In 2022, U-Pass revenue recovery concluded and marked a return to pre-COVID levels.

Other transit revenue totalled \$29.9 million in 2022, a \$0.6 million (1.8 per cent) decrease compared to 2021. While property rental and Park and Ride revenues increased, carbon credit revenue was delayed in 2022 pending resolution of supplier eligibility requirements.

## Government Transfers

Year ended December 31 (\$ thousands)	GOVERNMENT TRANSFERS				YEAR OVER YEAR	
	ACTUAL		CHANGE			
	2022	2021	Fav/ (Unfav)	%		
Senior Government Relief Funding	176,000	31,800	144,200	> 200.0%		
Senior Government funding	184,507	107,229	77,278	72.1%		
Golden Ears Bridge tolling replacement revenue	66,629	64,751	1,878	2.9%		
<b>Total Government Transfers</b>	<b>427,136</b>	<b>203,780</b>	<b>223,356</b>	<b>109.6%</b>		

Total government transfers were \$427.1 million, which was \$223.4 million (109.6 per cent) higher than 2021 mainly due to \$176.0 million in Senior Government relief funding fully recognized in 2022 in accordance with Public Sector Accounting Standards. This funding was designed to offset losses caused by the pandemic in 2023-2025.

Senior Government funding was \$184.5 million, which includes funds received from the Greater Vancouver Regional Fund (GVRF) as part of Canada Community Building Fund, Public Transit Infrastructure Fund (PTIF), Canada Line Funding, Build Canada Fund and other miscellaneous programs. Senior Government funding increased by \$77.3 million (72.1 per cent) mainly due to revenue recognized for funds received under the PTIF program in accordance with Public Sector Accounting Standards. Additional factors contributing to the increase included a higher number of vehicle deliveries funded through the Canada Community Building Fund, an increase in construction activity in the Canada Line Capstan Station funded by the City of Richmond and accelerated recognition of deferred funding related to the write-down of the Surrey Newton Guildford Light Rail Transit Project costs following its confirmed cancellation through the 2022 Investment Plan.

In addition, TransLink recognized funding of \$66.6 million in lieu of tolling revenue on the Golden Ears Bridge as bridge tolling was eliminated on September 1, 2017.

## Investment Income

Investment income increased by \$56.2 million (106.2 per cent) compared to 2021 mainly due to interest income earned on the \$2.0 billion upfront settlement of the future monthly Golden Ears Bridge Toll Replacement Revenue, combined with higher interest rates.

## Development Cost Charges

The Development Cost Charges (DCC) program was established effective January 15, 2020, to help fund the construction and expansion of the regional transit system. DCCs are levied on new urban development in the region to support capital investment in transportation infrastructure required for the Metro Vancouver region. DCC revenue is recognized as expenditures on qualifying projects are incurred. DCC revenue of \$25.2 million in 2022 is \$19.6 million (43.8 per cent) lower than in 2021 mainly as a result of less expenditures on eligible projects during the year.

## Miscellaneous Revenue

Miscellaneous revenue decreased by \$5.1 million (22.5 per cent) from 2021 mainly due to additional compensation received for renegotiated agreements and new projects in 2021, partly offset by a payment from the Trans Mountain Pipeline for land and workspace use in 2022.

## Gain (Loss) on Disposal of Assets

In the current year, the gain on disposal of the capital asset was \$1.7 million, which was mainly related to the sale of the statutory right of ways to Trans Mountain Pipeline and miscellaneous disposals.

## Consolidated Revenues – Comparison to Budget

CONSOLIDATED REVENUES		ACTUAL TO BUDGET			
		ACTUAL	BUDGET	BUDGET VARIANCE	
Year ended December 31		2022	2022	Fav/ (Unfav)	%
(\$ thousands)					
Taxation		978,076	933,012	45,064	4.8%
Transit		552,624	619,339	(66,715)	(10.8%)
Government transfers					
Senior Government Relief Funding		176,000	-	176,000	> 200.0%
Senior Government Funding		184,507	247,890	(63,383)	(25.6%)
Golden Ears Bridge Tolling Replacement Revenue		66,629	67,231	(602)	(0.9%)
Amortization of deferred concessionaire credit		23,274	23,273	1	0.0%
Investment income		109,064	44,996	64,068	142.4%
Development cost charges		25,158	31,525	(6,367)	(20.2%)
Miscellaneous revenue		17,458	13,901	3,556	25.6%
<b>Sub Total Continuing Operations</b>		<b>2,132,790</b>	<b>1,981,167</b>	<b>151,622</b>	<b>7.7%</b>
Gain (Loss) on disposal on tangible capital assets		1,748	(200)	1,948	> 200.0%
<b>Total Revenue</b>		<b>2,134,538</b>	<b>1,980,967</b>	<b>153,570</b>	<b>7.8%</b>

Total revenue of \$2.1 billion was \$153.6 million higher than budget. Included in this variance is \$176.0 million due to additional Senior Government relief funding received during the year and fully recognized in 2022 in accordance with Public Sector Accounting Standards. This funding was designed to offset the expected net operating losses caused by the ongoing effects of the COVID-19 pandemic in 2023 to 2025. Excluding this Senior Government relief funding, revenue from continuing operations was \$22.4 million unfavourable to budget.

## Taxation

TAXATION REVENUES		ACTUAL TO BUDGET			
		ACTUAL	BUDGET	BUDGET VARIANCE	
Year ended December 31		2022	2022	Fav/ (Unfav)	%
(\$ thousands)					
Fuel tax		424,535	395,745	28,790	7.3%
Property tax		437,921	434,014	3,907	0.9%
Parking sales tax		74,970	62,733	12,237	19.5%
Hydro levy		22,657	22,520	137	0.6%
Replacement tax		17,993	18,000	(7)	(0.0%)
<b>Total Taxation</b>		<b>978,076</b>	<b>933,012</b>	<b>45,064</b>	<b>4.8%</b>

Total taxation revenues were \$45.1 million (4.8 per cent) favourable to the budget, primarily due to favourable variances in fuel tax and parking sales tax.

Fuel tax revenue was favourable by \$28.8 million (7.3 per cent) compared to the budget due to higher-than-expected gasoline and diesel volumes sold. The decrease in commuter transit travel relative to budget was matched by a commensurate increase in driving, attributable to commuters switching from using transit to driving to work.



Parking sales tax was favourable by \$12.2 million (19.5 per cent) compared to budget, with an increase in discretionary travel in general as well as in commuters using their vehicles to drive to work as opposed to taking transit.

Property tax revenue was favourable by \$3.9 million (0.9 per cent) compared to budget due to higher payments received in lieu of property taxes and higher-than-expected non-market change as a result of new construction and zoning.

## Transit

TRANSIT REVENUES		ACTUAL TO BUDGET			
		ACTUAL	BUDGET	BUDGET VARIANCE	
Year ended December 31		2022	2022	Fav/ (Unfav)	%
(\$ thousands)					
Fares		395,450	459,228	(63,778)	(13.9%)
Program		127,292	127,032	260	0.2%
<b>Total Fare and Program Revenue</b>		<b>522,742</b>	<b>586,260</b>	<b>(63,518)</b>	<b>(10.8%)</b>
Other		29,882	33,079	(3,197)	(9.7%)
<b>Total Transit</b>		<b>552,624</b>	<b>619,339</b>	<b>(66,715)</b>	<b>(10.8%)</b>

In 2022, revenue from fares was \$395.5 million, which is \$63.8 million (13.9 per cent) unfavourable to budget due to the impact of the Omicron COVID-19 variant in January 2022, changed commuter travel preferences and fare product mix, all of which emerged during the course of the year.

The COVID-19 Omicron variant precipitated a short-lived but rapid drop in ridership in early January. Ridership quickly recovered in February and continued to grow steadily into summer and fall, dipping slightly in November and December due to the cooler weather, rain and snow. 2022 also marked a change in commuter behaviours and overall product mix. Even following the removal of COVID-19 restrictions in March, many office workers chose to continue working from home in full or in part, or drive to their workplace, resulting in lower adult monthly passes than anticipated. The overall fare product mix differed from that assumed in the budget, with fewer two-zone, three-zone and West Coast Express tickets sold as opposed to one-zone tickets.

Program revenue totalled \$127.3 million, which is \$0.3 million (0.2 per cent) favourable to budget, with university enrollments and U-Pass BC uptake higher than expected, offsetting unfavourable variance in the BC Government Bus Pass program due to lower registrations amidst the Omicron variant and a slower recovery.

Other transit revenue totalled \$29.9 million in 2022, \$3.2 million (9.7 per cent) unfavourable to the budget mainly because budgeted carbon credit revenue was not received during 2022. It is expected there will be a catch up in the revenue next year, mainly due to a delay in the carbon credit application. This is partly offset by higher property rental revenue and advertising revenue than budgeted.

## Government Transfers

GOVERNMENT TRANSFERS		ACTUAL TO BUDGET			
		ACTUAL	BUDGET	BUDGET VARIANCE	
Year ended December 31		2022	2022	Fav/ (Unfav)	%
(\$ thousands)					
Senior Government Relief Funding		176,000	-	176,000	-
Senior Government funding		184,507	247,890	(63,383)	(25.6%)
Golden Ears Bridge tolling replacement revenue		66,629	67,231	(602)	(0.9%)
<b>Total Government Transfers</b>		<b>427,136</b>	<b>315,121</b>	<b>112,015</b>	<b>35.5%</b>

Total government transfers were \$427.1 million, which includes Senior Government relief funding, the Canada Community Building Fund received through GVRF, PTIF, Canada Line funding, Build Canada Fund and other miscellaneous programs.

\$176.0 million of additional Senior Government relief funding was recognised in March 2022 as required by the PSAB accounting standards. This funding is aimed to help offset losses caused by the pandemic in 2023-2025.

Senior Government funding was \$63.4 million lower than budget primarily due to the timing of vehicle deliveries and construction delays. These were caused by COVID-19 procurement delays, global supply shortages, the 2021 flood event, delays in the acceptance of vehicles and other issues experienced at the project planning stage affecting initiation. These factors have shifted the revenue recognition of government transfers. The unfavourable variance is partially offset by accelerated recognition of deferred funding related to the write-down of the Surrey Newton Guildford Light Rail Transit Project costs following its confirmed cancellation through the 2022 Investment Plan.

### **Investment Income**

Investment income was \$64.1 million (142.4 per cent) favourable to budget due to interest earned on \$2.0 billion upfront settlement of the future monthly Golden Ears Bridge Toll Replacement Revenue, combined with higher interest rates.

### **Development Cost Charges**

The DCC program revenue was \$6.4 million (20.2 per cent) unfavourable to budget due to delays in eligible capital projects, causing less revenue recognized than was expected.

### **Miscellaneous Revenue**

Miscellaneous revenue was \$3.6 million (25.6 per cent) favourable to budget mainly due to payment received from Trans Mountain Pipeline for land and workspace use, along with favourable miscellaneous recoveries and unbudgeted foreign exchange gains.

### **Gain (Loss) on Disposal of Assets**

Gain on disposal of assets was \$1.9 million is favourable to budget mainly due to the unbudgeted sale of the statutory right of ways to Trans Mountain Pipeline and miscellaneous disposals.

## Consolidated Expenses – Comparison to 2021

CONSOLIDATED EXPENSES (BY SEGMENT)			YEAR OVER YEAR	
Year ended December 31	ACTUAL		CHANGE	
(\$ thousands)	2022	2021	Fav/ (Unfav)	%
Bus Operations	860,510	806,292	(54,218)	(6.7%)
Rail Operations	363,581	346,699	(16,882)	(4.9%)
Transit Police	48,070	44,809	(3,261)	(7.3%)
Corporate Operations	120,837	103,579	(17,258)	(16.7%)
Roads and Bridges	109,415	120,166	10,751	8.9%
Amortization of Capital Assets *	250,019	233,789	(16,230)	(6.9%)
Interest *	181,357	182,042	685	0.4%
<b>Sub Total Continuing Operations</b>	<b>1,933,789</b>	<b>1,837,376</b>	<b>(96,413)</b>	<b>(5.2%)</b>
Corporate One-time	71,143	21,760	(49,383)	< (200%)
<b>Total Expenses by Segment</b>	<b>2,004,932</b>	<b>1,859,136</b>	<b>(145,796)</b>	<b>(7.8%)</b>

\* Amortization and interest are shown separately to facilitate analysis

TransLink's consolidated operating expenses were \$145.8 million (7.8 per cent) higher than 2021 mainly due to increased labour costs as a result of negotiated contractual increases, fuel costs, amortization expenses, contracted services and higher maintenance costs, partly offset by lower capital infrastructure contributions.

**Bus Operations** operating expenses were \$54.2 million (6.7 per cent) higher than 2021 mainly due to higher fuel costs, labour costs as a result of negotiated contractual increases, Access Transit contracted services, as well as material and maintenance costs.

**Rail Operations** operating expenses were \$16.9 million (4.9 per cent) higher than 2021 mainly due to increased staffing to support state of good repair and other key initiatives, economic and contractual increases, higher overtime for vacancy and absenteeism coverage, increased maintenance activities and higher costs related to service level increases for West Coast Express, partly offset by BC Hydro cost-of-living credits.

**Transit Police** expenses were \$3.3 million (7.3 per cent) higher than 2021 mainly due to higher labour costs resulting from increased headcount in 2022 and negotiated contractual increases.

**Corporate Operations** expenses were \$17.3 million (16.7 per cent) higher than 2021. 2022 marked a first year of the post-pandemic recovery, with TransLink beginning to gear up for the future. Accordingly, the focus in 2022 pivoted from strictly managing the impacts of the pandemic to a renewed emphasis on key organizational priorities, such as ridership recovery, Indigenous Relations, EDI, and information technology investments. Accordingly, higher expenditures mainly reflect this ramp-up of initiatives, as well as higher labour costs as a result of negotiated contractual increases, higher service agreement costs and property taxes assessed.

**Roads and Bridges** expenses were \$10.8 million (8.9 per cent) lower than 2021 mainly due to timing of municipalities' work, resulting in lower capital infrastructure contributions to municipalities than 2021.

**Amortization** expense increased by \$16.2 million (6.9 per cent) over 2021 as the result of a \$212.7 million increase in depreciable tangible capital assets. Main asset additions affecting amortization in 2022 were

new vehicle acquisitions, SkyTrain station, Information System and various other infrastructure and system upgrades.

**Interest** expense decreased by \$0.7 million (0.4 per cent) compared to 2021, with lower average debt balances and higher interest capitalization partly offset by increased average interest rates.

**Corporate One-time** expenses were \$49.4 million (227.0 per cent) higher than 2021. Excluding the write-down of SNG Light Rail Transit project costs of \$44.9 million and the de-scoped Burrard Station Upgrade costs of \$8.9 million, Corporate One-Time is lower than prior year by \$4.3 million mainly due to higher expenses incurred in 2021 as a result of the December 1, 2020 cyberattack.

## Consolidated Expenses – Comparison to Budget

CONSOLIDATED EXPENSES (BY SEGMENT)		ACTUAL TO BUDGET		
Year ended December 31	ACTUAL	BUDGET <sup>1</sup>	BUDGET VARIANCE	
(\$ thousands)	2022	2022	Fav/ (Unfav)	%
Bus Operations	860,510	864,215	3,705	0.4%
Rail Operations	363,581	374,648	11,067	3.0%
Transit Police <sup>1</sup>	48,070	46,358	(1,712)	(3.7%)
Corporate Operations <sup>1</sup>	120,837	125,946	5,109	4.1%
Roads and Bridges	109,415	145,248	35,833	24.7%
Amortization of Capital Assets <sup>2</sup>	250,019	258,400	8,381	3.2%
Interest <sup>2</sup>	181,357	179,836	(1,521)	(0.8%)
<b>Sub Total Continuing Operations</b>	<b>1,933,789</b>	<b>1,994,651</b>	<b>60,862</b>	<b>3.1%</b>
Corporate One-time <sup>1</sup>	71,143	33,213	(37,930)	(114.2%)
<b>Total Expenses by Segment</b>	<b>2,004,932</b>	<b>2,027,864</b>	<b>22,932</b>	<b>1.1%</b>

<sup>1</sup> 2022 Budget has been restated to reflect budget transfers during the year.

<sup>2</sup> Amortization and Interest shown separately to facilitate analysis.

In 2022, with the ridership recovery ongoing but pressures on revenue streams continuing, TransLink's budget derived cost savings and efficiencies wherever possible while maintaining safe and appropriate levels of service to customers, keeping the transit system infrastructure in a state of good repair, and advancing key priorities critical to preparing for the future. Even within this tight fiscal envelope, excluding amortization and interest, expenses from continuing operations were \$54.0 million lower than budget. Large part of this variance is \$34.7 million of capital infrastructure contributions due to timing of municipalities' work. Savings derived during the year helped to manage global inflationary cost pressures, most notably in fuel.

**Bus Operations** operating expenses were \$3.7 million (0.4 per cent) lower than budget mainly due to vacancy savings driven by a tight labour market, lower Access Transit contracted costs as a result of lower demand, lower computer software and equipment costs as well as favourable insurance rates. The favourable variance was partly offset by global inflationary pressures effecting fuel and material parts prices.

**Rail Operations** operating expenses were \$11.1 million (3.0 per cent) lower than budget mainly due to savings from vacancies and lower benefits costs, lower maintenance expenses related to changes in planned work, lower contracted services costs and savings from BC Hydro cost-of-living credits. The favourable variance was partly offset by overtime to ensure adequate staff coverage, higher Canada Line contract inflation and unfavourable diesel fuel prices.

**Transit Police** operating expenses were \$1.7 million (3.7 per cent) higher than budget mainly due to higher labour costs resulting from wage and benefit increases, additional recruits and overtime for special events, higher than expected occupancy costs as well as higher vehicle repair and fuel costs.

**Corporate Operations** operating expenditures were \$5.1 million (4.1 per cent) lower than budget mainly due to savings from vacancies, lower professional fees as a result of project deferrals and lower roll stock costs as result of lower than planned ridership. These were partly offset by higher property taxes, occupancy and maintenance costs.

**Roads and Bridges** spending was \$35.8 million (24.7 per cent) lower than budget mainly due to timing of municipalities' work, resulting in lower than anticipated capital infrastructure contributions to municipalities and Major Road Network (MRN) Operations and Maintenance projects.

**Amortization** was \$8.4 million (3.2 per cent) lower than budget primarily due to lower than expected capitalizations in various projects caused by delays in vehicle deliveries and slower than expected project progress, thus delaying capitalizations into 2023. The projects most impacted by these delays include the Vehicle Fleet Replacement and Expansion programs, Expo and Millennium Upgrade Program Fleet Acquisition, Expo Line Traction Power Equipment and Mark I Refurbishment project.

**Interest** expense for 2022 was \$1.5 million (0.8 per cent) higher than budget mainly due to lower than expected interest capitalized during construction as a result of lower capital spending and higher inflation affecting the Golden Ears Bridge debt payments. This was partly offset by issuing debt later in the year than originally anticipated and lower Commercial Paper balances.

**Corporate One-time** costs were \$37.9 million (114.2 per cent) higher than budget, mainly due to a write-down of \$44.9 million related to the SNG Light Rail Transit Project costs, as it was replaced by Surrey Langley Skytrain project in the 2022 Investment Plan; as well as a write-off of \$8.9 million of previously capitalized costs due to changes in the scope of upgrades to Burrard Station as a result of significant construction costs increase due to industry pressures.

Excluding SNG and the Burrard Station Upgrade costs write-down, Corporate One-Time costs would be favourable to budget by \$15.9 million (47.6 per cent), mainly due to lower spending on Bus Speed and Reliability project and feasibility studies for the SkyTrain Station Power Capacity Study and Columbia SkyTrain Station Upgrades Scope.

## Consolidated Expenses by Category – Comparison to 2021

CONSOLIDATED EXPENSES (BY CATEGORY)								
Year ended December 31 (\$ thousands)	2022 Actual			2021 Actual			Ongoing Expenses	
	Ongoing	One-time <sup>1</sup>	Total	Ongoing	One-time <sup>1</sup>	Total	Fav/ (Unfav)	%
Administration	54,412	302	54,714	45,145	3,557	48,702	(9,267)	(20.5%)
Amortization of tangible capital assets	250,019	-	250,019	233,789	-	233,789	(16,230)	(6.9%)
Capital infrastructure contributions	60,666	-	60,666	72,711	-	72,711	12,045	16.6%
Contracted services	236,568	-	236,568	223,039	-	223,039	(13,529)	(6.1%)
Fuel and power	89,996	-	89,996	67,217	-	67,217	(22,779)	(33.9%)
Insurance	25,290	-	25,290	24,578	-	24,578	(712)	(2.9%)
Interest	181,357	-	181,357	182,042	-	182,042	685	0.4%
Maintenance, materials and utilities	182,142	892	183,034	171,488	817	172,305	(10,654)	(6.2%)
Professional and legal	19,680	13,268	32,948	15,755	14,638	30,393	(3,925)	(24.9%)
Rentals, leases and property tax	38,590	-	38,590	33,491	-	33,491	(5,099)	(15.2%)
Salaries, wages and benefits	795,069	2,926	797,995	768,121	2,748	770,869	(26,948)	(3.5%)
Write-down of tangible capital assets	-	53,755	53,755	-	-	-	-	-
<b>Total Expenses by Category</b>	<b>1,933,789</b>	<b>71,143</b>	<b>2,004,932</b>	<b>1,837,376</b>	<b>21,760</b>	<b>1,859,136</b>	<b>(96,413)</b>	<b>(5.2%)</b>

<sup>1</sup> One-time expenses shown separately to facilitate analysis

### Ongoing Expenses

**Administration** costs were \$9.3 million (20.5 per cent) higher than 2021 mainly due to higher credit card fees associated with increased ridership, and higher software licenses, training, recruitment and communication costs.

**Amortization** expense increased by \$16.2 million (6.9 per cent) compared to 2021 as the result of a \$212.7 million increase in depreciable tangible capital assets. Main asset additions affecting amortization in 2022 were new vehicle acquisitions, and SkyTrain station, Information System and various other infrastructure and system upgrades.

**Capital infrastructure contributions** decreased by \$12.0 million (16.6 per cent) compared to 2021 due to the timing of capital infrastructure contributions to municipalities.

**Contracted services** increased by \$13.5 million (6.1 per cent) compared to 2021 mainly due to higher contractual costs for Canada Line, Access Transit (as a result of higher demand for HandyDART), as well as Compass operations.

**Fuel and power** costs increased by \$22.8 million (33.9 per cent) compared to 2021 mainly due to acute global inflationary pressure in fuel prices.

**Insurance** costs increased slightly by \$0.7 million (2.9 per cent) compared to 2021 due to an increase in vehicle insurance rates.

**Interest** expense decreased by \$0.7 million (0.4 per cent) compared to 2021 mainly due to lower average debt balances and higher interest capitalized during construction, partly offset by increased average interest rates.

**Maintenance, materials and utilities** increased by 10.7 million (6.2 per cent) compared to 2021 mainly due to higher material parts prices as a result of global supply chain shortages, as well as higher maintenance to keep assets in a state of good repair and increased service.

**Professional and legal** fees increased by 3.9 million (24.9 per cent) compared to 2021 mainly due to higher IT security costs.

**Rentals, leases and property tax** expenses increased by \$5.1 million (15.2 per cent) compared to 2021 mainly due to higher rental costs.

**Salaries and wages** increased \$26.9 million (3.5 per cent) compared to 2021 mainly due to negotiated contractual and economic labour increases and increased hiring in 2022.

## Consolidated Expenses by Category – Comparison to Budget

CONSOLIDATED EXPENSES (BY CATEGORY)								
Year ended December 31 (\$ thousands)	2022 Actual			2022 Budget			Ongoing Expenses	
	Ongoing	One-time <sup>1</sup>	Total	Ongoing	One-time <sup>1</sup>	Total	Fav/ (Unfav)	%
Administration	54,412	302	54,714	57,934	1,346	59,280	3,522	6.1%
Amortization of tangible capital assets	250,019	-	250,019	258,400	-	258,400	8,381	3.2%
Capital infrastructure contributions	60,666	-	60,666	95,393	-	95,393	34,727	36.4%
Contracted services	236,568	-	236,568	240,916	-	240,916	4,348	1.8%
Fuel and power	89,996	-	89,996	75,571	-	75,571	(14,425)	(19.1%)
Insurance	25,290	-	25,290	26,844	-	26,844	1,554	5.8%
Interest	181,357	-	181,357	179,836	-	179,836	(1,521)	(0.8%)
Maintenance, materials and utilities	182,142	892	183,034	181,798	-	181,798	(344)	(0.2%)
Professional and legal	19,680	13,268	32,948	22,853	26,897	49,750	3,173	13.9%
Rentals, leases and property tax	38,590	-	38,590	37,913	-	37,913	(677)	(1.8%)
Salaries, wages and benefits	795,069	2,926	797,995	817,193	4,970	822,163	22,124	2.7%
Write-down of tangible capital assets	-	53,755	53,755	-	-	-	-	-
<b>Total Expenses by Category</b>	<b>1,933,789</b>	<b>71,143</b>	<b>2,004,932</b>	<b>1,994,651</b>	<b>33,213</b>	<b>2,027,864</b>	<b>60,862</b>	<b>3.1%</b>

<sup>1</sup> One-time expenses shown separately to facilitate analysis

### Ongoing Expenses

**Administration** expenses were \$3.5 million (6.1 per cent) lower than budget mainly due to lower software licensing and telecommunication costs, lower roll stock costs driven by lower ridership and lower training costs.

**Amortization** was \$8.4 million (3.2 per cent) lower than budget primarily due to lower than expected capitalization in various projects caused by delays in vehicle deliveries and slower than expected project progress, thus delaying capitalizations into 2023. The projects most impacted by these delays include Vehicle Fleet Replacement and Expansion programs, Expo and Millennium Upgrade Program Fleet Acquisition, Expo Line Traction Power Equipment and Mark I Refurbishment project.

**Capital infrastructure contributions** were \$34.7 million (36.4 per cent) lower than budget mainly due to timing of municipal projects.

**Contracted services** costs were \$4.3 million (1.8 per cent) lower than budget mainly due to lower Access Transit contracted services costs as a result of lower than planned demand for HandyDART, partly offset by higher Canada Line contract inflation.

**Fuel and power** costs were \$14.4 million (19.1 per cent) higher than budget mainly due to acute global inflationary pressure on fuel prices.

**Insurance** expense was \$1.6 million (5.8 per cent) lower than budget mainly due to lower service kilometers and lower insurance rates and premiums.

**Interest** expense for 2022 was \$1.5 million (0.8 per cent) higher than budget mainly due to lower than expected interest capitalization during construction as a result of lower capital spending and higher than budgeted inflation affecting the Golden Ears Bridge debt payments. This was partly offset by issuing debt later in the year than originally planned and lower than budgeted Commercial Paper balances.



**Maintenance, materials and utilities** expenses were \$0.3 million (0.2 per cent) higher than budget mainly due to higher material costs as a result of global supply chain constraints and higher snow removal costs as a result of unexpected snowfall events, partly offset by slower progress of MRN Operations and Maintenance projects.

**Professional and legal** fees were \$3.2 million (13.9 per cent) lower than budget mainly due to timing of projects and changes in planned work.

**Rentals, leases and property tax** expenses were \$0.7 million (1.8 per cent) higher than budget mainly due to a rental loss recognized from a property with lower than expected sub-leases.

**Salaries and wages** were \$22.1 million (2.7 per cent) lower than budget mainly due to savings from vacancies, partly offset by higher labour rate increases.

## 4. Capital Program

TransLink's investment in capital assets continues to grow with the focus of supporting the Enterprise priorities. The capital program is robust and managed with strong governance and oversight. As of December 31, 2022, TransLink's total approved capital program budget was \$7.4 billion, which includes:

- \$4.0 billion in active capital projects;
- \$0.7 billion in Approved-In-Principle (AIP) capital projects;
- \$2.1 billion in substantially complete capital projects; and
- \$0.6 billion in capital infrastructure contributions to municipalities

SUMMARY OF CAPITAL PROGRAM						
As of December 31, 2022 (\$ thousands)	Number of Projects	Total Current Budget	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
				Fav/(Unfav)	%	
<b>Capital Projects</b>						
Active	142	3,988,479	3,959,338	29,141	0.7%	1,212,606
AIP	28	736,864	733,925	2,939	0.4%	357,140
Substantially Complete	129	2,127,245	2,036,791	90,454	4.3%	1,010,978
<b>Subtotal</b>	<b>299</b>	<b>6,852,588</b>	<b>6,730,054</b>	<b>122,534</b>	<b>1.8%</b>	<b>2,580,724</b>
<b>Capital Infrastructure Contributions</b>						
Active	36	568,026	558,497	9,529	1.7%	-
<b>Subtotal</b>	<b>36</b>	<b>568,026</b>	<b>558,497</b>	<b>9,529</b>	<b>1.7%</b>	<b>-</b>
<b>Total Capital Program</b>	<b>335</b>	<b>7,420,614</b>	<b>7,288,551</b>	<b>132,063</b>	<b>1.8%</b>	<b>2,580,724</b>

The capital program is supported in part by \$2.6 billion in committed funding available to TransLink from the Canada Community Building Fund (formerly the Federal Gas Tax Fund), PTIF and Investing in Canada Infrastructure Program (ICIP). External funding is applied to eligible projects within the capital program. For the Canada Community Building Fund, TransLink receives approval and funding in advance of project initiation. These funds are held in restricted cash and treated as deferred government transfers until costs are incurred on the approved projects, at which time funds are released to general operating funds and government transfers revenue is recognized. For PTIF and ICIP funded projects, TransLink incurs the costs of the projects which are recovered through invoicing the Province for the portion that is funded per the respective agreements. Revenue for these programs is recognized based on the terms of the respective agreements.

### Active and Substantially Complete Capital Projects

As of December 31, 2022, there were 271 active and substantially complete projects with a final forecasted cost of \$6.0 billion. Total costs incurred for these projects during the year were \$458.4 million.

SUMMARY OF ACTIVE PROJECTS								
As of December 31, 2022 (\$ thousands)	Number of Projects	Current Budget	2022 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
						Fav/ (Unfav)	%	
<b>Active</b>								
Equipment	23	221,816	41,458	102,309	205,890	15,926	7.2%	29,916
Infrastructure	53	646,185	79,167	165,217	639,606	6,579	1.0%	173,512
Major Construction	12	2,451,301	149,586	451,873	2,450,586	715	-	622,173
Technology	22	168,107	47,834	122,967	162,967	5,140	3.1%	-
Vehicle	22	375,400	46,665	77,299	374,909	491	0.1%	354,832
Facilities	10	125,670	41,227	57,995	125,380	290	0.2%	32,173
<b>Subtotal (Active Capital Projects)</b>	<b>142</b>	<b>3,988,479</b>	<b>405,937</b>	<b>977,660</b>	<b>3,959,338</b>	<b>29,141</b>	<b>0.7%</b>	<b>1,212,606</b>
<b>Substantially Complete</b>	<b>129</b>	<b>2,127,245</b>	<b>52,457</b>	<b>2,002,251</b>	<b>2,036,791</b>	<b>90,454</b>	<b>4.3%</b>	<b>1,010,978</b>
<b>Total Active Capital Projects</b>	<b>271</b>	<b>6,115,724</b>	<b>458,394</b>	<b>2,979,911</b>	<b>5,996,129</b>	<b>119,595</b>	<b>2.0%</b>	<b>2,223,584</b>

### Active Capital Projects

As of December 31, 2022, there were 142 active projects with expenditures of \$405.9 million for the year and \$977.7 million in cumulative spending to date. A comparison of active project budgets against forecasted final costs shows a favourable variance of \$29.1 million (0.7 per cent).

Infrastructure spending of \$79.2 million for the year includes \$23.9 million on the Edmonds OMC Capacity Upgrade, \$9.5 million for the 2021 - 2023 Running Rail Replacement and \$5.4 million spent on West Coast Express (WCE) Fleet Refurbishment.

Major Construction spending of \$149.6 million for the year includes \$44.5 million spent on the Expo and Millennium Upgrade Program Fleet Acquisition project, \$43.5 million on a new OMC 4 Vehicle Storage Facility and \$38.8 million on the SkyTrain Operations Control Centre.

Technology spending of \$47.8 million for the year includes \$36.1 million spent on the Enterprise Resource Planning (ERP) Program Implementation - Finance and Supply Chain (FSM) and BCRTC Enterprise Asset Management (EAM) projects.

Vehicle spending of \$46.7 million for the year includes \$22.1 million spent on the 2020 Conventional Bus Expansion project and \$12.3 million on 2020 Conventional Bus Replacement.

### Substantially Complete Capital Projects

As of December 31, 2022, there were 129 projects with a total budget of \$2.1 billion deemed substantially complete with \$52.5 million spent in 2022. These projects are in the final stages of project activity. The total expected favourable variance for these projects at completion is \$90.5 million (4.3 per cent).

Notable projects that were substantially completed during the year include:

- Evergreen Line – TransLink Contribution with a budget of \$398.5 million;
- Hamilton Transit Centre Design and Construction with a budget of \$135.4 million;
- Canada Line Capacity Expansion with a budget of \$130.4 million;
- PTIF Mark III Procurement with a budget of \$107.4 million; and
- PTIF Mark III Procurement No.2 with a budget of \$93.1 million.

## Approved in Principle Capital Projects

As of December 31, 2022, there were 28 AIP projects remaining to be initiated with a total budget of \$736.9 million. Of the 28 projects, eight projects with a budget of \$26.4 million were carried forward from prior years and 20 projects with a budget of \$710.5 million are new in 2022.

<b>SUMMARY OF AIP PROJECTS</b>			
<b>As of December 31, 2022 (\$ thousands)</b>	<b>Number of Projects</b>	<b>Current Budget</b>	<b>Senior Government Funding (Committed)</b>
Capital Projects			
Equipment	3	12,816	-
Infrastructure	11	90,549	24,852
Technology	7	65,619	-
Vehicle	2	4,263	4,070
Facilities	5	563,617	328,218
<b>Total AIP Projects</b>	<b>28</b>	<b>736,864</b>	<b>357,140</b>

Significant projects remaining in AIP include the Marpole Transit Centre – Implementation (Facilities), Trolley Overhead (TOH) Rectifier Station 2022-2026 (Infrastructure) and the IT Services Resiliency Program (Technology).

## Closed Capital Projects

During the year ended December 31, 2022, 41 projects with a final cost of \$345.7 million and an approved budget of \$364.9 million were completed and closed. Significant closed projects include the 2017 Conventional Bus Replacement, Skytrain Passenger Information Displays (PIDS Upgrade and Surrey Transit Centre Compressed Natural Gas Retrofit projects.

## Cancelled Capital Projects

During the year ended December 31, 2022, eight projects with budgets totalling \$164.9 million were cancelled, including:

- OMC 5 Vehicle Maintenance facility – Land acquisition project (\$150.0 million) as a land parcel for OMC 5 location is now being acquired by the Province;
- RapidBus Upgrade Program (\$6.4 million) as the Rapid Bus priority program changed from an application approach to a partnership approach. A new project in partnership with the City of Burnaby was submitted in 2020 replacing these previous approved funds; and
- Free Transit for Children Aged 12 and Under – Phase 2 (\$3.1 million) as the Province made a decision not to proceed with implementation of Phase 2.

## Capital Infrastructure Contributions

These expenditures consist of contributions to municipalities for the rehabilitation and upgrade of the MRN as well as pedestrian and bike pathways. TransLink does not own these underlying assets; therefore, the costs are expensed in the year they are incurred.

As of December 31, 2022, there were 36 active programs with a budget of \$568.0 million. The majority of the \$56.8 million in contributions in the year relate to the Pavement Rehabilitation Program funded under the MRN Program.

SUMMARY OF INFRASTRUCTURE CONTRIBUTION PROGRAMS						Forecast Variance to Current Budget	
As of December 31, 2022 (\$ thousands)	Number of Projects	Current Budget	2022 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Fav/ (Unfav)	%
MRN Structurers Funding Program	5	77,830	5,335	6,274	75,135	2,695	3.5%
Major Road Network and Bike Upgrades (MRNB)	11	250,011	11,704	151,104	245,210	4,801	1.9%
Pavement Rehabilitation Program	5	113,682	25,588	111,719	113,033	649	0.6%
Bicycle Infrastructure Capital Cost Share (BICCS)	5	81,359	7,403	15,628	81,026	333	0.4%
Bus, Speed, Reliability, and Infrastructure (BSRI)	4	15,973	1,767	3,264	15,537	436	2.7%
Walking Infrastructure to Transit (WITT)	6	29,171	4,963	9,279	28,556	615	2.1%
<b>Grand Total</b>	<b>36</b>	<b>568,026</b>	<b>56,760</b>	<b>297,268</b>	<b>558,497</b>	<b>9,529</b>	<b>1.7%</b>

## Development Cost Charges Program

The DCC Program was established as part of the funding strategy for investments included in the Mayors' 10-Year Vision. TransLink's 2018 Phase Two Investment Plan outlined the capital project categories that would be supported by the DCC program. The categories, which were upheld by the 2022 Investment Plan, include New Major Projects, SkyTrain and WCE Expansions, Bus Exchange/Depot Upgrades and SeaBus Expansions. The total capital cost of the select project categories is estimated at \$2.7 billion, of which \$1.7 billion (net of senior government funding) incurred after December 31, 2017 is eligible for DCC funding. During the year ended December 31, 2022, TransLink recognized \$25.2 million in DCC revenues and the funds have been proportionately allocated for recovery as follows:

SUMMARY OF DCC PROGRAM				
As of December 31, 2022 (\$ thousands)	Current Budget	Senior Government Funding	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and Seabus Expansion	178,223	56,801	56,621	826
New Major Projects	48,496	4,541	43,847	640
SkyTrain and West Coast Express Expansion	2,468,066	763,101	1,623,613	23,692
<b>Total DCC Program</b>	<b>2,694,785</b>	<b>824,443</b>	<b>1,724,081</b>	<b>25,158</b>

## Capital Program – Comparison to 2022 Business Plan

As stated in the 2022 Business Plan, the objectives of TransLink’s capital program are aligned with current priorities of rebuilding customer ridership, ensuring a state of good repair, while continuing to work on implementing prioritized programs of the Mayors’ 10-year Vision. The current capital program continued to address the emerging state of good repair investments needed to ensure existing assets serve customers and stakeholders safely, effectively and efficiently, while continuing to support the delivery of the Mayors’ 10-Year Vision. The gross cash flows for all projects in the 2022 Business Plan were \$1,096.3 million; the actual gross cash flow for all projects in 2022 were \$515.6 million, a variance from plan of \$580.7 million.

The key factors driving lower than planned spend across the capital program included:

- Supply chain disruptions causing vendors difficulty in securing materials in a timely manner and delivery timelines that have been exceeding historical expectations;
- Resource shortages across the industry resulting in project initiation delays and longer than anticipated procurement timeframes to award contracts to vendors;
- Amendments to scope in the early stages of project initiation as a result of efforts to align priorities and ensure a cohesive strategy;
- Decisions made by the Province to take over the delivery of significant projects; and
- Decisions made by TransLink to de-scope or pause projects as a result of reprioritizing and the financial pressures caused by the COVID-19 pandemic.

### Major Construction Projects

Lower than planned spending in major construction projects is largely a result of delays experienced across several projects which has shifted cash flow spending to future years. These delays are due to time required to update the design and staff resourcing shortfalls in the OMC 4 project, and global supply chain impacts affecting vendor supply and milestone completion in the Expo and Millennium Upgrade Program (EMUP) Fleet Acquisition Program. Additionally, subsequent to the development of the 2022 Business Plan, the Province has taken over the delivery of key projects such as the Surrey Langley Skytrain (SLS) project and the OMC 5 Land Acquisition project which reduced TransLink’s capital spending.

The Broadway Subway Project (BSP) project recalibrated spending forecasts subsequent to the development of the 2022 Business Plan as several significant costs are now anticipated to be incurred in the later stages of the project.

Project Name (\$ thousands)	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
BSP	17,326	5,188	12,138
BSP Transit Plan	2,136	94	2,042
EMUP – Fleet Acquisition	85,843	44,498	41,345
EMUP – Optical Transportation Network	1,020	-	1,020
EMUP – Propulsion Power Upgrades Expo and Millennium Lines – Design	7,687	5,076	2,611
EMUP – Rail Expansion Program Management	2,752	8,572	(5,820)
OMC 4 – Design and Implementation	93,131	44,859	48,272

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	OMC 5 – Vehicle Maintenance facility – Land	37,500	-	37,500
	SkyTrain Operation Control Centre	46,804	38,792	8,012
	South of Fraser Rapid Transit	4,903	2,600	2,303
	SLS Project	38,617	-	38,617
	Vehicle Control Centre 2/4 Border Relocation	2,048	-	2,048
	Projects not captured in Business Plan	-	1,408	(1,408)
	<b>Major Construction Total</b>	<b>339,767</b>	<b>151,088</b>	<b>188,679</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.

### Infrastructure Projects

Lower than planned spending in infrastructure projects is primarily a result of challenges experienced in the procurement phase which has resulted in project schedules and cash flows shifting to future periods.

Of note:

- The Expo Line Traction Power Equipment Replacement Program and the Knight Street Bridge - Deck and Sidewalk Rehab project experienced a longer than anticipated timeframe to award vendor contracts, which delayed the initiation of the project spend.
- After receiving general contractor bids for the Burrard Station Upgrade project that were much higher than anticipated and budgeted for, a decision was made to reduce the capacity upgrade scope of the project.
- The Expo Line Elevator Replacement Program had several factors contributing to slower than anticipated spending, including delays due to scope changes resulting from the decision to reduce the capacity upgrade portion of the Burrard Station Upgrade project and delays in awarding a contract to a new vendor. Additionally, there were cost savings from scope of work previously commenced as a result of efficiencies in construction during the COVID-19 pandemic.
- Restructuring of the procurement model for the Port Coquitlam Transit Centre (PTC) Infrastructure to Support Battery Electric Buses (BEBs) project, in which the procurement model was updated as a turn-key contract thus expanding the scope of vendor services.

Other notable causes included delays in obtaining city approvals and construction supply shortages for the Brentwood SkyTrain Station upgrades project, and design challenges, municipal permitting delays, and BCRTC resource availability impacting the Station Access and Safety project.



<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	2022 BCRTC Roof Replacement	3,564	18	3,546
	2022 CMBC Pavement Rehabilitation	1,010	226	784
	2021 - 2023 Running Rail Replacement	8,260	9,527	(1,267)
	Automated Train Control (ATC) System Recovery and Operation Improvements	548	153	395
	BC Parkway Safety Improvements Patterson to 22 <sup>nd</sup> Street	347	312	35
	Braille and Tactile Information at Bus Stops	3,263	3,057	206
	Brentwood SkyTrain Station Upgrades – Phase One and Two	14,667	5,926	8,741
	Broadway Station Track Intrusion System Upgrade	179	760	(581)
	Burnaby Transit Centre Retaining Walls - Seismic Stabilization	5,100	90	5,010
	Burnaby Mountain Gondola Transit	1,540	-	1,540
	Burrard Station Upgrade	28,899	3,142	25,757
	Capital Program Contingency	5,000	-	5,000
	Burnaby Transit Centre South (BTCS) Emergency Generator Replacement	106	60	46
	Compass Implementation for HandyDART	1,114	76	1,038
	Edmonds OMC Capacity Upgrade	16,873	23,918	(7,045)
	Elevating Devices Asset Renewal Program – Millennium Line Escalators 2022	47	-	47
	Expo Line Elevator Replacement	33,868	6,671	27,197
	Expo Line Surrey Power Rail Replacement	6,250	203	6,047
	Expo Line Traction Power Equipment Replacement	13,495	1,217	12,278
	Expo Line Tunnel Ventilation Systems (TVS)	132	-	132
	Expo Line TVS Rehabilitation	2,042	1,017	1,025
	Gilmore Station Upgrade and Expansion Project	728	-	728
	HandyDART Norland Facility	4,346	405	3,941
	Haro Rectifier Safety and Security Improvements	20	13	7
	Investments in Transit Priority on Priority Rapid Bus Corridors – Phase One and Two	3,376	5,123	(1,747)
	Knight Street Bridge – Deck & Sidewalk Rehab – Design and Implementation	7,927	654	7,273
	Metro Vancouver Transit Police (MVTP) – Hub Office Card Access Upgrade	100	-	100
	MVTP Bridgeport Deployment Office Upgrade	582	1	581
	MVTP Waterfront Hub Office Renovation	101	-	101

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	New Simon Fraser University Exchange Contribution	1,166	-	1,166
	Next Generation SeaBus Performance Specification	400	-	400
	Noise Mitigation Solution	916	2,210	(1,294)
	Noise Mitigation Solution Implementation Phase Two	1,768	-	1,768
	OMC 1 Receiving Area and Storage Upgrades	164	86	78
	Pattullo Bridge Upgrade	1,551	133	1,418
	Phibbs Exchange Upgrade	2,861	1,144	1,717
	PTC Infrastructure to Support BEBs	12,938	2,031	10,907
	Power Constructability Review and Cutover Planning	1,310	-	1,310
	PowerSmart Upgrades – BTCS – Design	291	14	277
	Remote Reports/Rapid Response Model – Phase A	1,663	-	1,663
	Replace 3 Escalators	1,585	501	1,084
	Richmond Transit Centre (RTC) Roof Replacement-Phase Two	3,900	-	3,900
	RTC Roof Replacement	1,487	4,592	(3,105)
	Safety Assurance for Rail Expansion	398	12	386
	SeaBus Facility and Seawall Rehabilitation Year 1 of 2	2,019	2,197	(178)
	SeaBus Terminal – Passenger Counting System Update	334	-	334
	SkyTrain Roof Replacement	743	4,197	(3,454)
	SkyTrain Station Power Capacity – Phase Two	204	-	204
	Stadium-Chinatown Station Upgrade – Concept Confirmation	288	-	288
	Station Access and Safety Project	21,049	3,699	17,350
	Compass Customer Service Centre - Tenant Improvement Construction	2,971	2,493	478
	TransLink Owned Bicycle Infrastructure	8,101	510	7,591
	TOH On-Street Infrastructure State of Good Repair (SOGR)	3,931	4,714	(783)
	TOH Rectifier Station SOGR	3,549	353	3,196
	Waterfront Station Power Systems Upgrade	5,074	4,358	716
	WCE Locomotive Refurbishment	8,250	5,447	2,803
	Westham Island Bridge – Howe Truss Replacement	308	99	209
	Projects not captured in Business Plan	-	5,784	(5,784)
	<b>Infrastructure Total</b>	<b>252,703</b>	<b>107,145</b>	<b>145,558</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.

## Facilities Projects

Lower than planned spending in facilities projects is a result of delays experienced across several significant projects which has deferred spending to future years. These include unanticipated delays in obtaining permits for the Marpole Transit Centre (MTC) project which shifted site works to 2023, and global supply chain and staff resource shortfalls which delayed construction work in the Canada Line Capstan Station project into 2023. The SeaBus Terminals Interior Refurbishment project had amendments to project scope and sub-trade resulting in delays to the project schedule. The Bus Facility Customer Amenities Improvement Program was paused as a result of revisiting priorities amidst the financial pressures caused by the COVID-19 pandemic.

Project Name (\$ thousands)	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
BCRTC OMC 1 and 2 – Space Optimization and Modernization	3,007	261	2,746
BTC – Fleet Overhaul Maintenance- Lunch room Upgrades	1,105	885	220
BTC Facility Improvement for Phase Two Expansion – Design	1,450	411	1,039
Bus Facility Customer Amenities Improvement Program	3,896	-	3,896
Canada Line Capstan Station Project	37,931	25,757	12,174
CMBC Trolley Overhead – Skeena Relocation	2,642	701	1,941
Customer Amenities Pilot	987	-	987
Facility Retrofit Projects – BTC Stores	2,036	-	2,036
Facility Upgrades to Accommodate Double Decker Buses	2,374	172	2,202
MTC – Design and Early Site Works	26,975	2,570	24,405
OMC Perimeter Security Upgrade	797	90	707
Operations and Maintenance Centre 2	7	75	(68)
PTC Facility Improvements	1,338	-	1,338
PTC Facility Improvement for Phase Two Expansion – Design	1,157	1,005	152
PowerSmart Upgrades	154	-	154
PowerSmart Upgrades – SeaBus – Design	681	-	681
SeaBus facility and seawall – SOGR	1,828	-	1,828
SeaBus Facility Upgrades – Design	1,329	1,908	(579)
SeaBus Terminals Interior Refurbishment	9,938	6,210	3,728
Projects not captured in Business Plan	-	3,546	(3,546)
<b>Facilities Total</b>	<b>99,632</b>	<b>43,590</b>	<b>56,042</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.

## Equipment Projects

Lower than planned spending in equipment projects is a result of delays experienced across several significant projects which has deferred spending to future years. The SkyTrain Advanced Radio System and the SkyTrain Customer and Operations Telecommunications Upgrade projects experienced delays in the initial phases of the projects which had cascading impacts to the design and implementation phases, therefore shifting cash flows to 2023. The Replacement of Rotary Grinder program experienced delays in the fabrication process due to global supply chain issues, pushing the spend into 2023. The Onboard Technology Assets Program (OTAP) had a variance primarily due to the de-scoping of contracted services no longer required and unanticipated savings in the procurement of equipment and resourcing costs.

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	Automatic Train Control Existing Equipment Replacement Program	15,787	13,717	2,070
	CMBC Facilities Camera Replacement	1,597	72	1,525
	CMBC Hoist Asset Renewal Program	1,978	2,112	(134)
	Compass Vending Machine Spares	1,966	-	1,966
	Fare Gates Capacity Increase – Priority Stations	649	109	540
	Farebox Replacement	2,317	449	1,868
	Mark (MK) III Vehicle Lifting Jacks	200	7	193
	MVTP Equipment	82	88	(6)
	Millennium Line Fire and Life Safety Systems Equipment Replacement	1,881	972	909
	Millennium Line Linear Heat Detector Upgrade Project	113	-	113
	OTAP	35,783	14,527	21,256
	Rail Switch Machine Test Bench	481	372	109
	Rail-borne Equipment Replacement	2,293	750	1,543
	Replacement of Hegenscheidt Underfloor Lathe	2,272	149	2,123
	Replacement of Rotary Grinder	13,858	224	13,634
	SkyTrain Advanced Radio System Phase 1&2	9,079	2,311	6,768
	SkyTrain Customer and Operations Telecommunications Upgrade Phase One – Four	10,367	5,579	4,788
	Station Ground Switch Replacement	31	-	31
	Projects not captured in Business Plan	-	3,973	(3,973)
	<b>Equipment Total</b>	<b>100,734</b>	<b>45,410</b>	<b>55,324</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.

## Technology Projects

Lower than planned spending in technology projects is a result of delays experienced across several significant projects which has deferred spending to future years. The Finance and Supply Chain Enterprise Resource Planning (ERP) and BCRTC Enterprise Asset Management (EAM) program experienced delays in several deployments due to underlying complexities of the rollouts, which shifted cash flow into 2023. The IT Services Resiliency Program was delayed into 2023 as a result of shortfalls in resource availability. The 2018-2021 IT Infrastructure Refresh project experienced global supply chain shortages and delivery delays which have pushed the delivery of technology infrastructure into 2023. The Free Transit for Youth 12 & Under program was cancelled as the Province made a decision not to proceed with implementation of Phase 2.

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	2018-2021 IT Infrastructure Refresh	14,769	3,931	10,838
	2019-2021 Transportation Analytics Program	500	-	500
	Access Transit Trapeze PASS – Additional Modules	1,501	111	1,390
	BCRTC Payroll, Scheduling and Timekeeping	1,661	3,163	(1,502)
	BCRTC Software Application Renewal Program	1,369	-	1,369
	Bus Daily Operations Management System (DOMS) Product Migration Planning	7,494	3,823	3,671
	Claims Management System Replacement	64	-	64
	CMBC CloudSuite Enterprise Asset Management (EAM) Implementation – Business Definition	375	572	(197)
	CMBC CloudSuite (EAM) - Design & Implementation	2,082	-	2,082
	CMBC Employee Scheduling Implementation Project	1,040	-	1,040
	Compass System Advancements	62	-	62
	IT Services Resiliency Program	8,573	-	8,573
	Enterprise Content Management	1,000	-	1,000
	Enterprise Emergency Communication System Implementation	500	-	500
	Enterprise Health and Safety System	1,419	823	596
	Enterprise IT Security Endpoint Protection System Implementation	839	-	839
	ERP FSM and BCRTC EAM	48,216	36,081	12,135
	Free Transit for Youth 12 & Under – System Upgrades	3,050	-	3,050
	OMC 1 3 <sup>rd</sup> Floor Server Room Upgrade	583	48	535
	Provincial Digital Evidence Management Solution Implementation	449	270	179
	Rebuild Customer Ridership	110	-	110
	Technical Drawings and Library Management System	2,693	-	2,693

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	TransLink Analytics Program 2022	172	96	76
	TransLink Enterprise Assets Management	815	411	404
	TransLink Intranet Upgrade	97	-	97
	Projects not captured in Business Plan	-	3,736	(3,736)
	<b>Technology Total</b>	<b>99,433</b>	<b>53,066</b>	<b>46,367</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.

### Major Road Network Projects

Lower than planned spending on MRN projects was due to delays experienced by municipalities in completing construction within the anticipated timeframes, resulting in cost share payments being delayed to subsequent years. MRN funding programs allow municipalities up to four years to complete construction, and one additional year to invoice TransLink. Translink payment occurs at project completion. Due to scaling issues caused by the expansion of MRN funding in recent years as well as difficulties in securing vendors in a constrained market, municipalities have been experiencing construction delays in these programs. As a result, municipality-driven projects are largely completed towards the end of the four-year timeframe which have shifted cash flows into future years.

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	2015-2022 Major Road Network and Bike (MRNB) Capital Program	36,162	11,470	24,692
	2017-2022 Walking Infrastructure to Transit (WITT)	5,582	4,963	619
	2018-2022 Bicycle Infrastructure Capital Cost (BICCS)	16,644	7,403	9,241
	2018-2022 MRN Structures – Seismic Upgrades Upgrade Program	13,452	5,335	8,117
	2019-2022 Bus Speed and Reliability Program	4,236	1,767	2,469
	2019-2022 MRN Pavement Rehabilitation Program	25,683	25,588	95
	Projects not captured in Business Plan	-	234	(234)
	<b>MRN Total</b>	<b>101,759</b>	<b>56,760</b>	<b>44,999</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.

## Vehicle Projects

Lower than planned spending on vehicle projects is a result of delivery delays caused by global supply chain shortages and extended delivery timeframes. Revenue vehicles of all types including Conventional Buses, Community Shuttles, and HandyDARTs have experienced delays obtaining the vehicles within usual timeframes, and as such the cash flows have shifted to subsequent years. Additionally, the Mark I refurbishment project removed the Mark I (700-800) trains from several scope items of the project, which also contributed to this variance.

<i>(\$ thousands)</i>	Project Name	2022 Planned Spending	2022 Actual Spending*	Variance Underspend / (Overspend)
	2020 Community Shuttle Expansion	2,471	-	2,471
	2020 Conventional Bus Expansion	29,784	22,138	7,646
	2020 Conventional Bus Replacement	13,000	12,286	714
	2020 HandyDART Expansion	1,596	1,314	282
	2020 HandyDART Vehicle Replacement	2,301	5,514	(3,213)
	2021 BCRTC Service Support Vehicles (SSV) Expansion	156	-	156
	2021 Community Shuttle Expansion	867	-	867
	2021 Community Shuttle Replacement	3,019	1,690	1,329
	2021 Conventional Bus Expansion	10,226	626	9,600
	2021 HandyDART Replacement	6,362	4,754	1,608
	2023 Conventional Bus Replacement – 57 BEBs	100	-	100
	2023 HandyDART Vehicle Replacement (46 vehicles)	-	172	(172)
	2024 Conventional Bus Replacement (50 compressed natural gas Buses)	-	1	(1)
	Community Shuttle Replacement – 64 Buses	15,084	-	15,084
	COVID-19 IT Equipment Purchase	20	3	17
	MK I Skytrain Car Refurbishment	7,177	2,138	5,039
	Next Generation SeaBus Design	678	-	678
	Replacement of 11 MVTP Non-Revenue Vehicles	1,055	-	1,055
	Replacement of 2 BCRTC SSVs	170	-	170
	Replacement of 22 CMBC SSVs	1,066	1,030	36
	Replacement of 23 CMBC SSVs	62	-	62
	Replacement of 44 HandyDART Vehicles	6,671	2,948	3,723
	Replacement of 6 BCRTC SSVs	409	89	320
	Projects not captured in Business Plan	-	3,849	(3,849)
	<b>Vehicles Total</b>	<b>102,274</b>	<b>58,550</b>	<b>43,724</b>

\*2022 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2022.



## 5. Changes in Financial Position

### Financial Assets

<b>Financial Assets</b>				
As at December 31				
(\$ thousands)	2022	2021	CHANGE	%
Cash and cash equivalents	622,558	575,623	46,935	8.2%
Accounts receivable	136,909	159,207	(22,298)	(14.0%)
Loan receivable	-	131,060	(131,060)	(100.0%)
Restricted cash and cash equivalents and investments	3,733,194	1,237,197	2,495,997	> 200.0%
Investments	235,289	165,616	69,673	42.1%
Debt reserve deposits	23,762	26,272	(2,510)	(9.6%)
<b>Financial Assets</b>	<b>4,751,712</b>	<b>2,294,975</b>	<b>2,456,737</b>	<b>107.0%</b>

See “Liquidity and Capital Resources” section for the discussion on:

- Cash and cash equivalents
- The decrease in accounts receivable of \$22.3 million (14.0 per cent) was mainly due to the collections of outstanding capital project funding from the Province.

Loan receivable represented the proceeds outstanding from the 2016 sale of the Oakridge Transit Centre. The remaining balance was received during the year.

### Restricted Cash and Cash Equivalents and Investments

<b>Restricted Cash and Cash Equivalents and Investments</b>				
As at December 31				
(\$ thousands)	2022	2021	CHANGE	%
Government transfers for capital project funding	2,821,868	525,640	2,296,228	> 200.0%
TPCC Cash and Investments	30,353	29,978	375	1.2%
Green Bond Proceeds	38	-	38	-
Land reserve	349,494	236,929	112,565	47.5%
<b>Sub-total</b>	<b>3,201,753</b>	<b>792,547</b>	<b>2,409,206</b>	<b>&gt; 200.0%</b>
Total self administered sinking funds	531,441	444,650	86,791	19.5%
<b>Total Restricted cash and investments</b>	<b>3,733,194</b>	<b>1,237,197</b>	<b>2,495,997</b>	<b>&gt; 200.0%</b>

Restricted cash and investments include unspent government transfers, funds segregated for TransLink’s captive insurance corporation, Transportation Property and Casualty Corporation (TPCC), unspent proceeds of green bond issuance, land reserve funds and self-administered sinking funds. As of December 31, 2022, the entire amount of Green bond issued in December 2022 was allocated to qualifying projects. The outstanding balance represents interest accrued that was not yet allocated. The purpose of the land reserve funds is to allow proceeds from the disposition of real property to be invested back into real property. The land reserve concept is consistent with the Mayors’ Council 2012 resolution and the former TransLink Commissioner’s comments that the supplemental plan (now known as the Investment Plan) should not liquidate capital assets to fund operations.

The increase in restricted cash and investments was \$2,496.0 million. This is primarily due to the receipt of a \$2.0 billion upfront payment from the Province, being a one-time prepayment to replace future monthly Golden Ears Bridge foregone toll revenue payments across the period from April 1, 2022, to

December 31, 2050. A further \$358.5 million relates to projects funded through the Canada Community Building Fund, net of spending on qualified capital projects. TPCC's increase of \$0.4 million (1.2 per cent) is mainly due to net investment income. The Green Bond Proceeds represent interest income earned on the proceeds from the bond issuance in December prior to its release into unrestricted funds to cover costs incurred on qualifying projects. The \$112.6 million increase in the land reserve is mainly due to the two final installment payments from the sale of the Oakridge Transit Centre. The \$86.8 million (19.5 per cent) increase in self-administered sinking funds is due to regularly scheduled contributions to the fund combined with investment income from the fund.

## Liabilities

<b>Liabilities</b>				
As at December 31				
(\$ thousands)	2022	2021	CHANGE	%
Accounts payable and accrued liabilities	400,206	364,458	35,748	9.8%
Debt	3,141,748	2,937,864	203,884	6.9%
Deferred government transfers	3,540,507	1,325,681	2,214,826	167.1%
Golden Ears Bridge contractor liability	999,512	1,013,077	(13,565)	(1.3%)
Deferred concessionaire credit	409,355	432,629	(23,274)	(5.4%)
Employee future benefits	141,202	138,224	2,978	2.2%
Deferred development cost charges	15,132	-	15,132	-
Deferred revenue and deposits	73,646	64,449	9,197	14.3%
Deferred lease inducements	12,855	13,890	(1,035)	(7.5%)
<b>Liabilities</b>	<b>8,734,163</b>	<b>6,290,272</b>	<b>2,443,891</b>	<b>38.9%</b>

See the "Liquidity and Capital Resources" section for commentary on debt.

The increase in deferred government transfers liability is primarily due to an upfront payment related to Golden Ears bridge foregone tolling revenue. Specifically, in August 2017, the Province announced its intention for TransLink to eliminate tolls on the Golden Ears Bridge (GEB) effective September 1, 2017. Consequently, TransLink entered into a temporary agreement with the Province to replace TransLink's foregone tolling revenue on August 23, 2017. On March 31, 2022, TransLink entered into a Long-Term agreement with the Province (Long-Term Agreement), under which TransLink received an upfront payment of \$2.0 billion as a settlement for TransLink's foregone toll revenue for the period from April 1, 2022 to December 31, 2050. The stipulations of the Long-Term Agreement ending December 31, 2050 outline that TransLink will not charge user tolls for any crossings of the GEB and will keep the GEB open and operational for public users, except for permitted closures specified in the Long-Term agreement. TransLink will be liable to repay the Province for the related portion of the upfront payment contingent upon if there are any defaults of the stipulations contained in the Long-Term Agreement. This Long-Term Agreement replaces the previous temporary agreement.

Deferred government transfers liability increased by an additional \$214.8 million primarily due to \$358.5 million in funding received from the Canada Community Building Fund, partly offset by revenues recognized as the funding stipulations are met for the various funding programs.

The Golden Ears Bridge contractor liability financed the construction of the Golden Ears Bridge and is payable over the term ending June 2041.

Deferred concessionaire credits represent the funding provided by the Canada Line Concessionaire. This balance is amortized to income on a straight-line basis over the operating term of the concessionaire agreement, which will expire in July 2040.

The increase in employee future benefits, which represents post-retirement and post-employment benefits, was due to the estimated current service cost and related interest. The post-retirement portion of this liability will draw down, upon retirement of the employees.

Deferred development cost charges relate to amounts received for which qualifying costs have not yet been incurred.

The increase in deferred revenues and deposits of \$9.2 million (14.3 per cent) was mainly due to unearned transit fare revenue and Compass card deposits received.

## Non-Financial Assets

Non-Financial Assets				
As at December 31				
(\$ thousands)	2022	2021	CHANGE	%
Tangible capital assets	5,765,456	5,704,158	61,298	1.1%
Supplies inventory	97,310	91,161	6,149	6.7%
Property under development	19,599	-	19,599	-
Prepaid capital	29,752	-	29,752	-
Prepaid expenses	30,002	30,040	(38)	(0.1%)
<b>Non-Financial Assets</b>	<b>5,942,119</b>	<b>5,825,359</b>	<b>116,760</b>	<b>2.0%</b>

Capital assets increased by \$61.3 million (1.1 per cent). Additions of \$413.5 million included SkyTrain system and infrastructure upgrades, vehicle fleet procurement, SkyTrain vehicle milestone payments, and technology upgrade projects. These increases were partly offset by:

- amortization of \$250.0 million,
- write-downs of previously capitalized costs of \$44.9 million related to the SNG Light Rail Transit Project following its confirmed cancellation through the 2022 Investment plan and \$8.9 million related to the descoping of the Burrard Station Upgrade Project,
- \$29.7 million transfer of Surrey Langley SkyTrain Development works into Prepaid Capital,
- transfer of land into a partnership of \$17.8 million,
- \$0.9 million disposal of assets.

The Broadway and Arbutus Project Limited Partnership (the “Partnership”) was established on April 25, 2022. The Partnership’s purpose is to deliver a mixed-use residential building at the corner of West Broadway and Arbutus. TransLink holds 50 per cent ownership of the Partnership through a wholly-owned subsidiary, TOD Investments Ltd. Transactions and balances of this partnership are proportionately consolidated into TransLink’s consolidated financial statements based on its 50 per cent interest share. Property under development represents TransLink’s share of the real estate development costs as at December 31, 2022.

The addition of \$413.5 million during the year was primarily composed of the following:

### Additions to equipment of \$77.1 million related to:

- \$33.1 million for EAM and FSM systems;
- \$14.8 million for Expo Line SkyTrain stations escalator replacement;
- \$10.9 million for IT infrastructure & equipment;
- \$3.6 million for bus charging infrastructure under the Canadian Urban Transit Research & Innovation Consortium (CUTRIC) Battery Electric Bus trial;
- \$3.6 million for Compass Implementation for HandyDART; and

- \$2.7 million for TOH Infrastructure replacement.

**Additions to other supporting systems of \$41.2 million related to:**

- \$11.6 million for ATC equipment replacement;
- \$7.7 million for Commercial Broadway Station upgrades;
- \$6.6 million for Surrey Central Station upgrade;
- \$6.1 million for 2021 Expo Line Running Rail replacement;
- \$2.7 million for Yard Track Reconditioning at OMC 1 & 2;
- \$2.6 million for station platform LEDs system replacement; and
- \$1.9 million for Skybridge Vertical Joints replacement.

**Additions to land, land improvements and buildings of \$21.7 million related to:**

- \$9.8 million for RTC facility upgrades;
- \$5.4 million for SeaBus terminals interior refurbishment; and
- \$3.6 million for RTC roof replacement.

**Additions to vehicles and SeaBus \$73.6 million related to:**

- \$43.0 million for Conventional buses;
- \$11.2 million for HandyDART vehicles;
- \$5.4 million for BEBs under the CUTRIC Battery Electric Bus trial;
- \$9.7 million for Community Shuttle replacement; and
- \$4.3 million for Mark III procurement projects.

Capital additions to work-in-progress totaled \$434.4 million and \$80.5 million of Province owned assets as part of PTIF program, partly offset by \$315.0 million in transfers of completed projects in their respective asset classes. **Net addition to work-in-progress of \$199.9 million primarily related to:**

- Expo and Millennium Upgrade Program (EMUP) Fleet Acquisition Phase 2 – addition of \$44.3 million;
- Operations and Maintenance Centre 4 (OMC4) projects – addition of \$41.0 million;
- SkyTrain Operation Control Centre upgrades – addition of \$31.5 million;
- Canada Line Capstan Station construction – addition of \$23.0 million;
- Edmonds OMC capacity upgrade – addition of \$19.8 million;
- Onboard Technology Assets Program (OTAP) – addition of \$13.1 million; and
- Other additions \$27.2 million.

## 6. Liquidity and Capital Resources

The following table shows TransLink's unrestricted cash and investments.

<b>Unrestricted Cash and Investments</b>				
As at December 31				
(\$ thousands)	2022	2021	CHANGE	%
Cash and cash equivalents	622,558	575,623	46,935	8.2%
Investments	235,289	165,616	69,673	42.1%
<b>Total</b>	<b>857,847</b>	<b>741,239</b>	<b>116,608</b>	<b>15.7%</b>

Cash and cash equivalents and investments increased by \$116.6 million (15.7 per cent) mainly due to the receipt of \$176.0 million of Senior Government relief funding, partly offset by net outflows from operations of \$59.4 million in 2022.

### Financing

TransLink's debt management policy includes internal debt coverage and debt service coverage limits. Debt coverage policy limits total net debt as a percentage of operating revenue at a maximum of 300.0 per cent; debt service coverage limits gross interest costs (on a PSAB basis) as a percentage of operating revenue to not more than 20.0 per cent. TransLink continues to remain within these policy limits.

<b>Financing</b>				
As at December 31				
(\$ thousands)	2022	2021	CHANGE	%
Debt	3,141,748	2,937,864	203,884	6.9%
Less: Self-administered sinking funds	(531,441)	(444,650)	(86,791)	(19.5%)
Less: Debt reserve deposits	(23,762)	(26,272)	2,510	9.6%
<b>Net Direct Debt</b>	<b>2,586,545</b>	<b>2,466,942</b>	<b>119,603</b>	<b>4.8%</b>
Golden Ears Bridge contractor liability	999,512	1,013,077	(13,565)	(1.3%)
Deferred concessionaire credit	409,355	432,629	(23,274)	(5.4%)
<b>Indirect P3 Debt</b>	<b>1,408,867</b>	<b>1,445,706</b>	<b>(36,839)</b>	<b>(2.5%)</b>
<b>Subtotal Net Direct Debt and Indirect P3 Debt</b>	<b>3,995,412</b>	<b>3,912,648</b>	<b>82,764</b>	<b>2.1%</b>

Debt, which finances capital spending, increased by \$203.9 million (6.9 per cent). This was mainly the result of issuing a \$300.0 million Green bond in December net of \$5.5 million discount amortization, partly offset by Municipal Finance Authority of British Columbia (MFA) bond maturities of \$80.0 million net of contributions towards future MFA debt maturities of \$22.0 million and a \$30.0 million reduction in the issuance of short-term debt commercial paper.

As part of TransLink's continuing green bond issuance program, a green bond framework developed in 2018 details what types of projects TransLink will select as eligible to be funded from green bond proceeds, how TransLink will manage the proceeds of any green bond issuances, and how it will report on the resulting environmental benefits of these projects once they are operational. As at the end of 2022, all proceeds of TransLink's green bond issuances have been spent on eligible projects.

Indirect P3 Debt decreased by \$36.8 million (2.5 per cent) due to repayment of \$13.5 million of the Golden Ears Bridge contractor liability and the \$23.3 million amortization of the Canada Line deferred concessionaire credit.

Overall, the total debt financing increased by \$82.8 million (2.1 per cent), mainly due to direct borrowing net of sinking fund contributions, direct debt repayments and regular indirect debt amortizations.

## Credit Rating

Maintaining a high-quality credit rating is essential to ensure that TransLink can continue to access capital markets in the most cost-effective manner. The following table summarizes TransLink’s current credit ratings and outlook.

As at December 31, 2022 Agency	2022				2021			
	Commercial Paper	Senior Debt	General Obligation	Outlook	Commercial Paper	Senior Debt	General Obligation	Outlook
<b>DBRS Limited</b>	R-1 mid	AA	AA	Stable	R-1 mid	AA	AA	Stable
<b>Moody's Investors Service</b>	Not Rated	Aa2	Aa2	Stable	Not Rated	Aa2	Aa2	Negative

Under the SCBCTA Act, TransLink’s outstanding gross direct debt obligations cannot exceed TransLink’s borrowing limit of \$6.8 billion. The debt obligations are defined under the SCBCTA Act as the sum of current borrowings of TransLink secured by debentures, bonds, other forms of indentures, capital leases, short-term notes, lines of credit and bank overdrafts, excluding any prepaid financing costs. Any future increases in TransLink’s borrowing limits need to be approved by the Mayors’ Council (after consultation with Metro Vancouver), through an Investment Plan. During 2022, the borrowing limit was increased from \$5.5 billion to \$6.8 billion, based on 2022 Investment Plan, approved on May 26, 2022.

As at December 31, 2022, TransLink’s outstanding debt obligations, as defined above, were \$3.74 billion, comprised of debt totaling \$3.14 billion plus MFA administered sinking funds of \$0.63 billion and net of capital lease reductions since inception, unamortized issue costs and unamortized premiums/discounts of \$0.03 billion.

## 7. Risk Factors

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### Financial Risk

The main financial risks TransLink is exposed to are credit, liquidity and market risks.

#### Credit Risk

Credit risk is the risk of loss resulting from bad debts on accounts receivables and non-performing investments.

##### *a) Accounts Receivable*

The majority of TransLink's accounts receivables are from the Province of British Columbia and Federal Government, including fuel tax, capital projects funding, and the Goods and Services Tax (GST) rebate from the Federal Government. For these balances, the collectability risk is not significant.

##### *(b) Investments Credit*

Investments credit risk arises from the investments of the cash resources held by TransLink to meet internal liquidity requirements and for general business purposes. TransLink's investment policy identifies authorized investment types, limits asset concentrations, stipulates credit evaluation standards and delegates approval authorities. As these investments are limited to approved, reputable counterparties that are monitored on an ongoing basis, the investment risk is considered low.

#### Liquidity Risk

Liquidity risk is the risk that TransLink may be unable to meet its financial obligations in a timely manner and at reasonable prices. Liquidity risk is low, as TransLink maintains an optimal mix of cash, short-term investments and a \$500.0 million commercial paper program. The commercial paper program is a short-term borrowing facility where TransLink can issue promissory notes with terms to maturity generally ranging from 35 to 91 days. TransLink has a dealer group of six Canadian banks that can buy these promissory notes (more commonly known as commercial paper) and on-sell them to investors. An integral part of this commercial paper program is a standby credit facility of \$500.0 million committed out to March 2026 which acts as a liquidity backstop in the event that some or TransLink's entire dealer group decline to buy its promissory notes. As at December 31, 2022, TransLink had sufficient liquid funds to meet its obligations.

TransLink's long-term debt is directly accessed through the Canadian public and private debt capital markets. An important liquidity risk mitigation measure has been the establishment of a self-administered sinking fund program to provide dedicated and restricted funding. The sinking funds are built over time to meet the repayment obligation of TransLink-issued bonds.



## **Market Price Risk**

Market price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. For TransLink, the following are the main types of market risk: interest rate risk, foreign exchange risk, commodity risk and inflation risk.

### **(a) Interest Rate Risk**

TransLink is subject to the market interest rates at the date of refinancing of its long-term debt obligations. TransLink mitigates the interest rate risk by spreading maturities of borrowings over periods currently up to and including 2053, so that only a portion of outstanding debt will mature in any given fiscal year.

### **(b) Foreign Exchange Risk**

TransLink receives all revenues in Canadian dollars and incurs operating expenses and capital expenditures predominantly in Canadian dollars. Accordingly, TransLink does not have significant exposure to losses arising from fluctuations in exchange rates.

### **(c) Commodity Risk**

TransLink's commodity risk pertains to the usage of natural gas, electricity, gasoline and diesel to run its fleet of transit vehicles. While the majority of the current bus fleet is powered by diesel fuel, for which prices have been steadily rising, TransLink enters into some fixed price contracts to help mitigate this risk. Commodity risk is considered moderate. Plans for diesel bus replacements are for more sustainable forms of fuel, such as renewable natural gas and electricity. The increase in fuel source diversity means that diesel fuel will continue to be a much smaller component of TransLink's total operating expenses.

### **(d) Inflation Risk**

TransLink is subject to a certain amount of inflation risk, i.e. the risk that inflation will rise faster than expected. Inflation risk continues to be considered moderate to high, with the December 2022 headline annual rate reported at 6.3 per cent down from a peak of 8.1 per cent. Recent high inflation has primarily been driven by price hikes in food (10.1 per cent) and shelter (7.0 per cent) and, to a lesser extent, by transportation (6.0 per cent) and gasoline (3.0 per cent). Inflation is expected to decline from current levels, but remain elevated throughout 2023 based on strong labour markets which would translate into higher wage growth. TransLink is actively monitoring the effects of inflation on procurement, labour force and project delivery.

## **Business Risk**

As the region's multi-modal transportation system, TransLink is exposed to various business and operational risks, which represent the possibility of occurrence of an unfavourable event or inadequate internal process which has the potential to impair the achievement of Enterprise priorities. TransLink manages these risks strategically through its Enterprise Risk Management (ERM) program. The ERM program engages various stakeholders across the Enterprise to ensure risks are identified and appropriately managed within the defined framework. This program follows a systematic approach to identifying, assessing, and responding to risks that could affect the achievement of its strategic, operational, and financial objectives. Risks are reported on an ongoing basis to the Board with up-to-date information on the risk context and status of the mitigation plans. The ERM program forms an integral part of the Enterprise's governance practices, through its integration with the annual business planning process. TransLink also maintains a comprehensive insurance program utilizing a combination of insurers and its captive insurance company, Transportation Property Casualty Company (TPCC), to reduce the impact of any potential losses.

## **Environmental and Climate Risk**

TransLink and its operating companies use the principles of an Environmental Management System (EMS) to guide informed decision-making and effective management of environmental risk. CMBC and BCRTC both follow ISO 14001:2015 as a guideline to enhance environmental performance and to manage changes in environmental conditions, including climate change risk. The EMS is designed to ensure hazards and risks are identified and assessed, and controls are implemented to mitigate significant risks. The EMS includes processes for the identification and mitigation of environmental risks, and regular review of environmental impacts, while continually improving environmental performance.

In 2022, under its Climate Action Strategy, TransLink and its operating companies undertook planning work to ensure our infrastructure and operations are resilient to the impacts of climate change. This work prioritized strategic actions that formed a significant portion of TransLink's Climate Action Plan approved by the Board in December 2022. 2023 marks the first year of implementing climate change adaptation initiatives under this plan. These actions, together with TransLink's Emergency Management and Emergency Preparedness initiatives, will reduce the risk and vulnerabilities associated with climate change to our infrastructure and operations.

## **Labour Relations Risk**

The majority of employees across the TransLink Enterprise are represented by six bargaining units including Unifor Locals 111 and 2200, the Canadian Union of Public Employees (CUPE) Locals 4500 and 7000, the Canadian Office and Professional Employees Union (MoveUP) Local 387, and Transit Police Professional Association (TPPA).

The following Bargaining unit's agreements are set to expire as follows:

- CMBC's agreement for CUPE, Local 4500 - December 31, 2022;
- CMBC's agreements for Unifor, Local 111 and 2200 - March 31, 2023;
- CMBC's agreement for MoveUP – March 31, 2023;
- BCRTC's agreement with CUPE, Local 7000 - August 31, 2023; and
- TransLink's agreement with MoveUP - March 31, 2023.

The labour relations risk for 2023 is moderate to high as negotiations for these renewal agreements will all occur during 2023. There is a potential for a labour dispute in any of the bargaining rounds if any organization cannot meet each union's financial expectations. The highest risk for labour dispute is for CMBC in Unifor and BCRTC in CUPE, given historical experience. Labour disputes can have a significant operational impact due to the size of these bargaining units and their ability to impact transit service in the region.

The bargaining unit of Transit Police concluded and ratified a 3-year collective agreement with its union, the TPPA, on December 9, 2022 covering the calendar years 2023 to 2025.

## **Project Risk**

TransLink's Capital Program consists of projects that vary significantly in scope, risk, complexity, business value and budget. Projects can be classified into keeping assets in a state of good repair, upgrades and improvements to existing asset base, and expansion projects that generally increase our service capacity or network.

Specific project risks include impacts of cost escalation due to inflation/supply chain constraints, delays due to resourcing constraints in the market, and scope changes as projects complexity increases. General risks managed in capital projects include supply chain issues with procuring long-lead items, budgets and schedules estimates, planning projects in isolation, succession planning within project teams, and increased complexity and interdependency between projects. To mitigate this, TransLink supplements internal resources and expertise with specialized engineering, design, planning, construction/implementation resources as needed, which provide the due diligence required by each project. Design assumptions and consideration risks are reduced by performing site and condition assessments of the project location prior to project start. Procurement risks are reduced through identifying a procurement strategy before a project start, appropriate market review and due diligence, tendering projects and the use of warranties and delay penalties. Scope changes and third-party approval risks are mitigated through early stakeholder engagement, detailed design reviews, and approvals with key stakeholders. Project interdependency challenges have been mitigated through robust program management.

TransLink's capital projects are initiated and approved through two funding phase gates. The first phase is the Approval in Principle, and it consists of the identification of asset needs, solutions and options analysis, which are used to develop the project scope, schedule, and budget. Project submissions from this phase are reviewed by Senior Management in the context of available funding and business priorities before endorsement by TransLink's Board to form the Annual Capital Plan.

The second phase is the Specific Project Approval. This is a more rigorous phase, as it involves the creation of the detailed project work plan that includes scope definition, detailed schedule and budget, identification of key stakeholders and formal risk assessment. Based on the risk profile, projects are approved by either the Senior Leadership, the Executives team or the Board, depending on the complexity and risk profile of each project.

Active projects are governed by project steering committees, which include Project Sponsor, Implementation Manager, a Project Management Officer member, and additional stakeholder representation based on the profile of the project. The project steering committees report to TransLink Senior Leadership and Executives who monitor project performance with a focus on budget, scope, schedule, risks, and issues.

## ***Appendix 1 – Audited Consolidated Financial Statements***

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The 2022 Audited Consolidated Financial Statements will be attached once they have been reviewed by the Audit Committee and the Board of Directors.

## Appendix 2 – Five Year Historical Schedules

5 YEAR CONSOLIDATED REVENUES						Compound Annual Growth Rate (CAGR)
Year ended December 31 (\$ millions)	2018	2019	2020	2021	2022	2018-2022
Taxation	819.4	907.0	850.0	899.4	978.1	4.5%
Transit <sup>1</sup>	638.0	685.4	385.9	413.4	552.6	(3.5%)
Government transfers	303.5	398.5	149.8	172.0	251.1	(4.6%)
Amortization of deferred concessionaire credit	23.3	23.3	23.3	23.3	23.3	-
Investment income	53.2	58.0	53.8	52.9	109.1	19.7%
Development Cost Charges	-	-	19.7	44.8	25.2	n/a
Miscellaneous revenue <sup>1</sup>	17.4	16.7	18.4	22.5	17.5	0.1%
<b>Sub Total Continuing Operations</b>	<b>1,854.8</b>	<b>2,089.0</b>	<b>1,500.9</b>	<b>1,628.3</b>	<b>1,956.9</b>	<b>1.3%</b>
Senior Government Relief Funding	-	-	644.0	31.8	176.0	n/a
Gain/loss on disposal of tangible capital assets	-	0.5	-	0.6	1.7	-
<b>Total Revenue</b>	<b>1,854.8</b>	<b>2,089.4</b>	<b>2,144.9</b>	<b>1,660.7</b>	<b>2,134.6</b>	<b>3.6%</b>

<sup>1</sup>Certain comparative information has been reclassified from 2018 to conform with the consolidated financial statement presentation adopted from that year forward.

Total revenue from continuing operations, excluding Senior Government relief funding and gains or losses on the disposal of tangible capital assets, has increased at a Compounded Annual Growth Rate (CAGR) of 1.3 per cent since 2018.

Taxation and transit revenues had grown in line with the growth in population and number of households across 2018 and 2019. The increase in service levels to accommodate strong ridership growth and legislative rate increases over the years had also added to the growth in transit and taxation revenues, respectively. However, taxation and transit revenues declined in 2020 due to COVID-19 which disrupted key economic drivers such as demand for transit, fuel consumption and the use of parking. Taxation revenue recovered in 2021 to marginally below the pre-COVID levels; however, transit revenue remains substantially below pre-pandemic level despite a sustained recovery in ridership since the second half of 2021. In 2022, taxation revenues increased significantly beyond pre-COVID levels, with a strong recovery in parking sales, high fuel consumption and increased property taxes. While 2022 ridership broadly continued the trajectory of recovery from the second half of 2021, reaching 70.8 per cent of pre-COVID levels compared to 47.9 per cent in 2021, transit revenues nevertheless remain suppressed relative to the pre-COVID.

Government transfers excluding Senior Government relief funding increased by 31.3 per cent from 2018 to 2019 because of project spending and related government funding for expanding services and maintaining a state of good repair. In 2020, due to the COVID-19 pandemic, the replacement of conventional buses was significantly impacted by the production delays and therefore resulted in lower government transfers revenue recognized. The delivery of buses ramped up in 2021 and 2022. Additionally, in 2022 the revenue recognition of funds received under the PTIF commenced as agreement stipulations were met, and construction activity increased on the Canada Line Capstan Station project which received funding from the City of Richmond. These factors resulted in a CAGR of 29.5 per cent between 2020 and 2022.

Investment Income has grown at 19.7 per cent CAGR over the five-year period. Between 2018 to 2021, Investment income has been relatively stable, in the \$50.0 million range, as a result of a combination of increasing sinking funds balances, partly offset by lower interest rates. In 2022, Investment Income has grown to \$109.1 million mainly due to interest earned on the upfront settlement of the future monthly Golden Ears Bridge Toll Replacement Revenue and increased interest rates.

Miscellaneous revenue, which includes third-party recoveries related to warranties, sales of energy credits, other recoverable costs and one-off compensations has remained relatively stable across the five-year period.

5 YEAR CONSOLIDATED EXPENSES (BY SEGMENT)						Compound Annual Growth Rate (CAGR)
Year ended December 31	2018	2019	2020	2021	2022	2018-2022
(\$ millions)						
Bus Operations <sup>1</sup>	730.4	766.6	760.6	806.3	860.5	4.2%
Rail Operations	309.2	324.2	316.5	346.7	363.6	4.1%
Transit Police	38.3	40.9	40.7	44.8	48.1	5.8%
Corporate operations	96.8	103.3	100.8	103.6	120.8	5.7%
Roads & Bridges	91.2	95.1	62.9	120.1	109.4	4.7%
Amortization of tangible capital assets <sup>2</sup>	197.8	212.9	229.4	233.8	250.0	6.0%
Interest <sup>2</sup>	183.5	195.0	189.3	182.0	181.4	(0.3%)
<b>Sub Total Continuing Operations</b>	<b>1,647.2</b>	<b>1,738.0</b>	<b>1,700.2</b>	<b>1,837.3</b>	<b>1,933.8</b>	<b>4.1%</b>
Corporate and Roads & Bridges One-time	22.0	18.2	15.1	21.8	71.1	34.1%
<b>Total Expenses by Segment</b>	<b>1,669.2</b>	<b>1,756.2</b>	<b>1,715.3</b>	<b>1,859.1</b>	<b>2,004.9</b>	<b>4.7%</b>

<sup>1</sup> Certain comparative information has been reclassified in 2018 and 2019 to conform with the consolidated financial statement presentation adopted in 2021.

<sup>2</sup> Shown as a separate line to help facilitate analysis of debt service costs as GAAP statements allocate these amounts to the various segments.

Total expenses have grown by a CAGR of 4.7 per cent since 2018. Excluding One-time costs, the CAGR is 4.1 per cent, commensurate with expansion in 2018-2019, and rate of inflation.

Bus Operations costs have increased by a CAGR of 4.2 per cent, mainly due to increased labour costs as a result of service expansion and negotiated contractual increases, and increases in contracted services and fuel costs.

Rail Operations costs have increased by a CAGR of 4.1 per cent, mainly due to increased labour costs, higher maintenance costs to ensure a state of good repair as well as contracted service cost increases.

Transit Police expenses have increased by a CAGR of 5.8 per cent, mainly due to increased labour costs as a result of negotiated contractual wage increases.

Corporate Operations costs have increased by a CAGR of 5.7 per cent mainly due to increased labour costs, property tax increases as a result of higher property assessments, contractual increases and higher administration costs.

Roads and Bridges costs have increased by a CAGR of 4.7 per cent, mainly due to increased capital infrastructure contributions to municipalities and MRN Operations and Maintenance projects.

Amortization expense has increased by a CAGR of 6.0 per cent, mainly due to an increase in depreciable tangible capital assets.

Interest expense remained stable over the five-year period due to low interest rates offsetting the impact of increasing debt.

5 YEAR CONSOLIDATED EXPENSES (BY CATEGORY)						Compound Annual Growth Rate (CAGR)
Year ended December 31						
(\$ millions)	2018	2019	2020	2021	2022	2018-2022
Administration	48.2	48.6	46.7	45.1	54.4	3.1%
Amortization of capital assets	197.9	212.9	229.4	233.8	250.0	6.0%
Capital infrastructure contributions	40.4	37.3	36.6	72.7	60.7	10.7%
Contracted services	220.3	222.5	215.4	223.0	236.6	1.8%
Fuel and power	71.7	67.8	55.9	67.2	90.0	5.8%
Insurance	24.1	28.4	29.3	24.6	25.3	1.2%
Interest	183.5	195.0	189.3	182.0	181.4	(0.3%)
Maintenance, materials and utilities <sup>1</sup>	167.0	180.2	148.2	171.5	182.1	2.2%
Professional and legal	20.0	18.3	14.7	15.8	19.7	(0.4%)
Rentals, leases and property tax	26.9	29.4	29.2	33.5	38.6	9.4%
Salaries, wages and benefits <sup>1</sup>	647.2	697.6	705.5	768.1	795.0	5.3%
<b>Sub Total Continuing Operations</b>	<b>1,647.2</b>	<b>1,738.0</b>	<b>1,700.2</b>	<b>1,837.3</b>	<b>1,933.8</b>	<b>4.1%</b>
Corporate and Roads & Bridges One-time	22.0	18.2	15.1	21.8	71.1	34.1%
<b>Total Expenses by Category</b>	<b>1,669.2</b>	<b>1,756.2</b>	<b>1,715.3</b>	<b>1,859.1</b>	<b>2,004.9</b>	<b>4.7%</b>

<sup>1</sup> Certain comparative information has been reclassified in 2018 and 2019 to conform with the consolidated financial statement presentation adopted in 2021.

Administration costs have increased by a CAGR of 3.1 per cent since 2018, mainly due to an increase in telecommunications, network, IT security and software costs.

Amortization expense has increased by a CAGR of 6.0 per cent, mainly due to an increase in depreciable tangible capital assets.

Capital infrastructure contributions have increased by a CAGR of 10.7 per cent, mainly due to the timing of capital infrastructure contributions to municipalities.

Fuel and power have increased by a CAGR of 5.8 per cent, mainly due to an increase in diesel fuel costs.

Maintenance, materials and utilities costs have increased by a CAGR of 2.2 per cent, mainly due to increased material costs, growth in train and rail maintenance costs, increased costs for hybrid and trolley bus battery replacement, and increase in building maintenance, janitorial costs, hydro and snow removal costs.

The CAGR of rentals, leases and property tax costs has increased by 9.4 per cent, mainly due to new rental properties, increase in rental costs of existing properties and property taxes.

The CAGR for salaries, wages and benefits has increased by 5.3 per cent, mainly due to increased labour costs as a result of negotiated contractual and economic labour increases and growth in service levels.



## Appendix 3 – Operating Indicators

OPERATING INDICATORS						Compound Annual Growth Rate (CAGR)
Year ended December 31	2018	2019	2020	2021	2022	2018-2022 <sup>19</sup>
<b>Safety: Customer Injuries (per 1 million boarded passengers)<sup>1</sup></b>						
Bus & SeaBus	4.2	3.9	4.4	4.9	3.7	(3.1%)
SkyTrain: Expo & Millennium Lines	1.1	0.9	1.0	1.1	0.9	(4.9%)
West Coast Express	1.2	0.4	-	1.9	-	(100.0%)
HandyDART (per 100,000 boarded passengers) <sup>2</sup>	1.7	0.7	1.3	3.0	0.9	(14.7%)
<b>Safety: Employee Lost Time Frequency</b>						
Bus & SeaBus (per 200,000 Hours Worked) <sup>3, 3a</sup>	7.7	8.1	7.4	7.9	8.5	2.5%
SkyTrain: Expo & Millennium Lines (per 200,000 Hours Worked) <sup>4</sup>	5.3	5.8	4.4	3.7	4.6	(3.5%)
West Coast Express (per 200,000 Hours Worked)	-	-	-	-	-	-
HandyDART (per 200,000 Hours Worked)	16.1	13.7	8.1	9.9	16.8	1.1%
<b>Safety: Bus &amp; SeaBus Operator Assaults (per 1 Million Service Hours)<sup>3b</sup></b>	17.7	16.5	12.2	12.8	11.8	(9.6%)
<b>Ridership: Boarded Passengers (Thousands)<sup>5</sup></b>						
Bus & SeaBus	273,375	283,663	142,416	145,943	207,388	(6.7%)
SkyTrain: Expo & Millennium Lines	111,325	114,883	54,551	55,199	82,966	(7.1%)
SkyTrain: Canada Line	48,716	50,223	20,335	21,120	33,603	(8.9%)
West Coast Express	2,485	2,607	795	515	885	(22.7%)
HandyDART	1,475	1,560	698	767	1,060	(7.9%)
<b>Ridership: Journeys (Thousands)<sup>5,6</sup></b>						
Overall System	261,304	271,040	128,021	130,857	193,552	(7.2%)
<b>Vehicle Service Delivery: Percentage of Service Hours Delivered<sup>7</sup></b>						
Bus & SeaBus <sup>3b</sup>	98.9%	98.5%	96.2%	97.8%	98.6%	(0.1%)
SkyTrain: Expo & Millennium Lines	99.7%	99.4%	99.2%	n/a	n/a	n/a
SkyTrain: Canada Line <sup>8</sup>	100.0%	100.0%	100.0%	100.0%	100.0%	-
West Coast Express	100.0%	99.8%	98.4%	n/a	n/a	n/a
HandyDART	99.7%	99.8%	99.7%	99.8%	99.5%	(0.1%)
<b>Vehicle Service Delivery: Percentage of Train Trips Delivered<sup>7</sup></b>						
SkyTrain: Expo & Millennium Lines	n/a	n/a	n/a	99.5%	99.3%	n/a
West Coast Express	n/a	n/a	n/a	99.2%	99.3%	n/a
<b>Vehicle Punctuality: On-Time Performance</b>						
Bus (3 minutes late < On-Time < 1 minute early) <sup>3c</sup>	80.4%	80.5%	86.2%	83.9%	81.5%	0.3%
SkyTrain: Expo & Millennium Lines (headway + 3 minutes) <sup>9</sup>	96.7%	96.7%	96.5%	96.6%	95.9%	(0.2%)
West Coast Express (headway + 5 minutes)	96.7%	96.7%	93.1%	96.4%	94.7%	(0.5%)
HandyDART (earlier than and within 15 minutes of Scheduled Pick-Up Time)	87.1%	87.5%	94.7%	94.2%	91.7%	1.3%
<b>Vehicle Reliability: Mean Distance Between Failure</b>						
Bus <sup>3d</sup>	19,768	24,055	27,368	18,231	23,481	4.4%
SkyTrain: Expo & Millennium Lines <sup>10</sup>	545,152	n/a	n/a	n/a	n/a	n/a
<b>Vehicle Reliability: Mean Distance Between Service Removals</b>						
SkyTrain: Expo & Millennium Lines <sup>10,11</sup>	n/a	455,335	235,377	177,275	186,907	n/a
<b>HandyDART Vehicle Productivity</b>						
Trips per Service Hour (excludes Taxis)	2.1	2.3	1.4	1.6	1.8	(3.8%)
Trip Denials	729	1,430	405	119	906	5.6%
<b>Environmental</b>						
Bus & SeaBus (Spills per 1 Million Km) <sup>3e</sup>	5.0	2.1	1.5	2.3	2.4	(16.8%)
Bus & SeaBus (Revenue Vehicle Energy Consumption in Gigajoules) <sup>12</sup>	1,974,898	1,985,841	1,840,983	1,910,369	1,971,632	(0.0%)
<b>Customer Service: Customer Satisfaction (overall score of 10)<sup>13</sup></b>						
Overall System	7.8	7.8	8.2	8.2	8.0	0.6%
Bus & SeaBus	7.9	7.9	8.2	8.3	8.1	0.6%
SkyTrain: Expo & Millennium Lines	8.3	8.2	8.5	8.5	8.3	-
SkyTrain: Canada Line	8.5	8.5	8.7	8.9	8.6	0.3%
West Coast Express	8.9	9.0	8.9	8.9	8.8	(0.3%)
HandyDART	8.4	8.4	9.0	8.7	8.5	0.3%
<b>Customer Service: Customer Complaints<sup>3f</sup></b>						
Overall System (per 1 million boarded passengers) <sup>14</sup>	95.4	90.6	103.3	92.8	74.0	(6.2%)
Corporate (per 1 million boarded passengers)	23.8	24.9	28.7	19.2	15.8	(9.7%)
Bus & SeaBus (per 1 million boarded passengers)	106.2	97.1	101.5	105.0	83.4	(5.9%)
SkyTrain: Expo & Millennium Lines (per 1 million boarded passengers)	15.4	13.8	25.1	17.8	15.4	-
SkyTrain: Canada Line (per 1 million boarded passengers)	4.8	6.1	8.1	6.4	5.8	4.8%
West Coast Express (per 1 million boarded passengers)	104.2	89.0	358.1	191.8	143.5	8.3%
HandyDART (per 100,000 boarded passengers)	187.3	201.8	178.6	209.7	255.2	8.0%
<b>Financial: Operating Costs</b>						
Overall System (operating cost per capacity km) <sup>14,15,16</sup>	\$ 0.093	\$ 0.097	\$ 0.097	\$ 0.111	\$ 0.108	3.6%
Bus & SeaBus (operating cost per capacity km)	\$ 0.128	\$ 0.132	\$ 0.128	\$ 0.158	\$ 0.141	2.5%
SkyTrain: Expo & Millennium Lines (operating cost per capacity km) <sup>16</sup>	\$ 0.038	\$ 0.040	\$ 0.040	\$ 0.045	\$ 0.047	5.3%
SkyTrain: Canada Line (operating cost per capacity km) <sup>16</sup>	\$ 0.126	\$ 0.129	\$ 0.137	\$ 0.143	\$ 0.145	3.6%
West Coast Express (operating cost per capacity km)	\$ 0.095	\$ 0.094	\$ 0.165	\$ 0.207	\$ 0.184	18.0%
HandyDART (operating cost per trip) <sup>17</sup>	\$ 41.34	\$ 39.26	\$ 75.14	\$ 69.70	\$ 57.73	8.7%
<b>Financial: Operating Cost Recovery</b>						
TransLink (conventional system) <sup>17,18</sup>	58.1%	59.7%	33.6%	33.5%	43.7%	(6.9%)

Footnotes for Appendix 3 begin on the following page

<sup>1</sup> The customer injury definition for CMBC and HandyDART represents the number of accepted injury claims arising onboard incidents inside of the vehicle, while boarding, or as a result of a collision. The customer injury definition for Expo and Millennium Line and West Coast Express represents the number of injuries where the customer is transported to the hospital for treatment and the incident is reported to transit staff.

<sup>2</sup> Restated 2018 to reflect the new injury definition.

<sup>3</sup> In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink including the shut down of multiple network systems. As a result, due to the unavailability of certain applications, some datasets are incomplete and/or required estimates. The following Operating Indicators have been impacted and to support comparability, alternative estimates have been made as described below:

<sup>3a</sup> 2020 Bus and SeaBus Employee Lost Time Frequency has been restated as it was reported based on best estimate at the time of reporting.

<sup>3b</sup> CMBC Service hours estimated for November 2020 to December 2021 are best-estimate basis in order to maintain consistency within the reporting period.

<sup>3c</sup> The On-Time Performance for Bus excluded data not available for November 2020 to April 2021.

<sup>3d</sup> The Vehicle Reliability: Mean Distance Between Failure for Bus excluded data not available for November 2020 to March 2021.

<sup>3e</sup> Spills data was estimated for November to December 2020 based on the best available data at the time of reporting. Spills data was unavailable between January to June 2021 as a result of system unavailability; therefore, 2021 service kilometers for July-December are used to normalize this metric.

<sup>3f</sup> TransLink was not able to capture complete full complaint data from November 28, 2020 to August 18, 2021. To normalize the 2020 and 2021 metrics, boarded passenger totals are aligned with the periods complaint data was fully available, being January 1 to November 27 for 2020 and September 1 to December 31 for 2021 – September being the first month of complete data in 2021.

<sup>4</sup> Restated 2019 to align with WorkSafe BC figures.

<sup>5</sup> Ridership estimates for 2020 differ from the methodology used in previous years as a result of the temporary suspension of fare collection on buses in the first months of the COVID-19 pandemic, the replacement of fareboxes on buses and the December 2020 cyberattack.

<sup>6</sup> 2018 and 2019 Journeys have been restated to include the HandyDART trips.

<sup>7</sup> Expo and Millennium Lines and West Coast Express use a trip-based calculation for Service delivery that aligns with industry best practice.

<sup>8</sup> Canada Line does not provide actual service delivery statistics, using scheduled service hours for reporting purposes.

<sup>9</sup> On-Time Performance was restated for 2018-2020 to reflect the service punctuality among the actual delivered trips.

<sup>10</sup> Starting 2019, the indicator Mean Distance Between Failures for SkyTrain: Expo and Millennium Lines was replaced by Mean Distance between Service Removals.

<sup>11</sup> For 2019 and 2020 the indicator for Mean Distance Between Service Removals were restated as the refinement of the definition for service removals better reflects how SkyTrain Rolling Stock Reliability affects the customer experience. The updated definition adopted 2021 onwards better aligns with industry benchmarking practices.

<sup>12</sup> Restated 2019 to reflect the energy consumption shown in Gigajoules.

<sup>13</sup> The results for 2020 and 2021 were likely influenced by riders' changing perceptions and expectations of the transit system in the context of the ongoing COVID-19 pandemic. Ridership in these years was well below pre-pandemic levels and the incidence of qualifying for the Customer Service Performance study was considerably lower than before.

<sup>14</sup> Excludes HandyDART

<sup>15</sup> Includes operating costs of Bus, Rail and Transit Police. Excludes amortization and interest expense.

<sup>16</sup> Restated 2018 capacity kilometres for Expo and Millennium Lines and Canada Line to conform with current presentation.

<sup>17</sup> 2018 operating cost per trip excludes TransLink allocated costs to Access Transit.

<sup>18</sup> Excludes corporate one-time costs.

<sup>19</sup> Calculations based on whole numbers.

## Appendix 4 – Allocated Costs between Divisions

Allocated Cost Breakdown					
Year ended December 31					
(\$ thousands)	2018	2019	2020	2021	2022
Shared Services <sup>1</sup>					
Bus Operations	30,903	36,625	35,973	40,048	37,030
Access Transit <sup>2</sup>	-	98	119	103	116
SkyTrain - Expo & Millennium Line	1,458	7,568	7,367	6,794	8,827
West Coast Express	86	162	106	264	227
Transit Police	3,108	3,418	2,988	2,566	1,878
<b>Total Shared Services allocated</b>	<b>35,555</b>	<b>47,871</b>	<b>46,553</b>	<b>49,775</b>	<b>48,078</b>
Costs Administered by TransLink and allocated to subsidiaries <sup>3</sup>					
Bus Operations	14,327	16,684	15,829	17,837	21,930
SkyTrain - Expo & Millennium Line	6,082	4,072	3,901	3,780	5,421
SkyTrain - Canada Line	2,164	2,313	2,438	2,824	3,078
West Coast Express	627	443	404	444	626
Transit Police	1,742	1,865	1,893	2,280	2,904
	24,942	25,377	24,465	27,165	33,959
Costs Administered by TransLink allocated					
Bus Operations	45,230	53,309	51,802	57,885	58,960
Access Transit	-	98	119	103	116
SkyTrain - Expo & Millennium Line	7,540	11,640	11,268	10,574	14,248
SkyTrain - Canada Line	2,164	2,313	2,438	2,824	3,078
West Coast Express	713	605	510	708	853
Transit Police	4,850	5,283	4,881	4,846	4,782
<b>Total costs allocated to Subsidiaries from TransLink</b>	<b>60,497</b>	<b>73,248</b>	<b>71,018</b>	<b>76,940</b>	<b>82,037</b>

<sup>1</sup> Includes Business Technology, Human Resources and Administration costs

<sup>2</sup> Access Transit allocated costs in 2018 are reflected in Bus Operations

<sup>3</sup> Includes property tax, building leases, insurance, and fare media costs

TransLink's methodology for allocating shared costs to benefiting business units is equitable and consistent with leading practices. TransLink allocates costs to the following business units: Bus Operations, Access Transit, SkyTrain, West Coast Express and Transit Police, which directly benefit from or consume the service or costs.

Business units can be allocated 100.0 per cent of a cost if it is the only one benefiting and consuming that cost, or costs can be shared across multiple business units that benefit and consume the cost based on an allocation factor, such as headcount or square footage. The charges that are allocated to the business units include human resources, administration, rentals and leases as well as information technology.

The increase in costs allocated to the operating companies from 2018 to 2019 was mainly due to investments in technology. Allocated costs decreased in 2020 mainly due to reductions in property taxes as a result of lower assessment values, lower fare media costs from reduced ridership and lower recruitment costs due to temporary hiring freeze. Allocated costs increased from 2021 to 2022 mainly due to increased property insurance premiums, higher property taxes, rental expenses and fare media costs from increased ridership.



**Together all the way**

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TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer  
Olga Kuznetsova, Vice President Financial Services  
Donna Chao, Director Corporate Finance

DATE: March 8, 2023

SUBJECT: 2022 Audited Consolidated Financial Statements

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**PROPOSED RESOLUTION:**

That the Audit Committee recommends that the TransLink Board of Directors:

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

**EXECUTIVE SUMMARY**

Under the *South Coast British Columbia Transportation Authority Act*, the audited consolidated financial statements must be prepared annually for TransLink within 90 days after the end of each fiscal year. TransLink's fiscal year end is December 31.

The 2022 Audited Consolidated Financial Statements are attached.

A full discussion of the consolidated statement of financial position and consolidated statement of operations is contained in a separate report titled "2022 Year-End Financial and Performance Report".

In the opinion of Management, the attached consolidated financial statements present fairly, in all material respects, the financial position and operations of TransLink for the year ended December 31, 2022. Representatives of KPMG will attend the Finance and Audit Committee meeting to provide an overview and respond to any questions on their audit process and findings.

**ATTACHMENT**

Attachment 1 - 2022 Audited Consolidated Financial Statements

Consolidated Financial Statements  
(Expressed in thousands of dollars)

**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION AUTHORITY**

And Independent Auditor's Report thereon

Year ended December 31, 2022



KPMG LLP  
PO Box 10426 777 Dunsmuir Street  
Vancouver BC V7Y 1K3  
Canada  
Telephone (604) 691-3000  
Fax (604) 691-3031

## INDEPENDENT AUDITOR'S REPORT

To the Members of the Board of Directors of the South Coast British Columbia  
Transportation Authority

### ***Opinion***

We have audited the consolidated financial statements of the South Coast British Columbia Transportation Authority (the "Authority"), which comprise:

- the consolidated statement of financial position as at December 31, 2022
- the consolidated statement of operations for the year then ended
- the consolidated statement of changes in net debt for the year then ended
- the consolidated statement of cash flows for the year then ended
- and notes to the consolidated financial statements, including a summary of significant accounting policies

(hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the Authority as at December 31, 2022, and its consolidated results of operations, its consolidated changes in net debt and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

### ***Basis for Opinion***

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "***Auditor's Responsibilities for the Audit of the Financial Statements***" section of our auditor's report.

We are independent of the Authority in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### ***Other Information***

Management is responsible for the other information. Other information comprises the information, other than the financial statements and the auditor's report thereon, included in the 2022 Annual Statutory Report, 2022 Year-End Financial and Performance Report, and 2022 Accountability Report documents.

KPMG LLP, an Ontario limited liability partnership and member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. KPMG Canada provides services to KPMG LLP.



Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit and remain alert for indicators that the other information appears to be materially misstated.

We obtained the information, other than the financial statements and the auditor's report thereon, included in the 2022 Annual Statutory Report, 2022 Year-End Financial and Performance Report, and 2022 Accountability Report documents as at the date of this auditor's report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditor's report.

We have nothing to report in this regard.

### ***Responsibilities of Management and Those Charged with Governance for the Financial Statements***

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Authority's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Authority or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Authority's financial reporting process.

### ***Auditor's Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Authority to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group entity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

Chartered Professional Accountants

Vancouver, Canada  
[Date]

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Financial Position  
(Expressed in thousands of dollars)

December 31, 2022, with comparative information for 2021

	2022	2021
<b>Financial assets</b>		
Cash and cash equivalents	\$ 622,558	\$ 575,623
Accounts receivable (note 7(k))	136,909	159,207
Loan receivable (note 3)	-	131,060
Restricted cash and cash equivalents and investments (note 4(a))	3,733,194	1,237,197
Investments (note 4(b))	235,289	165,616
Debt reserve deposits (note 5)	23,762	26,272
	<u>4,751,712</u>	<u>2,294,975</u>
<b>Liabilities</b>		
Accounts payable and accrued liabilities (note 7(k))	400,206	364,458
Debt (note 6)	3,141,748	2,937,864
Deferred government transfers (note 7(a))	3,540,507	1,325,681
Golden Ears Bridge contractor liability (note 8(a))	999,512	1,013,077
Deferred concessionaire credit (note 9(a))	409,355	432,629
Employee future benefits (note 10(b))	141,202	138,224
Deferred development cost charges (note 11)	15,132	-
Deferred revenue and deposits	73,646	64,449
Deferred lease inducements	12,855	13,890
	<u>8,734,163</u>	<u>6,290,272</u>
Net debt	(3,982,451)	(3,995,297)
<b>Non-financial assets</b>		
Tangible capital assets (note 12)	5,765,456	5,704,158
Supplies inventory	97,310	91,161
Property under development (note 14)	19,599	-
Prepaid capital (note 13)	29,752	-
Prepaid expenses	30,002	30,040
	<u>5,942,119</u>	<u>5,825,359</u>
Commitments and contingencies and subsequent event (note 15)		
Accumulated surplus	\$ 1,959,668	\$ 1,830,062

See accompanying notes to consolidated financial statements.

Approved on behalf of the Board:

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Director

**DRAFT – MARCH 8, 2023**

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Operations  
(Expressed in thousands of dollars)

Year ended December 31, 2022, with comparative information for 2021

	2022 Budget (note 2(u))	2022 Actual	2021 Actual
Revenues:			
Taxation (note 19)	\$ 933,012	\$ 978,076	\$ 899,448
Transit (note 7(l))	619,339	552,624	413,400
Government transfers (note 7(a))	315,121	427,136	203,780
Amortization of deferred concessionaire credit (note 9(a))	23,273	23,274	23,273
Investment income	44,996	109,064	52,882
Development cost charges (note 11)	31,525	25,158	44,773
Miscellaneous revenue	13,901	17,458	22,535
Gain (loss) on disposal of tangible capital assets	(200)	1,748	560
	1,980,967	2,134,538	1,660,651
Expenses:			
Bus operations	1,041,994	1,041,321	979,003
Corporate operations	184,346	217,242	147,371
Rail operations	515,994	490,217	472,086
Roads and bridges	238,896	207,459	215,172
Transit Police	46,634	48,693	45,504
	2,027,864	2,004,932	1,859,136
Surplus (deficit) for the year	(46,897)	129,606	(198,485)
Accumulated surplus, beginning of year	1,836,866	1,830,062	2,028,547
Accumulated surplus, end of year	\$ 1,789,969	\$ 1,959,668	\$ 1,830,062

See accompanying notes to consolidated financial statements.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Changes in Net Debt  
(Expressed in thousands of dollars)

Year ended December 31, 2022, with comparative information for 2021

	2022 Budget	2022 Actual	2021 Actual
	(note 2(u))		
Surplus (deficit) for the year	\$ (46,897)	\$ 129,606	\$ (198,485)
Acquisition of tangible capital assets	(798,991)	(413,490)	(358,471)
Amortization of tangible capital assets	258,400	250,019	233,789
Write-down of tangible capital assets (note 12)	-	53,755	-
Tangible capital assets transfer to			
prepaid capital	-	29,752	-
Land transferred to partnership (note 14)	-	17,735	-
Net proceeds from disposal of tangible capital assets	-	2,679	674
Loss (gain) on disposal of tangible capital assets	200	(1,748)	(560)
	(540,391)	(61,298)	(124,568)
Change in supplies inventory	(9,106)	(6,149)	(7,548)
Change in property under development	-	(19,599)	-
Prepaid capital transferred from tangible capital assets	-	(29,752)	-
Change in prepaid expenses	(2,914)	38	(3,214)
	(12,020)	(55,462)	(10,762)
Decrease (increase) in net debt	(599,308)	12,846	(333,815)
Net debt, beginning of year	(4,167,609)	(3,995,297)	(3,661,482)
Net debt, end of year	\$ (4,766,917)	\$ (3,982,451)	\$ (3,995,297)

See accompanying notes to consolidated financial statements.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Cash Flows  
(Expressed in thousands of dollars)

Year ended December 31, 2022, with comparative information for 2021

	2022	2021
Cash provided by (used for):		
Operating transactions:		
Surplus (deficit) for the year	\$ 129,606	\$ (198,485)
Non-cash changes to operations (note 17)	35,428	92,698
Changes in non-cash operating working capital (note 17)	208,438	775,781
Cash provided by operating transactions	373,472	669,994
Capital transactions:		
Purchase of tangible capital assets	(413,490)	(358,471)
Net proceeds from disposal of tangible capital assets	2,679	674
Cash used for capital transactions	(410,811)	(357,797)
Investing transactions:		
Increase in restricted cash and cash equivalents and investments	(2,495,997)	(203,843)
Increase in investments	(69,673)	(69,557)
Decrease in debt reserve deposits	2,510	2,293
Cash used for investing transactions	(2,563,160)	(271,107)
Financing transactions:		
Debt proceeds	300,000	-
Issue costs on financing	(2,331)	-
Repayments of debt	(66,561)	(68,833)
Repayments of Golden Ears Bridge contractor liability	(13,565)	(11,225)
Government transfers received in lieu of foregone toll revenue (note 7(i)(ii))	2,000,000	-
Government transfers received for tangible capital additions	429,891	217,020
Cash provided by financing transactions	2,647,434	136,962
Increase in cash and cash equivalents	46,935	178,052
Cash and cash equivalents, beginning of year	575,623	397,571
Cash and cash equivalents, end of year	\$ 622,558	\$ 575,623
Supplementary information:		
Interest paid	\$ 189,181	\$ 187,960
Tangible capital assets transferred to prepaid capital (note 13)	29,752	-
Property under development acquired through a non-cash land transfer to partnership (note 14)	17,735	-

See accompanying notes to consolidated financial statements.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **1. Operations:**

South Coast British Columbia Transportation Authority, formerly Greater Vancouver Transportation Authority, (the “Authority” or “TransLink”) was established in June 1998 as a regional public transportation authority under the South Coast British Columbia Transportation Authority Act (the “Act”) to provide for the planning, funding, management and operation of an integrated regional transportation system for the Greater Vancouver region.

Transit ridership has been steadily improving since the COVID-19 outbreak in 2020. The slower return of the workforce to the office by transit has had an adverse effect on the transit revenues of which the long-term effects on the Authority’s operations are not known at this time. The short-term impact has been offset through relief funding provided by senior government to help the Authority maintain operations and service levels (note 7(j)).

## **2. Significant accounting policies:**

### **(a) Basis of presentation:**

These consolidated financial statements of the Authority have been prepared in accordance with Canadian public sector accounting standards as recommended by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada.

### **(b) Basis of consolidation:**

These consolidated financial statements include the accounts of the Authority and its active wholly-owned subsidiaries as follows:

- (i)* Coast Mountain Bus Company Ltd. (“CMBC”) - bus, SeaBus and community shuttle services;
- (ii)* British Columbia Rapid Transit Company Ltd. (“BCRTC”) - SkyTrain services on the Expo, Millennium and Canada Lines;
- (iii)* West Coast Express Limited (“WCE”) - commuter rail services;
- (iv)* Transportation Property and Casualty Company Inc. (“TPCC”) - a captive insurance company which provides insurance liability coverage to the Authority’s operating subsidiaries;
- (v)* TransLink Security Management Ltd. (“TSML”) - transit police services;
- (vi)* TOD Investments Ltd. – holds the Authority’s Broadway and Arbutus Project Limited Partnership 50% interest (note 14); and
- (vii)* TLRED Holdings Ltd. – holds the Authority’s Broadway and Arbutus GP Inc. 50% interest (note 14).

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **2. Significant accounting policies (continued):**

### **(b) Basis of consolidation (continued):**

These consolidated financial statements also include the following entities, which have been accounted for on a proportionate consolidation basis:

- (i)* Broadway and Arbutus Project Limited Partnership (50% ownership through TOD Investments Ltd.) – real estate development activities (note 14); and
- (ii)* Broadway and Arbutus GP Inc. (50% ownership through TLRED Holdings Ltd.) – real estate management activities (note 14).

All intercompany balances and transactions have been eliminated upon consolidation.

### **(c) Basis of accounting:**

TransLink follows the accrual method of accounting for revenues and expenses. Revenues are recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay. Interest expense is recognized on an accrual basis.

### **(d) Cash and cash equivalents:**

Cash and cash equivalents include highly liquid investments, which have a term to maturity of three months or less at the date of purchase or are units in a fund that can be readily liquidated.

### **(e) Financial instruments:**

Financial instruments are classified into two categories: fair value or cost.

#### *(i)* Fair value:

Equity investments and derivatives that are quoted in an active market are reflected at fair value as at the reporting date. Unrealized gains and losses on financial assets are recognized in the consolidated statement of remeasurement gains and losses until such time that the financial asset is derecognized due to disposal or impairment. At the time of derecognition, the related realized gains and losses are recognized in the consolidated statement of operations and related balances are reversed from the consolidated statement of remeasurement gains and losses. As at December 31, 2022, the Authority does not hold any equity investments or derivatives that are quoted in an active market, and thus, the Authority does not have any unrealized gains or losses and a consolidated statement of remeasurement gains and losses has not been included in these consolidated financial statements.



# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **2. Significant accounting policies (continued):**

### **(e) Financial instruments (continued):**

#### **(ii) Cost:**

All other financial instruments are recorded at cost. Gains and losses on financial instruments recorded at cost are recognized in the Statement of Operations when the financial asset is derecognized due to disposal or impairment. Sales and purchases of investments are recorded on the trade date. Transaction costs related to the acquisition of investments are included in the cost of the related investments.

Accounts receivable, loan receivable and accounts payable and accrued liabilities are measured at amortized cost using the effective interest rate method. Any gains, losses or interest expense is recorded in the annual surplus (deficit) depending on the nature of the financial liability that gave rise to the gain, loss or expense. Valuation allowances are made when collection is in doubt.

### **(f) Supplies inventory:**

Supplies inventory is valued at the lower of average cost and net realizable value. Cost includes purchase price, import duties, other net taxes, and transport, handling and other costs directly attributable to acquisition. Net realizable value is the estimated current replacement cost.

### **(g) Property under development:**

Property under development, which will be sold in the future, is valued at the lower of cost and net realization value. Cost includes all amounts that are directly attributable to the acquisition, construction and development of the property. Net realizable value of the property is based on the best available information about the property's fair value at the time of the assessment.

### **(h) Tangible capital assets:**

Tangible capital assets have been recorded as follows:

(i) Tangible capital assets are recorded at cost, including capitalized interest as described in note 2(i). Cost includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset, including the purchase price and other acquisition costs such as installation costs, design and engineering fees, legal fees, survey costs, site preparation costs, freight charges, transportation, insurance costs and duties.

(ii) As part of the establishment of the Authority, certain tangible capital assets contributed by the Province of British Columbia (the "Province") and BC Transit were recorded at the estimated fair value at the date of transfer based on appraisals carried out.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## 2. Significant accounting policies (continued):

(h) Tangible capital assets (continued):

(iii) Amortization is provided on the cost less estimated salvage value on a straight-line basis over a period not exceeding the estimated useful lives as follows:

Asset	Years
Land improvements	30
Buildings	30 - 50
Bridges, guideways, stations, and tunnels	30 - 100
Other supporting systems (tracks, rail, roads, electrical, drainage, ventilation)	8 - 40
Vehicles and SeaBus	5 - 40
Equipment	5 - 40

(i) Capitalization of interest:

Interest costs directly attributable to construction projects and major capital acquisitions are capitalized from the commencement of the capital outlays until the assets are ready for use.

(j) Major Road Network (“MRN”) expenditures:

Part 2 of the Act provides that the Authority must establish a MRN, comprising an integrated system of highways throughout the transportation service region, and the Authority must contribute funds to the municipalities for the purpose of constructing and maintaining any part of the MRN within that municipality if certain conditions are met.

Funding related to operating and maintaining the MRN are expensed under the heading “maintenance, materials and utilities”. Funding related to road, cycling and walking infrastructure is expensed under the heading “capital infrastructure contributions” as the related assets are the property of the appropriate municipalities who assume all the rights and obligations.

(k) Pension plans and employee future benefits:

(i) Pension plan:

The Authority, its subsidiaries and employees make contributions to the Public Service Pension Plan (“PSPP”). These contributions to the PSPP are expensed as incurred.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **2. Significant accounting policies (continued):**

### **(k) Pension plans and employee future benefits (continued):**

#### **(ii) Employee future benefits:**

Post-retirement and post-employment benefits are available to the Authority's eligible employees. The cost of post-retirement benefits is actuarially determined, prorated on service and management's best estimate of retirement ages and expected health care costs. The cost of post-employment benefits to disabled employees is actuarially determined based on future projected benefits of currently disabled employees. The obligations under these post-retirement and post-employment benefit plans are accrued as the employees render services necessary to earn the future benefits. The measurement date of the accrued benefit obligation coincides with the Authority's fiscal year. The most recent actuarial valuation of the plans was December 31, 2022. The plans are unfunded and require no contributions from employees. Employer contributions are based upon expected annual benefit payments.

Actuarial gains or losses on the accrued benefit obligation arise from differences between actual and expected experience and from changes in the actuarial assumptions used to determine the accrued benefit obligation. The net accumulated actuarial gains or losses are amortized over the average remaining service period of active employees in the consolidated statement of operations. The amortization period of the active employees covered by the post-retirement plan is 12 years (2021 - 12 years) and post-employment plan is 6 years (2021 - 6 years).

#### **(l) Deferred revenue:**

The Authority defers the portion of the revenue collected from transit services relating to services not yet rendered. This revenue is recognized in the year in which related services are provided.

#### **(m) Development cost charges:**

Development cost charges are restricted by legislation for expenditures on eligible capital projects. These amounts are recorded in deferred development cost charges upon receipt and recognized as revenue when qualifying expenditures are incurred.

#### **(n) Deferred concessionaire credit:**

Deferred concessionaire credit represents the funding provided by the Canada Line concessionaire towards the design and construction phases of the Canada Line in exchange for the right to operate the line over the 30-year operating term. This amount is amortized to income on a straight-line basis over the operating term of the concessionaire agreement which commenced in August 2009 and will expire in July 2040.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **2. Significant accounting policies (continued):**

### **(o) Government transfers:**

Restricted transfers from governments are deferred and recognized as revenue as the related stipulations in the agreement are met. Unrestricted transfers are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

A significant portion of the Authority's government funding for capital purposes is received from the Government of Canada (the "Federal Government") through the Canada Community Building Fund (previously known as "Gas Tax") program and other similar programs. Under these agreements, the Authority is required to acquire or construct specific transit assets using these funds. The Authority is also required under certain agreements to maintain the assets over a set holding period and repay funds if the associated assets are sold before the end of the holding period.

### **(p) Liability for contaminated sites:**

Contaminated sites are a result of contamination being introduced into air, soil, water or sediment of a chemical, organic or radioactive material or live organism that exceeds an environmental standard. Liabilities are recorded net of any expected recoveries.

A liability for remediation of contaminated sites is recognized when all the following criteria are met:

- (i)* an environmental standard exists;
- (ii)* contamination exceeds the environmental standard;
- (iii)* the Authority is directly responsible or accepts responsibility;
- (iv)* it is expected that future economic benefits will be given up; and
- (v)* a reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of remediation and post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site.

### **(q) Income taxes:**

The Authority is a tax-exempt corporation, which is exempt from Canadian federal and British Columbia provincial income taxes as it is deemed to be a public body performing the function of government in Canada. The Authority's subsidiaries file on the basis that they are exempt from Canadian federal and British Columbia provincial income taxes.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **2. Significant accounting policies (continued):**

### (r) Foreign currency translation:

Transactions of the Authority and its subsidiaries originating in foreign currencies are translated at the rates in effect at the time of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated to Canadian dollars at exchange rates in effect at the statement of financial position dates. Foreign exchange gains and losses are included in income.

### (s) Use of estimates:

The preparation of the consolidated financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

### (t) Segment disclosure:

A segment is defined as a distinguishable activity or group of activities of a government for which it is appropriate to separately report financial information to achieve the objectives of the Authority. TransLink has provided definitions of segments used and presented financial information in the segmented format (note 20). Business Technology, Human Resource, Payroll and Administrative Services costs are managed by the corporate segment and allocated among the operating segments, as appropriate. Interest has been allocated based on the allocated depreciation.

### (u) Budget data:

The budget data presented in these consolidated financial statements were approved by the Board of Directors on December 2, 2021.

## **3. Loan receivable:**

In 2016, the Authority sold the Oakridge Transit Centre land for proceeds of \$440,000,000. The loan receivable of \$131,060,000 as at December 31, 2021 is the present value of the outstanding instalments that were due at the time based on a discount rate of 2.10%. In 2022, the Authority received the remaining \$132,000,000 of proceeds (2021 - \$54,050,000), including interest to settle the loan balance, resulting in there being no remaining loan receivable balance as at year-end.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 4. Restricted and unrestricted cash and cash equivalents and investments:

The Authority holds cash and cash equivalents and investments consisting of:

- (i) Guaranteed investment certificates, banker's acceptance notes and bonds held at various financial institutions; and
- (ii) Money market fund units managed by British Columbia Investment Management Corporation with underlying debt securities that have maturities of up to 45 days.

Investments are recorded at amortized cost. The bonds have an average initial term of 187 months (2021 – 201 months) and an average remaining term to maturity of 138 months (2021 - 153 months). All bonds held by the Authority, as at December 31, 2022 and 2021, were rated A or higher.

Details of interest rate and maturity date ranges of the term deposits are as follows:

	2022	2021
Interest rate range	0.80% - 5.57%	0.60% - 1.61%
Maturity date range	January 2023 – June 2026	March 2022 - June 2026

Details of effective interest rates and coupon rates of the government and corporate bonds are as follows:

	2022		2021	
	Effective rates	Coupon rates	Effective rates	Coupon rates
Weighted average rate	2.85%	2.79%	2.67%	2.87%
Interest rate range	1.05% - 5.37%	1.10% - 5.20%	0.93% - 4.51%	1.10% - 5.20%

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 4. Restricted and unrestricted cash and cash equivalents and investments (continued):

### (a) Restricted cash and cash equivalents and investments:

	2022	2021
Government transfers for capital project funding (i):		
Cash and cash equivalents	\$ 41,602	\$ 141,095
Investments:		
Guaranteed investment certificates	491,262	262,144
Bonds (note 18(b))	288,584	122,401
Total government transfers for capital project funding	821,448	525,640
Self-administered sinking funds:		
Cash and cash equivalents	5,164	9,639
Investments:		
Guaranteed investment certificates	39,391	32,309
Bonds maturing beyond one year (note 18(b))	486,886	402,702
Total self-administered sinking funds	531,441	444,650
Land reserve:		
Cash and cash equivalents	75,810	79,429
Guaranteed investment certificates	273,684	157,500
Total land reserve	349,494	236,929
Green Bond proceeds:		
Cash and cash equivalents	38	-
TPCC (wholly-owned captive insurance subsidiary):		
Cash and cash equivalents	1,724	3,743
Bonds (note 18(b))	28,629	26,235
Total TPCC	30,353	29,978
Golden Ears Bridge forgone tolling revenue funding (note 7(iii)):		
Cash and cash equivalents	250,420	-
Guaranteed investment certificates	1,750,000	-
Total Golden Ears Bridge forgone tolling revenue funding	2,000,420	-
<b>Total restricted cash and cash equivalents and investments</b>	<b>\$ 3,733,194</b>	<b>\$ 1,237,197</b>

(i) Unspent government transfers for capital project funding consist of \$814,811,000 (2021 - \$500,558,000) of Canada Community Building Fund (previously known as "Gas Tax") funding and \$6,637,000 (2021 - \$25,082,000) of other funding.

### (b) Unrestricted investments:

Unrestricted investments are comprised of guaranteed investment certificates, banker's acceptances and bonds of \$235,289,000 (2021 - \$165,616,000).

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **5. Debt reserve deposits and callable demand notes:**

The Authority is required to pay the Municipal Finance Authority of British Columbia (“MFA”) debt reserve deposits into a debt reserve fund of 1.00% of the face value of each debenture borrowing from the MFA. These are interest bearing restricted funds administered by the MFA and are only refundable once the respective debt issue has been fully repaid.

If at any time the MFA does not receive sufficient funds to meet payments or sinking fund contributions due on the Authority’s debt obligations, the interest and principal payments or sinking fund contributions will be deducted from this debt reserve fund.

In addition to the debt reserve deposit, the Authority is required by the MFA to issue a non-interest bearing demand note for an amount equal to one-half the average annual installment of principal and interest relative to any debt borrowed less the debt reserve deposit. The demand notes payable to the MFA are callable only if, in the event of a default by the Authority or Metro Vancouver (the interposed significant lender over the Authority’s long-term debt), there are insufficient funds in the Authority’s debt reserve deposit held at the MFA to meet a required interest, principal payment or sinking fund contribution. As the Authority is in full compliance with its debt payments and no such call has been made by the MFA on these demand notes, their face value has not been recorded as a liability on the consolidated statement of financial position. At year-end, the maximum value of the demand notes totaled \$25,649,000 (2021 - \$27,696,000).



# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 6. Debt:

	2022	2021
Unsecured commercial paper, due in the next 12 months	\$ -	\$ 30,000
Unsecured sinking fund bonds held by the MFA, weighted average coupon rate of 4.29% (2021 – 3.96%) (effective rate 4.32% (2021 – 3.98%)), maturing at various dates from 2024 to 2036, original 20 to 30-year (2021 – 10 to 30 year) term	954,162	1,033,998
Less: accumulated payments to MFA administered debt sinking funds (including vested and accrued actuarial earnings)	(626,676)	(648,637)
Unsecured serial debenture held by the MFA, coupon rate of 5.10% interest payable semi-annually (effective rate 5.19%), maturing in 2025, principal repayment of approximately \$3 million annually, original 20-year term	8,606	11,334
Unsecured bullet maturity bond series TL-2, face value \$200 million, interest rate 4.65% (effective rate 4.70%), maturing 2041, original 30-year term	198,790	198,757
Unsecured bullet maturity bond series TL-3, face value \$250 million, interest rate 3.85% (effective rate 3.82%), maturing 2052, original 40-year term	251,348	251,380
Unsecured bullet maturity bond series TL-4, face value \$365 million, interest rate 4.45% (effective rate 3.97%), maturing 2044, original 30.5-year term	391,184	391,995
Unsecured bullet maturity bond series TL-5, face value \$465 million, interest rate 3.05% (effective rate 2.43%), maturing 2025, original 10.5-year term	471,769	474,481
Unsecured bullet maturity bond series TL-6, face value \$200 million, interest rate 3.15% (effective rate 3.18%), maturing 2048, original 31-year term	198,813	198,788
Unsecured bullet maturity bond series TL-7 (Green), face value \$400 million, interest rate 3.25% (effective rate 3.31%), maturing 2028, original 10-year term	398,612	398,416
Unsecured bullet maturity bond series TL-8 (Green), face value \$200 million, interest rate 2.65% (effective rate 2.68%), maturing 2050, original 31-year term	198,678	198,650
Unsecured bullet maturity bond series TL-9, face value \$400 million, interest rate 1.60% (effective rate 1.64%), maturing 2030, original 10-year term	398,792	398,644
Unsecured bullet maturity bond series TL-10 (Green), face value \$300 million, interest rate 4.15% (effective rate 4.20%), maturing 2053, original 31-year term	297,669	-
Capital leases, weighted average implicit rate of 2.17% (2021 - 2.85%), maturing at various dates during 2023 (2021 – 2022 to 2023)	1	58
	<b>\$ 3,141,748</b>	<b>\$ 2,937,864</b>

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 6. Debt (continued):

The Authority has an unsecured revolving credit facility with a syndicate of Canadian financial institutions totaling \$500 million which will expire on March 23, 2026. The credit facility is to be used primarily as a liquidity backstop of commercial paper and provides for loans at varying rates of interest based on certain benchmark interest rates, specifically the Canadian prime rate and the Canadian banker's acceptance rate, and on the Authority's credit ratings at the time of drawdown. The Authority is also required to pay commitment fees, which are also dependent on the Authority's credit ratings. This credit facility has no financial covenants or requirement to maintain a specific credit rating and was not drawn upon in 2022.

The Authority's unsecured commercial paper program is backstopped by the abovementioned syndicated credit facility which enables it to issue commercial paper up to a maximum aggregate of \$500 million. As at December 31, 2021, there was \$30,000,000 of outstanding commercial paper issued at an average interest rate of 0.24%. The commercial paper was fully repaid in January 2022 resulting in no commercial paper being outstanding as at December 31, 2022.

The future debt payments, future actuarial interest credit on the MFA sinking fund payments and unamortized premium / issue costs are summarized as follows:

	Sinking Fund on Bonds Held by MFA	Serial Debenture Held by MFA	Bullet Maturity Bonds	Capital Leases	Total
Future payments:					
2023	\$ 32,390	\$ 2,797	\$ -	\$ 1	\$ 35,188
2024	32,389	2,868	-	-	35,257
2025	30,220	2,941	465,000	-	498,161
2026	30,220	-	-	-	30,220
2027	19,942	-	-	-	19,942
Thereafter	29,480	-	2,315,000	-	2,344,480
	174,641	8,606	2,780,000	1	2,963,248
Future actuarial interest	153,683	-	-	-	153,683
	328,324	8,606	2,780,000	1	3,116,931
Unamortized premium / (issue costs)	(838)	-	25,655	-	24,817
	\$ 327,486	\$ 8,606	\$ 2,805,655	\$ 1	\$ 3,141,748

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 7. Transfers from other governments:

### (a) Deferred government transfers:

	Balance, January 1, 2022	Contributions received	Interest earned	Recognized as revenue	Balance, December 31, 2022
Capital project funding:					
Canada Community Building Fund (b)	\$ 510,119	\$ 358,480	\$ 15,293	\$ (63,420)	\$ 820,472
Canada Line funding (c)	406,770	-	-	(23,244)	383,526
Public Transit Infrastructure Fund (d)	256,188	-	-	(51,255)	204,933
Investing in Canada Infrastructure Program (e)	67,070	55,648	-	-	122,718
Building Canada Fund (f)	51,665	-	-	(2,968)	48,697
Capstan Station funding (g)	25,082	-	-	(23,219)	1,863
Evergreen Line funding (h)	5,600	-	-	-	5,600
Transit Secure Fund	3,171	-	-	(422)	2,749
Miscellaneous programs	16	470	-	(486)	-
	1,325,681	414,598	15,293	(165,014)	1,590,558
Operating funding:					
Golden Ears Bridge forgone toll revenue (iii)					
Prior to March 31, 2022	-	16,578	-	(16,578)	-
Effective March 31, 2022	-	2,000,000	-	(50,051)	1,949,949
Pandemic Relief funding (j)	-	176,000	-	(176,000)	-
Canada Line Operating Fund (note 9(c))	-	19,205	-	(19,205)	-
Properties Environmental program	-	156	-	(156)	-
Other cost sharing projects	-	132	-	(132)	-
	-	2,212,071	-	(262,122)	1,949,949
	\$ 1,325,681	\$ 2,626,669	\$ 15,293	\$ (427,136)	\$ 3,540,507

The balance as at December 31, 2022 of \$3,540,507,000 (2021 - \$1,325,681,000) consists of:

- (i) Unspent Canada Community Building Fund funding (formerly Gas Tax funding) of \$814,811,000 (2021 - \$500,558,000) and unspent funding for various other projects of \$6,637,000 (2021 - \$25,082,000);
- (ii) Spent funding of \$769,110,000 (2021 - \$800,041,000) that will be recognized as revenue as the related stipulations in the agreements are met; and
- (iii) Golden Ears Bridge forgone toll revenue funding related to the agreement effective March 31, 2022 of \$1,949,949,000 (2021 - nil) that will be recognized as revenue as the related stipulations in the agreement are met.

### (b) Canada Community Building Fund:

The Authority receives funding annually from the Government of Canada via a Gas Tax funding agreement between the Authority and the Union of British Columbia Municipalities ("UBCM"). The Authority is required to spend the funds on defined tangible capital assets to support the mandate, as prescribed in the agreement.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 7. Transfers from other governments (continued):

### (b) Canada Community Building Fund (continued):

In 2015, the Authority entered into a new funding agreement with UBCM (the "Agreement").

Under the terms of the Agreement, for tangible capital assets acquired prior to April 1, 2014, the Authority is required to continue to retain title to the ownership of the infrastructure for a period of 10 years, or the useful life of the asset, if it is less than 10 years. Accordingly, once the contributions are spent on eligible items and the assets are placed into service, the contributions are amortized to revenue over 10 years, or the asset's useful life, if it is less than 10 years.

Tangible capital assets acquired on or after April 1, 2014 are not subject to stipulations and the contributions are recognized in revenue when the funds are spent on eligible items.

Receipts and disbursements for the year are as follows:

	2022	2021
Opening balance, unspent funds	\$ 500,558	\$ 362,912
Amount received during the year	358,480	154,130
Interest earned	15,293	4,999
Amount spent on designated public transit projects	(59,520)	(21,483)
Closing balance, unspent funds	\$ 814,811	\$ 500,558

### (c) Canada Line funding:

The Authority has received certain contributions for the Canada Line infrastructure from the Federal and Provincial Governments with the stipulation that TransLink operate and maintain the Canada Line for a minimum of 30 years, equal to the operating agreement with the concessionaire. If the assets are disposed prior to the 30-year term, the Authority is required to refund a portion of the contributions received, the amount of which decreases over time. As such, the Authority recognizes the revenue from the contributors over the holding period of 30 years.

### (d) Public Transit Infrastructure Fund:

The Public Transit Infrastructure Fund ("PTIF") was established by the Federal Government to provide funding to support the rehabilitation of transit systems, new capital projects, and planning and studies for future transit expansion to foster long-term transit plans. The Federal Government has entered into a bilateral agreement with the Province, which in turn has entered into an agreement with the Authority to provide senior government funding for eligible projects under the PTIF program.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **7. Transfers from other governments (continued):**

### (d) Public Transit Infrastructure Fund (continued):

Under the agreement, if any of the acquired or constructed assets are sold, leased, disposed or used in a manner other than as described in their request for funding before March 31, 2026 for all projects or at any time within 5 years from the agreement end date of March 31, 2022 for certain projects as agreed to by the Federal Government, the Authority is required to return any funds received from the Province and/or the Federal Government that had, at any time, been applied in respect to the asset sold, leased or disposed.

Accordingly, the Authority recognizes the revenue over the stipulation period of 5 years.

### (e) Investing in Canada Infrastructure Program:

The Investing in Canada Infrastructure Program (“ICIP”) was established by the Federal Government as a way to deliver funding to communities through the Investing in Canada Plan. ICIP provides long-term stable funding to help reduce pollution and increase resilience to climate change, build strong, dynamic, and inclusive communities, and ensure Canadian families have access to modern, reliable services that improve their quality of life.

Investments in infrastructure are being made through targeted streams. Through the Public Transit stream, the Federal Government is investing in the construction, expansion, and improvement of public transit infrastructure for projects that improve the capacity of public transit infrastructure, improve the quality or safety of existing or future transit systems, and improve access to the public transit system.

The Federal Government entered into a bilateral agreement with the Province, who in turn has entered into an agreement with the Authority to provide funding for eligible projects under the ICIP.

Under the agreement, if any of the acquired or constructed assets are sold, leased, disposed, or used in a manner other than as described in their request for funding for 5 years after the substantial completion date of each project, the Authority is required to return a portion of the contribution to the Province.

Accordingly, the Authority will recognize the revenue over the stipulation period of 5 years.

### (f) Building Canada Fund:

The Building Canada Fund was established by the Federal Government to provide strategic funding to infrastructure projects managed by Canadian provinces, territories, and municipalities. Through an agreement with the Province, the Authority obtains funding from the Major Infrastructure Component of the Building Canada Fund which supports various projects related to public transit. In addition to the federal funds, the Authority also receives provincial funding for certain Building Canada Fund related projects.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 7. Transfers from other governments (continued):

### (f) Building Canada Fund (continued):

Under the agreement, if any of the assets acquired are disposed or used in a manner other than as described in their request for funding, the Authority is required to return a portion of the contribution to the Province as follows:

Portion of contribution refund	Up to 1 year after the project completion date	Reduction in refund each year afterward
Fixed assets (non-movable)	100%	4%
Non-fixed assets (movable)	100%	10%

Accordingly, the Authority recognizes the revenue over the stipulation periods of 10 or 25 years.

### (g) Capstan Station funding:

On March 21, 2012, TransLink entered into a funding agreement with the City of Richmond ("CoR") in relation to the design and construction of the Canada Line Capstan Station. The project was divided into three phases: preliminary design, detailed design and construction, and CoR agreed to contribute funding for the three phases totaling \$25,316,600 (subject to inflationary adjustments). On December 16, 2019, TransLink received the total funding from CoR and is required to complete the project within 30 months of the date of receipt.

Accordingly, the Authority will recognize revenue as expenditures are incurred on the project.

On December 15, 2020, TransLink entered into an additional agreement with CoR which entitled the Authority to receive \$3,000,000 within 30 days of the agreement date to fund revised design elements of the station. The funding was received on January 29, 2021, resulting in TransLink being obligated to deliver the revised design elements. This funding will be returned if the revised design elements are not constructed within the completed Capstan Station.

### (h) Evergreen Line funding:

In 2016, TransLink received \$30,261,000 of Evergreen Line project assets funded by partners of the British Columbia Transportation Financing Authority ("BCTFA"), of which \$7,000,000 was funded by PPP Canada Inc. and has a 25-year holding period stipulation on the related tangible capital assets. If the assets are disposed prior to the 25-year term, the Authority is required to repay a portion of the funding, the amount of which decreases over time.

Accordingly, the Authority recognizes the revenue based on milestones throughout the stipulation period of 25 years.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **7. Transfers from other governments (continued):**

### (i) Golden Ears Bridge transfer for forgone toll revenue:

#### (i) Prior to March 31, 2022:

In August 2017, the Province announced the removal of tolls on the Golden Ears Bridge (the "GEB") effective September 1, 2017. On August 23, 2017, the Authority entered into an agreement with the Province to receive payments for foregone projected toll revenue to 2050, provided that the Authority does not charge users tolls for any new crossings and ensures the continued availability and operation of the GEB. The Authority recognized the funding as revenue if these conditions were met. This agreement was replaced with a new agreement effective March 31, 2022.

#### (ii) Effective March 31, 2022:

On March 31, 2022, TransLink entered into a new agreement with the Province to receive an upfront payment of \$2,000,000,000 as settlement for TransLink's foregone toll revenue for the period from April 1, 2022 to December 31, 2050. This agreement replaces the previous agreement dated August 23, 2017. The agreement stipulates that TransLink not charge tolls to users of the GEB for any crossings and keep the GEB open and operational for public users, except for permitted closures specified in the agreement. TransLink will be liable to repay the Province for the related portion of the upfront payment contingent upon if there are any defaults of the stipulations contained in the agreement. The funding received was internally restricted for future operations (note 4(a)). The Authority recognizes the funding as revenue over the period of the foregone toll revenue.

### (j) Pandemic Relief funding:

In 2020, in response to the impacts of COVID-19, the Federal and Provincial Governments announced that they have entered into the Federal/Provincial Safe Restart Funding Agreement to help provinces and territories safely restart their economies under their individual recovery plans. The commitment from the Federal Government to provide funding to the Province is conditional on the Province matching federal contributions under a 50/50 cost-sharing arrangement.

In 2020, the Province entered into a Contribution Agreement with TransLink to provide \$600,000,000 of funding for the financial impacts of COVID-19 for 2020 and 2021, plus an additional \$44,000,000 to offset TransLink's estimated revenue loss from limiting average annual public fare increases to 2.3% from 2021 to 2024.

In 2021, an Amending Agreement was entered into to provide TransLink with further relief funding of \$16,900,000 to offset lower than forecasted fuel tax revenue and \$14,900,000 to offset the anticipated costs and foregone revenue of providing free transit for youth aged 12 and under.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 7. Transfers from other governments (continued):

### (j) Pandemic Relief funding (continued):

In 2022, another Contribution Agreement was entered into to provide TransLink with an additional \$176,000,000 to offset 2023-2025 losses caused by the pandemic.

Funding for the pandemic relief programs have been recognized as revenue in the year the related agreement was signed.

### (k) Working capital balances:

	2022	2021
Trade accounts receivable	\$ 27,566	\$ 23,517
Due from Government of Canada	6,414	10,045
Due from Province of British Columbia	66,183	90,971
Due from regional districts	34,059	31,883
Due from other authorities	2,687	2,791
<b>Accounts receivable</b>	<b>\$ 136,909</b>	<b>\$ 159,207</b>

	2022	2021
Trade accounts payable and accrued liabilities	\$ 272,122	\$ 248,132
Due to Government of Canada	5,811	6,752
Due to Province of British Columbia	5,511	5,044
Due to regional districts	108,752	96,615
Due to other authorities	8,010	7,915
<b>Accounts payable and accrued liabilities</b>	<b>\$ 400,206</b>	<b>\$ 364,458</b>

### (l) Transit revenues:

Included in transit revenues is \$16,850,000 (2021 - \$15,500,000) of contributions from the Province to assist with administering the U-Pass BC program and to offset foregone transit revenue.



# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 8. Golden Ears Bridge:

### (a) Golden Ears Bridge contractor liability:

In 2006, the Authority entered in a fixed-price contract with the Golden Crossing General Partnership (the "GCGP") to design, construct, finance, operate, maintain, and rehabilitate the GEB. The contract was executed in March 2006 and terminates in June 2041.

The GEB contractor liability to finance the construction is repaid by the Authority over the operating term as follows:

	2022	2021
Opening balance	\$ 1,013,077	\$ 1,024,302
Interest accretion on contractor liability to last payment date	66,268	63,826
Payments made	(79,833)	(75,051)
Ending balance	\$ 999,512	\$ 1,013,077

As the last monthly payment of the year was made on December 8, 2022, the interest accrual from December 9 to 31, 2022 of \$4,153,000 (2021 - \$3,977,000) is included in accounts payable and accrued liabilities.

Capital and interest payments to the GCGP commenced on substantial completion of the project. The nominal (based on 2005 dollars) monthly blended capital and interest payments, prior to escalation for the Consumer Price Index ("CPI"), are \$4,792,000. The obligation to the GCGP bears interest at an effective rate of 6.70% per annum. The effective interest rate is the implicit interest rate, which establishes the net present value of the payment stream equal to the cost of the bridge, considering future payments adjusted by estimated inflation. The estimated payments in the next 5 years are as follows:

	Capital and interest
2023	\$ 82,608
2024	82,816
2025	83,970
2026	85,568
2027	87,294

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 8. Golden Ears Bridge (continued):

### (b) Operating agreement with GCGP:

The Authority also pays the GCGP a monthly Operating, Maintenance, Rehabilitation (“OMR”) fee of \$316,198 (based on 2005 dollars), which escalates based on CPI. Including estimated inflation, the OMR payments to GCGP in the next 5 years are expected to be as follows:

		OMR
2023	\$	5,330
2024		5,427
2025		5,535
2026		5,646
2027		5,760

## 9. Canada Line:

The Canada Line is a light rail rapid transit line that links central Richmond, the Vancouver International Airport and downtown Vancouver. The concessionaire (“InTransit BC”) is contracted to operate the Canada Line from August 2009 to July 2040.

### (a) Deferred concessionaire credit:

The deferred concessionaire credit represents contributions made by the concessionaire to design and construct the Canada Line in exchange for the right to operate. This amount is being amortized over the concession term which ends July 2040.

	2022	2021
Opening balance	\$ 432,629	\$ 455,902
Less: amortization	(23,274)	(23,273)
Closing balance	\$ 409,355	\$ 432,629

### (b) Operating commitments:

Base operating and maintenance payments to the Canada Line concessionaire (with 2003 being the base year), prior to adjustments for operational metrics and inflation, are as follows:

	Each 28-day period
January 2023 to December 2034	\$ 6,462
January 2035	5,289
February 2035 to July 2040	4,117

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## 9. Canada Line (continued):

### (b) Operating commitments (continued):

The total estimated base operating and maintenance payments, excluding taxes, to the concessionaire for each of the next five years adjusted for certain operational metrics and estimated inflation, are as follows:

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2023	\$ 132,000
2024	135,000
2025	138,000
2026	141,000
2027	143,000

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The base operating and maintenance payments are subject to special events and passenger volume adjustments as well as quality and availability deductions according to the provisions of the contract.

### (c) Operating contributions:

The Province has committed to provide funding of \$1,478,000 at each 28-day period to November 2039 related to the Canada Line operating expenses, which is approximately \$19,300,000 per annum subject to quality and availability deductions. The funding received in 2022 was \$19,205,000 (2021 - \$19,233,000).

## 10. Pension plans and employee future benefits:

### (a) Pension plans:

The Authority and its subsidiaries contribute to the Public Service Pension Plan (the “Plan” or “PSPP”), which is a multi-employer defined benefit plan, together with other British Columbia public service employers, in accordance with the Public Sector Pension Plans Act.

In addition to the PSPP, TSML contributes on behalf of its sworn members to the Municipal Pension Plan Group 5 (“MPP”), which is also a multi-employer defined benefit plan, together with other British Columbia public service employers, in accordance with the Public Sector Pension Plans Act.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **10. Pension plans and employee future benefits (continued):**

### (a) Pension plans (continued):

The British Columbia Pension Corporation administers the PSPP and MPP pension benefits on behalf of the employers and the employees to whom the Act applies. The long-term funding of the PSPP and MPP is based on the level contribution method. Using this method, employer contribution rates are set out so that, in combination with member contributions, they will fully pay for benefits earned by the typical new entrants and will maintain the unfunded accrual liability ("UAL") for funding purposes, if any, as a constant percentage of employer payroll. The actuary does not attribute portions of the UAL to individual employers. Contributions are expensed in the year when payments are made. Every three years, an actuarial valuation is performed to assess the financial position and the adequacy of funding. For the PSPP, the latest full actuarial valuation was carried out as at March 31, 2020 and resulted in a surplus of \$2,667,000,000. For the MPP, the latest full actuarial valuation was carried out as at December 31, 2021 and resulted in a surplus of \$3,761,000,000. The next valuation for PSPP will be as at March 31, 2023, with results available in 2024, and for MPP will be as at December 31, 2024 with results available in 2025.

In 2022, the Authority recorded total expense for pension contributions of \$58,286,000 (2021 - \$56,957,000).

### (b) Employee future benefits:

#### (i) Post-retirement:

In addition to the post-retirement benefits provided by the Plan, the Authority, CMBC and TSML continue to provide life insurance benefits to eligible retired employees.

Dependent extended health premiums are provided to eligible MoveUp union retired employees of CMBC and the Authority and eligible Transit Police Professional Association retired employees of TSML.

BCRTC also sponsors a post-retirement plan which provides extended health and dental benefits to eligible retired employees.

In 2022, the total expense recorded in the consolidated financial statements for the post-retirement obligations under these plans amounts to \$6,232,000 (2021 - \$7,393,000).

#### (ii) Post-employment:

The Authority, CMBC and TSML provide extended health, dental and life insurance benefits to employees on approved long-term disability leave (post-employment benefits).

BCRTC provides extended health, dental, life insurance and pension benefits to employees on approved long-term disability leave.

Effective December 24, 2012, WCE employees on approved long-term disability leave receive extended health, dental and life insurance benefits.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 10. Pension plans and employee future benefits (continued):

(b) Employee future benefits (continued):

(ii) Post-employment (continued):

In 2022, the total expense recorded in the consolidated financial statements for the obligations under these plans amounts to \$1,545,000 (2021 - \$2,916,000).

(iii) Summary of the Authority's post-retirement and post-employment plans is as follows:

	Post- retirement benefits	Post- employment benefits	Total 2022	Total 2021
Accrued benefit obligation	\$ 67,224	\$ 20,432	\$ 87,656	\$ 109,482
Unamortized net actuarial gain	45,807	7,739	53,546	28,742
Accrued benefit liability	\$ 113,031	\$ 28,171	\$ 141,202	\$ 138,224

The accrued benefit liability is not funded.

(iv) The expense for the year is comprised of the following components:

	Post- retirement benefits	Post- employment benefits	Total 2022	Total 2021
Current period benefit cost	\$ 5,585	\$ 3,840	\$ 9,425	\$ 11,555
Plan amendment	-	23	23	-
Interest cost	2,592	539	3,131	2,537
Amortization of actuarial gains	(1,945)	(2,857)	(4,802)	(3,783)
Net expense	6,232	1,545	7,777	10,309
Actuarially determined payments	(1,701)	(3,098)	(4,799)	(4,420)
Change in accrued benefit liability	\$ 4,531	\$ (1,553)	\$ 2,978	\$ 5,889

(v) The significant assumptions used are as follows:

	2022	2021
Discount rates	4.15% - 4.65%	2.40% - 2.80%
Expected health care cost trend rates	4.00% - 5.79%	4.00% - 5.90%

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 11. Deferred development cost charges:

The Authority collects development cost charges for the purpose of funding capital costs of eligible projects in the transportation service region. In accordance with the Act, these funds must be held in a separate reserve fund until the qualifying costs are incurred, at which time the amounts are recognized as revenue.

	2022	2021
Opening balance	\$ -	\$ -
Contributions	40,290	44,773
Revenue recognized	(25,158)	(44,773)
<b>Ending balance</b>	<b>\$ 15,132</b>	<b>\$ -</b>

## 12. Tangible capital assets:

Cost	Balance, January 1, 2022	Additions, net of transfers	Disposals and write-down (d)	Balance, December 31, 2022
Land	\$ 522,901	\$ 875	\$ (18,156)	\$ 505,620
Land improvements	57,765	564	-	58,329
Buildings	386,929	20,201	(5)	407,125
Bridges, guideways, stations, and tunnels	2,372,044	-	-	2,372,044
Other supporting systems	1,296,913	41,204	-	1,338,117
Vehicles and SeaBus	2,107,504	73,635	(19,445)	2,161,694
Equipment	903,255	77,121	(531)	979,845
Tangible capital projects in progress	647,222	170,138	(53,755)	763,605
	<b>\$ 8,294,533</b>	<b>\$ 383,738</b>	<b>\$ (91,892)</b>	<b>\$ 8,586,379</b>

Accumulated amortization	Balance, January 1, 2022	Amortization expense	Disposals and write-down	Balance, December 31, 2022
Land	\$ -	\$ -	\$ -	\$ -
Land improvements	(26,544)	(1,805)	-	(28,349)
Buildings	(149,405)	(10,884)	-	(160,289)
Bridges, guideways, stations, and tunnels	(287,018)	(24,243)	-	(311,261)
Other supporting systems	(414,875)	(50,436)	-	(465,311)
Vehicles and SeaBus	(1,123,850)	(111,491)	19,040	(1,216,301)
Equipment	(588,683)	(51,160)	431	(639,412)
	<b>\$ (2,590,375)</b>	<b>\$ (250,019)</b>	<b>\$ 19,471</b>	<b>\$ (2,820,923)</b>

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 12. Tangible capital assets (continued):

Net book value	Balance, January 1, 2022	Balance, December 31, 2022
Land	\$ 522,901	\$ 505,620
Land improvements	31,221	29,980
Buildings	237,524	246,836
Bridges, guideways, stations, and tunnels	2,085,026	2,060,783
Other supporting systems	882,038	872,806
Vehicles and SeaBus	983,654	945,393
Equipment	314,572	340,433
Tangible capital projects in progress	647,222	763,605
	<u>\$ 5,704,158</u>	<u>\$ 5,765,456</u>

Included in tangible capital assets is capital leased equipment with a net book value of \$692,000 (2021 - \$1,905,000).

Interest capitalized during the year amounted to \$6,522,000 (2021 - \$3,479,000).

### (a) Expo and Millennium Line:

The Expo and Millennium Line guideways and related systems are leased/licensed from the Province for nominal proceeds and the Authority is responsible for operations and maintenance. As at December 31, 2022, the Authority has made leasehold improvements on the Expo and Millennium Line guideways with a net book value totaled \$340,213,000 (2021 - \$318,998,000). The Expo and Millennium line leases expire on January 31, 2024 and have renewal options. As the Authority expects to renew the leases, the improvements are capitalized and amortized over their expected useful lives and not the term of the leases.

### (b) West Coast Express:

BCTFA leases to TransLink all its interests (owned and otherwise) with respect to the West Coast Express properties and infrastructure. As at December 31, 2022, the net book value of West Coast Express improvements totaled \$6,600,000 (2021 - \$2,846,000).

### (c) Evergreen Line:

The Evergreen Line (an extension of the Millennium Line) links neighborhoods in Burnaby, Port Moody and Coquitlam and is operated by TransLink as part of the regional transportation network. The Evergreen Line is funded by the Government of Canada, BCTFA, TransLink and other partners. On October 31, 2016, the Evergreen Line was substantially completed and accordingly, a portion of the Evergreen Line infrastructure ("TransLink Evergreen Line Infrastructure") was transferred from BCTFA to TransLink including stations, guideway and the related systems east of Inlet Centre station (excluding Inlet Centre station) and the vehicle storage facility. As at December 31, 2022, the net book value of Evergreen Line guideways and system owned by TransLink, excluding SkyTrain vehicles, totaled \$296,755,000 (2021 - \$303,521,000).

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **12. Tangible capital assets (continued):**

### (c) Evergreen Line (continued):

As BCTFA holds the underlying property rights on which the TransLink Evergreen Line Infrastructure is located, BCTFA and TransLink have agreed to enter into an agreement whereby TransLink may exercise and obtain the benefit of BCTFA's interests to such property rights for a 100-year term on certain terms and conditions, including that if the agreement expires or terminates then BCTFA will reimburse TransLink for the remaining net book value of the TransLink Evergreen Line Infrastructure.

### (d) Write-downs:

In 2022, the Surrey-Newton-Guildford Light Rail Transit Project and Burrard Station Upgrade Project were cancelled and resulted in write-downs of tangible capital assets of \$44,875,000 and \$8,880,000, respectively.

## **13. Prepaid capital:**

As the future operator of the Surrey Langley SkyTrain ("SLS") and lessee of the SLS assets, TransLink incurred \$29,752,000 of capital expenditures for the assets that will be owned by the Province. The expenditures represent TransLink's share of the SLS development costs. These costs were transferred from tangible capital assets to prepaid capital in 2022 once it was determined that the SLS assets would be owned by the Province.

## **14. Investment in partnerships:**

The Broadway and Arbutus Project Limited Partnership (the "Partnership") was established on April 25, 2022. The Partnership's purpose is to deliver a mixed-use residential building at the corner of West Broadway and Arbutus. The Authority holds 50% ownership of the Partnership through a wholly-owned subsidiary, TOD Investments Ltd. The Authority's Partnership units were acquired in exchange for land with a book value of \$17,735,000 and \$1,357,000 of cash.

The limited partners do not exercise day-to-day management or control of the Partnership. Broadway and Arbutus GP Inc., as the general partner, is responsible for the decision-making for the Partnership. The Authority holds 50% ownership of Broadway and Arbutus GP Inc. through a wholly-owned subsidiary, TLRED Holdings Ltd.

Transactions and balances of these partnerships are proportionately consolidated into the Authority's consolidated financial statements based on its 50% interest.



# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 14. Investment in partnerships (continued):

### (a) Broadway and Arbutus Project Limited Partnership:

The Partnership's summarized financial statements are as follows:

	As at December 31, 2022
<b>Statement of financial position</b>	
Assets:	
Cash	\$ 1,220
Receivables and prepaid expenses	32
Property under development	39,198
<b>Total assets</b>	<b>\$ 40,450</b>
Liabilities:	
Payables and deposits	\$ 60
Partners' equity	40,390
	<b>\$ 40,450</b>
<b>Statement of operations</b>	
For the period from inception to December 31, 2022	
Revenues	\$ 120
Operating expenses	57
<b>Net income</b>	<b>\$ 63</b>

### (b) Broadway and Arbutus GP Inc.:

There were no significant balances or transactions related to Broadway and Arbutus GP Inc. during the year, and therefore, there are no significant impacts on the Authority's consolidated financial statements.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## 15. Commitments and contingencies:

(a) Operating leases:

The Authority is committed to annual lease payments in respect of office premises and vehicles, in the following amounts:

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2023	\$ 26,790
2024	24,316
2025	19,497
2026	18,782
2027	18,372
	<hr/>
	\$ 107,757

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Included in the payment schedule above are certain commitments that extend beyond 2027. Significant commitments beyond 2027 are as follows:

- (i) The Authority has a premise lease with the Brewery District Investments Ltd. for the head office of TransLink and TSML which ends in 2033. The monthly commitment for basic rent and operating costs subsequent to year 2027 ranges from \$877,000 to \$907,000.

(b) WCE - lease and operating commitments:

In connection with operating the Commuter Rail System, the operating commitment for WCE include train operations, office lease, rolling stock maintenance, and miscellaneous services.

The following summarizes the WCE operating commitments:

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2023	\$ 16,152
2024	12,865
2025	9,748
2026	17
	<hr/>
	\$ 38,782

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(c) Operating commitment with Cubic Transportation System Inc.:

The Authority has a contract with Cubic Transportation Systems Inc. ("Cubic") to operate its transit fare system. Subsequent to the 2022 year end, the Authority exercised its option to extend the contract with Cubic for an additional five years ending December 31, 2030.

Base payments to Cubic under the contract terms for operations and maintenance are adjusted periodically based on CPI.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## 15. Commitments and contingencies (continued):

(c) Operating commitment with Cubic Transportation System Inc. (continued):

The projected base payments based on estimated inflation are as follows:

2023	\$	16,411
2024		17,014
2025		17,670
2026		18,244
2027		18,987
	\$	88,326

The fixed monthly base payments range from \$1,640,000 to \$1,782,000 for 2028 to 2030. Additionally, an amount of \$9,515,000 is payable in 2030 when the contract expires.

(d) MRN Capital Funding:

The Authority has signed several funding agreements with municipalities for major MRN projects. As at December 31, 2022, the net amount of MRN capital infrastructure contributions committed and not paid is \$160,698,000 (2021 - \$133,864,000). This amount will be paid to the municipalities upon completion of their projects.

(e) Lawsuits and claims:

As at December 31, 2022, a number of lawsuits and claims, arising in the ordinary course of business, have been initiated against the Authority. Management is of the opinion that sufficient provisions net of any recoveries have been recorded in the consolidated financial statements for any lawsuits and claims made against the Authority, except as noted below.

(i) A number of lawsuits against TransLink and/or its subsidiary in relation to the Canada Line project remain outstanding. The Authority does not believe that reasonable estimates of any potential losses can be made at this time and therefore, no provisions have been recorded in the consolidated financial statements for the following:

- A class action lawsuit filed by Cambie area merchants, where no specific amount has been claimed at this time. The main claims of the merchants for damages for the tort of nuisance were dismissed in 2015. The courts have only allowed claims of a lesser value, specifically for injurious affection to property interests, to be advanced by the merchants. After various legal proceedings over a number of years, the parties are now engaged in settlement discussions toward a final resolution. Approximately 40 claims may be advanced. The amount of these claims cannot be estimated at this time.
- A lawsuit filed by a number of Cambie area merchants, where no specific amount has been claimed at this time.
- Two additional lawsuits each filed by individual Cambie area merchants, where no specific amounts have been claimed at this time.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **15. Commitments and contingencies (continued):**

(e) Lawsuits and claims (continued):

(i) (continued)

Once a reasonable estimate of the potential liability, if any, is determined, a provision will be recognized.

(ii) A proposed class action lawsuit and labor grievances have been filed against the Authority or its subsidiaries in relation to the data breach resulting from the cyberattack in 2020 against the Authority. The certification application in the proposed class action lawsuit was heard by the court in December 2022 and its decision remains under reserve. The Authority believes that the outcome of the claims and a reasonable estimate of any potential losses cannot be determined at this time and therefore, no provisions have been recorded in the consolidated financial statements.

(f) Other capital and inventory commitments:

As at December 31, 2022, \$1,039,891,000 (2021 - \$1,008,965,000) has been contractually committed for other capital projects and inventory.

(g) Letters of credit:

As at December 31, 2022, the Authority has issued letters of credit to the Receiver General of Canada, BC Hydro and Power Authority, and several municipalities totaling \$3,620,000 (2021 - \$2,458,000) which expire in 2023 and 2024.

(h) Broadway and Arbutus Project Limited Partnership:

The Partnership agreed to act as a guarantor on \$13,500,000 of land financing undertaken by the non-TransLink limited partners. The Partnership, Broadway and Arbutus GP Inc., the Authority and TOD Investments Ltd. are indemnified from the responsibilities of this guarantee.

The Partnership has also assumed a commitment to compensate the original owner of one of the project land parcels, should a certain level of additional density be obtained as part of the rezoning process for the project.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 16. Contractual rights:

The Authority is entitled to future revenues based on contracts and agreements it has entered into by year-end to fund operating costs, capital expansion and debt repayment. These include, but are not limited to, funding agreements for Canada Community Building Fund, ICIP, BC Bus Pass program, U-Pass BC program and Canada Line. The following summarizes the amounts receivable expected under all such contracts and agreements over the next 5 years:

	\$	
2023		777,089
2024		390,260
2025		171,662
2026		38,257
2027		26,230
		\$ 1,403,498

The annual amounts beyond 2027 range from \$4,434,000 to \$20,332,000 until 2040.

## 17. Statement of cash flows:

	2022	2021
<b>Non-cash changes to operations:</b>		
Amortization of tangible capital assets	\$ 250,019	\$ 233,789
Amortization of bond premium	(2,961)	(2,901)
Amortization of deferred concessionaire credit	(23,274)	(23,273)
Amortization of deferred government transfers	(215,065)	(87,824)
Amortization of deferred lease inducements, net of additions	(1,035)	(890)
Gain on disposal of tangible capital assets	(1,748)	(560)
Write-down of tangible capital assets	53,755	-
Sinking fund interest held by MFA	(24,263)	(25,643)
		\$ 92,698
<b>Changes in non-cash operating working capital:</b>		
Decrease in accounts receivable	\$ 22,298	\$ 734,663
Decrease in loan receivable	131,060	51,298
Increase in supplies inventory	(6,149)	(7,548)
Increase in property under development	(1,864)	-
Decrease (increase) in prepaid expenses	38	(3,214)
Increase (decrease) in accounts payable and accrued liabilities	35,748	(9,861)
Increase in deferred development cost charges	15,132	-
Increase in deferred revenue and deposits	9,197	4,554
Increase in employee future benefits	2,978	5,889
		\$ 208,438
		\$ 775,781

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 18. Financial instruments:

### (a) Credit, interest and foreign exchange risk:

Unless otherwise noted, it is management's opinion that the Authority is not exposed to any significant credit or interest rate risk as a result of its financial instruments.

The Authority is exposed to minimal credit risk as the majority of its accounts receivables are due from government sources.

Interest rate risk related to the Authority's debt will be subject to the market interest rates at the date of refinancing, but this risk is mitigated by spreading maturities of borrowings over multiple years and also regularly making contributions to sinking funds in order to repay all long-term bullet debt over a pre-determined amortization period.

The Authority's operations are all based in Canada and exposure to foreign exchange fluctuations is not significant.

There has been no change to any of the long-term risk exposures from 2021.

### (b) Fair values:

The fair values of certain debt and assets are represented in the table below. Management considers the carrying value of all financial instruments to approximate their fair value, except as noted below.

<b>2022</b>	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 265,470	\$ 288,584
Self-administered sinking funds - bonds	427,758	486,886
TPCC - bonds	26,687	28,629
<b>2021</b>	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 121,556	\$ 122,401
Self-administered sinking funds - bonds	432,361	402,702
TPCC - bonds	26,015	26,235

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 19. Taxation revenue:

	2022	2021
Property tax	\$ 437,922	\$ 418,787
Fuel tax	424,534	389,652
Parking rights tax	74,970	50,733
Hydro levy	22,657	22,377
Replacement tax	17,993	17,899
	<u>\$ 978,076</u>	<u>\$ 899,448</u>

## 20. Segmented information:

### (a) Bus operations:

Fixed route bus services, SeaBus service and custom transit are delivered through CMBC and various contractors that operate the Community Shuttle routes, West Vancouver Blue Bus, and HandyDART. The Bus operations represent the operating costs and the allocated amortization and interest costs.

### (b) Corporate operations:

TransLink corporate is the organization's head office, responsible for organizational leadership and oversight, and the development and undertaking of TransLink's strategic transportation and financial plans. Other functions centralized at the corporate office include capital project management, legal services, information systems, human resources, corporate finance, transportation systems planning, internal audit, marketing, real estate activities and the transportation demand management program.

### (c) Rail operations:

Automated light rail and commuter train services are provided by BCRTC and WCE, and through the concession agreement for the Canada Line. The Rail operations represent the operating costs and the allocated amortization and interest costs.

### (d) Roads and bridges:

TransLink owns and operates the Knight Street Bridge, Pattullo Bridge, Westham Island Bridge, and the Golden Ears Bridge. In partnership with the municipalities, TransLink supports the MRN, a network of major roads throughout Metro Vancouver. The roads within the MRN network are generally owned by municipalities. TransLink provides funding for the operations, maintenance, and rehabilitation of the MRN, and shares in the costs of eligible capital improvements.

### (e) Transit Police:

The South Coast British Columbia Transportation Authority Police Service ("Transit Police") maintains order, safety and security on transit facilities and adjacent areas, and is authorized to enforce laws. The Transit Police coordinate its activities with jurisdictional police as well as other transit security staff.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 20. Segmented information (continued):

	2022					Total
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police	
<b>Revenues:</b>						
Taxation	\$ -	\$ 978,076	\$ -	\$ -	\$ -	\$ 978,076
Transit	-	552,624	-	-	-	552,624
Government transfers	-	427,136	-	-	-	427,136
Amortization of deferred concessionaire credit	-	-	23,274	-	-	23,274
Investment income	-	109,064	-	-	-	109,064
Development cost charges	-	25,158	-	-	-	25,158
Miscellaneous revenue	9,015	6,250	870	20	1,303	17,458
Gain (loss) on disposal of tangible capital assets	-	1,832	(84)	-	-	1,748
	9,015	2,100,140	24,060	20	1,303	2,134,538
<b>Expenses:</b>						
Administration	21,979	22,381	7,183	27	3,144	54,714
Capital infrastructure contributions	-	-	-	60,666	-	60,666
Contracted services	78,890	15,903	135,815	5,960	-	236,568
Fuel and power	74,365	-	15,631	-	-	89,996
Insurance	16,555	446	6,843	1,358	88	25,290
Maintenance, materials, and utilities	83,492	3,439	56,347	38,137	1,619	183,034
Professional and legal	3,345	24,001	3,524	1,847	231	32,948
Rentals, leases and property tax	18,489	15,337	1,808	104	2,852	38,590
Salaries, wages and benefits	563,395	56,718	136,430	1,316	40,136	797,995
Write-down of tangible capital assets	-	53,755	-	-	-	53,755
Expenses before amortization and interest	860,510	191,980	363,581	109,415	48,070	1,573,556
Amortization of tangible capital assets	123,871	17,310	86,761	21,649	428	250,019
Interest	56,940	7,952	39,875	76,395	195	181,357
	180,811	25,262	126,636	98,044	623	431,376
	1,041,321	217,242	490,217	207,459	48,693	2,004,932
<b>Surplus (deficit) for the year</b>	\$ (1,032,306)	\$ 1,882,898	\$ (466,157)	\$ (207,439)	\$ (47,390)	\$ 129,606



# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

## 20. Segmented information (continued):

	2021					Total
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police	
<b>Revenues:</b>						
Taxation	\$ -	\$ 899,448	\$ -	\$ -	\$ -	\$ 899,448
Transit	-	413,400	-	-	-	413,400
Government transfers	-	203,780	-	-	-	203,780
Amortization of deferred concessionaire credit	-	-	23,273	-	-	23,273
Investment income	-	52,882	-	-	-	52,882
Development cost charges	-	44,773	-	-	-	44,773
Miscellaneous revenue	9,385	11,036	696	-	1,418	22,535
Gain (loss) on disposal of tangible capital assets	-	560	-	-	-	560
	9,385	1,625,879	23,969	-	1,418	1,660,651
<b>Expenses:</b>						
Administration	22,063	18,223	5,635	25	2,756	48,702
Capital infrastructure contributions	-	-	-	72,711	-	72,711
Contracted services	71,448	14,248	131,731	5,612	-	223,039
Fuel and power	51,865	-	15,352	-	-	67,217
Insurance	16,729	323	6,136	1,294	96	24,578
Maintenance, materials, and utilities	77,030	2,037	54,064	37,595	1,579	172,305
Professional and legal	1,883	23,544	3,286	1,423	257	30,393
Rentals, leases, and property tax	16,940	12,534	1,423	296	2,298	33,491
Salaries, wages and benefits	548,334	54,430	129,071	1,211	37,823	770,869
Expenses before amortization and interest	806,292	125,339	346,698	120,167	44,809	1,443,305
Amortization of tangible capital assets	114,733	14,710	83,290	20,597	459	233,789
Interest	57,978	7,322	42,098	74,408	236	182,042
	172,711	22,032	125,388	95,005	659	415,831
	979,003	147,371	472,086	215,172	45,504	1,859,136
<b>Surplus (deficit) for the year</b>	\$ (969,618)	\$ 1,478,508	\$ (448,117)	\$ (215,172)	\$ (44,086)	\$ (198,485)

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2022

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## **21. Comparative information:**

Certain comparative information has been reclassified to conform with the consolidated financial statement presentation adopted for the current year.

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer  
Olga Kuznetsova, Vice-President Financial Services

DATE: March 6, 2023

SUBJECT: 2022 Statutory Annual Report

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### **PROPOSED RESOLUTION**

That the TransLink Board of Directors:

- A. Approves the 2022 Statutory Annual Report mandated by the *South Coast British Columbia Transportation Authority Act*, as present in Attachment 1 to the report; and
- B. Authorizes the release of the 2022 Statutory Annual Report to the Mayors' Council on Regional Transportation.

### **EXECUTIVE SUMMARY**

This report is to present the 2022 Statutory Annual Report to the Board for review and approval, as required by the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) and for release to the Mayors' Council on Regional Transportation.

### **PURPOSE**

To provide the 2022 Statutory Annual Report to the Board for review and approval.

### **BACKGROUND**

Section 7(3) of the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) requires that TransLink, within 90 days after each fiscal year end:

- Prepare an annual report as prescribed in section 13.4 of the SCBCTA Act;
- Prepare audited financial statements; and
- Provide a copy of the annual report and audited financial statements to the Mayors' Council on Regional Transportation.

### **DISCUSSION**

Section 13.4 of the SCBCTA Act provides the requirements for reporting on activities for the year which include:

- Summary of operations;
- Audited financial statements;
- Summary of complaints and actions to respond to those complaints;
- Summary of customer satisfaction survey results;
- Summary of any amendments made to the articles;
- Summary of Board activities;

- Fare Collection Bylaw;
- Summary of tickets issued and collection under Section 248; and
- Summary of Development Cost Charges received, reserve fund balances and expenditures, any waivers and reductions issued.

**CONCLUSION**

Management recommends that the Board approves the 2022 Statutory Annual Report attached in Attachment 1 and authorize its release to the Mayors' Council on Regional Transportation.

**ATTACHMENT:**

Attachment 1: 2022 Statutory Annual Report



# 2022 Statutory Annual Report



## **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY 2022 STATUTORY ANNUAL REPORT**

The *South Coast British Columbia Transportation Authority* (TransLink) is required to provide an annual report and audited financial statements to the Mayors' Council on Regional Transportation by March 31st. This report fulfills the reporting obligation to provide:

- A. A summary of operations during the year with comparison to the strategic transportation plan and the applicable service, capital and operational plans;
- B. The audited financial statements for the year;
- C. A summary of the nature of complaints received in the year and actions taken in response to those complaints;
- D. A summary of the results of the customer satisfaction survey process;
- E. Amendments to the articles of the Authority;
- F. A summary of the date, type and outcome of meetings of TransLink's Board of Directors held during the year;
- G. Fare Collection Bylaw;
- H. A summary of tickets issued and collection under Section 248; and
- I. A summary of Development Cost Charges received, reserve fund balances and expenditures, any waivers and reductions issued.

**This report should be read in conjunction with the 2022 Accountability Report, in order to obtain a full understanding of the organization and its financial and operational performance. The 2022 Accountability Report will be posted on TransLink's website.**

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## EXECUTIVE SUMMARY

Under the *South Coast British Columbia Transportation Authority Act*, TransLink is required to prepare an annual report that includes a summary of operations for the year, along with a comparison to the organization's applicable strategic, service, capital and operational plans. This 2022 Statutory Annual Report meets that requirement and includes other reporting obligations such as audited financial statements, complaints and customer satisfaction summaries.

This report should be read in conjunction with the 2022 Accountability Report to obtain a full understanding of the organization and the strategic platform that drives its financial and operational performance. The 2022 Accountability Report will be posted on the TransLink website.

TransLink's current strategic plan applicable to 2022, as defined by legislation, is the 2022-2031 Investment Plan as approved by the Mayors' Council on Regional Transportation on May 26, 2022. This 2022 Statutory Annual Report makes reference to the 2022 year of this Investment Plan (the Plan). The 2022 Investment Plan will advance key transit priorities including the Surrey Langley SkyTrain project, 500 new battery electric and renewable natural gas buses and expanding current services across the network. It targets funding stabilization through maintaining current bus service levels until the next Investment Plan, and cost-saving measures, together with supplemental revenue streams including additional commercial revenues, carbon credits from our Low Carbon Fleet Strategy, a sustainable level of fare increases and Senior Government relief funding.

Through 2022, the scope and permanency of the changes catalyzed by the COVID-19 pandemic to the ways people move across Metro Vancouver continued to crystallize. In this year of transition from the pandemic, TransLink navigated the uncertainties of new ridership patterns, while facing the economic challenges brought on by supply chain disruptions and inflationary pressures, concurrently gearing up to support the region in the post-pandemic era. With ridership budgeted at 77.7 per cent of pre-pandemic levels for 2022, service levels were set to both meet the year's projected demand and to provide a baseline from which the Plan could pivot to allow services to evolve over the course of the ten-year horizon.

Overall, TransLink's ridership reached 70.8 per cent of pre-COVID levels for 2022, up from 47.9 per cent in 2021. The onset of the Omicron variant reset recovery back to a low of 50.0 per cent of pre-COVID in early January. Whilst from there the trajectory of ridership realigned with that anticipated in the Plan, the re-baselining of ridership triggered by Omicron resulted in an unfavourable fare revenue variance for the remainder of 2022. March saw the rescinding of the mandatory mask policy on the conventional transit network, and ridership and transit revenue continued to grow strongly into the summer and fall, reaching a high of over 80 per cent of pre-COVID levels during October, and dipping slightly towards the end of the year due to multiple large snow events and extreme cold in December.

Since the approval of the 2022 Investment Plan, new cost increases and lower than expected fare revenue have resulted in immediate funding pressures. Higher inflation, significant escalation in construction costs as well as labour costs have required us to recalibrate the capital program, and historically high fuel prices have impacted Bus operations. These acute macro-economic pressures, coupled with slower than expected return of ridership and a shift in fare revenue structure away from monthly passes towards more single-fare and off-peak travel, have necessitated a review of our priorities to make sure we prioritize provision of high quality service to our customers, advance select key priorities and achieve further efficiencies, while continuing the work with our funding partners to identify new sustainable funding sources.

TransLink remains committed to designing and delivering a transportation system that connects our customers, residents, businesses and goods movers in a way that protects the environment and helps meet the unique needs of our region. Guided by the Plan and our 10-Year Priorities, TransLink is preparing to help the region move forward from the pandemic in 2023, while navigating its lasting impacts.



## A. OPERATIONS SUMMARY

### 1 Transit Service Levels

The table below provides a summary of conventional transit service hours, Access Transit trips and ridership numbers, comparing 2022 actual results to the Plan.

	Actual 2022	Investment Plan 2022	Fav/(Unfav) Over Plan	% Change
<b>Conventional Transit</b> <i>(thousands of service hours)</i>				
Conventional Bus	4,800	4,920	(120)	(2.4%)
Community Shuttle	548	570	(22)	(3.8%)
West Vancouver Conventional Bus	120	126	(6)	(4.8%)
SkyTrain Expo and Millennium Lines	1,271	1,297	(26)	(2.0%)
SkyTrain Canada Line	200	215	(15)	(7.0%)
SeaBus	14	15	(1)	(6.7%)
West Coast Express	18	16	2	12.5%
<b>Total Conventional Transit</b>	<b>6,971</b>	<b>7,159</b>	<b>(188)</b>	<b>(2.6%)</b>
<b>Access Transit Trips</b> <i>(thousands of trips)</i>				
HandyDART	797	1,230	(433)	(35.2%)
Taxi Supplement	168	152	16	10.5%
<b>Total Access Transit Trips</b>	<b>965</b>	<b>1,382</b>	<b>(417)</b>	<b>(30.2%)</b>
<b>Ridership (in millions)</b>				
Boardings	326	369	(43)	(11.7%)
Journeys <sup>1</sup>	194	211	(17)	(8.1%)

<sup>1</sup> A journey is a complete transit trip made using conventional transit service or HandyDART Access Transit service, regardless of the number of transfers.

#### Conventional Transit Service Levels

Conventional transit service hours were lower than Plan by 2.6 per cent, or 188,000 hours, with service levels impacted by continuing COVID-19 related changes as well as weather events. Conventional bus service hours were lower than Plan mainly due to service cancellations and frequency reductions in various bus routes due to the impacts of COVID-19 in early 2022. Coast Mountain Bus Company Ltd. (CMBC) has been monitoring how travel patterns have changed throughout the COVID-19 pandemic, using these findings to reallocate service to the busiest bus routes. CMBC adjusts service quarterly to reflect changes in how customers are using the system and continues to closely monitor customer demand and adjust service as needed to best serve transit customers.

Expo and Millennium Lines service hours were below the Plan by 2.0 per cent mainly driven by service impacts from winter weather conditions in January and December and single tracking in August due to SkyBridge maintenance work. Canada Line service was below Plan by 7.0 per cent due to the impacts of COVID-19 in early 2022. West Coast Express service hours were 12.5 per cent above the Plan due to additional cars added incrementally throughout the year to meet increasing demand. While still operating four trips in each direction, 25 cars were in service by year end rather than 18 as assumed in the Plan.

### **Access Transit Service Levels**

The COVID-19 pandemic continued to significantly impact demand for Access Transit services, and trip numbers continued to be lower than Plan but have increased by 39.0 per cent compared to 2021 actual. CMBC remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance.

### **Ridership**

Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Journeys for conventional transit service and Access Transit trips were 193.6 million in 2022, 8.1 per cent below the Plan. This was primarily a result of the short yet severe wave of Omicron COVID-19 variant at the start of 2022, which pitched ridership recovery down to 50.0 per cent of pre-COVID levels. Following the Omicron wave, commencing February ridership recovery returned closer to the anticipated trajectory set out in the Plan and surpassed the highest recovery rate from 2021. March saw the rescinding of the mandatory mask policy on the conventional transit network, which further promoted ridership recovery. From there, we saw steady growth until mid-autumn when ridership began to stabilize and remained consistently between 75 to 80 per cent of pre-COVID for the rest of the year. Ridership in September and October, in terms of total counts and recovery as a percent of pre-COVID, was at its peak, reaching over 80 per cent recovery for the first-time during October. In November and December, ridership was negatively impacted by severe weather patterns, with multiple large snow events and a period of extreme cold. Discretionary travel has returned at a higher rate than commuting travel, as evidenced by higher weekend recovery rates as compared to weekday. This makes weather a more influential factor in transit ridership, as discretionary trips are less likely to be made during poor weather.

## 2 2022 Investment Plan Status Report

TransLink's 2022 Investment Plan focuses on achieving financial stability, maintaining the region's transportation system in a state of good repair, right-sizing TransLink's services and expenditures to the needs of the region and advancing a few select strategic projects to make the region's integrated transportation system more reliable, efficient and effective for users. A status update of the Plan is provided below.

As transit ridership and fare revenue moved on a continuously improving trajectory, TransLink is in a better position to expand and improve transit, while maintaining our system in good repair and advancing key projects. In 2022, service levels were right-sized to demand across the transit network to continue to support the region as ridership demographics shifted following the COVID-19 pandemic, prioritizing customer and employee safety while maintaining substantially pre-COVID levels of service.

### Transportation Investments in the 2022 Plan

The Plan maintains existing transit service and programs and advances select strategic capital projects including regional funding for the Surrey Langley SkyTrain Project (SLS) extension, which will be delivered by the Government of British Columbia (BC) and completing accessible customer experience upgrades like braille signage at bus stops. It also advances the Low Carbon Fleet Strategy by procuring and putting into service over 500 new battery electric and renewable natural gas buses, and constructing the supporting charging infrastructure.

#### Bus, SeaBus and HandyDART

##### *Bus*

- Service levels were right-sized to both meet the year's projected demand and to provide a baseline from which the next Investment Plan can pivot and allow services to evolve over the course of the ten-year horizon.

##### *HandyDART*

- Completed 2020 HandyDART Expansion with a budget of \$1.6 million for an additional 10 new Microbuses to replace aging fleet.

#### RapidBus and Bus Priority

##### *RapidBus*

- Completed over 75 per cent installation of WIFI on RapidBus fleet, which is active and available for customers to use.
- Continued to advance work towards R6 Scott Road RapidBus launch in 2023.
- R7 RapidBus connecting central Richmond to Expo Line focused on alignment is in planning with City of Richmond.

##### *Bus Speed and Reliability*

- Improved service by completing bus stop balancing on Bus Route 4 (UBC / Powell) and Route 7 (Dunbar / Nanaimo) resulting in time savings for customers of over five minutes per round trip during the busiest times of day.

#### Reliable and Fast Transit (RAFT)

##### *SkyTrain*

- Advanced construction on the Millennium Line Extension to Broadway (Broadway Subway Project) with preliminary and excavation work on future stations and the arrival of two tunnel boring machines near the future Great Northern Way-Emily Carr station location.
- Advanced Refined Business Case for Millennium Line UBC Extension, taking direction from TransLink Board and Mayors' Council on Regional Base Project Scope and scoping for next phases of project development, including a full business case.

- Commenced production of Mark V SkyTrain cars with the first of these cars expected to arrive in 2023 for testing. The full complement of vehicles is expected to be in service by the end of 2027, supporting Broadway Subway Project (BSP) and Surrey Langley SkyTrain (SLS) expansion.
- Announced rescoping of Burrard SkyTrain Station upgrades due to higher than anticipated construction bid prices to ensure financial viability. Upgrades to ensure the station remains in a state of good repair will be prioritized.
- Completed draft scope of work for the Mark II SkyTrain fleet overhaul project.
- Completed seven Mark I floor replacements as part of the Mark I refurbishment project.
- Completed expansion of Operations and Maintenance Centre 3, increasing train storage capacity along Millennium Line, accommodating up to 30 more train cars. Storing trains in a proper facility provides easier and more readily available train cleaning and servicing, as well as reducing potential risk of vandalism.

#### *Surrey Langley SkyTrain*

- Received approval from the Government of British Columbia for SLS project, with major construction expected to begin in 2024 and the line becoming operational in late 2028.
- *West Coast Express*
- Completed refurbishment of four West Coast Express (WCE) locomotives.

### Preparing for Future Expansion

#### *Future Major Project Business Casing*

- Released Transport 2050 (T2050): 10-Year Priorities, detailing first decade of investments prioritized to support the transportation needs of Metro Vancouver's growing population. Key objectives include doubling regional bus service levels, adding new rapid transit on up to nine corridors and exploring further potential SkyTrain extensions.
- Commenced full business case for Burnaby Mountain Gondola after Burnaby Council endorsed the project and preferred route in 2022.
- Completed scoping for Bus Rapid Transit Action plan and expansion programs.

### Safe Roads and People First Streets

#### *TransLink-Owned Cycling Infrastructure*

- Implemented next generation bike lockers and racks at Richmond-Brighouse and Lonsdale Quay with new supporting software. TransLink will use first phase survey results to decide whether to proceed with implementing further lockers.

#### *TransLink-Owned Bridges*

- Continued to keep TransLink-owned bridges in a state of good repair through our operations and maintenance contracts. TransLink continued to work with the Government of British Columbia on finalizing decommissioning of the Pattullo Bridge following the opening of the replacement bridge to the traffic, scheduled in 2024.

### Transit Passenger Facilities and Technology Investments

#### *Technology*

- Progressed systems implementation and equipment provisioning to support resident, remote and hybrid work styles.
- As part of ERP program, completed configuration and system integration testing of the BCRTC Enterprise Asset Management (EAM) and Finance and Supply Chain Management (FSM) systems. Deployed two releases of EAM and the first release of the FSM systems at BCRTC.
- Completed bus fleet installation of Onboard Technology Assets Program
- BCRTC Payroll, Scheduling, & Timekeeping system went live at the end of 2022. The project team completed eight weeks of customer support through four successful pay cycles.

- Commenced construction of Brentwood Station Upgrades June 2022 in coordination with BCRTC, CMBC and City of Burnaby. Excavated and installed stairway, elevator, and mezzanine foundation and structural steel, provisioning for new Transit Police room and two new escalators to improve safety, station accessibility, customer flow and help to prepare for future demand.

### Infrastructure Resilience

#### *State of Good Repair*

- Announced major upgrades to Brentwood Town Centre SkyTrain Station. Upgrades began in June 2022 and will improve safety, station accessibility, customer flow and help to prepare for future demand.
- Completed Expo Line Escalator Replacement Project 16 months ahead of schedule and with cost savings of \$9.0 million for a total of 37 escalator replacements across the Expo Line.
- Completed Phase Two of SkyBridge Joint Replacement Project on New Westminster side of the bridge, following Phase One work performed last year on the Surrey side.

#### *Fleet and Facilities to Advance the Low Carbon Fleet Strategy*

- Commenced testing of new battery electric buses to ensure reliability and serviceability of buses and charging stations in all seasons with the expectation that the buses will travel up to 150 kilometres on a single charge, even in winter months.
- Continued work on order of 15 additional battery-electric buses for Route 100 (22nd Street/Marpole Loop) out of Hamilton Transit Centre. The lead bus arrived in December 2022 with an expected in-service date of February 2023 and remaining 14 buses are scheduled to begin arriving in the last quarter of 2023.
- Awarded contract for charging infrastructure at Hamilton Transit Centre and 22nd Street to support 15 battery electric buses with construction expected to start in January 2023.
- Initiated procurement for charging equipment and battery-electric buses for Port Coquitlam Transit Centre (PTC) and in-route chargers. Achieved 30 per cent design milestone for charging infrastructure at Port Coquitlam Transit Centre and continued preparations for 57 battery-electric buses. In parallel, the final concept design is being finalized.
- Continued design of fully electrified Marpole Transit Centre, critical to deploying up to 350 battery-electric buses by 2025.

### **Plans, Policies and Partnerships**

In 2022, TransLink continued to develop and implement a wide range of policies, plans and partnerships to achieve a more equitable and inclusive transportation system that is resilient, accessible, affordable and reliable.

### Reconciliation, Social Equity and Resilience

#### *Advance Indigenous Relations Work*

- Released T2050, the first public document casting the strategic lens of Reconciliation across our priorities, with improved transportation service options on reserve and treaty lands, increased network safety, engagement of Indigenous Nations in early transit system planning, land use, environmental management and decision-making. TransLink invited Indigenous Nations with modern treaties and unceded territories within the Lower Mainland to provide feedback on the 10-Year Priorities through a series of meetings and online resources. TransLink held a total of six meetings with Indigenous Nations and one focus group with urban Indigenous organizations and received written and verbal comments which re-affirmed the key priorities stated during the T2050 Indigenous engagement.
- Endorsed tariff amendment to recognize National Day of Truth and Reconciliation as a TransLink Statutory Holiday and enable off-peak fares. Enabling off-peak fares will allow Indigenous Peoples and others to take transit and gather for scheduled events on September 30 each year to acknowledge the

tragic and ongoing impacts of the residential schools for survivors and their families and to heal as one community.

- Unveiled Indigenous murals by three Musqueam artists on Canada Line Bridge to reflect the past, present and future of the region through the lens of reconciliation.

#### *Equity, Diversity and Inclusion (EDI)*

- Piloted "Women Leading the Way" (WLW) program for 20 women across the enterprise. WLW is part of a suite of leadership programs based on the Action Learning Model and focused on values-based leadership for advancing leaders.
- Released EDI training for all staff, with modules covering unconscious bias, inclusive leadership through courageous conversation and allyship.
- Launched the 'iBelong Multicultural Employee Resource Group', a place to share and celebrate cultures and have important yet difficult conversations while supporting cultural diversity and inclusion.
- Continued to support and expand employee resources groups such as Caregivers, Pride and Allies, and Women and Allies and initiated an Indigenous Employee Resource Group to create a safe and inclusive workplace and build a sense of community.

#### *Resilience*

- Developed the detailed Climate Action Plan including the Resilience and Adaptation Roadmap to adapt infrastructure and operations to climate change so that TransLink can become more climate resilient and help reduce risks to our staff, customers and communities we serve.

### Convenient Choices

#### *Improve Customer Experience*

- Launched TransLink Community Volunteer Program as part of the Customer Experience Action Plan. The volunteer program is aimed at adding another welcoming presence and touchpoint for customers and promoting and marketing current and upcoming projects and initiatives.
- Installed Braille and tactile signage at 7,300 of 8,400 CMBC bus stops with conclusion expected by summer 2023.
- Launched Customer Experience Action Plan, including a new webpage and dedicated email address where customers and employees can share their ideas for improving their experience.
- Launched Enhanced Arts and Culture program as a part of the Customer Experience Action Plan to expand and diversify the presence of music and art across the transit system.
- Installed touch-screen transit kiosks at 54 locations across the network, allowing customers to plan their trips and access live transit information.

#### *Advance New Mobility Technologies*

- Deployed piloting of illuminated signage and delineation zones in select BCRTC vehicles to increase employees' safety. The pilot aims at testing technologies that increase employees' risk awareness and safety perception and will be concluded and evaluated in 2023.
- Piloted bus capacity information in partnership with Transit App to display predictive capacity, which led to several spin-off projects aiming at getting better customer data as well as strengthening TransLink's internal capability to display capacity information.
- Initiated the TransLink's policy for Shared Micro-mobility to provide support to enable regionally integrated expansion of shared micro-mobility over the next decade.

#### *Integrate Land Use and Transportation Planning*

- Conducted scoping and pre-planning activities related to our next area planning process that is set to launch in 2023 and includes Vancouver, the University of British Columbia, Burnaby and New Westminster.

- Worked collaboratively with Cities of Langley and Surrey, Township of Langley, Province of British Columbia and Metro Vancouver to ensure a consistent and collaborative approach to transportation along the Surrey Langley SkyTrain.
- Continued to support coordination of a significant number of transit-adjacent development projects to support transit-oriented communities.
- In collaboration with Metro Vancouver, initiated the development of a Regional Parking Strategy and Regional Electric Vehicle Charging Analysis and Guidance related to the use of public realm for sustainable transportation.

#### *Encourage Sustainable Travel*

- Launched the 'Transit for the Planet' media and social media campaign to promote transit use on Earth Day and continued transit use for various special events.
- Promoted discretionary travel across key RapidBus, SkyTrain and regular bus routes as part of the Ride & Shine campaign, utilizing visual and engaging media content and improving ridership at points of interest at a rate higher than system-wide.
- Launched the Bike Bus initiative between Bridgeport Station and Tsawwassen Ferry Terminal, providing greatly increased bicycle capacity for the summer months for customers travelling along one of our most popular routes.
- Activated several formal partnerships with key Metro Vancouver corporations to encourage transit use and promote TransLink services alongside programs such as the 'Tap in to Win' campaign, which saw over 68,000 entries.

### Reliable Choices

#### *Work with Goods Movement Partners*

- Reached regional agreement to partner with the Province on the development and implementation of a Multi-jurisdictional Permit System in March to support initiatives to harmonize municipal trucking-related definitions, regulations and policies. The region is 94 per cent harmonized as of December 2022 and on target to reach 98 per cent harmonization in January 2023.
- Continued to coordinate with Metro Vancouver on potential approaches for improving the emission profile of the heavy truck fleet to assess options for reducing health-harming emissions from medium and heavy-duty commercial vehicles.
- Reached notional agreement with the Province and Metro Vancouver to partner on a study of options for reducing health-harming emissions from medium and heavy-duty commercial vehicles.

#### *Manage the Network*

- Created Report Card tool to identify poor-performing routes with eight separate metrics to highlight actionable performance items impacting CMBC services. Conducted "deep dive" analysis on 18 top-risk routes and provided actionable recommendations to optimize performance.

### Affordable Choices

#### *Make Living Close to Transit Affordable*

- The pilot run of the transit passes for developer program started in the last quarter of 2022. TransLink continues to work with local governments and developers to offer transit passes for new developments.
- Included affordable housing-related commitments in the Supportive Policies Agreements for the Surrey Langley SkyTrain project, such as increasing the supply of market housing and affordable housing, ensuring higher-density, mixed-use, retail, office and transit-oriented development around SkyTrain stations and increasing active transportation integration.

### Safe and Comfortable Choices

#### *Plan for Safety and Emergencies*

- Prepared to protect TransLink’s infrastructure in the event of Fraser River flooding and underwent winter weather planning to prepare for severe snowstorms.

#### *Build Community Relationships with Transit Police*

- Launched Blue Eagle Community Cadet Program in Surrey in partnership with Surrey RCMP, Surrey Schools, Options Community Services and Surrey Crime Prevention. The Blue Eagle Cadets participated in the National Indigenous Day celebration in Surrey, recognizing Indigenous culture and advancing truth and reconciliation.
- Received approval from the Provincial Government for a Designated Law Enforcement Unit composed of Community Safety Officers, under the supervision of the Metro Vancouver Transit Police.
- Placed Indigenous art piece decal provided by artist Christine McKenzie onto Transit Police vehicles.

#### Carbon Free Choices

##### *Make the Transportation System Carbon-Free and Resilient*

- Released Climate Action Strategy mapping an aggressive path to net zero greenhouse gas emissions by 2050. The Climate Action Strategy provides new emission reduction targets and identifies opportunities to create a more climate-resilient transit system.
- Endorsed detailed Climate Action Plan in December 2022 including the Resilience and Adaptation Roadmap with first-year actions included in 2023 operational budgets and initiated by respective divisions and departments across the enterprise.

## **Funding**

Under the Plan, new funding sources are needed to sustain service levels and support transportation system expansion over the longer term. Key updates regarding TransLink’s funding model in 2022, as included in the Plan, are as follows:

#### Capital Funding and Partner Government Contributions

##### *Investing in Canada Infrastructure Program (ICIP)*

- Includes project funding for the Expo-Millennium Line Upgrade program, Onboard Technology Assets Program and other priority projects. Total ICIP funding received in 2022 was \$77.2 million.

##### *Canada Community Building Fund (CCBF)*

- Includes project funding primarily utilized for TransLink’s revenue vehicle fleet and supporting infrastructure. CCBF is a Federal funding program and an essential funding source to help us meet Greenhouse Gas (GHG) emission reduction targets. Total CCBF funding received in 2022 was \$358.5 million.

##### *Provincial Contribution Towards 10-Year Vision*

- The Government of British Columbia has committed to funding 40 per cent of the capital costs of the Mayors’ 10-Year Vision. This contribution includes the delivery of major projects such as the Broadway Subway Project and Surrey Langley Skytrain.

##### *Development Cost Charges (DCC)*

- The DCC program was established in 2018 with first year of revenue recognized in 2020 to help fund the construction and expansion of the regional transit system. DCC revenue of \$25.2 million was recognized for the year allocated towards New Major Projects, SkyTrain and West Coast Express Expansions, Bus Exchange/Depot Upgrades and SeaBus Expansions.

The COVID-19 pandemic has had a profound impact on TransLink’s operating revenues with transit ridership expected to be below pre-pandemic levels throughout much of the ten-year period of the plan. During this time of



global uncertainty, the Plan strives to limit the burden on taxpayers and takes a conservative approach to raising new revenues over a series of investment plans, first by achieving and maintaining financial stability and then by addressing any remaining funding gap through additional new revenue sources.

### 3 2022 Financial Plan

The Plan identifies operating expenses over the ten-year period from 2022 to 2031, as well as how those expenses will be funded from established revenue sources. These revenues and expenses take into account commitments made, services and programs provided and assumptions, using the Public Sector Accounting Board (PSAB) accounting standards. The table below compares the 2022 actual results to the 2022 year of the Plan.

(\$ millions)	Actual 2022	2022 Year in the Plan <sup>1</sup>	Fav/(Unfav) Over Plan	% Change
<b>Revenue</b>				
Taxation				
<i>Fuel tax</i>	424.5	395.7	28.8	7.3%
<i>Property tax</i>	437.9	434.0	3.9	0.9%
<i>Parking sales tax</i>	75.0	62.7	12.3	19.6%
<i>Hydro levy</i>	22.6	22.5	0.1	0.4%
<i>Replacement tax</i>	18.0	18.0	-	-
Transit	552.6	619.3	(66.7)	(10.8%)
Government transfers				
<i>Senior Government Relief Funding</i>	176.0	176.0	-	-
<i>Senior Government Funding</i>	184.5	248.0	(63.5)	(25.6%)
<i>Golden Ears Bridge Tolling Replacement Revenue</i>	66.6	49.8	16.8	33.7%
Amortization of deferred concessionaire credit	23.3	23.3	-	-
Investment income	109.1	82.5	26.6	32.2%
Development Cost Charges	25.2	31.5	(6.3)	(20.0%)
Miscellaneous revenue	17.5	13.9	3.6	25.9%
<b>Sub Total Continuing Operations Revenue</b>	2,132.8	2,177.2	(44.4)	(2.0%)
Gain (Loss) on disposal of tangible capital assets	1.7	(0.2)	1.9	> 200.0%
<b>Total Revenue (PSAB)</b>	2,134.5	2,177.0	(42.5)	(2.0%)
<b>Expenses</b>				
Bus Operations	860.5	872.5	12.0	1.4%
Rail Operations	363.6	377.2	13.6	3.6%
Transit Police	48.1	45.7	(2.4)	(5.3%)
Corporate Operations	120.8	143.4	22.6	15.8%
Roads and Bridges	109.4	141.2	31.8	22.5%
Amortization of tangible capital assets	250.0	258.4	8.4	3.2%
Interest	181.4	179.8	(1.6)	(0.9%)
<b>Sub Total Continuing Operations Expenditures</b>	1,933.8	2,018.2	84.4	4.2%
Corporate One-time	71.1	38.8	(32.3)	(83.2%)
<b>Total Expenses (PSAB)</b>	2,004.9	2,057.0	52.1	2.5%
<b>Surplus (Deficit) for the period (PSAB)</b>	129.6	120.0	9.6	8.0%
<b>Accumulated Surplus<sup>2</sup>, beginning of the year</b>	1,830.1	1,830.1	-	-
<b>Accumulated Surplus<sup>2</sup>, end of the year</b>	1,959.7	1,950.1	9.6	0.5%

<sup>1</sup> Investment Plan reflects allocated shared service expenses for comparative purposes.

<sup>2</sup> The Accumulated Surplus is derived under Public Sector Accounting Standards and does not represent cash.

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## Revenues

The fluctuations across our revenue streams through the course of 2022 reflected the breadth and depth of the changes the pandemic have had on the way people of the region move, work and play. Transit revenues in 2022 proved unfavourable to Plan, primarily as a result of the short but severe Omicron variant wave at the beginning of the year, which uncoupled the trajectory of ridership recovery from that anticipated in the Plan. Partly offsetting these lower transit revenues were other revenue sources such as taxation revenues and investment income that exceeded the Plan. As a result, total 2022 revenue of \$2.1 billion was \$42.5 million (2.0 per cent) unfavourable to the 2022 year in the Plan.

Fuel tax revenue was favourable by \$28.8 million (7.3 per cent) compared to the Plan due to higher than expected gasoline and diesel sales. With the partial reversion to working onsite, and the return of leisure travel, fuel consumption in Metro Vancouver exceeded anticipated levels. Similarly to fuel tax, parking sales tax was favourable by \$12.3 million (19.6 per cent) compared to the Plan, attributable to commuters' higher uptake of vehicles as opposed to transit when returning to worksites. Property tax revenue was favourable by \$3.9 million (0.9 per cent) compared to the Plan due to higher payments in lieu of property taxes and higher than expected non-market change as a result of new construction and zoning.

Transit revenue of \$552.6 million was \$66.7 million (10.8 per cent) unfavourable to the Plan, primarily due to the impact of the Omicron variant in early 2022, pinning January ridership back to around 50 per cent of pre-COVID levels. Ridership recovery realigned to the anticipated trajectory commencing February, albeit the re-baselining impact of Omicron created an unfavourable variance for the remainder of 2022. In addition, the fare products mix utilized by transit users has proven different to that assumed in the Plan, with fewer two-zone, three-zone and West Coast Express tickets sold as opposed to one-zone tickets. Recovery for adult monthly passes was also not as significant as for concession monthly passes, with commuters enjoying the flexibility of hybrid work, making fewer trips throughout the working week and therefore not requiring a monthly pass.

The DCC program revenue was \$25.2 million for 2022, \$6.3 million (20.0 per cent) unfavourable to the Plan due to delays in eligible capital projects, causing less revenue recognized in 2022.

Total government transfers were \$427.1 million, which include CCBF funding received through the Greater Vancouver Regional Fund (GVRF), Public Transit Infrastructure Fund (PTIF), Canada Line funding, Senior Government relief funding and other miscellaneous programs. In addition, there is funding provided by the Province of BC in lieu of foregone tolling revenue on the Golden Ears Bridge (GEB) as bridge tolling was eliminated on September 1, 2017. The GEB tolling replacement revenues were \$16.8 million (33.7 per cent) favourable to the Plan as at the time of preparation, the revenue recognition basis for this revenue had not yet been finalized, and the ultimate recognition basis was different to that assumed in the Plan. TransLink received Senior Government relief funding of \$176.0 million in 2022, designed to offset losses caused by the pandemic in 2023–2025. Senior Government funding was unfavourable by \$63.5 million (25.6 per cent) mainly due to the timing of vehicle deliveries and construction delays. These delays were caused by COVID-19 procurement delays, global supply shortages, the 2021 flood event, quality concerns delaying the acceptance of vehicles and other issues experienced at the project planning stage affecting initiation. These factors have shifted the revenue recognition of government transfers. The unfavourable variance is partly offset by accelerated recognition of deferred funding related to the write-down of the Surrey Newton Guildford Light Rail Transit Project following its confirmed cancellation through the 2022 Investment Plan.

Investment income was \$26.6 million (32.2 per cent) favourable to the Plan primarily due to higher than budgeted cash and investment balances, including the receipt of a \$2.0 billion upfront settlement of the future monthly Golden Ears Bridge Toll Replacement Revenue and increased interest rates due to the Bank of Canada policy activity.

Miscellaneous revenue was \$3.6 million (25.9 per cent) favourable to the Plan mainly due to payment from Trans Mountain Pipeline for land and work space use, along with favourable miscellaneous recoveries and unbudgeted foreign exchange gains.

Gain on disposal of assets was \$1.9 million favourable to the Plan mainly due to the unbudgeted sale of the statutory right of ways to Trans Mountain Pipeline and miscellaneous disposals.

## Expenses

**Bus Operations** expenses were \$12.0 million (1.4 per cent) favourable to the Plan, mainly due to vacancies arising from a tight labour market in addition to lower than planned Access Transit demand. This is partly offset by higher fuel and material parts prices.

**Rail Operations** expenses were \$13.6 million (3.6 per cent) favourable to the Plan, mainly due to savings arising from vacancies, fewer maintenance activities caused by supply chain/parts delays and vacancies, and lower West Coast Express service levels, partly offset by higher overtime costs and Canada Line contract inflation.

**Transit Police** expenses were \$2.4 million (5.0 per cent) unfavourable to the Plan, mainly due to higher contractual labour increases, hiring of additional recruits, higher year-end leave balances, benefit increases, more overtime related to special events and higher vehicle repair and fuel costs. These unfavourable variances were partly offset by savings from a delay in the Community Safety Officer program.

**Corporate Operations** expenses were \$22.6 million (15.8 per cent) favourable to the Plan, mainly due to savings arising from vacancies, lower professional fees as a result of project deferral, lower technology costs and lower fare media costs as a result of lower than expected ridership.

**Roads and Bridges** expenses were \$31.8 million (22.5 per cent) favourable to the Plan mainly due to timing of municipalities' work, resulting in lower than anticipated capital infrastructure contributions to municipalities.

**Amortization** expense was \$8.4 million (3.2 per cent) favourable to the Plan due to lower-than-expected capitalization in various projects such as the Vehicle Fleet Replacement and Expansion programs, Expo and Millennium Upgrade Program Fleet Acquisition, Expo Line Traction Power Equipment, and the MK I Refurbishment project.

**Interest** expense for 2022 was \$1.6 million (0.9 per cent) unfavourable to the Plan mainly due to lower interest capitalized during construction associated with timing of capital spending, increased cost of real interest debt due to higher than budgeted interest rates and increased cost of short-term debt.

**Corporate One-time** expenses were \$32.3 million (83.2 per cent) unfavourable to the Plan mainly due to a write-down of \$44.9 million of previously capitalized costs related to the Surrey-Newton-Guildford (SNG) Light Rail Transit project due to project cancellation through 2022 Investment Plan, partly offset by delays in RapidBus project costs and delays in activation of planned feasibility studies.

## 4 2022 Capital Program

### Schedule 1

Schedule 1 below lists the projects that were included in the 2022 Capital Program as Approved in Principle (AIP) and indicates their current status. The schedule includes activity related to new capital projects in 2022, including any carry forward AIP projects from 2021.

Project and Program Titles (\$ thousands)	Opening Budget as of January 1, 2022	Approved in Principle (AIP) 2022 Budget	Specific Project Approval (SPA) for the year ended December 31, 2022	Current Project Budget as at December 31, 2022 (cumulative AIPs and SPAs)	Current Project as at December 31, 2022		
					Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
<b>Equipment</b>							
CMBC Hoist Asset Renewal Program	-	2,048	2,038	2,038	23	2,016	Apr-30-24
Expo Millennium Line Upgrades Program (EMUP) - Optical Transportation Network <sup>1</sup>	-	11,228	11,228	3,700	-	3,700	Mar-31-25
Onboard Technology Assets Program (OTAP)	59,288	12,769	-	59,288	42,221	47,896	Dec-31-23
Rail-borne Equipment Replacement	-	6,689	6,689	6,689	-	6,696	Jun-16-25
Replacement of Hegenscheidt Underfloor Lathe	366	4,344	7,000	7,366	209	5,917	Dec-31-24
SkyTrain Customer and Operations Telecommunications Upgrade Phase One - Four	23,732	1,500	1,500	25,232	16,146	25,242	Dec-31-24
Equipment - projects with budgets less than \$2 million	1,077	1,682	624	1,701	160	1,571	Nov-30-22 to Mar-31-24
<b>Equipment Total</b>	<b>84,463</b>	<b>40,260</b>	<b>29,079</b>	<b>106,014</b>	<b>58,759</b>	<b>93,038</b>	
<b>Facilities</b>							
2022 BCRTC Roof Replacement	1,559	4,359	2,800	4,359	18	4,258	Dec-31-23
BCRTC Operations and Maintenance Centre (OMC) 1 and 2 - Space Optimization and Modernization	3,950	4,050	-	3,950	2,995	3,258	Dec-31-23
Expo Line Traction Power Equipment Replacement	10,347	10,200	10,200	20,547	1,674	20,868	Dec-31-25
Seabus Terminal Passenger Counting System Update	-	4,000	4,000	4,000	-	4,000	Apr-16-25
Surrey Langley SkyTrain (SLS) Project Development	35,353	3,600	3,600	38,953	30,520	38,982	Dec-31-28
Waterfront Station Power Systems Upgrade	6,863	475	475	7,338	4,996	7,561	Oct-31-23
Facilities - projects with budgets less than \$2 million	1,990	2,594	1,464	3,454	531	3,084	Feb-28-23 to Oct-31-24
<b>Facilities Total</b>	<b>60,062</b>	<b>29,278</b>	<b>22,539</b>	<b>82,601</b>	<b>40,734</b>	<b>82,011</b>	
<b>Infrastructure</b>							
Broadway Station Track Intrusion System Upgrade	2,200	359	-	2,200	1,016	2,149	Apr-30-23
Broadway Subway Project (BSP) – TransLink system integration	133,693	10,614	10,614	144,307	10,384	143,006	Dec-31-26
Burnaby Transit Center (BTC) Retaining Walls - Seismic Stabilization	3,100	5,100	2,000	5,100	90	4,922	Jul-31-24
Burnaby Transit Centre (BTC) Facility Improvement for Phase Two Expansion - Design	1,646	817	817	2,463	502	2,796	Dec-31-23
CMBC Trolley Overhead - Skeena Relocation	-	12,504	11,437	11,437	701	11,426	May-31-24
Edmonds Operations and Maintenance Centre (OMC) Capacity Upgrade	90,274	14,000	14,164	104,438	56,437	104,485	Dec-31-27
EMUP - Propulsion Power Upgrades Expo and Millennium Lines	58,915	43,498	44,784	103,699	7,030	103,652	Dec-31-26
EMUP - Rail Expansion Program Management	123,074	20,000	20,000	143,074	9,109	143,059	Dec-31-28

Project and Program Titles (\$ thousands)	Opening Budget as of January 1, 2022	Approved in Principle (AIP) 2022 Budget	Specific Project Approval (SPA) for the year ended December 31, 2022	Current Project Budget as at December 31, 2022 (cumulative AIPs and SPAs)	Current Project as at December 31, 2022		
					Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
Expo Line Tunnels Ventilation System Rehabilitation	5,165	4,000	4,000	9,165	4,156	8,975	Dec-31-24
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase Two	49,181	36,266	23,200	72,381	40,657	69,631	Nov-30-23
Noise Mitigation Solution	-	4,910	4,910	4,910	-	4,962	Dec-31-28
Operations and Maintenance Centre (OMC) 4	244,369	523,976	523,977	768,346	156,788	768,530	Dec-31-27
Port Coquitlam Transit Centre Infrastructure to Support Battery Electric Buses (BEBs)	4,945	25,659	50,416	55,361	2,112	55,381	Dec-31-25
Richmond Transit Centre Facility Upgrades to Accommodate Double Decker Buses	10,347	2,455	2,455	12,802	10,014	12,470	Apr-30-23
Running Rail Replacement – 2023	32,747	45,960	13,213	45,960	1,809	44,666	Dec-31-28
SeaBus facility and seawall - State of Good Repair	970	3,230	3,230	4,200	2,242	4,781	Jul-31-23
System Integration and Program Management	11,435	65,872	66,511	77,946	4,620	78,202	Dec-31-26
TOH On-Street Infrastructure State of Good Repair Program 2022	20,075	24,828	4,753	24,828	2,401	24,689	Dec-31-27
Infrastructure - projects with budgets less than \$2 million <sup>2</sup>	-	11,177	8,053	6,348	1,167	6,204	Jan-31-23 to Oct-31- 24
<b>Infrastructure Total</b>	<b>792,136</b>	<b>855,225</b>	<b>808,534</b>	<b>1,598,965</b>	<b>311,235</b>	<b>1,593,986</b>	
<b>Technology</b>							
2021 IT Infrastructure Refresh	-	7,400	7,855	7,855	1,742	8,247	Dec-31-23
Bus Daily Operations Management System (DOMS) Product Migration	21,874	6,724	5,561	27,435	14,017	23,290	Dec-31-24
Enterprise Health and Safety System	2,498	1,912	1,912	4,410	1,721	2,933	Nov-30-23
Technology - projects with budgets less than \$2 million	-	2,020	2,491	2,491	367	2,534	Sep-30-23 to Nov 30- 2023
<b>Technology Total</b>	<b>24,372</b>	<b>18,056</b>	<b>17,819</b>	<b>42,191</b>	<b>17,847</b>	<b>37,004</b>	
<b>Vehicles</b>							
2021 Conventional Bus Expansion (25 buses)	16,440	30,405	26,600	43,040	714	43,850	Jun-30-25
2023 Community Shuttle Replacements (27 buses)	-	6,900	6,900	6,900	-	6,900	Dec-31-24
2023 Conventional Bus Replacement - (57 buses) Battery Electric Buses (BEBs)	-	88,740	88,685	88,685	-	88,685	Dec-31-26
2023 HandyDART Vehicle Replacement (46 vehicles)	1,250	6,960	7,200	8,450	172	8,388	Dec-31-24
2023 Conventional Bus Replacement (50 compressed natural gas buses)	-	46,048	46,000	46,000	1	46,000	Dec-31-24
Vehicles - projects with budgets less than \$2 million	288	4,176	4,508	4,796	-	4,758	Aug-30-23 to Mar-31- 25
<b>Vehicles Total</b>	<b>17,978</b>	<b>183,229</b>	<b>179,893</b>	<b>197,871</b>	<b>887</b>	<b>198,581</b>	
<b>Bridges</b>							
Westham Island Bridge Rehabilitation	2,122	1,822	-	2,122	99	1,918	Dec-31-23
<b>Bridges Total</b>	<b>2,122</b>	<b>1,822</b>	<b>-</b>	<b>2,122</b>	<b>99</b>	<b>1,918</b>	
<b>MRN Upgrade</b>							
Bus Speed and Reliability	-	5,260	5,260	5,260	-	5,260	Dec-31-26
MRN and Bike Capital (MRNB) Funding Program	-	23,614	23,614	23,614	-	23,614	Dec-31-27
<b>MRN Upgrade Total</b>	<b>-</b>	<b>28,874</b>	<b>28,874</b>	<b>28,874</b>	<b>-</b>	<b>28,874</b>	

Project and Program Titles (\$ thousands)	Opening Budget as of January 1, 2022	Approved in Principle (AIP) 2022 Budget	Specific Project Approval (SPA) for the year ended December 31, 2022	Current Project Budget as at December 31, 2022 (cumulative AIPs and SPAs)	Current Project as at December 31, 2022		
					Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
<b>Walking</b>							
Walking Infrastructure to Transit (WITT) Funding Program	-	6,000	6,195	6,195	-	6,195	Dec-31-28
<b>Walking Total</b>	-	<b>6,000</b>	<b>6,195</b>	<b>6,195</b>	-	<b>6,195</b>	
<b>Regional Cycling</b>							
Bicycle Infrastructure Capital Cost Sharing (BICCS) Funding Program	-	16,087	17,757	17,757	-	17,757	Dec-31-28
<b>Regional Cycling Total</b>	-	<b>16,087</b>	<b>17,757</b>	<b>17,757</b>	-	<b>17,757</b>	
<b>MRN Seismic</b>							
MRN Structures Rehabilitation and Seismic Upgrade Funding Program	-	15,500	16,257	16,257	-	16,257	Dec-31-27
<b>MRN Seismic Total</b>	-	<b>15,500</b>	<b>16,257</b>	<b>16,257</b>	-	<b>16,257</b>	
<b>MRN Pavement Rehab</b>							
MRN Pavement Rehabilitation Funding Program	-	25,701	25,701	25,701	25,349	25,701	Dec-31-26
<b>MRN Pavement Rehab Total</b>	-	<b>25,701</b>	<b>25,701</b>	<b>25,701</b>	<b>25,349</b>	<b>25,701</b>	
<b>Grand Total</b>	<b>981,133</b>	<b>1,220,032</b>	<b>1,152,648</b>	<b>2,124,548</b>	<b>454,910</b>	<b>2,101,322</b>	

- (1) Part of the AiP budget was transferred to the Rail Expansion Program Management project due to scope realignments and budget changes within the Rail Expansion Program.
- (2) Part of the AiP budget for the Richmond Transit Centre Roof Replacement – Phase 2 project was transferred to the RTC roof replacement project to administer as a single project in order to improve efficiency.

### Schedule 1a

Schedule 1a below lists the status of TransLink capital programs with project additions, cancellations, disencumbered Approved in Principle projects, and projects not yet initiated during 2022.

Project and Program Titles (\$ thousands)	Budget	Reason
<b>Project Additions</b>		
Bentall 3 Radio Room and Antenna Replacement Project R2	3,250	Project is aimed to build a new radio room at Bentall 3 Tower. This radio antenna is critical to SkyTrain's day-to-day operations as it provides operational and emergency radio services for SkyTrain west of Joyce.
Optical Transportation Network	3,700	Project is aimed to address immediate needs of fiber redundancy and end-of-support Optical Transport Network (OTN) radio equipment, and create a medium-term plan to address the 2028 end-of-support for the rest of the equipment.
Project Additions - projects with budgets less than \$2 million	1,201	Majority of the minor projects related to service vehicle replacements, hub office addition for Metro Vancouver Transit police and a lift replacement at Columbia Station.
<b>Project Additions Total</b>	<b>8,151</b>	
<b>Project Cancellations and Scope Reductions</b>		

Project and Program Titles (\$ thousands)	Budget	Reason
CMBC Employee Scheduling Implementation Project	2,040	Project was cancelled as TransLink's timekeeping system (MyTime) vendor's decision to end support of the current platform came two years earlier than previously announced.
Free Transit for Youth 12 & Under - System Upgrades	3,050	Implementation of Phase 2 of the project (card-based solution) was cancelled.
Gilmore Station Upgrade and Expansion Project	9,887	Project scope was reduced by 50 per cent as a cost saving measure to accommodate the significant cost increases and financial challenges in the active program.
Onboard Technology Assets Program (OTAP)	12,769	Project scope related to the Community Shuttle was reduced as a cost saving measure to accommodate the significant cost increases and financial challenges in the active program.
RapidBus Upgrade Program (formerly B-Line Cost-Share)	13,590	Project was cancelled as a cost saving measure to accommodate the significant cost increases and financial challenges in the active program.
TransLink Owned Bicycle Infrastructure	6,422	Project budget was disencumbered by 50 per cent and transferred as part of the reallocation of the TransLink Owned Bike Infrastructure (TLOBI) capital program in order to create a more structured and streamlined approach.
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase One and Two	12,216	Project budget and scope was deferred to future years.
Operations and Maintenance Center (OMC) 5 - Land Acquisition	150,000	Project budget for land acquisition was cancelled as the intended site for OMC 5 changed in 2022. The Province will now purchase the initial land.
Project Cancellations and Scope Reductions - projects with budgets less than \$2 million	4,924	Majority of the minor projects that had scope reduction or cancellations were due to resource constraints issues and also as part of cost savings measures to alleviate cost pressures on the active program.
<b>Project Cancellations and Scope Reductions Total</b>	<b>214,898</b>	
<b>Projects Not Initiated</b>		
2021 Next Generation SeaBus Design	2,653	Project initiation was deferred to reduce the risk that the design might be outdated by the time the implementation starts as there is no secured funding to support the implementation phase at this time.
Automatic Train Control (ATC) 2022	4,316	Project activation was deferred to 2023 to relieve cost pressures on the active program.
Customer Amenities Pilot	2,087	
Elevating Devices Asset Renewal Program - Millennium Line Escalators 2022	10,102	
New Simon Fraser University Exchange Contribution	3,185	
SkyTrain Station Power Capacity - Phase Two	7,140	
Station Ground Switch Replacement	7,500	
TOH Rectifier Station State of Good Repair Program	33,091	
Burnaby Transit Centre (BTC) Facility Improvements for Phase Two Expansion	44,579	Project initiation was deferred due to design phase taking longer than expected. Initiation is expected to be reassessed in 2023.
Cyber Security and IT Services Resiliency Program	40,000	Project initiation was deferred due to a lack of BTS resources available to support project implementation as a result of the backlog created by the Cyber security incident. Initiation is expected to be reassessed in 2023.
Technical Drawings and Library Management System (TDLS)	3,100	



Project and Program Titles (\$ thousands)	Budget	Reason
CMBC CloudSuite Enterprise Asset Management (EAM)- Design & Implementation	21,000	Project initiation was deferred due to delays in prior phases of the ERP Program. Initiation is expected to be reassessed in 2023.
Expo Line Elevator Replacement	22,469	Project initiation was deferred due to delays in awarding a new vendor for the elevating devices. Initiation is expected to be reassessed in 2023.
Gilmore Station Upgrade and Expansion Project	9,887	Project initiation was deferred due to delays in negotiations with real estate developer at the Gilmore Station adjacent property development. Initiation is expected to be reassessed in 2023.
Marpole Transit Centre (MTC) – Implementation	482,715	Implementation phase of the project is contingent on permit approvals, which are currently pending. Initiation of the implementation phase will take place in 2023.
Port Coquitlam Transit Center Facility Improvements	34,236	Project initiation was deferred due to delays in the design phases and aligning various PTC projects under one program. Initiation is expected to be reassessed in 2023.
Projects Not Initiated - projects with budgets less than \$2 million	8,803	Majority of the minor project deferrals pertained to resource constraints created by delays in completion of active projects. Some projects were elected to be deferred as part of cost saving measures to address unprecedented cost pressures.
<b>Projects Not Initiated Total</b>	<b>736,863</b>	

## Schedule 2

Schedule 2 provides a comparison of the 2022 cash flow forecast in the 2022 Investment Plan to actual spending in 2022.

The key factors driving lower than planned spend across the capital program included:

- Supply chain disruptions causing vendors difficulty in securing materials in a timely manner and delivery timelines that have been exceeding historical expectations;
- Resource shortages across the industry resulting in project initiation delays and longer than anticipated procurement timeframes to award contracts to vendors;
- Amendments to scope in the early stages of project initiation as a result of efforts to align priorities and ensure a cohesive strategy;
- Decisions made by the Province to take over the delivery of significant projects; and
- Decisions made by TransLink to de-scope or pause projects as a result of reprioritizing and the financial pressures caused by the COVID-19 pandemic.

## Capital Expenditures

Business Segment	2022 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
<b>Bus</b>			
Equipment	26,862	16,714	10,148
Facilities	5,768	5,651	117
Infrastructure	75,551	35,329	40,222
Technology	15,072	4,582	10,490
Vehicles	114,244	55,264	58,980
<b>Bus Total</b>	<b>237,497</b>	<b>117,540</b>	<b>119,957</b>
<b>Rail</b>			
Equipment	68,089	21,330	46,759
Facilities	32,104	10,902	21,202
Infrastructure	457,982	178,716	279,266
Technology	19,448	13,893	5,555

Business Segment	2022 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
Vehicles	61,922	52,742	9,180
<b>Rail Total</b>	<b>639,545</b>	<b>277,583</b>	<b>361,962</b>
<b>Corporate</b>			
Equipment	1,896	578	1,318
Facilities	19,575	6,242	13,333
Infrastructure	23,788	8,926	14,862
Technology	73,967	44,983	28,984
Vehicles	1,920	495	1,425
<b>Corporate Total</b>	<b>121,146</b>	<b>61,224</b>	<b>59,922</b>
<b>TransLink Owned Roads and Bridges</b>			
Cycling	8,936	1,182	7,754
Bridges	10,836	1,320	9,516
<b>TransLink Owned Roads and Bridges Total</b>	<b>19,772</b>	<b>2,502</b>	<b>17,270</b>
<b>Total Capital Expenditures and Infrastructure Contributions</b>	<b>1,017,960</b>	<b>458,849</b>	<b>559,111</b>

### Infrastructure Contributions

Business Segment	2022 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
<b>Municipal Owned Walking and Cycling</b>			
Walking	6,181	4,963	1,218
Regional Cycling	14,854	7,402	7,452
<b>Municipal Owned Walking and Cycling Total</b>	<b>21,035</b>	<b>12,365</b>	<b>8,670</b>
<b>Municipal Owned Roads</b>			
MRN Pavement Rehab	25,683	25,588	95
MRN Upgrade	28,460	13,471	14,989
MRN Seismic	16,862	5,336	11,526
<b>Municipal Owned Roads Total</b>	<b>71,005</b>	<b>44,395</b>	<b>26,610</b>
<b>Total Capital Expenditures and Infrastructure Contributions</b>	<b>92,040</b>	<b>56,760</b>	<b>35,280</b>

### Capital Expenditures and Infrastructure Contributions

Capital Expenditures and Infrastructure Contributions	2022 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
Capital Expenditures	1,017,960	458,849	559,111
Infrastructure Contributions	92,040	56,760	35,280
<b>Total Capital Expenditures and Infrastructure Contributions</b>	<b>1,110,000</b>	<b>515,609</b>	<b>594,391</b>

## 5 Transportation Demand Management

Transportation Demand Management (TDM) is coordinated in Metro Vancouver under TransLink's TravelSmart Program. TravelSmart represents partnerships between TransLink, municipalities, various government partners as well as non-governmental and industry partners, all committed to helping more people choose transit, ridesharing, carpooling, car-sharing, cycling and walking in place of single-occupancy vehicle trips. Changing behaviour is a component of the TDM measures necessary to balance growing mobility expectations against the capacity of our transportation system and the impacts of our travel choices.

TDM is legislated as part of TransLink's mandate in the *South Coast British Columbia Transportation Authority Act* (under section 4(1) (b)) and TravelSmart was Canada's first integrated transportation demand management program.

The Metro Vancouver Regional Growth Strategy (RGS) describes policies to meet the growing demands from an anticipated one million-plus new residents by 2050 and 600,000 new jobs in the region over the next 30 years. Central to the strategy are goals for denser land use and increased investment in transit and active transportation to create the conditions for reducing the high level of single-occupancy vehicle trips in most areas.

The Transport 2050 (T2050) responds to the RGS and describes how to provide convenient choices for everyone by 2050: "active transportation and transit are competitive choices accounting for at least half of all passenger trips, with the taxi, ride-hail and car-share accounting for most of the remaining passenger trips", and how to provide carbon-free choices for everyone such that by 2030 "we have lowered carbon pollution from light-duty vehicles by 65 per cent over 2010 levels; and have eliminated carbon pollution from transport altogether by 2050." Behaviour change measures are essential to T2050, as they provide the motivation, information and support necessary to enable individuals to change their travel habits.

TransLink's Transit-Oriented Communities (TOC) guidelines highlight the necessity for TDM strategies to "discourage unnecessary driving and promote sustainable modes of travel", including providing incentives for travelers to make the most effective use of all of our transportation networks, carshare, carpool and parking management supports, as well as workplace and school travel planning, to take advantage of available capacity and reduce transport network crowding and congestion.

The following summarizes activities and outcomes from the 2022 business year.

### TDM Programs and Initiatives

#### Compass for Developments

- Launched the Compass for Developments program which allows developers to make a one-time bulk purchase of Compass cards, while allowing strata and/or property managers to facilitate the distribution of the transit benefits to occupants. This satisfies municipal TDM requirements for transit benefits by reducing the reliance on parking and single-occupancy vehicle trips, while delivering benefits to building occupants, developers and the region.
- Launched a three-month demonstration pilot with real estate developers for TransLink to monitor the ridership of participants and better understand the benefits of subsidized transit. The pilot data, both the quantitative Compass Card data and the voluntary behavioural survey, will be analysed to understand potential trends and impacts of this initiative.

#### Employer TDM & Mobility Projects

- Launched the Transit-Friendly Employer Certification (TFE) Certification, a new initiative to encourage employers to subsidize transit for their employees. The TFE Certification will allow employers who provide

at least a 50 per cent transit subsidy to promote their commitment to sustainable mobility in recruiting campaigns and sustainability reports.

- Following the launch of TFE, 2,456 certified riders were brought into the system as of December 2022.
- TransLink for Organizations, which is TransLink’s employer transit program, aim to promote sustainable transportation options and increase revenue through employer-funded transit benefits. Over 108 employers were engaged and consulted in 2022, some including, Vancouver International Airport, Provincial Health Services Authority, Lush Cosmetics and Intel Canada, all of which became Transit-Friendly Employers.
- Developed an independent shuttle program with nine use cases to connect remote business parks and recreational sites to transit in Metro Vancouver via the Liftango shuttle platform. Primary travel markets which will be served in early 2023 include Mitchell Island, Parkland Refinery and Gloucester Industrial Estates.
- Launched a new commute management and rewards pilot to support new and existing business partnerships. The pilot is designed to help major employers engage their employees to implement sustainable transportation programs, provide incentives, track and analyze impacts on emissions, which is possible through modal shift to provide a return on investment.

### Children & Youth Travel

- Developed TravelSmart4Kids: A Regional Travel Strategy for Children aged 12 and Under. This is a coordinated approach in Metro Vancouver to enable and encourage children to travel by active and sustainable modes of transportation in Metro Vancouver which include walking, cycling, rolling and taking transit.
- Developed School Catchments Geographic Information Systems (GIS) Mapping to better understand where school catchment boundaries are within the region. This develops useful datasets for TransLink, municipalities and various school districts, which can be utilized for future analyses to improve TransLink services for specific groups.

### Active Transportation

#### HUB Cycling Partnership

Through our partnership with HUB Cycling, sponsored and supported TDM programming for various bike events, consulting services and cycling education programs:

- **Bike Awards** – An event to celebrate success stories of individuals and organizations making biking better in Metro Vancouver, including infrastructure improvements, bike friendly businesses and schools. The 2022 event welcomed 158 attendees.
- **Go By Bike Week** – TransLink supported the annual Go By Bike Week commuter cycling events in May and October with a total of 9,207 participants registering and over 11,700 cyclers or walkers stopping by one of our 74 celebration and community stations. Hundreds of participants also attended group rides, cycling webinars or workshops.
- **Bike Education** – Through several online and in-person training and education courses the following outcomes were achieved with the support of TransLink funding:
  - Bike to School education with 15,750 students educated, 149 schools and 18 municipalities reached;
  - Ride the Road with 6,361 participants attended the Active Travel course;
  - TransLink Bike to School Courses also known as the Everyone rides 4/5, a cycling education program;
  - Three Learn2Ride courses; and
  - 95 Streetwise Cycling in-person and online courses with 1,820 participants.

- **Bike to School Week** – Bike to School Week saw 137 participating schools in 2022, with 46 schools participating for the first time. 8,286 students participated with 23,875 bike trips logged as well as 19,856 other sustainable transportation trips taken.
- **Bike to Shop** – The annual Bike to Shop campaign saw 1,500 participants registered in 2022, with 65 businesses taking part across eleven neighborhoods and seven municipalities, leaving nearly one million marketing impressions.
- **Bike Friendly Building Assessments** – This helps fund cycling assessments to improve cycling and end of trip facilities with large developments. These large developments include downtown Vancouver Hudson’s Bay Building redevelopment, the Grosvenor Americas Brentwood project, Vancouver General Hospital, BC Children’s and Women’s Hospitals and QuadReal Property Group’s Vancouver Headquarters building.
- **Regional Cycling Maps** – In 2022, HUB Cycling distributed 30,000 of TransLink’s new regional cycling maps at public events, libraries, businesses, municipalities and via other non-profit partners.

#### **Better Environmentally Sound Transportation (BEST) Partnership**

- **Bike Valet** – Through the contribution agreement with BEST, this funded free bike parking events including a 12-day Bike Valet at Vancouver General Hospital and 18,683 bikes parked and 839 registered through Garage 529 across all events including BC Place, Granville Island and TransLink’s Car Free Days.
- **Seniors** – Supported Living Streets (Walk30 and Walktober events) and Seniors on the Move (18 walk events reaching 1,270 participants and ten workshops) through BEST to encourage more connections for pedestrians including campaigns, events and walking tours to address road safety concerns and barriers to active transportation and shared mobility modes.

#### **B.C. SCRAP-IT**

- Continued partnerships with B.C. SCRAP-IT offers transit passes in exchange for scrapping old internal combustion engine vehicles. In 2022, 60 participants selected TransLink’s transit pass option: Adult Monthly Passes (44) and Concession passes (16).

## 6 Short-Term Fares Assessed

Short-term fares for Bus, SeaBus, SkyTrain and HandyDART from January 1, 2022 to June 30, 2022 are shown in the table below.

Fare Type	Status	Time	Within 1-Zone	Within 2-Zones	Within 3-Zones
<b>Regular Short-Term Fares:</b>					
Cash*	Adult	Regular	\$3.05	\$4.35	\$5.90
		Off-Peak	All Zones — \$3.05		
	Concession	Regular	\$2.00	\$3.00	\$4.05
		Off-Peak	All Zones — \$2.00		
DayPass*	Adult	No restrictions	\$10.75 — valid all zones		
	Concession		\$8.45 — valid all zones		
<b>Discounted Short-Term Fares:</b>					
Stored Value*	Adult	Regular	\$2.45	\$3.55	\$4.60
		Off-Peak	All Zones — \$2.45		
	Concession	Regular	\$2.00	\$3.00	\$4.05
		Off-Peak	All Zones — \$2.00		
FareSavers	Adult		All Zones — \$24.50 (10 tickets)		

\*The Canada Line YVR Add-Fare is required. Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which is collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station for conventional SkyTrain and SeaBus travel.

Buses and HandyDART are all 1-Zone travel seven days a week.

Short-term fares for Bus, SeaBus, SkyTrain and HandyDART effective July 1, 2022 are shown in the table below.

Fare Type	Status	Time	Within 1-Zone	Within 2-Zones	Within 3-Zones
<b>Regular Short-Term Fares:</b>					
Cash*	Adult	Regular	\$3.10	\$4.45	\$6.05
		Off-Peak	All Zones — \$3.10		
	Concession	Regular	\$2.05	\$3.05	\$4.15
		Off-Peak	All Zones — \$2.05		
DayPass*	Adult	No restrictions	\$11.00 — valid all zones		
	Concession		\$8.65 — valid all zones		
<b>Discounted Short-Term Fares:</b>					
Stored Value*	Adult	Regular	\$2.50	\$3.65	\$4.70
		Off-Peak	All Zones — \$2.50		
	Concession	Regular	\$2.05	\$3.05	\$4.15
		Off-Peak	All Zones — \$2.05		
FareSavers	Adult		All Zones — \$25.00 (10 tickets)		

\*The Canada Line YVR Add-Fare is required. Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which is collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station for conventional SkyTrain and SeaBus travel.

Buses and HandyDART are all 1-Zone travel seven days a week. FareSavers are no longer available for purchase; however, they continue to be accepted on buses and HandyDART only.

WCE operates on a different fare structure than other transit services.

Short-term fares for WCE from January 1, 2022 to June 30, 2022 are shown in the table below.

Fare Type	Status	Within 1-zone	Within 2-zones	Within 3-zones	Within 4-zones	Within 5-zones
<b>Regular Short-Term Fares:</b>						
One-way Ticket*	Adult	\$5.90		\$7.65	\$9.45	\$12.80
	Concession	\$3.55		\$4.55	\$5.85	\$7.90
Return Ticket	Adult	\$11.25		\$14.85	\$18.15	\$24.30
	Concession	\$7.15		\$9.20	\$11.50	\$15.60
<b>Discounted Short-Term Fares:</b>						
One-way Ticket- Stored Value*	Adult	\$5.00		\$6.50	\$7.95	\$10.75
	Concession	\$2.95		\$3.80	\$4.90	\$6.60
Return Ticket- Stored Value	Adult	\$11.00		\$14.05	\$17.40	\$23.25
	Concession	\$6.90		\$8.70	\$11.00	\$14.85

\*The Canada Line YVR Add-Fare is required. Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which is collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station for conventional SkyTrain and SeaBus travel.

Short-term fares for WCE as of July 1, 2022 are shown in the table below.

Fare Type	Status	Within 1-zone	Within 2-zones	Within 3-zones	Within 4-zones	Within 5-zones
<b>Regular Short-Term Fares:</b>						
One-way Ticket*	Adult	\$6.05		\$7.85	\$9.65	\$13.10
	Concession	\$3.65		\$4.65	\$6.00	\$8.10
Return Ticket	Adult	\$11.50		\$15.20	\$18.55	\$24.85
	Concession	\$7.30		\$9.40	\$11.75	\$15.95
<b>Discounted Short-Term Fares:</b>						
One-way Ticket- Stored Value*	Adult	\$5.10		\$6.65	\$8.15	\$11.00
	Concession	\$3.05		\$3.95	\$5.00	\$6.75
Return Ticket- Stored Value	Adult	\$11.25		\$14.35	\$17.80	\$23.80
	Concession	\$7.05		\$8.90	\$11.25	\$15.20

\*The Canada Line YVR Add-Fare is required. Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which is collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station for conventional SkyTrain and SeaBus travel.

## 7 Borrowings Undertaken in 2022

### 7.1 Long-term Borrowing

TransLink continues to minimize debt costs through strategic borrowings. Since 2010, TransLink has raised more than \$3.1 billion from investors in the capital market.

During 2022, TransLink issued its third Green Bond, with a total par value of \$300.0 million.

The terms of TransLink's long-term debt issuance activity are detailed below:

Issue No.	Amount Borrowed <sup>1</sup>	Coupon Rate <sup>2</sup>	Remaining Term	Maturity Date	Semi-Annual Interest Payments	Principal due on maturity
TL-10 Green (Issued on 12-Dec-2022)	\$300,000,000	4.15%	31 Years	12-Dec-2053	\$6,225,000	\$300,000,000

<sup>1</sup> Unsecured, par value

<sup>2</sup> Coupon rate fixed to maturity. Effective yield: 4.195%.

### 7.2 Short-term Borrowing – Commercial Paper Program

On May 13, 2010, TransLink launched a \$500.0 million Commercial Paper Program backstopped by a line of credit from a syndicate of six Canadian chartered banks. Having this \$500.0 million program available at favourable interest rates, compared to using a bank facility, provides flexibility in managing TransLink's cash flow needs.

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Repay	314	-\$30,000,000			27-Jan-22	\$0
Issue	315	\$30,000,000	0.48190	27-Jan-22	28-Apr-22	\$30,000,000
Repay	315	-\$30,000,000			28-Apr-22	\$0
Issue	316	\$30,000,000	1.55828	28-Apr-22	28-Jul-22	\$30,000,000
Repay	316	-\$30,000,000			28-Jul-22	\$0
Issue	317	\$30,000,000	3.22940	28-Jul-22	26-Oct-22	\$30,000,000
Repay	317	-\$30,000,000			26-Oct-22	\$0



**B. AUDITED FINANCIAL STATEMENTS**

The 2022 Audited Consolidated Financial Statements will be attached once they have been reviewed by the Finance and Audit Committee and approved by the Board of Directors.

## C. COMPLAINTS SUMMARY

### Corporate Overview

TransLink's combined service hours for Bus and Rail operations, excluding HandyDART, was 7.0 million service hours in 2022, consistent with 2021. The number of boarded passengers for HandyDART was 1.1 million in 2022, 43.4 per cent increased from 767 thousand in 2021. Service levels were appropriately allocated to better meet customers' demand.

Throughout the acute phase of the pandemic, despite the extraordinary challenges, TransLink did not stop moving: prioritizing safety, we remained committed to customer service excellence. We continued to align operations with provincial pandemic guidelines including mandatory masks on board and physical distancing and vaccination policies for employees and contractors to ensure the continued safety of our customers and employees. As a result of the COVID-19 Omicron wave, 2022 began with extended restrictions from the Provincial Health Officer. As the Public Health Officer eased the mandatory masks policy in indoor public places, on March 10, 2022 TransLink rescinded its mandatory mask policy across the conventional transit network, except for HandyDART.

The number of complaints was proportionately lower in tandem with reduced ridership in the beginning of the year. As ridership recovered and steadily increased to 75-80 per cent of pre-COVID levels in the latter half of the year, the number of complaints comparatively increased. This return in ridership was exceeded by a ramp up in driving levels, contributing to increased congestion which placed higher pressure on bus schedules. This context of a region in transition through a shifted paradigm of travelling norms, which also likely changed tolerance levels to issues such as overcrowding and frequency of service, is relevant to the reading of 2022 complaints.

The most common sources of customer complaints in 2022 were Transit Operators and Operator-related, SkyTrain track noises as well as weather-caused and service-related delay complaints. TransLink continues to monitor customer complaints closely and adjusts services as needed to best serve our customers.

"Complaints per million customer interactions" represents the ratio of all complaints from across the Enterprise against the total number of Enterprise-wide customer interactions, allowing us to report on our performance. Customer interactions are defined as total boardings on the transit system. The 2022 Enterprise-wide complaints were 26,735 against a total of 325.9 million customer interactions, resulting in a ratio of 82.0 complaints per million customer interactions. This is lower than the ratio in each of the last two years, as well as the most recent year in which complete information is available, being 97.2 complaints per million customer interactions in 2019.

In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink, including the shutdown of multiple network systems. As a result, Enterprise complaints information is incomplete, to various degrees, across the period of November 28, 2020 to August 19, 2021. For comparative 2020 and 2021 years information, the 2021 Statutory Annual Report is posted on the TransLink Website.

A summary of complaints and customer interactions for 2022 is provided in Table A below.

Table A

<b>Corporate Summary</b>	<b>2022</b>
CMBC	17,288
SkyTrain (Expo and Millennium Lines)	1,276
SkyTrain (Canada Line)	194
West Coast Express	127
HandyDART	2,705
<b>Transit Service Complaints</b>	<b>21,590</b>
TransLink Corporate	5,145
<b>Total Complaints</b>	<b>26,735</b>
<b>Total Customer Interactions</b>	<b>325,902,000</b>
<b>Complaints per Million Customer Interactions</b>	<b>82.0</b>

### Coast Mountain Bus Company

In 2022, CMBC recorded a total of 17,288 complaints. Among the 17,288 complaints registered, 55 per cent of all complaints involved Transit Operators and 41 per cent were related to service delivery. CMBC remains committed to customer excellence and will continue to monitor closely customer complaints and adjust our service as needed to best serve our customers.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are urgent and, in 2022, all were investigated within 48 hours. P3 complaints are less critical and must be resolved within 15 business days. In 2022, approximately 95 per cent of complaints were closed within the abovementioned response timelines, according to the priority ratings assigned to each complaint received.

In 2022, we continued our focus on customer experience with the following accomplishments:

- Right-sized and adapted service levels as needed to meet the changing customer demand. We continue to monitor ridership and overcrowding to ensure service is provided where it is needed most as more people choose transit.
- Released a new Customer Experience Action plan to better serve the changing needs of customers over the next five years.
- Launched a new summer service for cyclists heading to the Tsawwassen Ferry Terminal. The Bike Bus provides more room for bicycles on the Bridgeport Station to Tsawwassen Ferry Terminal route, one of the most popular routes for our cycling customers.
- Continued the installation of Braille bus stop signs, with 7,300 of the 8,400 bus stops having Braille signage by the end of 2022. The project is expected to be completed by the Summer 2023. 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.
- Completed over 75 per cent installation of WIFI on RapidBus fleet, which is active and available for customers to use, with the remainder projected to complete by March 2023.

CMBC received a total of 2,439 commendations throughout 2022. The excellent work of our CMBC Operators contributed the vast majority of commendations, with 86% (2,106) attributed to Operator behaviour and driving.

### **SkyTrain — Expo and Millennium Lines**

In 2022, the Expo and Millennium Lines received 1,276 complaints. Approximately one-third of them were related to Stations and Parkways. The main driver of the Stations and Parkways were complaints about track noise, with the vast majority of those complaints coming from residents residing near the guideway and stations. As an ongoing part of SkyTrain's maintenance program, rail replacement and rail grinding are undertaken to help alleviate the noise level and improve ride quality. BCRTC added two new grinders in 2022, expanding our rail grinding capacity.

The second highest complaints category was for Service/Schedule. Within this category, 80 per cent of the complaints received related to delays, many of which were triggered by weather events in January and December, as well as the single tracking maintenance program. Bus bridges were provided and the de-icing and clearing of snow were completed to reduce the impact on customers. BCRTC continues to ensure that passengers are informed about all potential travel delays by putting notices on TransLink social media channels and messaging on screens at stations.

BCRTC continues to receive commendations from customers in appreciation for SkyTrain attendants' courteous assistance. The vast majority of the 77 commendations received in 2022 were to recognize the excellent service offered by SkyTrain attendants.

### **SkyTrain — Canada Line**

There were 194 complaints received in 2022 with the majority of the complaints received during the last two quarters of the year.

Through the summer months particularly in July and August, customer complaints were due to the lack of cold air in the trains. While the trains are equipped with air-conditioning, the summer temperature combined with full trains particularly during peak hours, created an uncomfortable ride for customers.

Another area that received many complaints in 2022 is Service Schedule. Customer complaints were mainly related to delays. The winter storm in December caused track issues due to snow and ice build-up on switches and power rails, which in turn, caused service delays for customers. Alternate service, such as bus bridges, was implemented along with mitigation efforts, including de-icing tracks and clearing snow, to reduce customer impact.

Customer commendations trended upwards, with Canada Line receiving 45 in 2022. Customers appreciated the friendly and helpful conduct from Canada Line staff when providing assistance during their journey.

### **West Coast Express**

West Coast Express received 127 complaints in 2022. The largest category of complaints was under the Service Schedule category, which represented 41 per cent of all complaints received and mainly related to delays. Within this category, over a third of complaints were received in March, when WCE service is impacted by the annual Canadian Pacific track maintenance program. WCE management continues to work closely with Canadian Pacific Railway to reduce the impacts to WCE service.

The second major source of complaints was concerning Customer Relations reaching 18 per cent of all complaints. The complaints vary in nature, with most of them regarding onboard customer-to-customer etiquette, such as eating or drinking on trains and other types of passenger behaviour.

WCE received 27 commendations in 2022.

## HandyDART

In 2022, TransLink continued its mandatory mask requirement for customers and employees on HandyDART as the Provincial Health Officer continues to require masks in medical settings and many customers using this service are travelling to and from medical appointments. Out of all complaints received in 2022, Operator-related complaints were 36 per cent, taxi complaints were 34 per cent and service-related complaints accounted for 30 per cent.

Every complaint is reviewed and both the complainant and the employee(s) concerned receive a follow-up. A thorough investigation is completed to understand the root cause and then appropriate steps are taken to rectify the situation including actions such as coaching and/or process review. Taxi complaints are reviewed with the taxi company and a similar process is followed.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are deemed urgent and in 2022, all P1 complaints were resolved within 48 hours. P3 complaints are deemed less critical and must be resolved within five business days. First Transit, the HandyDART service provider, continues to investigate every customer complaint including follow up with the complainant. Coaching and remedial training are provided when required.

In the first six months of 2022, driver behaviour and scheduling concerns were the top drivers of customer complaints. To improve the customer experience and reduce customer complaints, First Transit deployed a driver behavior program in November 2021 that targets operators who have had above average complaints about their behaviour and this program continued into 2022. First Transit also hired a Customer Service Manager to bolster the customer and community relationships. In the second half of 2022, complaints mainly related to scheduling and clerk behaviour, such as booking agents, schedulers and dispatchers. First Transit deployed a clerk behaviour program in October 2022 to address the complaints in this category.

To reduce taxi-related complaints, First Transit continues to support customer service training to the taxi companies. First Transit is reviewing and evaluating the contract terms with taxi providers to enhance client satisfaction. This aims to add more rigorous reporting and monitoring requirements, including standards which tie to financial levers, providing greater oversight and accountability for HandyDART's operation over the taxi services.

## Detailed Complaint Tables

Tables B and C show complaints received from 2022. Table B reflects specific transit services while Table C covers TransLink Corporate in the same period.

**Table B**

CMBC	2022		
	Bus <sup>1</sup>	HandyDART	Total
Service Delivery	5,420	1,719	7,139
Service Planning	1,038	-	1,038
Staff	8,520	986	9,506
Website	120	-	120
Cell Phone/Radio	47	-	47
Accessibility/Racks	308	-	308
Other	1,835	-	1,835
<b>Subtotal</b>	<b>17,288</b>	<b>2,705</b>	<b>19,993</b>

<sup>1</sup> Includes SeaBus and Community Shuttle as well as the contracted services of Langley and Bowen Island Community Shuttles and West Vancouver's Blue Bus.

BCRTC	2022			Total
	SkyTrain Expo and Millennium	SkyTrain Canada Line	West Coast Express	
Service Schedule	252	46	52	350
Stations/Parkways	419	36	12	467
Trains	214	35	11	260
Customer Relations	176	38	35	249
Safety/Security	215	39	17	271
<b>Sub-total</b>	<b>1,276</b>	<b>194</b>	<b>127</b>	<b>1,597</b>

Transit Service Total	2022
Complaints (CMBC + BCRTC)	21,590
Total Customer Interactions	325,902,000

Table C

TransLink Corporate	2022
Policy-Related (Fares, service optimization, advertising, Compass, fare gates, etc.)	5,145

### Complaint Handling Through Social Media

Customer complaints at TransLink are handled on several social media channels. In 2022, the CMBC-staffed @TransLink Twitter channel received the most complaints and/or comment. This is followed by the TransLink-staffed Facebook and Instagram channels.

When complaints are made via social media, staff engage with customers to resolve the issue. If a complaint cannot be dealt with online, if a matter needs escalation or if privacy issues are a concern, customers are encouraged to log their complaints with CMBC's Customer Information Services department through an online form or by contacting the department offline. Customers are then engaged on an individual basis until a resolution can be reached.

#### Twitter

In 2022, the primary social media channel for customer inquiries was through @TransLink on Twitter. In 2022, we sent approximately 25,700 tweets, which equates to approximately 70 tweets per day. This is up 22.5 per cent from the previous year. From customers, we received approximately 49,100 tweets, this is an increase of 11.3 per cent over the previous year.

At the end of 2022, our Twitter account had increased by approximately 16,000 net new followers for a total following of 222,727, or a 7.7 per cent growth. We can likely attribute this growth to customers returning to transit and coming to our Twitter channel to receive relevant transit related information.

The majority of tweets from customers were service-related inquires about bus locations followed by COVID-19 and the mask mandate. The top three most engaged tweets from @TransLink were about recruitment and working for one of BC's top employers, a sign-off tweet wishing customers a Merry Christmas and May the 4<sup>th</sup>.

**Facebook**

On Facebook, customer complaints and/or comments on Facebook remained similar to that in 2021. This channel saw a moderate growth of 3,619 new followers for a new total of 43,075. We attribute the plateauing growth on this channel primarily to the channel's declining popularity, as well as the shift in customer communications towards Twitter and Instagram.

The most engaging post in 2022 was a historic photo of SkyTrain marking 37 years in service, followed by an updated avatar featuring branding for our inaugural Transit 4 The Planet campaign in support of Earth Day.

**Instagram**

Instagram continues to be an emerging social media channel for many of our customers. Instagram Reels and Stories are quickly becoming the primary way for customers to share complaints, commendations and stories about their TransLink experiences. Customers are often choosing Instagram direct messages as a first point of contact for questions and concerns. Our top posts for 2022 included a behind the scenes look at the new SkyTrain Mark V car being built, Compass Mini-Train launch, our partnership with Cirque du Soleil encouraging customers to take transit to the event and our Reel explaining how to access lost property after losing something on transit.

## D. CUSTOMER SATISFACTION

### 2022 Customer Service Performance Ratings

Table D below summarizes the percentage of customers who gave good-to-excellent service ratings, which is defined as a rating of 8, 9, or 10 out of 10.

All transit systems and mode-specific attribute measures, including overall service, are based on asking customers directly. In other words, overall service is not calculated mathematically from any of the specific service attributes, such as frequency or reliability.

The analysis is segmented into the following groups:

- Transit System (includes people who have ridden the bus, SeaBus or SkyTrain at least once within the last 30 days);
- Bus System (includes all CMBC bus service, as well as West Vancouver Transit and contracted Community Shuttle service);
- SkyTrain (the SkyTrain segment includes the Expo, Millennium and Canada Lines);
- SeaBus;
- WCE; and
- HandyDART (with registered HandyDART customers).

Data are from three sources:

- TransLink's Bus, SkyTrain, SeaBus Customer Service Performance Survey interviews adults who have taken transit at least once within the last 30 days in Metro Vancouver. Interviews are conducted daily by phone;
- TransLink's WCE Customer Service Performance Survey is conducted twice per year (March and September) onboard the WCE train. Surveys are partly administered by an interviewer and then completed by the respondent; and
- TransLink's HandyDART Customer Service Performance Survey is conducted once per year in the Fall by phone, primarily with past month's users of the service.

### Customer Service Performance Summary for 2022 — Transit System, Bus, SeaBus, SkyTrain, WCE and HandyDART

#### Transit System

2022 saw the removal of COVID-19 restrictions in March on all transit service except HandyDart along with an associated increase in the number of people returning to office for work. This led to greater use of the transit system, but also greater congestion on the roads due to higher vehicular traffic volumes. Over the course of 2022, ratings have slowly been trending down toward pre-pandemic levels, as ridership levels have recovered and overall transportation activity in the region has ramped back up.

This past year, seven-in-ten adult transit riders (70 per cent) gave the system good-to-excellent scores of 8, 9 or 10 out of 10 for overall service. These ratings were steady through the first three quarters of the year, then dropping in the final quarter when the system got busier (70, 71 and 76 per cent for Q1, Q2 and Q3 respectively, then 64 per cent in Q4).

The top key drivers of riders' perception of TransLink's services are Value for Money and Good Connections. These both held fairly steady throughout the year and their annual values are both in line with 2021. 59 per cent of TransLink's customers felt they were getting good-to-excellent value for the money they spend on transit (down



slightly from 61 per cent in 2021). More than half (55 per cent) of TransLink's customers rated transit services as having Good Connections (56 per cent in 2021).

### **Bus**

More than two thirds (68 per cent) of bus riders rated the overall bus service provided in Metro Vancouver as good-to-excellent, down from 72 per cent in 2021 which is considered a good result in light of the bus ridership increase and the pressure on schedules resulting from increased road congestion.

The top three strengths of the bus service remain: having an operator who drives safely and professionally (89 per cent of riders gave scores of 8 or higher), having a direct route (81 per cent of riders gave scores of 8 or higher) and feeling safe from crime on board the bus (79 per cent of riders gave scores of 8 or higher).

Frequency of service, overcrowding and on-time reliability remain the three lowest-rated bus service attributes, although the ratings for each attribute still remain higher than pre-pandemic values.

### **SkyTrain**

In 2022, 78 per cent of SkyTrain customers, which includes Canada Line, gave the overall service good-to-excellent scores. This was down from 83 per cent in 2021.

As expected in light of the ongoing ridership recovery, ratings for overcrowding declined in 2022 (54 per cent compared to 65 per cent in 2021). Also associated with increased crowding, ratings for cleanliness declined to 67 per cent, down from 73 per cent in 2021. Courteous, Competent and Helpful Staff and Staff Availability ratings were maintained, but all other attributes were down slightly from 2021.

### **SeaBus**

SeaBus remains a highly rated transit mode with almost nine-in-ten (89 per cent) SeaBus customers rating the service an 8 out of 10 or higher overall. This is consistent with 88 per cent in 2021. Ratings for Clean and Graffiti-Free Vessel and Staff Available When Needed are both down slightly from 2021, while all other attributes are holding steady or are up slightly from a year ago.

### **West Coast Express**

In 2022, 85 per cent of WCE riders gave Overall Service good-to-excellent scores, down slightly from 88 per cent in 2021. As WCE continues to operate fewer trains than it did prior to the start of the pandemic (four daily trains in each direction versus the five daily trains previously), the frequency of service ratings remain below pre-covid values.

### **HandyDART**

HandyDART remains a highly rated transit service, with 79 per cent of riders giving good-to-excellent ratings for overall service. This is slightly down from 82 per cent in 2021, but still rating highly when compared to pre-pandemic years. With an increase in demand over 2021, ease of booking a trip, vehicle availability and on-time reliability were all down from last year. However, all ratings related to HandyDART vehicles (Cleanliness and Vehicle Safety) and drivers (Courteous Drivers, Skills to Assist Passengers) remained at 90 per cent or higher (riders awarding good-to-excellent ratings).

**Table D - 2022 Customer Service Performance Scores**

Attributes*	Transit System	Bus System	SkyTrain	SeaBus	West Coast Express	Handy DART
	<b>Per cent who gave scores of 8, 9 or 10 out of 10</b>					
Overall Service	70%	68%	78%	89%	85%	79%
Value for Money	59%				65%	88%
Good Connections	55%				69%	
Adequacy of Transit Information — Stops/Stations	54%					
Adequacy of Transit Information On-Board — Bus	53%					
Adequacy of Transit Information On-Board -- SkyTrain	68%					
Adequacy of Transit Information On-Board — SeaBus	61%					
Transit Information Availability (On-Board and Stations)					76%	
Operation of Service During Convenient Hours	63%				43%	
Having Enough Bus Shelters	38%					
Ease of Getting Information from Telephone Information Line	78%					
Ease of Finding Information on Website	58%					
Having a Courteous Bus Operator/Having Courteous, Competent and Helpful Staff/Drivers		76%	85%	96%	93%	94%
Safe and Professional Bus Operator		89%				
Feeling Safe from Crime on Board the Bus / SkyTrain		79%	75%			
Feeling Safe from Crime at the Stop and Transit Exchange /Inside SkyTrain Stations / at SeaBus Stations		75%	69%	86%		
Feeling Safe from Crime (On-Board and Stations)					92%	
Feeling Safe from Crime (WCE Parking Lots)					70%	
Not Being Overcrowded		54%	54%	73%	70%	
On-Time, Reliable Service		60%	84%	95%	76%	73%
Clean and Graffiti Free Buses / SkyTrain Cars / Vessel / Vehicles and Stations		74%	67%	83%	91%	
Having A Direct Route		81%				
Trip Duration from the Time You Boarded to the Time You Got Off		78%		90%	88%	
Frequency of Service		54%	77%	75%	54%	
Staff Availability			35%	66%	88%	
Delays Are Announced and Explained			35%		77%	
Enough Parking					60%	
Equipment Provides a Safe Ride					93%	
Driver's Skills to Assist Passengers Who Have a Physical Disability						93%
Feeling Safe from Injury When Riding HandyDART						94%
Ease of Booking a Trip on HandyDART						72%
HandyDART Vehicle Cleanliness and Good Repair						90%
Availability of HandyDART When Needed						78%

\*Attributes that are not applicable under a particular mode are shaded grey

**E. CHANGES TO ARTICLES OF THE AUTHORITY**

The Articles of the Authority are established by the Board of Directors of the Authority pursuant to Section 190(3) (f) of the *South Coast British Columbia Transportation Authority Act*. The Articles are available on TransLink's website.

There were no amendments to the Articles of the Authority in 2022.

**F. BOARD SUMMARY**

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
January 19, 2022	Real Estate Development Committee	<ul style="list-style-type: none"> <li>Received Real Estate Development projects reports</li> <li>In camera item, recommended for Board approval</li> </ul>
January 27, 2022	Joint Board and Mayors' Council Meeting	<ul style="list-style-type: none"> <li>Approved Transport 2050</li> </ul>
February 4, 2022	Board Meeting	<ul style="list-style-type: none"> <li>Approved in camera item</li> </ul>
February 17, 2022	Board Meeting	<ul style="list-style-type: none"> <li>Approved in camera item</li> </ul>
February 18, 2022	Real Estate Development Committee	<ul style="list-style-type: none"> <li>In camera item, recommended for Board approval</li> </ul>
March 3, 2022	Information Technology Committee	<ul style="list-style-type: none"> <li>Received Information Technology projects reports</li> <li>Information Technology Committee Terms of Reference, recommended for Board Approval</li> </ul>
March 14, 2022	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>Millennium Line UBC Extension Recommendations, recommended for Board approval</li> <li>Indigenous Relations Vision Statement and Guiding Principles, recommended for Board approval</li> <li>Independent Transit Service Application, Richmond Discovery Shuttle, recommended for Board approval</li> </ul>
March 14, 2022	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Guidance for Screening Panels, recommended for Board approval</li> <li>In camera items, recommended for Board approval</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
March 15, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• 2021 Year End Financial and Performance Report, endorsed for public release</li> <li>• 2021 Statutory Annual Report, recommended for Board approval</li> <li>• 2021 Audited Consolidated Financial Statements, recommended for Board approval</li> <li>• Approved Internal Audit and Continuous Improvement Annual Project Plan for 2022</li> <li>• Approved Internal Audit and Continuous Improvement Policy Charter Update</li> <li>• Enactment of South Coast British Columbia Transportation Authority 2022 Property Tax Bylaw Number 144-2022, recommended for Board adoption</li> <li>• Enactment of South Coast British Columbia Transportation Authority 2022 Replacement Tax Bylaw Number 145-2022, recommended for Board adoption</li> <li>• South Coast British Columbia Transportation Authority Tariff Bylaw 146-2022, recommended for Board adoption</li> <li>• In Camera item, recommended for Board approval</li> </ul>
March 18, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Approved in camera item</li> </ul>
March 24, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Approved Indigenous Relations Vision Statement and Guiding Principles</li> <li>• Approved 2021 Statutory Annual Report</li> <li>• Approved 2021 Audited Consolidated Financial Statements</li> <li>• Adopted South Coast British Columbia Transportation Authority 2022 Property Tax Bylaw Number 144-2022</li> <li>• Adopted South Coast British Columbia Transportation Authority 2022 Replacement Tax Bylaw Number 145-2022</li> <li>• Adopted South Coast British Columbia Transportation Authority Transit Tariff Bylaw 146-2022</li> <li>• Approved Independent Transit Service Application, Richmond Discovery Shuttle</li> <li>• Approved Millennium Line UBC Extension Recommendations</li> <li>• Approved Guidance for Screening Panels</li> <li>• Approved in camera items</li> </ul>
March 31, 2022	Joint Board and Mayors' Council Meeting	<ul style="list-style-type: none"> <li>• Approved public consultation for Transport 2050</li> </ul>
March 31, 2022	Real Estate Development Committee	<ul style="list-style-type: none"> <li>• Received Real Estate Development projects reports</li> <li>• In camera item, recommended for Board approval</li> </ul>
April 6, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Approved in camera item</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
April 19, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>Amendment to General Fund Investment Policy, recommended for Board approval</li> </ul>
April 21, 2022	Board Meeting	<ul style="list-style-type: none"> <li>Approved Amendment to General Fund Investment Policy</li> <li>Approved in camera item</li> </ul>
May 19, 2022	Board Meeting	<ul style="list-style-type: none"> <li>Approved in camera item</li> </ul>
May 19, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2022-2031 Investment Plan, recommended for Board approval</li> </ul>
May 19, 2022	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Indigenous Relations Joint Advisory Working Group, recommended for Board approval</li> </ul>
May 25, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2022 Q1 Financial and Performance Report, endorsed for public release</li> <li>2021 <i>Financial Information Act</i> Report, recommended for Board approval</li> </ul>
May 25, 2022	Board Meeting	<ul style="list-style-type: none"> <li>Approved 2021 <i>Financial Information Act</i> Report</li> <li>Approved in camera item</li> </ul>
May 26, 2022	Joint Board and Mayors' Council Public Meeting	<ul style="list-style-type: none"> <li>Approved 2022-2031 Investment Plan</li> </ul>
June 9, 2022	Information Technology Committee	<ul style="list-style-type: none"> <li>Received Information Technology projects reports</li> <li>Received Internal Audit Information Technology projects updates</li> <li>Information Technology Committee Terms of Reference, recommended for Board approval</li> </ul>
June 9, 2022	Real Estate Development Committee	<ul style="list-style-type: none"> <li>Received Real Estate Development projects reports</li> </ul>
June 13, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>South Coast British Columbia Transportation Authority Tariff Bylaw 147-2022, recommended for Board adoption</li> <li>Credit Agreement Extension, recommended for Board approval</li> <li>Bowen Island Community Shuttle Service Contract Award, recommended for Board approval</li> <li>Establishment of Investment Task Force, recommended for Board approval</li> <li>In camera item, recommended for Board approval</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
June 14, 2022	Planning & Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>• Metro Vancouver’s Regional Growth Strategy recommended for Board approval</li> <li>• Driving Down Emissions Project Workplan, recommended for Board approval</li> <li>• South Coast British Columbia Transportation Authority Transit Tariff Bylaw 147-2022, recommended for Board adoption</li> <li>• Board Committee name change, recommended for Board approval</li> <li>• Indigenous Relations Joint Advisory Working Group Membership, recommended for Board approval</li> </ul>
June 14, 2022	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>• Indigenous Relations Joint Advisory Working Group Membership, recommended for Board approval</li> <li>• Board Committee name change, recommended for Board approval</li> <li>• TransLink Privacy Breach and Complaint Reporting Policy, recommended for Board approval</li> <li>• Amendments to the Board Governance Manual, recommended for Board approval</li> <li>• Information Technology Committee Terms of Reference, recommended for Board approval</li> <li>• In camera item, recommended for Board approval</li> </ul>
June 23, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Adopted South Coast British Columbia Transportation Authority Transit Tariff Bylaw 147-2022</li> <li>• Approved amendments to the Board Governance Manual</li> <li>• Approved Metro Vancouver’s Regional Growth Strategy</li> <li>• Approved Information Technology Committee Terms of Reference</li> <li>• Approved Bowen Island Community Shuttle Service Contract Award</li> <li>• Approved Credit Agreement Extension</li> <li>• Approved Driving Down Emissions Project Workplan</li> <li>• Approved TransLink Privacy Breach and Complaint Reporting Policy</li> <li>• Approved Indigenous Relations Joint Advisory Working Group</li> <li>• Approved Indigenous Relations Joint Advisory Working Group Membership</li> <li>• Approved Board Committee name change</li> <li>• Approved in camera items</li> </ul>
June 30, 2022	Joint Board and Mayors’ Council Meeting	<ul style="list-style-type: none"> <li>• Endorsed Transport 2050: 10-Year Priorities</li> </ul>
July 21, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Approved in camera item</li> </ul>
July 29, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Approved in camera items</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
August 3, 2022	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Received in camera report</li> </ul>
August 24, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2022 Q2 Financial and Performance Report, endorsed for public release</li> </ul>
September 7, 2022	Real Estate Development Committee	<ul style="list-style-type: none"> <li>Real Estate Development projects reports</li> <li>In camera item, recommended for Board approval</li> </ul>
September 15, 2022	Information Technology Committee	<ul style="list-style-type: none"> <li>Received Information Technology projects reports</li> <li>Received Internal Audit Information Technology projects updates</li> <li>In camera item, recommended for Board approval</li> </ul>
September 20, 2022	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> <li>Amendments to TransLink Advertising Policy, recommended for Board approval</li> <li>Engagement plans, recommended for Board approval</li> </ul>
September 20, 2022	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Indigenous Relations Joint Advisory Working Group Terms of Reference, recommended for Board approval</li> <li>In camera item, recommended for Board approval</li> </ul>
September 22, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>Amendments to TransLink Corporate Safety and Health Policy, recommended for Board approval</li> <li>Amended and Restated Credit Agreement, recommended for Board approval</li> </ul>
September 28, 2022	Board Meeting	<ul style="list-style-type: none"> <li>Approved amendments to TransLink Corporate Safety and Health Policy</li> <li>Approved engagement plans</li> <li>Approved amendments to TransLink Advertising Policy</li> <li>Approved Amended and Restated Credit Agreement</li> <li>Approved Indigenous Relations Joint Advisory Working Group Terms of Reference</li> <li>Approved Subsidiary Board Appointment</li> <li>Approved in camera items</li> </ul>
November 2, 2022	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> <li>HandyDART Users' and Access Transit Users' Advisory Committees 2023 appointments, recommended for Board approval</li> </ul>
November 2, 2022	Real Estate Development Committee	<ul style="list-style-type: none"> <li>Received Real Estate Development projects reports</li> </ul>
November 16, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2022 Q3 Financial and Performance Report, endorsed for public release</li> </ul>



Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
November 18, 2022	Information Technology Committee	<ul style="list-style-type: none"> <li>• Received Information Technology Projects reports</li> <li>• Received Internal Audit Information Technology projects updates</li> </ul>
November 21, 2021	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• Real estate transaction, recommended for Board approval</li> <li>• Endorsed Sustainable Procurement Strategy</li> <li>• 2023 Business Plan, Operating and Capital Budget, recommended for Board approval</li> <li>• Annual Review of Financial and Risk Management Policies, recommended for Board approval</li> <li>• TransLink Rules and Regulations – Addition of Rule #13 – No Consumption of Illegal Drugs, recommended for Board approval</li> <li>• In camera item, recommended for Board approval</li> </ul>
November 22, 2022	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>• Subsidiary Governance Framework Review, recommended for Board approval</li> <li>• 2023 Board Committees, recommended for Board approval</li> <li>• Subsidiary Board appointments, recommended for Board approval</li> <li>• In camera items, recommended for Board approval</li> </ul>
November 25, 2022	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• Received in camera report</li> </ul>
December 1, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• Approved 2023 Business Plan, Operating and Capital Budget</li> <li>• Approved Subsidiary Governance Framework Review</li> <li>• Approved TransLink Rules and Regulations – Addition of Rule #13 – No Consumption of Illegal Drugs</li> <li>• Approved Annual Review of Financial and Risk Management Policies</li> <li>• Endorsed Sustainable Procurement Strategy</li> <li>• Approved real estate transaction</li> <li>• Approved HandyDART Users' and Access Transit Users' Advisory Committees 2023 appointments</li> <li>• Approved 2023 Board Committees</li> <li>• Approved Subsidiary Board appointments</li> <li>• Approved in camera items</li> </ul>
December 15, 2022	Board Meeting	<ul style="list-style-type: none"> <li>• In camera discussion</li> </ul>

## G. FARE COLLECTION BYLAW

The current version of the Fare Collection Bylaw is shown below.

### Definitions

1. In this regulation:

**"Act"** means the *South Coast British Columbia Transportation Authority Act*;

**"pass"** means a record that the authority or a related party has issued or recognized as authorization for the person to whom it was issued to enter a fare paid zone or board a transit vehicle that is not a fare paid zone, and includes, without limitation, a transfer, a fare receipt, a monthly pass, any other time-limited pass and a payment card;

**"payment card"** means a record issued by the authority or a related party if the following apply:

- (a) the person to whom the record is issued can, by paying money to the authority or a related party, create or increase a credit balance on the record;
- (b) the credit balance on the record can be applied by the person to whom the record was issued towards any fare;

**"surcharge date"**, in relation to a ticket, means the later of

- (a) the date that is 180 days after the date of service of the ticket,
- (b) if the person to whom the ticket was issued disputes his or her liability under the ticket in accordance with section 4, the date that is 31 days after the date on which a notice of decision in response to the dispute is provided to that person under section 4 (4), and
- (c) if the person to whom the ticket was issued appeals his or her liability under the ticket in accordance with section 7, the date that is 7 days after the date on which a notice of decision in response to the appeal is provided to that person under section 7 (5);

**"ticket"** means a ticket issued under section 248 of the Act.

### Description of infraction

2. Every word and phrase set out in Column 2 of Schedule 1 to this regulation is authorized to be used on a ticket to describe the infraction of contravening the provision of the Act referred to in Column 1 opposite that word or phrase.

### Ticketed amounts

3. (1) For the contravention of a provision of the Act set out in Column 1 of Schedule 1 to this regulation,
  - (a) Column 2 of Schedule 1 sets out the description of the infraction for the purposes of section 2, and
  - (b) Column 3 of Schedule 1 prescribes the fine for the infraction.(2) On the surcharge date applicable to a ticket, a surcharge of \$40 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made before the surcharge date.  
(3) On the date that is 366 days after the date of service of the ticket, an additional surcharge of \$60 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made on or before that date.

### Dispute process

4. (1) For the purposes of section 251 (1) of the Act, a person to whom a ticket has been issued may dispute his or her liability under the ticket
  - (a) within 14 days after the date of service of the ticket, or

- (b) if the authority is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 14-day period to dispute liability under the ticket, within any longer period that the authority may, in writing, specify.
- (2) To dispute liability under a ticket, the person to whom the ticket was issued must, within the dispute period referred to in subsection (1) of this section, provide to the authority, in accordance with subsection (3), a notice of the dispute
  - (a) identifying on which of the grounds set out in section 251 (1) of the Act the person is basing the dispute, and
  - (b) providing any information relevant to the dispute.
- (3) A notice of dispute under subsection (2) of this section must be provided to the authority by
  - (a) mailing it to the head office of the authority, or
  - (b) providing it electronically in the manner set out on the authority's website.
- (4) Within 30 days after receiving a notice of dispute under subsection (2), the authority must
  - (a) decide whether to confirm or cancel the ticket, and
  - (b) provide to the person who submitted the notice of dispute, in accordance with subsection (5), notice of that decision and the basis on which it was made.
- (5) A notice of decision under subsection (4) must be provided to the person who submitted the notice of dispute by
  - (a) mailing the notice of decision to the postal address provided for that person in the notice of dispute, or
  - (b) emailing the notice of decision to the email address provided for that person in the notice of dispute.

#### **Appeal period**

- 5. (1) For the purposes of section 253 of the Act, a person who has disputed liability under a ticket in accordance with section 4 of this regulation and Division 3 of Part 12 of the Act may appeal liability under the ticket to an arbitrator
  - (a) within 30 days after the authority provided notice under section 4 (4) of this regulation of the authority's decision, or
  - (b) if the arbitrator is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 30-day period to appeal liability under the ticket, within any longer period that the arbitrator may, in writing, specify.
- (2) A request under subsection (1) (b) for an extension of time within which to appeal liability under a ticket must
  - (a) set out the reason why the person was unable to provide a notice of appeal within the 30-day period referred to in subsection (1) (a), and
  - (b) be provided to the authority by
    - (i) mailing the request to the head office of the authority, or
    - (ii) providing the request electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a request referred to in subsection (2), the authority must provide the request to the arbitrator.
- (4) Within 14 days after receiving a request under subsection (3), the arbitrator must provide notice to the appellant and the authority as to whether an extension of time within which to appeal liability under the ticket has been granted and if an extension is granted, indicate the date before which the notice of appeal must be provided to the authority.

#### **Additional grounds for appeal**

- 6. For the purpose of section 253 (c) of the Act, a person may appeal liability under a ticket on the ground that relevant information was not submitted in the dispute procedure.

**Appeal process**

7. (1) To appeal liability under a ticket, the person to whom the ticket was issued must, within the appeal period referred to in section 5 (1), provide to the authority, in accordance with subsection (2) of this section, a notice of appeal
  - (a) identifying on which of the grounds set out in section 253 of the Act or section 6 of this regulation the person is basing the appeal, and
  - (b) providing any information relevant to the appeal.
- (2) A notice of appeal under subsection (1) must be provided to the authority by
  - (a) mailing it to the head office of the authority, or
  - (b) providing it electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a notice of appeal under subsection (2), the authority must provide the notice of appeal to the arbitrator who has the earliest availability.
- (4) An arbitrator to whom a notice of appeal is provided under subsection (3) may request from the appellant or the authority any additional records or information that the arbitrator considers appropriate and may, in his or her sole discretion, authorize the appellant and the authority to provide the additional records or information to the arbitrator in one or more of the following manners:
  - (a) in person;
  - (b) in writing;
  - (c) electronically.
- (5) After receiving a notice of appeal under subsection (3), the arbitrator must
  - (a) confirm or cancel the ticket, and
  - (b) provide, in accordance with subsection (6), to
    - (i) the person who submitted the notice of appeal, and
    - (ii) the authority notice of that decision and the basis on which it was made.
- (6) A notice of decision under subsection (5) must be provided to the person who submitted the notice of appeal by
  - (a) mailing the notice of decision to the postal address provided for that person in the notice of appeal, or
  - (b) emailing the notice of decision to the email address provided for that person in the notice of appeal.

**Cancellation of tickets**

8. If a ticket is cancelled under section 4 or 7 and some or all of the ticketed amount of the ticket has been paid to the authority, the authority must refund the amount paid.

**Payment of fare**

9. For the purposes of section 244 (1) (a) of the Act, a person may satisfy the requirement to pay the fare required by the tariff in any of the following manners:
  - (a) if a pass has been issued to the person and that pass is valid for application to the fare,
    - (i) if a device that can record the use of the pass has been installed or made available by the authority or a related party for the fare paid zone or transit vehicle, by using the pass in such a way that
      - (A) its use is recorded by the device, and
      - (B) if the pass is a payment card, the unpaid portion, if any, of the fare is debited from the pass, or
    - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that pass to that transit employee for inspection;

- (b) if, under the tariff, another form of payment is authorized,
  - (i) if a device that can recognize that form of payment has been installed or made available for the fare paid zone or transit vehicle by the authority or a related party, by using that form of payment in such a way that
    - (A) its use is recorded by the device, and
    - (B) if applicable, the unpaid portion, if any, of the fare is debited from the form of payment, or
  - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person’s entry point to the fare paid zone or transit vehicle, by presenting that form of payment to that transit employee for inspection.

**Proof of payment**

- 10. To comply with section 244 (1) (b) of the Act in relation to a fare, a person must
  - (a) obtain and retain any receipt issued by the authority or a related party for the payment of that fare,
  - (b) if a pass that is valid for application to the fare is used, retain the pass, or
  - (c) if under the tariff another form of payment is authorized and that other form of payment is used, retain that form of payment and obtain and retain
    - (i) any receipt issued by the authority or a related party, and
    - (ii) any record in the person's power or control, whether in electronic form or otherwise, that confirms that the form of payment was used in payment of the fare.

***Schedule 1***

***South Coast British Columbia Transportation Authority Act***

<b>Provision</b>	<b>Contravention</b>	<b>Fines</b>
Section 244 (1) (a)	Fare evasion	\$173
Section 244 (2)	Failure to produce	\$173

**H. SECTION 248 TICKETS AND COLLECTIONS**

The numbers of tickets issued and dollar amounts collected under Section 248 from January 1 to December 31, 2022 are represented in the table below.

	<b>Tickets Issued under Section 248 (number)</b>	<b>Collected Ticket Amounts (\$)</b>
January 1 to December 31, 2022	6,676	929,390

## I. DEVELOPMENT COST CHARGES

The Development Cost Charges (DCC) Program was established as part of the funding strategy for investments included in the 10-Year Mayors' Vision. TransLink's Phase Two Investment Plan outlines the capital project categories that would be supported by the DCC program. For 2022, the DCC reserve fund had no opening balance and total contributions of \$40.3 million during the year of which \$25.2 million were recognized as revenue. In the reporting year, a total of 24 applications were approved for a total waiver of \$4.4 million of levies.

DCC Reserve Fund	2022 (\$)
Opening balance	-
Contributions	40,289,926
Interest earned	361
Revenue recognized	(25,158,313)
Ending balance	15,131,974

DCC Waiver Applications	Number of Applications	Value of Applications (\$)
Approved DCC waiver applications	24	4,373,182
Approved DCC reduction applications	-	-

During the year ended December 31, 2022, the funds from the \$25.2 million recognized in DCC revenue have been proportionately allocated as follows:

SUMMARY OF DCC PROGRAM				
As of December 31, 2022 (\$ thousands)	Current Budget	External Budget	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and Seabus Expansion	178,223	56,801	56,621	826
New Major Projects	48,496	4,541	43,847	640
SkyTrain and West Coast Express Expansion	2,468,066	763,101	1,623,613	23,692
<b>Total DCC Program</b>	<b>2,694,785</b>	<b>824,443</b>	<b>1,724,081</b>	<b>25,158</b>

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer  
Olga Kuznetsova, Vice President Financial Services  
Donna Chao, Director Corporate Finance

DATE: February 15, 2023

SUBJECT: 2023 Property Tax Bylaw and 2023 Replacement Tax Bylaw

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## PROPOSED RESOLUTIONS

Property Tax Bylaw:

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

Replacement Tax Bylaw:

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

## EXECUTIVE SUMMARY

Annually, the Property and Replacement tax rates are set based on the contemplated revenue increases set out in TransLink's approved 2022 Investment Plan.

The Property and Replacement tax rates for 2023 are calculated based on:

- year over year consistency in average taxes assessed; and
- the prescribed *British Columbia Hospital District Act Regulation* ratio requirements for rate changes.

The target Property and Replacement tax revenue for 2023 totals \$478.9 million and is broken down as follows:

- Property tax revenue of \$460.9 million, includes a 6.45 per cent increase over the previous year's target revenue as outlined in the approved 2022 Investment Plan:
  - 3% annual statutory increase
  - 1.15% additional increase to the standard property tax revenue



- 2.3% increase for development growth (new construction)
- Replacement tax revenue of \$18 million, which is a fixed annual amount.

The overall impact of the 2023 tax rates (both property tax and replacement tax) for an average residential property will be an increase of approximately \$15 (5%) over the prior year.

The administration of these two taxes is different and, therefore, separate bylaws are required.

TransLink is seeking approval of the proposed resolutions for the 2023 annual tax rates by property class to facilitate the collection of the 2023 property tax revenue. Although the aggregate property tax revenue is set to increase, the rate per property class will decrease due to the overall increase in assessed property value (i.e. bigger base).

## **PURPOSE**

The purpose of this report is to obtain from the Board an approval of the 2023 property and replacement tax bylaw resolutions.

## **BACKGROUND**

Annually, the Property and Replacement tax rates are set in accordance with the *South Coast British Columbia Transportation Authority Act* (the "SCBCTA Act") and based on the contemplated revenue increases set out in TransLink's approved 2022 Investment Plan which include:

For Property Tax:

- 3% increase in property tax revenues as the annual statutory increase allowable under the SCBCTA Act
- 1.15% additional annual increase to property tax revenue
- Up to 2.3% increase for annual development growth from new development and construction.

For Replacement Tax:

- A fixed \$18 million

The administration of the property tax and replacement tax is different and therefore separate bylaws are required.

## **DISCUSSION**

TransLink has received and reviewed the 2023 completed property tax assessment rolls from BC Assessment.

## Property Tax

In accordance with the 2022 Investment Plan, the 2023 property tax revenue to be collected through the rate setting process is \$460.9 million, an increase from previous year's target property tax revenue by 6.45% due to the above breakdown in the background section of this report.

While the 2023 actual development growth was 2.32%, the maximum amount that TransLink is able to collect is the 2.3% included in the 2022 Investment Plan. Compared to the budget, the \$460.9 million is more than the budgeted amount of \$459.8 million due to the development growth rate (2.3%) in the region being higher than budgeted (1.49%).

Table 1 – Summary of Property Value Changes by Class:

Property Class	2023 Completed Roll (\$ millions)	2022 Revised Roll (\$ millions)	Total Increase/ (Decrease) (\$ millions)	Year over Year		
				Develop ment Change	Market Change	Total Change
01 Residential	1,266,237	1,156,087	110,150	2.3%	7.2%	9.5%
02 Utilities	2,424	2,187	237	6.1%	4.8%	10.9%
04 Major Industry	3,878	3,423	455	0.0%	13.3%	13.3%
05 Light Industry	38,888	30,017	8,871	(0.9)%	30.5%	29.6%
06 Business and Other	231,724	202,130	29,594	2.7%	12.0%	14.6%
08 Rec/Non-Profit	3,043	2,501	542	30.2%	(8.5)%	21.6%
09 Farm	99	102	(3)	(12.0)%	9.0%	(3.0)%
<b>Total</b>	<b>\$1,546,293</b>	<b>\$1,396,447</b>	<b>\$149,846</b>	<b>2.3%</b>	<b>8.4%</b>	<b>10.7%</b>

\*Some amounts may not add due to rounding

Comparing the 2023 completed roll to the 2022 revised roll, there were increases in value for all property classes except Farm.

The recommended 2023 property tax rates comply with the requirements of the SCBCTA Act relating to changes in tax rates tied to the prescribed *British Columbia Hospital District Act Regulation* ratios. The recommended rates also provide a consistent year-to-year change on property owners' average tax bills.

Table 2 – Property Tax Revenues Summary:

Property Class	2023 Completed Roll (\$000s)	2023 Property Tax Rate (per \$1,000)	2022 Property Tax Rate (per \$1,000)	Increase / (Decrease) in Property Tax Rates	2023 Revenue Forecast (\$000s)	2022 Revenue Invoiced (\$000s)
01 Residential	\$1,266,237,460	\$0.2171	\$0.2239	(\$0.0068)	\$274,899	\$258,848
02 Utilities	\$2,424,102	\$2.1381	\$2.1619	(\$0.0238)	\$5,183	\$4,727
04 Major Industry	\$3,878,398	\$1.2156	\$1.3242	(\$0.1086)	\$4,714	\$4,532
05 Light Industry	\$38,888,253	\$0.5705	\$0.7159	(\$0.1454)	\$22,185	\$21,489
06 Business and Other	\$231,723,843	\$0.6623	\$0.7131	(\$0.0508)	\$153,472	\$144,139
08 Rec/Non-Profit	\$3,042,705	\$0.1496	\$0.1564	(\$0.0068)	\$455	\$391
09 Farm	\$99,132	\$0.3090	\$0.3239	(\$0.0149)	\$31	\$33
<b>Total</b>					<b>\$460,939</b>	<b>\$434,159</b>

\*Some amounts may not add due to rounding

Although the aggregate property tax revenue is set to increase from \$434 million to \$461 million, the rates for all the property class will decrease due to the overall increase in assessed property value.

### Replacement Tax

The SCBCTA Act permits TransLink to collect up to \$18 million as replacement tax on property classes 1, 2, 4, 5 and 6, in proportions determined by the Authority.

The 2023 replacement tax rates meet the planned target revenue of \$18 million and provide a consistent year-over-year tax impact on property holders' average tax bills.

In all property classes, the 2023 replacement tax rate is lower than the 2022 rate due to the overall increase in assessed property value.

Table 3 – Replacement Tax Revenues Summary:

Property Class	2023 Completed Roll (\$000s)	2023 Repl Tax Rate (per \$1,000)	2022 Repl Tax Rate (per \$1,000)	Increase/ (Decrease) in Repl Tax Rates	2023 Revenue Forecast (\$000s)	2022 Revenue Invoiced (\$000s)
01 Residential	\$1,266,237,460	\$0.0017	\$0.0020	(\$0.0003)	\$2,192	\$2,312
02 Utilities	\$2,424,102	\$0.0650	\$0.0751	(\$0.0101)	\$158	\$164
04 Major Industry	\$3,878,398	\$0.0675	\$0.0780	(\$0.0105)	\$262	\$267
05 Light Industry	\$38,888,253	\$0.0574	\$0.0663	(\$0.0089)	\$2,232	\$1,990
06 Business and Other	\$231,723,843	\$0.0568	\$0.0656	(\$0.0088)	\$13,156	\$13,260
<b>Total</b>					<b>\$18,000</b>	<b>\$17,993</b>

\*Some amounts may not add due to rounding

Table 4 – Summary of Combined Property and Replacement Tax impacts:

Property Class	2023 Average Assessment	2022 Average Assessment	2023 Average Property & Repl Tax	2022 Average Property & Repl Tax	\$ Change In Average Tax	% Change In Average Tax
01 Residential	\$1,479,128	\$1,366,800	\$324	\$309	\$15	5%
02 Utilities	\$2,084,352	\$1,893,222	\$4,592	\$4,235	\$357	8%
04 Major Industry	\$26,029,518	\$22,665,917	\$33,397	\$31,782	\$1,615	5%
05 Light Industry	\$10,106,095	\$7,720,348	\$6,345	\$6,039	\$306	5%
06 Business and Other	\$5,422,978	\$4,797,540	\$3,900	\$3,736	\$164	4%
08 Rec/Non-Profit	\$4,106,215	\$3,445,452	\$614	\$539	\$75	14%
09 Farm	\$19,807	\$19,390	\$6	\$6	\$0	0%

\*Some amounts may not add due to rounding

The average property and replacement taxes have been calculated by multiplying the average assessment values by the corresponding combined tax rates per thousand dollars of assessed values.

The overall impact of the 2023 tax rates (both property tax and replacement tax) for an average residential property will be an increase of approximately \$15 (or 5%) over the prior year. An average business class property will experience an increase of approximately \$164 (or 4%) over the prior year.

The percentage change in average tax for Utilities (8%) and Rec/Non-Profit (14%) is higher than the other property classes because of the higher development change in these classes compared to the average (i.e., more new units at a higher construction cost).

**RECOMMENDATION**

It is recommended that the Board approve and adopt the attached bylaws effective January 1, 2023.

**ATTACHMENTS:**

- Attachment 1: Property Tax Bylaw # 149-2023
- Attachment 2: Replacement Bylaw # 150-2023

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 149-2023**

*A Bylaw imposing Property Tax for the year 2023*

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 149-2023**

A Bylaw imposing Property Tax for the year 2023

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region, as defined in the Act, other than land and improvements that are taxable for school purposes only by special act.

AND WHEREAS in assessing the tax the Authority must adopt a variable tax rate system in which individual tax rates are determined and imposed for each property class.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This Bylaw may be cited as the “South Coast British Columbia Transportation Authority 2023 Property Tax Bylaw Number 149-2023.”
2. In this Bylaw, “transportation service region” means all municipalities and rural areas located in the Greater Vancouver Regional District and any area added to the Region pursuant to the South Coast British Columbia Transportation Authority Act.
3. There is assessed and levied on the net taxable value of land and improvements in the transportation service region, other than land and improvements that are taxable for school purposes only by special act, a tax at the variable rates set out in Schedule 1 attached thereto.
4. This Bylaw comes into force and takes effect on January 1, 2023.

READ A FIRST, SECOND AND THIRD TIME this March 29, 2023.

RECONSIDERED, PASSED AND FINALLY ADOPTED this March 29, 2023.

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Lorraine Cunningham, Chair

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Jennifer Breeze, General Counsel & Corporate Secretary

**SCHEDULE 1 attached to and forming part of**  
**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**2023 PROPERTY TAX BYLAW NUMBER 149-2023**

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.2171
02	Utilities	2.1381
04	Major Industry	1.2156
05	Light Industry	0.5705
06	Business/Other	0.6623
08	Recreational and Non-Profit	0.1496
09	Farm	0.3090

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 150-2023**

***A Bylaw imposing Replacement Tax for the year 2023***



**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 150-2023**

A Bylaw imposing Replacement Tax for the year 2023

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region, as defined in the Act, other than land and improvements that are taxable for school purposes only by special act.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region if the additional tax generates property tax revenue that is not more than \$18 million in this fiscal year and the additional tax is collected only from property classes 1, 2, 4, 5 and 6 in whatever proportions the Authority may determine.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This Bylaw may be cited as the “South Coast British Columbia Transportation Authority 2023 Replacement Tax Bylaw Number 150-2023.”
2. In this Bylaw, “transportation service region” means all municipalities and rural areas located in the Greater Vancouver Regional District and any area added to the Region pursuant to the South Coast British Columbia Transportation Authority Act.
3. There is assessed and levied on the net taxable value of land and improvements in the transportation service region, other than land and improvements that are taxable for school purposes only by special act, a tax at the rates set out in Schedule 1 attached thereto.
4. This Bylaw comes into force and takes effect on January 1, 2023.

READ A FIRST, SECOND AND THIRD TIME this March 29, 2023.

RECONSIDERED, PASSED AND FINALLY ADOPTED this March 29, 2023.

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Lorraine Cunningham, Chair

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Jennifer Breeze, General Counsel & Corporate Secretary

**SCHEDULE 1 attached to and forming part of**  
**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**2023 REPLACEMENT TAX BYLAW NUMBER 150-2023**

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.0017
02	Utilities	0.0650
04	Major Industry	0.0675
05	Light Industry	0.0574
06	Business/Other	0.0568

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer  
Olga Kuznetsova, Vice President, Financial Services  
Mark Langmead, Director, Compass Operations

DATE: February 16, 2023

SUBJECT: Transit Tariff Amendment – Effective July 1, 2023

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### PROPOSED RESOLUTIONS:

That the TransLink Board of Directors:

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

### EXECUTIVE SUMMARY

This resolution implements the 2023 fare increase contemplated in the 2022 Investment Plan. With the support from the Province through the BC Safe Restart Agreement in September 2020, the annual fare increases are limited to 2.3% on average per year over 2021-2024. These lower fare increases support affordability of fares for TransLink's customers and Provincial economic recovery objectives. On July 1, 2021, and July 1, 2022, TransLink increased the fare rates by an average of 2.3% per year to all fare products consistent with the Agreement.

### PURPOSE

The purpose of this report is for the Board to amend and adopt the *South Coast British Columbia Transportation Authority Transit Tariff* (the "Transit Tariff") to implement the 2023 fare increase effective July 1, 2023, according to the 2022 Investment Plan. A housekeeping change is also included in this Transit Tariff amendment to reflect the new Waterfront Customer Service centre location.

### BACKGROUND

As a result of COVID-19, the transit ridership dropped significantly in 2020. Since then, ridership has recovered steadily but remains structurally lower as a result of the pandemic. Ridership in January 2023 recovered to approximately 81 per cent of pre-COVID levels. Pursuant to the terms of the Province *BC Safe Restart Agreement*, TransLink has: (i) cancelled the previously planned July 1, 2020 fare increase, (ii) lowered the July 1, 2021 fare increase compared to that contemplated in the Phase Two 2018 Investment Plan, and (iii) limited the increase to an average of 2.3% on July 1, 2022, as approved in the 2022 Investment Plan. According to the terms of *BC Safe Restart Agreement*, annual fare increases are limited to 2.3% on average.

## DISCUSSION

This Transit Tariff amendment incorporates an average 2.3% increase to the regular and discounted fares effective July 1, 2023, as set out in the transit fare rate schedules in the 2022 Investment Plan and detailed in the “Transit Fare Rate Summary” table below. There is an exception to West Coast Express (WCE) concession 3-Zone Stored Value rate which has been increased to closer align with the conventional system 3-Zone Stored Value amounts. This exception increase was included in the 2022 Investment Plan.

The WCE concession 3-Zone Stored Value rates is less than the equivalent 3-Zone conventional fares. This is inconsistent with other WCE fare products where the fare rates for travelling across the same number of zones is higher than or equal to conventional transit. To correct this inconsistency while minimizing the impact to customers, WCE concession 3-Zone Stored Value rates will increase by 5.1% (nominal \$0.20) in 2023. This will result in the WCE concession 3-Zone Stored Value rate to be equal to the conventional rate following the tariff change in 2024. The estimated customer and revenue impact is minimal because the usage of these products is quite low.

The table below illustrates the 2022 fare rate and the proposed 2023 fare rate for the concession 3-Zone stored value.

Fare Product (Stored Value)	Effective July 1, 2022		Effective July 1, 2023 (proposed)	
	Conventional Transit	WCE	Conventional Transit	WCE
Concession 3-Zone	\$4.15	\$3.95	\$4.25	\$4.15

## Housekeeping

The Compass Customer Service Centre is renamed to TransLink Customer Service Centre and the corresponding location is updated in the Transit Tariff. These changes are to reflect a broader service provided to customers at the customer service centre and the relocation from Stadium-Chinatown SkyTrain station to Waterfront SkyTrain station in September 2022.

The Transit Tariff amendment set out in Bylaw Amendment 148-2023 included as Attachment 1, is effective July 1, 2023. A blacklined version of the proposed July 1, 2023, Transit Tariff, compared to the current September 1, 2022, Transit Tariff, is included as Attachment 2 for reference.

## Transit Fare Rate Summary

REGULAR, SHORT TERM FARE			2022	2023	nominal increase	percentage increase
<b>Conventional Transit</b>						
Cash / Compass Ticket	Adult	1-Zone	\$3.10	\$3.15	\$0.05	1.61%
		2-Zone	\$4.45	\$4.55	\$0.10	2.25%
		3-Zone	\$6.05	\$6.20	\$0.15	2.48%
	Concession	1-Zone	\$2.05	\$2.10	\$0.05	2.44%
		2-Zone	\$3.05	\$3.10	\$0.05	1.64%
		3-Zone	\$4.15	\$4.25	\$0.10	2.41%

Daypass	Adult	All Zones	\$11.00	\$11.25	\$0.25	2.27%
	Concession	All Zones	\$8.65	\$8.85	\$0.20	2.31%
	Canada Line YVR AddFare		\$5.00	\$5.00	\$0.00	0.00%
<b>Custom Transit</b>						
Cash / Compass Ticket	Adult	All Zones	\$3.10	\$3.15	\$0.05	1.61%
	Concession	All Zones	\$2.05	\$2.10	\$0.05	2.44%
Daypass	Adult	All Zones	\$11.00	\$11.25	\$0.25	2.27%
	Concession	All Zones	\$8.65	\$8.85	\$0.20	2.31%

### DISCOUNTED, SHORT TERM FARE

#### Conventional Transit

Compass Card Single Trip (Stored Value)	Adult	1-Zone	\$2.50	\$2.55	\$0.05	2.00%
		2-Zone	\$3.65	\$3.75	\$0.10	2.74%
		3-Zone	\$4.70	\$4.80	\$0.10	2.13%
	Concession	1-Zone	\$2.05	\$2.10	\$0.05	2.44%
		2-Zone	\$3.05	\$3.10	\$0.05	1.64%
		3-Zone	\$4.15	\$4.25	\$0.10	2.41%

#### Custom Transit

Compass Card Single Trip (Stored Value)	Adult	All Zones	\$2.50	\$2.55	\$0.05	2.00%
	Concession	All Zones	\$2.05	\$2.10	\$0.05	2.44%

### NON-SHORT TERM FARES

#### Conventional Transit Monthly Pass

Custom Transit	Adult	1-Zone	\$102.55	\$104.90	\$2.35	2.29%	
		2-Zone	\$137.10	\$140.25	\$3.15	2.30%	
		3-Zone	\$185.20	\$189.45	\$4.25	2.29%	
	Concession	All Zones	\$58.60	\$59.95	\$1.35	2.30%	
		Adult	All Zones	\$102.55	\$104.90	\$2.35	2.29%
		Concession	All Zones	\$58.60	\$59.95	\$1.35	2.30%

### TRANSIT FARE RATES – WEST COAST EXPRESS

SHORT TERM FARE PRODUCTS	2022	2023	nominal increase	percentage increase
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One-Way Compass Ticket (Cash)	Adult	1/2-Zone	\$6.05	\$6.20	\$0.15	2.48%
		3-Zone	\$7.85	\$8.05	\$0.20	2.55%
		4-Zone	\$9.65	\$9.85	\$0.20	2.07%
		5-Zone	\$13.10	\$13.40	\$0.30	2.29%
	Concession	1/2-Zone	\$3.65	\$3.75	\$0.10	2.74%
		3-Zone	\$4.65	\$4.75	\$0.10	2.15%
		4-Zone	\$6.00	\$6.15	\$0.15	2.50%
		5-Zone	\$8.10	\$8.30	\$0.20	2.47%
Return Compass Ticket (Cash)	Adult	1/2-Zone	\$11.50	\$11.75	\$0.25	2.17%
		3-Zone	\$15.20	\$15.55	\$0.35	2.30%
		4-Zone	\$18.55	\$19.00	\$0.45	2.43%
		5-Zone	\$24.85	\$25.40	\$0.55	2.21%
	Concession	1/2-Zone	\$7.30	\$7.45	\$0.15	2.05%
		3-Zone	\$9.40	\$9.60	\$0.20	2.13%
		4-Zone	\$11.75	\$12.00	\$0.25	2.13%
		5-Zone	\$15.95	\$16.30	\$0.35	2.19%

#### DISCOUNTED, SHORT TERM FARES

One-Way Compass Card (Stored Value)	Adult	1/2-Zone	\$5.10	\$5.20	\$0.10	1.96%
		3-Zone	\$6.65	\$6.80	\$0.15	2.26%
		4-Zone	\$8.15	\$8.35	\$0.20	2.45%
		5-Zone	\$11.00	\$11.25	\$0.25	2.27%
	Concession	1/2-Zone	\$3.05	\$3.10	\$0.05	1.64%
		3-Zone	\$3.95	\$4.15	\$0.20	5.06%
		4-Zone	\$5.00	\$5.10	\$0.10	2.00%
		5-Zone	\$6.75	\$6.90	\$0.15	2.22%
Return Compass Card (Stored Value)	Adult	1/2-Zone	\$11.25	\$11.50	\$0.25	2.22%
		3-Zone	\$14.35	\$14.70	\$0.35	2.44%
		4-Zone	\$17.80	\$18.20	\$0.40	2.25%
		5-Zone	\$23.80	\$24.35	\$0.55	2.31%
	Concession	1/2-Zone	\$7.05	\$7.20	\$0.15	2.13%
		3-Zone	\$8.90	\$9.10	\$0.20	2.25%
		4-Zone	\$11.25	\$11.50	\$0.25	2.22%
		5-Zone	\$15.20	\$15.55	\$0.35	2.30%

#### NON- SHORT TERM FARES

Monthly Pass	Adult	1/2-Zone	\$166.15	\$169.95	\$3.80	2.29%
		3-Zone	\$217.70	\$222.70	\$5.00	2.30%
		4-Zone	\$262.65	\$268.70	\$6.05	2.30%
		5-Zone	\$358.70	\$366.95	\$8.25	2.30%

Concession	1/2- Zone	\$101.55	\$103.90	\$2.35	2.31%
	3-Zone	\$134.45	\$137.55	\$3.10	2.31%
	4-Zone	\$165.60	\$169.40	\$3.80	2.29%
	5-Zone	\$231.55	\$236.90	\$5.35	2.31%

### **CONCLUSION**

It is recommended that the Board approve and adopt the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number **148-2023**.

### **ATTACHMENTS**

Attachment 1: South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 148-2023

Attachment 2: South Coast British Columbia Transportation Authority Tariff Bylaw (*Blacklined*)

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**BYLAW NUMBER 148-2023**

A bylaw to amend the South Coast British Columbia Transportation Authority  
2021 Tariff Bylaw Number 140-2021

WHEREAS, pursuant to the *South Coast British Columbia Transportation Authority Act* (the Act), the Authority may, by by-law, assess user fees on persons using the regional transportation system (as defined in the Act) in the transportation service region (as defined in the Act);

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This By-law may be cited as the “South Coast British Columbia Transportation Authority Bylaw Number 148-2023.”
2. The South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021 is amended as follows:
  - (a) Item 5 on page 2 is amended by deleting “295-601 West Cordova Street” and replacing it with “54B-601 West Cordova Street”;
  - (b) Part A - Definitions is amended by deleting the defined term “Compass Customer Service Centre”, together with the corresponding definition “The customer service centre that can be reached by visiting the walk in centre at Stadium Chinatown SkyTrain Station”;
  - (c) Part A - Definitions is amended by adding the following immediately below the definition of TransLink:  
  

<b>“TransLink Customer Service Centre</b>	The customer service centre located at Waterfront SkyTrain Station.”;
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  - (d) Part A - Definitions is amended by deleting “Compass Customer Service Centre” from the definition of “Registered Users” and replacing it with “TransLink Customer Service Centre”;
  - (e) Part B - Terms and Conditions is amended by deleting “Compass Customer Service Centre” from Section 5(b), Section 5(q)(iii) and Section 9(d) and replacing it with “TransLink Customer Service Centre”; and
  - (f) Appendix “2” - Fare Media: Fares and Proof of Payment attached to this Bylaw



as Schedule 1 replaces the Appendix "2" attached to the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021.

3. This Bylaw comes into force and takes effect on July 1, 2023.

READ A FIRST, SECOND AND THIRD TIME this 29<sup>th</sup> day of March, 2023.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 29<sup>th</sup> day of March, 2023.

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Lorraine Cunningham, Chair

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Jennifer Breeze, General Counsel and Corporate Secretary

**APPENDIX “2” – FARE MEDIA: FARES AND PROOF OF PAYMENT**  
**Table “1” – Cash Fares and Proof of Payment**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
<b>Conventional Transit (3 Zones)</b>								
Canadian National Institute for the Blind (CNIB) Pass on Compass Card*	Person with vision impairment who holds a CNIB Pass and displays valid identification	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, not valid for HandyDART			No Add-Fare required
DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)	Purchaser who holds a valid DayPass (Adult)	All Zones – fare of \$11.25		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3.15 credit toward WCE applicable fare	Add-Fare required**	
DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)	All Zones – fare of \$8.85		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2.10 credit toward WCE applicable fare	Add-Fare required**	
Employee Pass on Compass Card* (until revoked or expired)	Employee Pass Holder who holds a valid Employee Pass	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$6.20	\$3.15	No	Valid for unlimited travel on Conventional Transit through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	\$3.15 credit toward WCE applicable fare	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who displays a valid Adult FareSaver that has been validated	Bus Service: All Zones 1 Zone FareSaver - 1 yellow ticket (book of 10, \$25.50) 2 Zone FareSaver – 1 red ticket (book of 10, \$37.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$48.00)  (No longer available for sale but accepted as valid Proof of Payment on Bus Service)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not valid****	Not valid****	Not Valid	
FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	Bus Service: All Zones – 1 brown ticket (book of 10, \$21.00)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not valid	Not valid	Not Valid	
Government Bus Pass on Compass Card*	Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province	No	Valid for unlimited travel on Conventional Transit through all Zones, not valid for HandyDART		Eligible for WCE Concession fare	No Add-Fare required	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
GradPass on Compass Ticket* (on specified date between May 1 <sup>st</sup> and June 30 <sup>th</sup> )	Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones for the specified date, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Bus Service: All Zones - \$104.90 per month	Bus Service: All Zones - \$104.90 per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone	\$3.15 credit toward WCE applicable fare	No Add-Fare required
		Conventional SkyTrain and SeaBus: 1 Zone - \$104.90 2 Zones - \$140.25 3 Zones - \$189.45 per month	Conventional SkyTrain and SeaBus: All Zones - \$104.90 per month			Valid for unlimited travel through the number of Zones paid for		
Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)	All Zones - \$59.95 per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$2.10 credit toward WCE applicable fare	No Add-Fare required
MultiPass on Compass Card* or Compass Ticket* (specified dates)	Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations	N/A for officials of other transit agencies  \$7.30 per pass (if > 500 passes purchased per day); \$6.30 per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$3.15 credit toward WCE applicable fare	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
RFID Card	RFID Cardholder who displays valid identification	N/A		No	Not valid	Valid for unlimited travel through all Zones	Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Purchaser who holds a Single Fare (Adult)	Bus Service: Cash or Contactless Payment: All Zones \$3.15	Bus Service: Cash or Contactless Payment: All Zones \$3.15	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: \$3.15 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value <sup>1</sup> : All Zones \$2.55	Bus Service: Stored Value <sup>1</sup> : All Zones \$2.55				Stored Value: \$2.55 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.15 2 Zones \$4.55 3 Zones \$6.20	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.15			Valid for unlimited travel during the Hours and through the number of Zones paid for	Conventional SkyTrain and SeaBus: Cash and Contactless Payment: Add-Fare required**	
		Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : 1 Zone \$2.55 2 Zones \$3.75 3 Zones \$4.80	Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : All Zones \$2.55				Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**	
Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	Bus Service: Cash: All Zones \$2.10	Bus Service: Cash: All Zones \$2.10	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2.10 credit toward WCE applicable fare	Bus Service: No Add-Fare required	
		Bus Service: Stored Value: All Zones \$2.10	Bus Service: Stored Value: All Zones \$2.10				Stored Value: \$2.10 credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.10 2 Zones \$3.10 3 Zones \$4.25	Conventional SkyTrain and SeaBus: Cash: All Zones \$2.10				Valid for unlimited travel during the Hours and through the number of Zones paid for		Conventional SkyTrain and SeaBus: Cash: Add-Fare required**
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone \$2.10 2 Zones \$3.10 3 Zones \$4.25	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2.10						Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**
Single Fare (Adult) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who holds a Single Fare (Adult)	All Zones \$3.15 (cash only)	All Zones \$3.15 (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not Valid	Not valid	Not Valid	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Concession) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	All Zones \$2.10 (cash only)	All Zones \$2.10 (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not Valid	Not valid	Not Valid
Special Event Ticket on Bus Transfer*, Compass Card* or Compass Ticket* (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel during the Hours and through the number of Zones paid for		Add-Fare required**
U-Pass BC on Compass Card* (calendar months)	A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card	As determined by the agreement between the post-secondary educational institution, its student society, and TransLink		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid toward purchase of a WCE Monthly U-Pass or \$3.15 credit toward WCE applicable fare	No Add-Fare required
War Amputee Pass on Compass Card* (calendar year)	Veterans of WW1 & WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
<b>West Coast Express (WCE) Service (5 Zones)</b>								



Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$169.95 <sup>1</sup> , 3 Zones - \$222.70 <sup>1</sup> , 4 Zones - \$268.70 <sup>1</sup> , 5 Zones - \$366.95 <sup>1</sup>	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		No Add-Fare required	
WCE Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession)	1 or 2 Zones - \$103.90 <sup>1</sup> , 3 Zones - \$137.55 <sup>1</sup> , 4 Zones - \$169.40 <sup>1</sup> , 5 Zones - \$236.90 <sup>1</sup>	Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		No Add-Fare required	
WCE Monthly U-Pass on Compass Card* (calendar month)	Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass	All Zones - \$107.05 per month <sup>1</sup> .	No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required	
WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Purchaser who holds a valid WCE One-Way Fare (Adult)	Cash or Contactless Payment: 1 or 2 Zones - \$6.20 3 Zones - \$8.05 4 Zones - \$9.85 5 Zones - \$13.40  Stored Value <sup>1</sup> : 1 or 2 Zones: \$5.20 3 Zones: \$6.80 4 Zones: \$8.35 5 Zones: \$11.25	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for		Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)	Cash: 1 or 2 Zones - \$3.75 3 Zones - \$4.75 4 Zones - \$6.15 5 Zones - \$8.30	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**		
		Stored Value <sup>1</sup> : 1 or 2 Zones: \$3.10 3 Zones: \$4.15 4 Zones: \$5.10 5 Zones: \$6.90						
WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Purchaser who holds a valid WCE Return Fare (Adult)	Cash: 1 or 2 Zones - \$11.75 3 Zones - \$15.55 4 Zones - \$19.00 5 Zones - \$25.40	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$11.50 3 Zones: \$ 14.70 4 Zones: \$18.20 5 Zones: \$24.35						
WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession)	Cash: 1 or 2 Zones - \$7.45 3 Zones - \$9.60 4 Zones - \$12.00 5 Zones - \$16.30	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$7.20 3 Zones: \$9.10 4 Zones: \$11.50 5 Zones: \$15.55						

<sup>1</sup> Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.

\* Indicates Proof of Payment.

\*\* Canada Line YVR Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.

\*\*\* For transfers from WCE to Canada Line or Bus Service where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Bus Service.

Eligible Person	Conditions	Exemption		
		Conventional Transit	West Coast Express	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment	N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder
Child	On Conventional SkyTrain and SeaBus or WCE Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment (i) if travelling on Conventional Bus, or (ii) if travelling on Conventional SkyTrain and SeaBus or WCE if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children		Exempt from Add-Fare
Persons having their regular location of work on Sea Island	Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare
Residents of Burkeville, Richmond	Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare

**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION  
AUTHORITY**

**(TRANSLINK)**

**TRANSIT TARIFF**

Effective ~~September~~ July 1, ~~2022~~2023

This Tariff is available for public inspection at:

1. TransLink Head Office, 400 - 287 Nelson's Court, New Westminster  
Transit Police Office, 300 - 287 Nelson's Court, New Westminster
2. The following Coast Mountain Bus Company Ltd. offices:
  - Head Office, 13401 108th Avenue, Surrey
  - Vancouver Transit Centre, 9149 Hudson Street, Vancouver
  - Burnaby Transit Centre, 3750 Kitchener Street, Burnaby
  - Hamilton Transit Centre, 4111 Boundary Road, Richmond
  - Surrey Transit Centre, 7740 132nd Street, Surrey
  - Port Coquitlam Transit Centre, 2061 Kingsway, Port Coquitlam
  - SeaBus Administration Office, 2 Chesterfield Place, North Vancouver
3. West Vancouver Transit, 221 Lloyd Avenue, North Vancouver
4. British Columbia Rapid Transit Company Ltd., 6800 - 14th Avenue, Burnaby
5. West Coast Express Limited, ~~295-54B~~ - 601 West Cordova Street, Vancouver
6. HandyDART Operator – FirstCanada ULC, 17535 - 55B Avenue, Surrey
7. TransLink Website: [www.translink.ca](http://www.translink.ca)

## **GENERAL**

All persons using TransLink's transit system must comply with this Tariff. This includes, but is not limited to, the requirement to pay sufficient fare and possess valid fare media / proof of payment at all times while in a fare paid zone as more specifically set out herein. Any individual failing to comply with the terms and conditions contained in this Tariff may be subject to fines or any other measures or consequences available to TransLink.

TRANSLINK – TRANSIT TARIFF	Date: <del>September</del> July 1, 2022-2023
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## PART A - Definitions

In this Transit Tariff, the following terms will have the following meanings:

<b>Add-Fare</b>	Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.
<b>Adult</b>	Person who is not a Child, Youth or Senior.
<b>Adult Fare</b>	Fare required to: <ul style="list-style-type: none"> <li>(i) obtain the Single Fare (Adult) required to travel on Conventional Transit and HandyDART for the applicable Hours and Zones, as set out in Appendix “2”;</li> <li>(ii) obtain an Adult WCE One-Way Fare to travel on WCE Service, for the applicable Hours and Zones, as set out in Appendix “2”; and</li> <li>(iii) travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “2” as an Add-Fare, in addition to one of the fares described in paragraphs (i) or (ii) above.</li> </ul>
<b>Attendant</b>	A person who is required to accompany and assist an Eligible HandyDART User in using HandyDART service or a HandyCard Holder in using Conventional Transit or WCE Service.
<b>Bus Service</b>	Conventional Bus and HandyDART service provided by or on behalf of TransLink.
<b>Business Day</b>	Any day other than a Saturday, Sunday, or Statutory Holiday.
<b>Bus Transfer</b>	A single use transfer issued to passengers paying by cash or FareSaver for travel on Bus Service. This single use transfer will allow a passenger to transfer between Bus Service buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.
<b>Card Reader</b>	A card and ticket reader, Fare Gate, mobile validator, bus or rail station validator or any other mechanism implemented by TransLink from time to time, used by passengers to Tap In and/or Tap Out.
<b>Child</b>	Person who is 12 years of age or younger.
<b>Compass Card</b>	A long-term use, reusable electronic Compass farecard or Compass Wearable for transit use in TransLink’s Transportation Service Region and WCE Service and Bus Service to the WCE Mission station in the District of Mission and which is subject to the Compass Card Terms and Conditions of Use.
<b>Compass Card Terms and Conditions of Use</b>	The Compass Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a> .

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**Compass Customer Service** Customer service that can be reached by calling 604.398.2042, by emailing or by mail at PO Box 2212, Station Terminal, Vancouver, V6B 3W2.

~~**Compass Customer Service Centre** The customer service centre that can be reached by visiting the walk-in centre at Stadium-Chinatown SkyTrain Station.~~

**Compass Fare Media** Compass Tickets, Compass Cards and any other electronic Compass fare media issued by or on behalf of TransLink.

**Compass Retailer** TransLink-authorized vendor of Compass Cards.

**Compass Ticket** A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and WCE Service and Bus Service to the WCE Mission station in the District of Mission and which is subject to the Compass Ticket Terms and Conditions of Use.

**Compass Ticket Terms and Conditions of Use** The Compass Ticket Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at [www.translink.ca](http://www.translink.ca).

**Compass Vending Machine** A vending machine located outside Fare Paid Zones for the sale of:

- (i) Compass Tickets, Compass Cards (excluding Compass Wearables) or other Compass fare media; and/or
- (ii) Compass fare products which may be loaded or issued on Compass Fare Media,

by or on behalf of TransLink.

**Compass Wearable** A long-term use, reusable electronic Compass smart-chip enabled wearable product or device, other than a long-term use, reusable electronic farecard or Compass Ticket, issued by or on behalf of TransLink for transit use in TransLink’s Transportation Service Region.

**Contactless Payment** A contactless payment card or contactless payment method issued by third parties other than TransLink and accepted by TransLink for the purposes of the contactless payment of fares in accordance with this Tariff, but excluding all Compass Fare Media issued by or on behalf of TransLink. TransLink’s accepted contactless payment cards, brands and methods of payment are posted on TransLink’s website at [www.translink.ca](http://www.translink.ca).

**Conventional Bus** Transit service provided by or on behalf of TransLink in the Transportation Service Region on transit buses, and a bus service extension between Haney Place Exchange and the WCE Mission station, except SeaBus service, SkyTrain service WCE Service and HandyDART service.

**Conventional SkyTrain and SeaBus** Transit service provided by or on behalf of TransLink in the Transportation Service Region on SkyTrain and SeaBus, except Conventional Bus service, WCE Service, HandyDART service and Canada Line service between Bridgeport and Templeton Stations.



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<b>Conventional Transit</b>	Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink.
<b>Eligible HandyDART User</b>	<p>Person who:</p> <ul style="list-style-type: none"> <li>(i) has a temporary or permanent physical or cognitive disability, confirmed by a medical practitioner, that is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and</li> <li>(ii) has completed TransLink’s registration process and has been approved by TransLink as a HandyDART user.</li> </ul>
<b>Employee Pass Holder</b>	<p>Person who is:</p> <ul style="list-style-type: none"> <li>(i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;</li> <li>(ii) a spouse or dependant child of an employee described in paragraph (i);</li> <li>(iii) a retired, former full-time employee of TransLink or TransLink subsidiary who retired after 2 or more years of employment (or who, after 5 or more years of employment, ceased employment by reason of medically proven total disability);</li> <li>(iv) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999;</li> <li>(v) a spouse of a person described in paragraph (iii) or (iv) above;</li> <li>(vi) a full-time employee of a HandyDART Operating Company; or</li> <li>(vii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes, and has been issued an Employee Pass as set out in Appendix “2”.</li> </ul>
<b>Excursion Fare</b>	<p>If using Stored Value, a fare equivalent to a Single Fare (Adult) or Single Fare (Concession), as applicable, based on the applicable Hours at the Stored Value rate, as set out in Appendix “2”.</p> <p>If using Contactless Payment, a fare equivalent to a Single Fare (Adult) based on the applicable Hours at the Contactless Payment rate, as set out in Appendix “2”.</p>
<b>Exit Ticket</b>	A Compass Ticket purchased from an Exit Ticket Machine that will allow a passenger to proceed through a Fare Gate to exit a Fare Paid Zone upon payment of the fare for such Exit Ticket as set out in Appendix “2”.
<b>Exit Ticket Machine</b>	A vending machine located within Fare Paid Zones for the sale of Exit Tickets.
<b>Fare Gate</b>	A physical fare gate located at the entry and exit points of a Fare Paid Zone.

TRANSLINK – TRANSIT TARIFF	Date: <del>September</del> July 1, 2022-2023
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- Fare Paid Zones** All transit vehicles (including buses, HandyDART vehicles, SeaBuses, SkyTrain cars and WCE cars), all areas within Fare Gates, regardless of whether such Fare Gates are open or closed, and any other transit property designated as “fare paid zones” from time to time by TransLink.
- HandyCard Holder** Resident of the Transportation Service Region who:
- (i) is a person with a permanent physical or cognitive disability, confirmed by a medical practitioner, which is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and
  - (ii) has completed TransLink’s registration process and been issued a HandyCard.
- HandyDART** Custom transit service which provides Eligible HandyDART Users with accessible service from a pick-up location to a drop-off location, in accordance with the policies, procedures and guidelines of TransLink’s Custom Transit Policy & Procedure Manual.
- Hours** Regular Hours and Off-Peak Hours.
- In-System Time** The time from Tap In as set out in Appendix “2” within which passengers may complete their journey and Tap Out without paying additional fare, excluding any applicable Add-Fare which shall remain payable, provided that any Tap In for the last part of the journey must occur prior to the expiry of the Transfer Time.

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<b>Maximum Fare</b>	<p>If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:</p> <ul style="list-style-type: none"> <li>(i) on Bus Service, for travel during Regular Hours and Off-Peak Hours for Bus Service;</li> <li>(ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and</li> <li>(iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Stored Value rate for Conventional SkyTrain and SeaBus and WCE Service,</li> </ul> <p>as set out in Appendix “2”.</p> <p>If using a Period Pass, and travelling outside the Zone(s) within which such Period Pass is valid, the maximum fare will be the applicable Add-Fare, based on the cash rate, as set out in Appendix “2”.</p> <p>If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:</p> <ul style="list-style-type: none"> <li>(i) on Bus Service, for travel during Regular Hours and Off-Peak Hours for Bus Service;</li> <li>(ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and</li> <li>(iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Contactless Payment rate for Conventional SkyTrain and SeaBus and WCE Service,</li> </ul> <p>as set out in Appendix “2”.</p>
<b>Mobility Device</b>	Wheelchair or scooter required by a passenger with a physical disability.
<b>Off-Peak Hours</b>	Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.
<b>Operating Company</b>	A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.
<b>Period Pass</b>	The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card, or in the case of DayPasses only loaded on a Compass Ticket.
<b>Proof of Payment</b>	Verifiable Compass Fare Media and Verifiable Contactless Payment, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2”, with respect only to Bus Service, FareSavers, and Bus Transfers, and with respect only to Conventional SkyTrain and SeaBus, RFID Cards and personal identification as required in Appendix “2”.

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<b>Registered Users</b>	Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s Compass website at <a href="http://www.compasscard.ca">www.compasscard.ca</a> , through Compass Customer Service or in person at the <del>Compass-TransLink</del> Customer Service Centre, all in accordance with the Compass Card Terms and Conditions of Use.
<b>Regular Hours</b>	Hours of service other than Off-Peak Hours.
<b>RFID Card</b>	A long-term use, reusable radio frequency identification fare card issued under the Universal Fare Gate Access Program for opening Fare Gates for transit use on Conventional SkyTrain and SeaBus and which is subject to the RFID Card Terms and Conditions of Use.
<b>RFID Cardholder</b>	Resident of the Transportation Service Region who: <ul style="list-style-type: none"> <li>(i) is a person who travels independently and due to a disability, confirmed by a medical practitioner, is physically not able to tap fare media, without assistance, at a Fare Gate; and</li> <li>(ii) has completed TransLink’s registration process for the Universal Fare Gate Access Program and been issued a RFID Card.</li> </ul>
<b>RFID Card Terms and Conditions of Use</b>	The RFID Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a> .
<b>Senior</b>	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> <li>(i) (ii) a valid driver’s license, passport, birth certificate indicating date of birth;</li> <li>(iii) a Health and Welfare Canada Old Age Security Identification Card; or</li> <li>(iv) equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.</li> </ul>
<b>SkyTrain</b>	Rail rapid transit service on the Expo Line, Millennium Line, including the Evergreen Extension, and Canada Line.
<b>Statutory Holidays</b>	New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.
<b>Stored Value</b>	The electronic equivalent of cash stored on a Compass Card, excluding the deposit payable at the time a Compass Card is acquired in accordance with the Compass Card Terms and Conditions of Use.
<b>Tap In</b>	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to commence a single transit trip and for entry into a Fare Paid Zone.

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<b>Tap Out</b>	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.
<b>TaxiSaver Coupons</b>	Coupons that may be: <ul style="list-style-type: none"> <li>(i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and</li> <li>(ii) used by HandyCard Holders described in paragraph (i) to pay their metered taxi fare, up to the face value of the coupons, when travelling on taxis operated by participating taxi companies in the Transportation Service Region.</li> </ul>
<b>Transfer Time</b>	The time from: <ul style="list-style-type: none"> <li>(i) validation of a FareSaver;</li> <li>(ii) issuance of a Bus Transfer; or</li> <li>(iii) Tap In of Compass Fare Media or of Contactless Payment,</li> </ul> as set out in Appendix “2”, within which passengers may transfer to another transit vehicle, without paying additional fare, excluding any applicable Add-Fare which shall remain payable.
<b>Transit Employee</b>	Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
<b>Transit Police</b>	South Coast British Columbia Transportation Authority Police Service.
<b>TransLink</b>	South Coast British Columbia Transportation Authority.
<b><u>TransLink Customer Service Centre</u></b>	<u>The customer service centre is located at Waterfront SkyTrain Station.</u>
<b>Transportation Service Region</b>	All municipalities and rural areas located within the Greater Vancouver Regional District.
<b>U-Pass BC Student</b>	Person who: <ul style="list-style-type: none"> <li>(i) is attending a post-secondary educational institution that has entered into a written agreement with TransLink to participate in the U-Pass BC program;</li> <li>(ii) has been issued a valid student card from such post-secondary educational institution, and displays such valid student card, together with valid government issued photo identification if there is no photograph on the student card; and</li> <li>(iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.</li> </ul>
<b>Verifiable Compass Fare Media</b>	Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones, as set out in Appendix “2” and Tapped In.

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**Verifiable Contactless Payment** Contactless Payment which has been Tapped In.

**WCE** West Coast Express Limited, a subsidiary of TransLink.

**WCE Service** Commuter rail transit service provided by WCE between Vancouver and Mission.

**Youth** Person who:

- (i) is between the ages of 13 and 18 years (inclusive); and
- (ii) holds:
  - (A) a valid school identification card issued by any secondary school which displays such person’s photograph, name and school and validated, in the space provided, by an official of the school; or
  - (B) a valid picture identification issued by any national, provincial or state government agency showing age or date of birth.

**Zones** Designated fare zones for Conventional Transit, WCE Service and HandyDART service as shown in Appendix “1” of this Tariff.

Any capitalized fare products referenced in this Tariff, that are not defined above, will have the meanings set out in Appendix “2”.

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## PART B - Terms & Conditions

### 1. APPLICABILITY

- (a) The terms and conditions contained in this Tariff are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service and Bus Service to the WCE Mission station in the District of Mission.
- (b) The use of Contactless Payment, FareSavers and Bus Transfers is governed by this Tariff.
- (c) The use of Compass Fare Media is governed by this Tariff together with the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, as applicable. Any inconsistencies between this Tariff and the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use shall be resolved in favour of this Tariff.
- (d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card Terms and Conditions of Use shall be resolved in favour of this Tariff.

### 2. ENFORCEABILITY

- (a) This Tariff is authorized by and made pursuant to the *BC South Coast British Columbia Transportation Authority Act*.
- (b) Any Transit Employee may exercise all of the rights of TransLink under this Tariff and enforce all provisions of this Tariff.

### 3. SERVICE DELIVERY/NON-GUARANTEE

- (a) Transit services operated by or on or behalf of TransLink are under continuous review and subject to change. While efforts are made to advise the public of service revisions and schedule adjustments, TransLink does not undertake or guarantee that any transit service will be operated in accordance with published timetables and notices, or at all.
- (b) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.
- (c) TransLink, its subsidiaries, and their Boards of Directors and employees, are not responsible for any loss, damage or inconvenience caused by any operating failure, transit service disruption or any lack of or delay in transit service.

### 4. REFUSAL OF TRANSPORTATION

- (a) TransLink reserves the right to refuse to carry in any transit vehicle, or cause to be removed from any transit vehicle, Fare Paid Zone or other transit property:

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- (i) any person who is sick, intoxicated, boisterous, disorderly or profane, or who for any other reason may be offensive or dangerous or pose a risk to others or their property;
- (ii) any person who does not tender the required fare as set out in Appendix “2” or does not possess and present valid Proof of Payment;
- (iii) any person who, in the sole discretion of TransLink, uses or fails to use a Fare Gate in any manner other than as permitted by this Tariff, the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use including, but not limited to, proceeding over or under a Fare Gate, forcing a Fare Gate open or closed, holding a Fare Gate open for more than one passenger to proceed through a Fare Gate at one time based on one Tap In (with the exception of Children and Attendants as permitted by subsection 5(i) of this Part B), or vandalizing, damaging or in any way marking a Fare Gate;
- (iv) any passenger with a Mobility Device that a Transit Employee considers unsafe;
- (v) anything (including baggage) that, in the sole opinion of a Transit Employee, might cause inconvenience to others, soil or damage transit property, or represent a safety hazard; or
- (vi) any person who does not comply with the terms and conditions of this Tariff.

## 5. REQUIREMENT TO PAY FARE AND POSSESS PROOF OF PAYMENT

- (a) Except as otherwise permitted by this Tariff, all persons (other than Transit Employees acting in the course of duty and contractors and licensees of TransLink or any Operating Company requiring access solely for work purposes) boarding a transit vehicle or entering a Fare Paid Zone must:
  - (i) pay an Adult Fare as set out in Appendix “2” prior to boarding a transit vehicle or entering a Fare Paid Zone;
  - (ii) if travelling with a FareSaver or Bus Transfer, obtain a valid FareSaver, or Bus Transfer for an Adult fare as set out in Appendix “2” prior to boarding a Bus Service, and validate such FareSaver as set out in Section 11(a);
  - (iii) if travelling with Compass Fare Media: (A) Tap In the Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones as set out in Appendix “2” when entering a Fare Paid Zone, and (B) Tap Out the Compass Fare Media loaded or issued with Verifiable Compass Fare Media when exiting a Fare Paid Zone, except as provided in Section 5(c);
  - (iv) if travelling with Contactless Payment: (A) Tap In the Contactless Payment when entering a Fare Paid Zone, and (B) Tap Out the Contactless Payment when exiting a Fare Paid Zone, except as provided in Section 5(c);
  - (v) possess Proof of Payment for the entire duration of his or her journey; and
  - (vi) present Proof of Payment to any Transit Employee upon request.

If using a mobile phone or other contactless device for Contactless Payment, such phone or device must have sufficient battery or charge to complete the journey and Tap Out, and to possess and present Proof of Payment as required in this Tariff.

Failure to comply with the foregoing may result in fines being levied and/or other consequences imposed pursuant to the *BC South Coast British Columbia Transportation Authority Act* and a Maximum Fare being deducted from a Compass Card or charged to a Contactless Payment, if applicable.



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- (b) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, the minimum Stored Value for entry into a Fare Paid Zone is \$0.01. For passengers using a Compass Card with Stored Value for travel on WCE Service, the minimum Stored Value for entry into a Fare Paid Zone is the amount equal to the Adult WCE One-Way Fare for one Zone during Regular Hours, based on the Stored Value rate for WCE Service as set out in Appendix “2”. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service. For passengers using Contactless Payment, if the Contactless Payment has unpaid fares for previous travel, the passenger will not be able to use the Contactless Payment for travel until the amount owed has been paid in full by calling Compass Customer Service or by visiting the [Compass-TransLink](#) Customer Service Centre.
- (c) Passengers using Compass Fare Media or Contactless Payment for travel on Bus Service must Tap In when boarding a Bus Service vehicle but are not required to Tap Out when departing the Bus Service vehicle.
- (d) Subject to subsection 5(c) above, passengers who Tap In but fail to Tap Out, or Tap Out but fail to Tap In, will be charged a Maximum Fare. Passengers are responsible for ensuring that the same Contactless Payment or Compass Fare Media, as the case may be, used to Tap In is used to Tap Out to avoid being charged Maximum Fare on each such fare media used.
- (e) Passengers will have the Transfer Time and/or In-System Time for the applicable Proof of Payment as set out in Appendix “2”. Passengers using Compass Fare Media or Contactless Payment who transfer to another vehicle and Tap In after expiry of the Transfer Time will be charged the applicable fare as set out in Appendix “2” as if the passenger is beginning a new journey. Passengers who complete their journey and Tap Out (except on Bus Service) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.
- (f) Passengers with Compass Cards, Compass Tickets or Contactless Payment may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards, Compass Tickets or Contactless Payment seeking to travel at no cost between Canada Line stations located on Sea Island must first obtain a zero-value Sea Island Compass Ticket from a Compass Vending Machine. A zero-value Sea Island Compass Ticket will not allow entry to or exit from TransLink’s transit system outside of the Canada Line stations located on Sea Island.
- (g) Passengers using a Compass Card with Stored Value or Contactless Payment for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value or Contactless Payment at a SkyTrain station, at a SeaBus terminal or at a WCE Station to begin a new journey, can reverse the transaction if:
- (i) on Conventional SkyTrain and SeaBus, the passenger Taps Out to exit the Fare Paid Zone at the same SkyTrain or at the same SeaBus station if such Tap Out occurs within 21 minutes after Tap In at the SkyTrain Station or SeaBus terminal; and
  - (ii) on WCE, the passenger Taps Out to exit the Fare Paid Zone at the same WCE Station within 60 minutes after Tap In at the WCE Station.

Passengers can request bus driver to reverse a transaction resulting from an unintentional Tap In on a Bus Service. If the Tap Out on Conventional SkyTrain and SeaBus or WCE Service occurs

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within the applicable In-System Time as set out in Appendix “2” but later than the time periods set out in this subsection 5(g) above, the passenger will be charged an Excursion Fare.

- (h) Except as permitted by this Tariff, Proof of Payment is not transferable and must not be used by any person, unless it was purchased for use by such person at the required fare as set out in Appendix “2”. Use of Proof of Payment by any person other than to whom it was issued or by whom it was purchased is fraudulent use of Proof of Payment.
- (i) Except as permitted by this Tariff, multiple passengers are not permitted to travel on a single Compass Card or Contactless Payment, and all persons proceeding past a Card Reader into a Fare Paid Zone must Tap In. No more than one person is permitted to proceed through a Fare Gate at any one time based on the Tap In of Compass Fare Media loaded or issued with valid fare or Contactless Payment as set out in Appendix “2”, provided that Attendants and Children, as set out in Table “2” (Exemptions) of Appendix “2” are not required to Tap In and may proceed through a Fare Gate together with and at the same time as a HandyCard Holder or accompanying passenger, as applicable, who has Tapped In and possesses sufficient Proof of Payment. A RFID Cardholder is not required to Tap In or Tap Out on Conventional SkyTrain and SeaBus and may proceed through a Fare Gate on Conventional SkyTrain and SeaBus opened by the RFID Cardholder’s RFID Card.
- (j) Any Compass Fare Media, FareSaver, Bus Transfer or RFID Card is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired. Contactless Payment is invalid if damaged, expired or does not have sufficient battery or charge to Tap In, complete the journey, Tap Out and/or to possess and present as Proof of Payment as required under this Tariff.
- (k) If a Transit Employee is of the opinion that Proof of Payment is being used fraudulently or improperly by any passenger, in addition to any other rights and remedies available to TransLink, the passenger must immediately pay an Adult Fare as set out in Appendix “2” prior to continuing his or her journey and, except in the case of Contactless Payment, surrender the Proof of Payment to the Transit Employee upon request. The passenger will not be entitled to any refund of payment or other compensation with respect to the specific transit trip during which the passenger was required to pay an Adult Fare as set out in this subsection 5(k).
- (l) In addition to any other rights and remedies available to TransLink, if a Transit Employee is not satisfied with the validity of Proof of Payment or identification demonstrating eligibility for any fare as set out in Appendix “2” other than an Adult Fare, passengers must:
  - (i) pay an Adult Fare as set out in Appendix “2”; and
  - (ii) obtain Proof of Payment for an Adult Fare as set out in Appendix “2”,
before continuing their journey.
- (m) If a passenger travelling with a FareSaver or Bus Transfer on Bus Service loses Proof of Payment as set out in Appendix “2” prior to exiting a Fare Paid Zone, the passenger must immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.

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- (n) If a passenger travelling with Compass Fare Media or Contactless Payment on Conventional Transit or WCE Service, who has Tapped In upon entry into a Fare Paid Zone with Compass Fare Media loaded or issued with the required fare, or Contactless Payment, loses Proof of Payment as set out in Appendix “2” prior to Tapping Out and exiting a Fare Paid Zone, the passenger must:
- (i) if travelling on Bus Service, immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone; or
  - (ii) if travelling on Conventional SkyTrain and SeaBus or WCE Service, immediately purchase an Exit Ticket and retain the Exit Ticket as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.

Exit Tickets are available for purchase at Exit Ticket Machines located within SkyTrain and SeaBus stations. Availability of Exit Tickets or any other form of fare media, including Compass Fare Media or Contactless Payment, do not in any manner exempt passengers from being required to possess Proof of Payment at all times while in a Fare Paid Zone and a valid Exit Ticket or other form of Verifiable Compass Fare Media or Verifiable Contactless Payment must be in the possession of the passenger to constitute valid Proof of Payment.

- (o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder’s journey while in the Fare Paid Zone.
- (p) All Compass Fare Media, FareSavers, Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, Bus Transfers and RFID Cards or any fare product loaded or stored thereon as set out in Appendix “2”, may be cancelled by TransLink at any time and must be surrendered to TransLink or a Transit Employee upon request.
- (q) For passengers travelling with Contactless Payment:
- (i) Tap In and Tap Out with Contactless Payment authorizes TransLink to charge the applicable fare as set out in Appendix “2”, including any Maximum Fare or unpaid fares, to the Contactless Payment.
  - (ii) If the Contactless Payment is declined when TransLink submits it for payment of the applicable fare, the passenger authorizes TransLink to seek to obtain payment using the Contactless Payment again on a number of additional occasions until payment is made.
  - (iii) If the Contactless Payment is declined when TransLink submits it for payment, TransLink will also attempt to collect any unpaid fares the next time the Contactless Payment is used to Tap In or Tap Out or touched to a Card Reader. Alternatively, any such unpaid fares may be paid by by calling Compass Customer Service or by visiting the [Compass-TransLink](#) Customer Service Centre.

## 6. FARES OTHER THAN ADULT FARES

- (a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Proof of Payment described in such table, in accordance with the conditions and restrictions set out therein.

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- (b) Any passenger paying a fare other than an Adult Fare as set out in Appendix “2”, presenting Proof of Payment for a fare other than an Adult Fare as set out in Appendix “2”, or presenting a non-transferable Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth and/or as otherwise required by this Tariff.
- (c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any FareSaver, Bus Transfer, Compass Fare Media and/or RFID Card if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “2” other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Single Fare (Adult) or WCE One-Way Fare (Adult), as applicable, as set out in Appendix “2” must be paid. With respect to any form of identification authorized or issued by or on behalf of TransLink, such identification must be surrendered to TransLink or a Transit Employee upon request.
- (d) TransLink reserves the right to withhold any FareSaver, Bus Transfer, Compass Fare Media and/or RFID Card from any person who has not complied with the terms of this Tariff or has previously been required to surrender any FareSaver, Bus Transfer, Compass Fare Media and/or RFID Card.

## 7. ADD-FARES

- (a) A passenger must upgrade any Proof of Payment for travel in additional fare Zones or for an additional transit service beyond that for which the passenger has already paid by paying, in advance of entering a Zone or use of additional transit service for which the passenger has not paid the applicable fare, an Add-Fare equivalent to the difference in fares as set out in Appendix “2”. Proof of Payment may be upgraded with Add-Fare as follows:
- (i) ***FareSavers and Bus Transfers*** - FareSavers and Bus Transfers are not valid for travel on Conventional SkyTrain and SeaBus or WCE Service, and therefore are not eligible for upgrading with Add-Fare. Passengers must purchase other forms of Compass Fare Media loaded or issued with a fare as set out in Appendix “2” or Tap In with Contactless Payment for any travel in additional fare Zones or for an additional transit service;
- (ii) ***Compass Card*** - passengers may purchase Add-Fare by loading a Compass Card with Stored Value at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations. For passengers travelling on a valid Period Pass who require Add-Fare, the Add-Fare will be charged to the passenger’s Compass Card Stored Value at the applicable cash fare rates set out in Appendix “2”; or
- (iii) ***Compass Ticket*** - passengers may purchase Add-Fare by upgrading an existing Compass Ticket at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations, with upgrades to zero-value Sea Island Compass Tickets requiring, in addition to any other fare required by Appendix “2”, the Add-Fare required to travel outside the Canada Line stations located on Sea Island.

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- (b) Passengers must retain upgraded Proof of Payment while in a Fare Paid Zone.

## **8. EXEMPTIONS FROM PAYMENT/DISCOUNTS**

- (a) The persons described in Table “2” (Exemptions) of Appendix “2” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.
- (b) The TransLink Board of Directors may, from time to time, reduce the fares as set out in Appendix “2” required to be paid by this Tariff on selected days and for a limited number of days to promote the introduction of new transit services, to encourage the use of specific transit services, or to facilitate travel for special or seasonal events without the necessity of amending this Tariff to reflect such temporary fare modification.
- (c) TransLink and its subsidiaries may, from time to time, provide fare media, including any fare media loaded or issued with a fare as set out in Appendix “2”, at no charge:
- (i) for promotional purposes, service recovery, fare replacement, or advertising; and/or
  - (ii) to specified persons or categories of persons as authorized by resolution of the TransLink Board of Directors from time to time.
- (d) TransLink may, upon request and subject to eligibility, provide Compass Fare Media loaded or issued with a fare as set out in Appendix “2” at no charge to Police Departments within the Transportation Service Region for use by undercover police officers while on duty. Requests should be directed to Transit Police.
- (e) TransLink has absolute discretion in making decisions regarding fare reductions, or provision of FareSavers, Bus Transfers and Compass Fare Media, including those products loaded or issued with a fare as set out in Appendix “2”, at no charge, under this Tariff.

## **9. PURCHASE OF PROOF OF PAYMENT**

- (a) **Conventional Transit** - Compass Fare Media and fares set out in Appendix “2” for travel on Conventional Transit may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Period Passes for use on Conventional Transit are not available at Compass Vending Machines located at certain WCE stations. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.
- (b) **WCE Service** - Compass Fare Media and fares set out in Appendix “2” for travel on WCE Service may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Compass Tickets for WCE Service are only available at Compass Vending Machines located at WCE stations and Waterfront Station. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

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- (c) **HandyDART** - Adult FareSavers may only be purchased directly from TransLink or an Operating Company while available for sale. Compass Fare Media and fares set out in Appendix “2” for travel on HandyDART may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Period Passes for use on HandyDART are not available at Compass Vending Machines located at certain WCE stations. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.
- (d) **TaxiSaver Coupons** - Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to \$100, by visiting the [Compass-TransLink](#) Customer Service Centre or through the mail from:

Access Transit Office  
400 - 287 Nelson’s Court,  
New Westminster, BC V3L 0E7

## 10. FARE PAYMENT AT TIME OF TRAVEL

- (a) Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “2” or the applicable FareSaver, Bus Transfer or RFID Card as set out in Appendix “2”, must pay their fare at the time of travel as follows:
- (i) **Bus Service** – Passengers must either Tap In with Contactless Payment or pay cash using exact change in Canadian funds and deposited in fareboxes or given to the HandyDART driver for Bus Service. Upon payment of the required cash fare as set out in Appendix “2”, a Bus Transfer will be dispensed and must be retained as Proof of Payment. A Bus Transfer will allow a passenger to transfer between Bus Service within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus service or WCE Service. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
- (ii) **Conventional SkyTrain and SeaBus** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines for Conventional SkyTrain and SeaBus service. If paying by cash or debit/credit transaction at a Compass Vending Machine, a passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
- (iii) **WCE Service** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station for WCE Service. If paying by cash or debit/credit transaction at a Compass Vending Machine, a passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by



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Contactless Payment, a passenger must retain such Contactless payment used to Tap In as Proof of Payment.

#### **11. USE OF FARESAVER (BUS SERVICE ONLY)**

- (a) A FareSaver must be deposited in the farebox when boarding a bus or collected by a HandyDART driver when boarding a HandyDART vehicle. A valid Bus Transfer must be retained as Proof of Payment while travelling on Bus Service.

#### **12. BULK COMPASS TICKETS**

- (a) A person may order by phone or by mail to TransLink, a minimum of 50 Compass Tickets at the applicable Stored Value rate as set out in Appendix “2”. Prepayment is required for all bulk orders. All Compass Tickets purchased in bulk at the Stored Value rate will have a set expiry date of no more than 254 days from the date of issuance.

#### **13. INITIAL SYSTEM CHARGE**

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit and Bus Service, a Maximum Fare will be deducted upon Tap In. For passengers using a Compass Card with Stored Value for travel on WCE Service, the amount deducted upon Tap In will be:
  - (i) in the a.m., the fare as set out in Appendix “2” between the originating WCE station and Waterfront Station; and
  - (ii) in the p.m., the fare as set out in Appendix “2” between the originating WCE station and Mission Station.
- (b) For passengers using Contactless Payment for travel on Conventional Transit and Bus Service, an amount up to a Maximum Fare will be pre-authorized to the Contactless Payment upon Tap In. For passengers using Contactless Payment for travel on WCE Service, the amount determined in Section 13(a)(i) and (ii) will be pre-authorized to the Contactless Payment upon Tap In. After the journey is complete, the Contactless Payment will be charged the applicable fare as set out in Appendix “2” for the Zones travelled. The amount of time it takes for the final charge to appear on the statement issued by the applicable financial institution issuing the Contactless Payment card may vary depending upon the applicable financial institution. If more than one journey is travelled by a passenger within a short period using the same Contactless Payment the applicable fares charged as set out in Appendix “2” for such journeys may appear as a single charge or as multiple charges totalling the applicable fares charged.
- (c) For passengers using a Compass Card for travel on Conventional SkyTrain and SeaBus and WCE Service, Compass Cards will be credited upon Tap Out for any difference between the amount initially deducted from Stored Value upon Tap In and the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being deducted from the Compass Card in accordance with subsection 5(a) of this Part B. For passengers using Contactless Payment for travel on Conventional SkyTrain and SeaBus and WCE Service, the Contactless Payment will be charged upon Tap Out for the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will

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result in the Maximum Fare being charged to the Contactless Payment in accordance with subsection 5(a) of this Part B.

#### 14. COMPASS CARD REGISTRATION

- (a) A Registered User who reports his or her Compass Card lost or stolen is eligible for Compass Card deactivation and transfer of all fare products loaded or issued on such registered Compass Card, at the time of reporting such Compass Card lost or stolen, subject to and in accordance with the Compass Card Terms and Conditions of Use. An individual who does not register a Compass Card with TransLink or a Registered User who does not report his or her Compass Card as lost or stolen bears all risk for loss or theft of such unregistered Compass Card, including all fare products loaded or issued on such Compass Card. Additional details respecting the benefits associated with registration, and the registration process, are set out in the Compass Card Terms and Conditions of Use.

#### 15. REFUND POLICY

- (a) TransLink will not consider or grant any requests for refunds or replacements for lost or damaged fare media or Proof of Payment, except as specifically described in this Section 15.
- (b) **Compass Card deposit** - Subject to the Compass Card Terms and Conditions of Use, the deposit paid in accordance with the Compass Card Terms and Conditions of Use at the time a Compass Card is acquired, less any amounts owed to TransLink for transit fare as set out in Appendix “2”, is refundable upon surrender of the cardholder’s Compass Card to TransLink.
- (c) **Stored Value** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within a two year period from the date on which the Compass Card was last Tapped In or Tapped Out, request a refund of Stored Value on a registered Compass Card.
- (d) **Period Passes** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within 60 days of the date of purchase, request a refund of a Period Pass on a registered Compass Card provided travel has not been initiated on the Period Pass by Tap In or Tap Out of the Compass Card holding the Period Pass and the Period Pass has not otherwise been used by the Registered User.
- (e) **Program passes** - Subject to the Compass Card Terms and Conditions of Use, an individual may request a refund of a program pass as set out in Appendix “2”, if permitted under the terms of the applicable program, by contacting the program administrator.
- (f) **Compass Tickets** - Compass Tickets are not refundable. Compass Tickets purchased in bulk pursuant to subsection 12(a) of this Part B may be replaced at the request of the initial purchaser in accordance with the Compass Ticket Terms and Conditions of Use.
- (g) **FareSavers** - FareSavers are not refundable.
- (h) **Compass Vending Machine malfunctions** - When a Compass Vending Machine issues a receipt indicating that an amount to be refunded was not returned, a product was not dispensed, or



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another malfunction occurred, a refund will be issued in accordance with the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use, as applicable.

- (i) **TaxiSaver Coupons** - TransLink will (through the Access Transit Office) refund TaxiSaver coupons at 50% of face value to the HandyCard Holder.
- (j) **Contactless Payment** – Fares purchased by Contactless Payment are not refundable. TransLink is not responsible for lost or stolen Contactless Payment, including without limitation cards, devices or other Contactless Payment methods. In the event that a Contactless Payment card is lost or stolen passengers must contact their card issuer as soon as possible. In addition, TransLink is not the responsible for any transaction fees or charges applied by a third party, including financial institutions or Contactless Card issuers, in connection with use of a Contactless Payment.
- (k) **General** -
  - (i) Details respecting refunds for Compass Fare Media, the process for obtaining a refund, and the manner in which refunds will be paid, are set out in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, which are posted on TransLink’s website at [www.translink.ca](http://www.translink.ca).
  - (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, Bus Transfers or RFID Cards, or fares purchased by Contactless Payment, other than those, if any, described in this Section 15 and in the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use, as applicable, will be considered or granted by TransLink, and TransLink reserves the right to require proof of purchase in connection with any refund or replacement.
  - (iii) TransLink reserves the right to restrict the number of refunds for Stored Value or Period Passes granted to an individual in a calendar year.
  - (iv) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for partial or complete refunds and/or adjustments or replacements for otherwise valid Compass Tickets, Period Passes or Stored Value that cannot be used due to:
    - (A) transit service being completely shut down for at least for 3 consecutive Business Days (Monday to Friday) in any one month, in which event:
      - a. Stored Value may be granted equivalent to two Stored Value trips of the same Zone purchased, per day or a replacement Compass Ticket if applicable; or
    - (B) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid in connection with:
      - a. a Period Pass, based on the number of days remaining in the month; or
      - b. Stored Value, based on the remaining balance; or

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- (C) death, upon request from the estate of a deceased person substantiated by a death certificate, in which event a prorated refund may be paid for a monthly pass on a Compass Card, based on the number of days remaining in the month, a full refund may be paid for unused DayPass(es) and/or a refund of the balance may be paid in the case of Stored Value.

The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “2”.

## 16. ACCESSIBILITY

- (a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:
- (i) Mobility Devices:
- must be safe and well maintained with functioning brakes;
  - must not carry any aerials, flagpoles or other projections which could injure others or interfere with the securement of the Mobility Device;
  - must have secure and suitably located compartments to which securement straps can be attached (passengers must ensure that securement straps do not cause damage to the Mobility Device);
  - must be secured only at designated locations on the transit vehicle;
  - for HandyDART service, must have escort handles if passengers require assistance to board HandyDART vehicles;
- (ii) Wheelchair lifts:
- Conventional Bus (including community shuttle) - combined weight of the Mobility Device and passenger must not exceed 205 kgs, and Mobility Device must be smaller than 61 cm wide x 122 cm long;
  - HandyDART - combined weight of the Mobility Device, passenger and HandyDART driver must not exceed 364 kgs, and Mobility Device must be smaller than 94 cm wide and 122 cm long; and
- (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

## 17. CARRIAGE OF SPECIFIC GOODS

- (a) **Animals** - TransLink has no obligation to carry any animals except assistance animals recognized by the BC *Guide Animal Act* which are assisting or being trained by an accredited animal training school. Small pets, including dogs, cats, rabbits and small fur bearing or feathered pets, may be permitted on Conventional Transit vehicles provided they are in hand held cages.
- (b) **Bicycles and Other Personal Transportation Devices** - Two wheeled bicycles, having a maximum length of 73 inches (185 cm), are permitted on Conventional Transit and WCE cars in accordance with this Tariff, any rules established by TransLink from time to time, and any posted signs. Bicycle trailers are not permitted. TransLink reserves the right to restrict the carriage of bicycles at any time, in its absolute discretion. No motorized bicycles or other personal transportation devices are permitted except as set out in this Tariff or in accordance with rules established by TransLink or posted signs.

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- (c) **Buses** - Bicycles are permitted on exterior bike racks of buses at no additional charge. Passengers travelling with bicycles are required to load and unload the bicycles.
- (d) **SeaBus** - Bicycles are permitted on a SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest the stern (rear) section.
- (e) **WCE** - Bicycles are permitted in WCE cars at no additional charge, and are limited to two bikes per car.
- (f) **SkyTrain** - Bicycles are permitted in SkyTrain cars at no additional charge, and are limited to two bikes per car on Expo and Millennium lines and two bikes per train on Canada Line.

## 18. PRIVATE CHARTER SERVICE

- (a) Transit vehicles (with operator or driver) may be chartered at the absolute discretion of TransLink, provided that TransLink's ability to provide public transit service will not be adversely affected or the transit vehicle is not otherwise required. TransLink reserves the right, in its absolute discretion, to refuse any request for charter service. TransLink will require a written agreement and may require pre-payment of fees and/or payment of a damage deposit prior to providing the charter service.
- (b) TransLink reserves the right, in its absolute discretion, to determine the rates and charges based on the availability and service type. Charter rates will be calculated from the time the transit vehicle leaves its depot or garage until it is returned to the same depot or garage.

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<b>Appendix “1” – Fare Zones</b>	Page: <b>25</b>

## APPENDIX “1”

### FARE ZONES

#### Conventional Transit and Bus Service

##### **Zone 1**

City of Vancouver  
University Endowment Lands

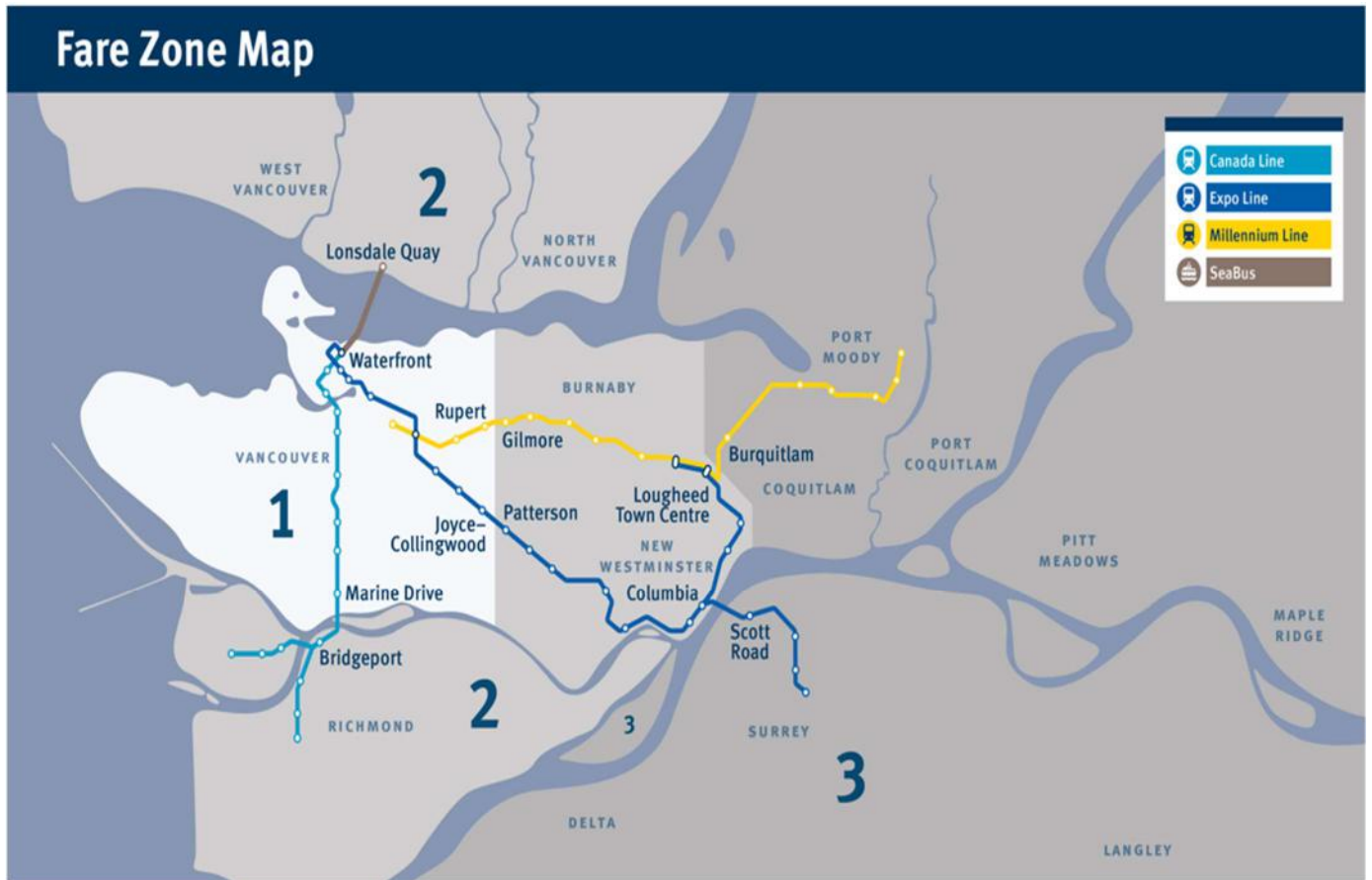
##### **Zone 2**

District of West Vancouver  
District of North Vancouver  
City of North Vancouver  
City of Burnaby  
City of New Westminster  
City of Richmond  
Village of Lions Bay  
Bowen Island

##### **Zone 3**

Corporation of Delta  
City of Surrey  
City of White Rock  
City of Langley  
Township of Langley  
Village of Belcarra  
Village of Anmore  
Electoral Area "C" east of Indian Arm  
City of Port Moody  
City of Coquitlam  
City of Port Coquitlam  
District of Pitt Meadows  
District of Maple Ridge

*Conventional Transit and Bus Service – Fare Zone Map*



**West Coast Express**

- Zone 1 Vancouver station (Waterfront station)
- Zone 2 Burnaby [no station yet];
- Zone 3 Port Moody, Coquitlam and Port Coquitlam stations;
- Zone 4 Pitt Meadows, Maple Meadows and Port Haney stations;
- Zone 5 Mission station.

**West Coast Express – Fare Zone Map**



**APPENDIX “2” – FARE MEDIA: FARES AND PROOF OF PAYMENT**  
**Table “1” – Cash Fares and Proof of Payment**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
<b>Conventional Transit (3 Zones)</b>								
Canadian National Institute for the Blind (CNIB) Pass on Compass Card*	Person with vision impairment who holds a CNIB Pass and displays valid identification	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, not valid for HandyDART			No Add-Fare required
DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)	Purchaser who holds a valid DayPass (Adult)	All Zones – fare of \$11. <del>00</del> <u>25</u>		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3. <del>40</del> <u>15</u> credit toward WCE applicable fare	Add-Fare required**	
DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)	All Zones – fare of \$8. <del>65</del> <u>85</u>		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2. <del>05</del> <u>10</u> credit toward WCE applicable fare	Add-Fare required**	
Employee Pass on Compass Card* (until revoked or expired)	Employee Pass Holder who holds a valid Employee Pass	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Exit Ticket* (-45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$6. <del>05</del> <u>20</u>	\$3. <del>40</del> <u>15</u>	No	Valid for unlimited travel on Conventional Transit through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	\$3. <del>40</del> <u>15</u> credit toward WCE applicable fare	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who displays a valid Adult FareSaver that has been validated	Bus Service: All Zones 1 Zone FareSaver - 1 yellow ticket (book of 10, \$25.0050) 2 Zone FareSaver – 1 red ticket (book of 10, \$3637.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$4748.00)  (No longer available for sale but accepted as valid Proof of Payment on Bus Service)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not valid****	Not valid****	Not Valid	
FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	Bus Service: All Zones – 1 brown ticket (book of 10, \$2921.5000)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not valid	Not valid	Not Valid	
Government Bus Pass on Compass Card*	Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province	No	Valid for unlimited travel on Conventional Transit through all Zones, not valid for HandyDART	Eligible for WCE Concession fare	No Add-Fare required		



Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Trans-fer-ability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
GradPass on Compass Ticket* (on specified date between May 1 <sup>st</sup> and June 30 <sup>th</sup> )	Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones for the specified date, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Bus Service: All Zones - <del>\$102</del> <u>104.55-90</u> per month	Bus Service: All Zones - <del>\$102</del> <u>104.55-90</u> per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone	\$3. <del>40-15</del> credit toward WCE applicable fare	No Add-Fare required
		Conventional SkyTrain and SeaBus: 1 Zone - <del>\$102</del> <u>104.5590</u> 2 Zones - <del>\$137</del> <u>140.4025</u> 3 Zones - <del>\$185</del> <u>189.2045</u> per month	Conventional SkyTrain and SeaBus: All Zones - <del>\$102</del> <u>104.55-90</u> per month			Valid for unlimited travel through the number of Zones paid for		
Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)	All Zones - <del>\$58</del> <u>59.60-95</u> per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2. <del>05</del> <u>10</u> credit toward WCE applicable fare	No Add-Fare required	
MultiPass on Compass Card* or Compass Ticket* (specified dates)	Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations	N/A for officials of other transit agencies  \$7. <del>45</del> <u>30</u> per pass (if > 500 passes purchased per day); \$6. <del>45</del> <u>30</u> per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3. <del>40-15</del> credit toward WCE applicable fare	No Add-Fare required	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
RFID Card	RFID Cardholder who displays valid identification	N/A		No	Not valid	Valid for unlimited travel through all Zones	Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Purchaser who holds a Single Fare (Adult)	Bus Service: Cash or Contactless Payment: All Zones <del>\$3.40</del> <u>15</u>	Bus Service: Cash or Contactless Payment: All Zones <del>\$3.40</del> <u>15</u>	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: <del>\$3.40</del> <u>15</u> credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value <sup>1</sup> : All Zones <del>\$2.50</del> <u>55</u>	Bus Service: Stored Value <sup>1</sup> : All Zones <del>\$2.50</del> <u>55</u>				Stored Value: <del>\$2.50</del> <u>55</u> credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone <del>\$3.40</del> <u>15</u> 2 Zones <del>\$4.45</del> <u>55</u> 3 Zones <del>\$6.05</del> <u>20</u>	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones <del>\$3.40</del> <u>15</u>			Valid for unlimited travel during the Hours and through the number of Zones paid for	Conventional SkyTrain and SeaBus: Cash and Contactless Payment: Add-Fare required**	
		Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : 1 Zone <del>\$2.50</del> <u>55</u> 2 Zones <del>\$3.65</del> <u>75</u> 3 Zones <del>\$4.70</del> <u>80</u>	Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : All Zones <del>\$2.50</del> <u>55</u>				Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**	
Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	Bus Service: Cash: All Zones \$2. <del>05</del> <u>10</u>	Bus Service: Cash: All Zones \$2. <del>05</del> <u>10</u>	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2. <del>05</del> <u>10</u> credit toward WCE applicable fare	Bus Service: No Add-Fare required	
		Bus Service: Stored Value: All Zones \$2. <del>05</del> <u>10</u>	Bus Service: Stored Value: All Zones \$2. <del>05</del> <u>10</u>				Stored Value: \$2. <del>05</del> <u>10</u> credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2. <del>05</del> <u>10</u> 2 Zones \$3. <del>05</del> <u>10</u> 3 Zones \$4. <del>45</del> <u>25</u>	Conventional SkyTrain and SeaBus: Cash: All Zones \$2. <del>05</del> <u>10</u>				Valid for unlimited travel during the Hours and through the number of Zones paid for		Conventional SkyTrain and SeaBus: Cash: Add-Fare required**
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone \$2. <del>05</del> <u>10</u> 2 Zones \$3. <del>05</del> <u>10</u> 3 Zones \$4. <del>45</del> <u>25</u>	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2. <del>05</del> <u>10</u>						Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**
Single Fare (Adult) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who holds a Single Fare (Adult)	All Zones \$3. <del>40</del> <u>15</u> (cash only)	All Zones \$3. <del>40</del> <u>15</u> (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not Valid	Not valid	Not Valid	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Concession) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	All Zones \$ <del>2.05</del> <u>10</u> (cash only)	All Zones \$ <del>2.05</del> <u>10</u> (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not Valid	Not valid	Not Valid
Special Event Ticket on Bus Transfer*, Compass Card* or Compass Ticket* (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel during the Hours and through the number of Zones paid for		Add-Fare required**
U-Pass BC on Compass Card* (calendar months)	A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card	As determined by the agreement between the post-secondary educational institution, its student society, and TransLink		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid toward purchase of a WCE Monthly U-Pass or \$ <del>3.10</del> <u>15</u> credit toward WCE applicable fare	No Add-Fare required
War Amputee Pass on Compass Card* (calendar year)	Veterans of WW1 & WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification	N/A		No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
<b>West Coast Express (WCE) Service (5 Zones)</b>								

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$ <del>166</del> 169.45 <sup>+95</sup> <sup>1</sup> , 3 Zones - \$ <del>217</del> 222.70 <sup>1</sup> , 4 Zones - \$ <del>262</del> 268.65 <sup>+70</sup> <sup>1</sup> , 5 Zones - \$ <del>358</del> 366.70 <sup>+95</sup> <sup>1</sup>	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		No Add-Fare required	
WCE Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession)	1 or 2 Zones - \$ <del>101</del> 103.55 <sup>+90</sup> <sup>1</sup> , 3 Zones - \$ <del>134</del> 137.45 <sup>+55</sup> <sup>1</sup> , 4 Zones - \$ <del>165</del> 169.60 <sup>+40</sup> <sup>1</sup> , 5 Zones - \$ <del>231</del> 236.55 <sup>+90</sup> <sup>1</sup>	Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		No Add-Fare required	
WCE Monthly U-Pass on Compass Card* (calendar month)	Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass	All Zones - \$ <del>104</del> 107.65 <sup>-05</sup> per month <sup>1</sup> .	No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required	
WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Purchaser who holds a valid WCE One-Way Fare (Adult)	Cash or Contactless Payment: 1 or 2 Zones - \$ <del>6</del> .95 <sup>20</sup> 3 Zones - \$ <del>7</del> 8.85 <sup>05</sup> 4 Zones - \$ <del>9</del> .65 <sup>85</sup> 5 Zones - \$ <del>13</del> .40 <sup>40</sup>  Stored Value <sup>1</sup> : 1 or 2 Zones: \$ <del>5</del> .40 <sup>20</sup> 3 Zones: \$ <del>6</del> .65 <sup>80</sup> 4 Zones: \$ <del>8</del> .45 <sup>35</sup> 5 Zones: \$ <del>11</del> .00 <sup>25</sup>	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for		Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)	Cash: 1 or 2 Zones - \$3. <del>65</del> <u>75</u> 3 Zones - \$4. <del>65</del> <u>75</u> 4 Zones - \$6. <del>00</del> <u>15</u> 5 Zones - \$8. <del>40</del> <u>30</u>	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**		
		Stored Value: 1 or 2 Zones: \$3. <del>05</del> <u>10</u> 3 Zones: \$ <del>34.95</del> <u>15</u> 4 Zones: \$5. <del>00</del> <u>10</u> 5 Zones: \$6. <del>75</del> <u>90</u>						
WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Purchaser who holds a valid WCE Return Fare (Adult)	Cash: 1 or 2 Zones - \$11. <del>50</del> <u>75</u> 3 Zones - \$15. <del>20</del> <u>55</u> 4 Zones - \$ <del>1819.55</del> <u>00</u> 5 Zones - \$ <del>2425.85</del> <u>40</u>	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$11. <del>25</del> <u>50</u> 3 Zones: \$ 14. <del>35</del> <u>70</u> 4 Zones: \$ <del>1718.80</del> <u>20</u> 5 Zones: \$ <del>2324.80</del> <u>35</u>						
WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession)	Cash: 1 or 2 Zones - \$7. <del>30</del> <u>45</u> 3 Zones - \$9. <del>40</del> <u>60</u> 4 Zones - \$ <del>1112.75</del> <u>00</u> 5 Zones - \$ <del>1516.95</del> <u>30</u>	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$7. <del>05</del> <u>20</u> 3 Zones: \$ <del>89.90</del> <u>10</u> 4 Zones: \$11. <del>25</del> <u>50</u> 5 Zones: \$15. <del>20</del> <u>55</u>						

<sup>1</sup> Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.

\* Indicates Proof of Payment.

\*\* Canada Line YVR Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.

\*\*\* For transfers from WCE to Canada Line or Bus Service where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Bus Service.

Eligible Person	Conditions	Exemption		
		Conventional Transit	West Coast Express	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment	N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder
Child	On Conventional SkyTrain and SeaBus or WCE Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment (i) if travelling on Conventional Bus, or (ii) if travelling on Conventional SkyTrain and SeaBus or WCE if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children		Exempt from Add-Fare
Persons having their regular location of work on Sea Island	Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare
Residents of Burkeville, Richmond	Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare



TO: Board of Directors

FROM: Mark Jefferson – Interim Vice President Human Resources

DATE: March 5, 2023

SUBJECT: TransLink Respectful Workplace Policy

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**PROPOSED RESOLUTION:**

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

**EXECUTIVE SUMMARY**

Under the Board Governance Manual, TransLink’s Respectful Workplace Policy is a corporate policy requiring the Board of Director’s approval.

The purpose of this report is to seek Board approval for an updated TransLink Respectful Workplace Policy (Appendix A) which will replace the Respectful Workplace Policy dated February 2022 (Appendix B – redline version). The new Respectful Workplace Complaint form is included for information.

The attached policy reflects input provided by Human Resources, Safety, Emergency and Environmental Management, Internal Legal and External Legal, and Senior Executive.

**PURPOSE**

To ensure that TransLink follows legislative requirements and critical requirements such as providing a clear statement of expectations, steps to prevent or minimize workplace bullying and harassment, identify complaint procedures, indicate follow-up processes such as investigation, recordkeeping, etc. In addition, TransLink must also comply with the Workers Compensation Act and Prevention Policy Item P2-21-2.

**BACKGROUND**

TransLink is committed to providing and maintaining a workplace that ensures that all employees are treated with dignity and respect and can work in an environment free from bullying, harassment, and discrimination.

TransLink’s Respectful Workplace Policy is reviewed annually by the Human Resources Department to ensure that the policy is consistent with current human rights and related employment legislation and practices. The updates to this policy are made to ensure that employees clearly understand TransLink’s expectations with respect to providing respectful workplace and employees’ responsibilities for creating and maintaining a workplace that is free from bullying, harassment, and discrimination by treating others with dignity and respect.

## **DISCUSSION**

TransLink's Respectful Workplace policy has been revised with the following key updates (Appendix A):

- Addition of a complaint form within the Formal Complaint Process. Complaint form will be PDF linked directly from the Policy.
- Language inserted, within the Formal Complaint Process, regarding the handling anonymous complaints.
- Minor changes to language to provide clarity and context.

## **Communications**

The updated Respectful Workplace Policy and Complaint Form will be available on TransLink's Intranet (Q).

## **APPENDICES**

APPENDIX A: 2023 Respectful Workplace Policy

APPENDIX B: 2022 Respectful Workplace Policy (red line version)

APPENDIX C: 2023 Respectful Workplace Policy Complaint Form



## RESPECTFUL WORKPLACE POLICY

<b>Issued By:</b>	<b>Vice President, Human Resources</b>
<b>Approved By:</b>	<b>Board of Directors</b>
<b>Signature:</b>	
<b>Approval Date:</b>	
<b>Effective Date:</b>	<b>2023</b>

### 1. PURPOSE

To set clear expectations for the provision and maintenance of a workplace that ensures that all Employees (as defined for the purposes of this Policy) are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

### 2. POLICY

TransLink is committed to providing and maintaining a workplace that ensures that all Employees are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

TransLink does not accept conduct that is inconsistent with this Policy or any retaliation against persons who report a concern, file a complaint, or participate in an investigation under this Policy.

The goal of the Respectful Workplace Policy is to promote a workplace that is free from bullying, harassment and discrimination and address inappropriate behavior at the earliest stage. TransLink provides informal and formal options for initiating a complaint as outlined under Section 8 of this policy. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behavior. In other circumstances, it may be more appropriate to elect to proceed directly to the Formal Complaint Process.





Any conduct that violates this Policy is unacceptable and may result in discipline up to and including immediate termination of employment (or contract for service).

### 3. APPLICATION

Under this Policy, “Employees” means all TransLink directors, officers, employees, interns, and students. For the purpose of this Policy only, “Employees” will also include contractors who perform services at TransLink workplaces.

This Policy applies to all Employees. Unionized employees should also consult their collective agreement.

Any Employee affected by bullying, harassment, or discrimination in the course of their employment with TransLink, or while performing services under contract for TransLink, should follow the steps in this Policy.

### 4. RESPONSIBILITY

All Employees are responsible for creating and maintaining a workplace that is free from bullying, harassment, and discrimination by treating others with dignity and respect. All Employees are accountable for their own behaviour and must know and comply with this Policy.

Employees who observe or experience bullying, harassment, discrimination, or any other conduct that may violate this Policy, are responsible for reporting it to TransLink in accordance with this Policy.

Managers and supervisors are responsible for applying, monitoring, and enforcing this Policy. Managers and supervisors, with the assistance of Human Resources, are also responsible for participating in the resolution of concerns raised under this Policy.

### 5. BULLYING AND HARASSMENT

Bullying and harassment includes any inappropriate conduct or comment by a person toward an Employee that the person knew or reasonably ought to have known would cause that Employee to be threatened, humiliated, or intimidated.





Bullying and harassment may take many forms. It may be one incident or a series of incidents. It may take place in different ways, including one-to-one, in a group, or through electronic means (e.g., email or social media).

Inappropriate conduct or comments include, but are not limited to:

- threats or intimidation, including non-verbal behaviour that threatens, humiliates or intimidates (e.g. leering);
- rudeness, ridicule, taunting, or patronizing behaviour;
- name-calling, slurs, or negative stereotyping;
- insults, or denigrating comments;
- back-stabbing;
- practical jokes;
- verbal aggression or insults;
- shouting or yelling;
- physical assault or abuse;
- hazing or initiation practices;
- vandalizing personal belongings;
- spreading malicious rumors; and
- Cyber-bullying.

Bullying and harassment excludes any reasonable action taken by TransLink or a supervisor relating to the management and direction of workers or the place of employment.

Bullying and harassment is also defined in and covered by WorkSafeBC's Occupational Health and Safety (OHS) Policies. Nothing in this Policy is intended to limit the application of such WorkSafeBC Policies to Employees.

## 6. DISCRIMINATORY CONDUCT

Discrimination is the act of differentiating among Employees on the basis of any characteristic protected by the BC *Human Rights Code*, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.





TransLink prohibits discrimination, including harassment, based on any characteristic protected by the *BC Human Rights Code*. TransLink also prohibits discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Discrimination may take many forms. Examples include, but are not limited to:

- epithets, derogatory jokes or comments, slurs, invitations, comments, posts or messages;
- the display or distribution of offensive or derogatory materials, including posters, photography, cartoons, or drawings;
- physical conduct including assault, unwanted touching, intentionally blocking normal movement, or interfering with work because of any other protected grounds under the *BC Human Rights Code*
- mimicking a person's accent, speech or mannerisms;
- unwanted inquiries or comments about a person's personal life;
- verbal abuse, threats or intimidation;
- sexual harassment; and
- communication through electronic means (e.g., email, social media) of a nature prohibited by law or by TransLink policy.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or sex-based nature when:

- submission to that conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of the conduct is used as a basis for employment decisions affecting the individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or unsafe work environment.

Examples of sexual harassment include:

- remarks, jokes or innuendos about sex or sexual orientation when the speaker has been advised, or should otherwise be aware, that such comments are offensive or inappropriate;
- unwelcome physical contact, leering, or staring;
- indecent exposure, stalking, or sexual assault;
- verbal abuse, or threats of a sexual nature;





- unwelcome sexual flirtation, advances, or propositions, or invitations after previous requests have been refused; and
- sexually suggestive, obscene, or degrading comments, gestures, or jokes.

This Section 6 is not intended to set out all of the forms or examples of discrimination, including sexual harassment. Other conduct, which is not addressed above, may be discriminatory. If you have any questions about whether certain conduct may fall within the scope of this Policy, please contact the Vice President, Human Resources.

The foregoing is not intended to inhibit interactions or relations based on mutual consent. However, everyone is required to closely monitor their communication and conduct to ensure a positive, respectful, and discrimination-free workplace.

## 7. RETALIATION

TransLink prohibits retaliation, or threats of retaliation, against any individual for reporting a concern or filing a complaint in good faith under this Policy, or for cooperating in an investigation. Retaliatory behaviour may include, but is not limited to:

- unwarranted criticism of a person's job performance;
- failing to extend to a person an opportunity available to others;
- refusing to work with a person; or
- the unjustified reassignment of a person to different duties or a different position.

Retaliatory behaviour does not include good faith job performance assessments, normal work-related comments and direction, or discipline for just cause.

Any Employee who believes they have been subjected to retaliation is responsible for immediately reporting the matter to TransLink. All complaints of retaliation will be investigated in accordance with the investigation process described below.

Retaliation in violation of this Policy may result in discipline, up to and including immediate termination of employment (or contract for service).

## 8. COMPLAINT PROCEDURES

TransLink provides informal and formal options to any Employee who believes that they have experienced or observed bullying, harassment, or discrimination in violation of this Policy.







Although TransLink suggests that Employees use the Informal Resolution Process, they are not required to do so, and may elect to proceed directly to the Formal Complaint Process.

Regardless of whether a formal written complaint is made, TransLink reserves the right to:

1. unilaterally investigate any conduct it considers may be in violation of this Policy;
2. proceed with a complaint, regardless of the wishes of the complainant; and
3. appoint an external or internal investigator.

All Employees are responsible for advising their manager or supervisor of any bullying, harassment, or discriminatory incident, or of any retaliatory behaviour prohibited under this Policy. If, for any reason, an Employee is uncomfortable or unable to speak to their manager or supervisor, they are encouraged to report the complaint to the Vice President, Human Resources. Any manager or supervisor who receives a report of bullying and harassment, discrimination, or retaliation must promptly report it to the Vice President, Human Resources.

If the Vice President, Human Resources, is a party to the complaint, then the complaint should be forwarded instead to the CEO, and all references in section 8 to Vice President, Human Resources will be read as references to the CEO.

If the CEO is a party to the complaint, then the complaint should be forwarded instead to the Board Chair, and all references in section 8 to Vice President, Human Resources will be read as references to the Board Chair.

### **Informal Resolution Process**

Any Employee who experiences or observes what they believe to be bullying and harassment, or discrimination, in violation of this Policy is encouraged to bring the matter directly to the attention of the person who is responsible for the alleged conduct. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behaviour. The Employee may wish to document the unwelcome conduct and any informal resolution for future reference but is not required to do so.

To start the Informal Resolution Process, the Employee should inform the other person that the alleged conduct is unwelcome and request that it cease. If an Employee feels uncomfortable approaching the other person directly, they may seek the assistance of their manager or supervisor, or their senior leadership, or the Vice President, Human Resources. The manager or supervisor may seek the assistance of Human Resources at any time.







If the Informal Resolution Process does not result in a satisfactory outcome, or if the Employee does not wish to use the Informal Resolution Process, the Employee may follow the Formal Complaint Process.

### **Formal Complaint Process**

To initiate the Formal Complaint Process, the complainant (the Employee filing the complaint) should complete and acknowledge the “Respectful Workplace Complaint Form” and submit to their manager, supervisor, or the Vice President, Human Resources. The written complaint should include the following information, if it is known to the complainant:

1. complainant’s name, position and contact information;
2. date, time and location of the incident(s);
3. name of respondent(s);
4. conduct of concern;
5. name of witnesses if any; and
6. any action the complainant has taken to stop the unwanted conduct, including any steps taken by the complainant under the Informal Resolution Process and the outcome.

The written complaint is intended to facilitate TransLink’s investigation of the complaint. Anonymous complaints (i.e., complaints omitting the complainant’s name, position and contact information) will be accepted and will be investigated to the extent reasonably practicable. However, a complaint made anonymously may impair TransLink’s ability to resolve the concerns raised and to conduct a thorough investigation . Complainants are accordingly strongly encouraged to include their identifying information when completing the Respectful Workplace Complaint Form. Details of the complaint should, as far as possible, include specific language, conversation, gestures, actions and any other information that relates to the conduct of concern.

When a manager or supervisor receives a written complaint, they should forward it to the Vice President, Human Resources as soon as possible so that the incident can be investigated and addressed promptly.

The Vice President, Human Resources, or an individual appointed by the Vice President, Human Resources (the “designate”), will review the complaint and decide whether the behaviour complained of falls within the scope of this Policy. If the Vice President, Human Resources, or designate, determines that it does not, they will advise the complainant accordingly and may thereafter elect not to take any further steps under this Policy.





If the Vice President, Human Resources, or designate, determines that the formal written complaint falls within the scope of this Policy, they will initiate and conduct an investigation of the complaint.

At any stage during the Formal Complaint Process, the complainant has the right to withdraw from any further action in connection with a formal written complaint. However, TransLink reserves the right to pursue the matter if it believes that continued investigation is appropriate for any reason, for example, if withdrawal of the complaint may have occurred as a result of retaliatory behaviour, or if there are previous or other complaints or incidents involving the same respondent or work area.

### ***Investigation of Formal Complaints***

An investigation of a formal written complaint regarding bullying and harassment, or retaliation related to a complaint or investigation of bullying and harassment will generally be conducted by management of the area. An investigation of a formal written complaint regarding discriminatory conduct, or retaliation related to a complaint or investigation of discriminatory conduct will generally be conducted by the Vice President, Human Resources, or designate. TransLink retains the right, in its sole discretion, to appoint any one or more employees or independent investigator to carry out the investigation.

At any stage of the investigation process, any unionized employee involved in a complaint may elect to have a union representative accompany them.

The investigation of a formal written complaint will be completed, and the appropriate resolution decided upon, as soon as possible. TransLink strives to complete investigations within 30 days of receiving a formal written complaint; however, a longer period may be appropriate in some circumstances, in which case the complainant will be notified of the predicted time frame for completion of the investigation.

All Employees must cooperate with any investigations and provide details of incidents they have experienced or witnessed.

In the course of the investigation of a formal written complaint, the designated investigator will, as the investigator considers appropriate:





- give notice that an investigation has been initiated regarding the subject matter of the complaint to the parties to the complaint and, subject to applicable laws or contract, the parties' managers and the applicable union;
- interview the complainant;
- interview the respondent and provide the respondent with an opportunity to respond to matters raised in the complaint;
- consider and respond to any need or request for assistance in the investigation process by the parties;
- interview other individuals;
- collect from the parties and any witnesses relevant evidence, including documents, belongings/property, emails, pictures, notes and recordings; or
- arrive at and advise the Vice President, Human Resources, or designate, of the investigator's findings and, if requested by the Vice President, Human Resources, any recommendations. .

The Vice President, Human Resources, or designate, will advise the complainant, the respondent and, subject to applicable laws or contract, the parties' managers and union of the findings of the investigation and, where appropriate, any recommendations.

If the findings substantiate the complaint, the Vice President, Human Resources, or designate, will determine and initiate appropriate actions. In determining appropriate actions, the Vice President, Human Resources, or designate, may consult with managers, the investigator, and such other persons as the Vice President, Human Resources, or designate, determines in their sole discretion.

#### ***Action Arising out of Substantiated Complaints***

Appropriate action arising out of the Formal Complaint Process may include one or more of the following on the part of any person found to have engaged in the prohibited conduct:

- formal apology;
- recommendation to seek assistance from employee and family assistance or a medical or other professional;
- written reprimand (placed in that person's personnel file);
- training or participation in educational or other course of correction or instruction;
- demotion or other change of work assignment;
- withholding of promotion;





- financial penalty (including a requirement to reimburse TransLink for costs relating to the complaint or an adverse effect on compensation);
- paid or unpaid suspension; or
- termination of employment (or contract for service).

Any Employee who engages in bullying and harassment, or discriminatory behaviour, may also be personally liable in the event of a successful lawsuit or human rights case or sanctions imposed by other authorities or governing bodies. Some inappropriate behaviour (including Criminal Harassment, Sexual Assault, Threatening, Cyberbullying) may be criminal and involve a police investigation.

## 9. CONFIDENTIALITY

The complainant, respondent, and anyone involved in an Informal Resolution Process or Formal Complaint Process under this Policy must maintain confidentiality in respect of the process, including any related investigation. Exceptions to total confidentiality may be made where disclosure is required by law or an applicable authority or governing body, or is necessary or appropriate for the proper conduct of the resolution process or investigation or any action arising out of such process or investigation (which may include disclosure to one or more members of management of TransLink).

Any unauthorized breach of confidentiality will be treated very seriously and may result in discipline up to and including immediate termination of employment (or contract for service).

## 10. VEXATIOUS COMPLAINTS

Complaints of bullying, harassment, and discrimination are serious matters. Anyone who is found to have made vexatious, frivolous, or malicious complaints under this Policy will be subject to discipline up to and including immediate termination of employment (or contract for service).

Examples of a vexatious, frivolous, or malicious complaint include, but are not limited to, complaints made:

- solely to cause trouble or annoyance to another person, or to receive some personal benefit; or
- intentionally for the purpose of embarrassing a person.





### 11. RECORD KEEPING

Records of complaints, investigations, and follow-up action pursuant to this Policy will be retained, secured and destroyed as directed by TransLink in accordance with applicable laws and TransLink policies.

### 12. POSTING REQUIREMENT

A copy of this Policy and the names and contact information of the Vice President, Human Resources will be available on TransLink's intranet site known as "Q". Employees may request a copy of this Policy at any time from the Vice President, Human Resources.

### 13. ANNUAL REVIEW

The Employer will review this Policy annually, or as otherwise required by applicable laws.

Revisions & Reviews: June 2013 & 2018 (Revisions)  
February 2021 (Reviewed)  
February 2022 (Reviewed)  
February 2023 (Revisions)





**RESPECTFUL WORKPLACE POLICY**  
**~~—TRANSLINK POLICY—~~**

<b>Issued By:</b>	<b>Vice President, Human Resources</b>
<b>Approved By:</b>	<b>Board of Directors</b>
<b>Signature:</b>	
<b>Approval Date:</b>	
<b>Effective Date:</b>	<b>February 2023</b>
<b>Last Revision Date:</b>	<del>June 2018</del> <b>February 2022</b>
<b>Last Reviewed Date:</b>	<del>February 2022</del>
<b>Signature:</b>	_____

**1. PURPOSE**

To set clear expectations for the provision and maintenance of a workplace that ensures that all Employees (as defined for the purposes of this Policy) are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

**2. POLICY**

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their conduct is having on someone else, they change their behavior. In other circumstances, it may be more appropriate to elect to proceed directly to the Formal Complaint Process.

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### 3. APPLICATION

Under this Policy, “Employees” means all TransLink directors, officers, employees, interns, and students. For the purpose of this Policy only, “Employees” will also include contractors who perform services at TransLink workplaces.

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Inappropriate conduct or comments include, but are not limited to:

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~~origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.~~

TransLink prohibits discrimination, including harassment, based on any characteristic protected by the *BC Human Rights Code*. TransLink also prohibits discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Discrimination may take many forms. Examples include, but are not limited to:

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- mimicking a person's accent, speech or mannerisms;
- unwanted inquiries or comments about a person's personal life;
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- sexual harassment; and
- communication through electronic means (e.g., email, social media) of a nature prohibited by law or by TransLink policy.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or sex-based nature when:

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- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or unsafe work environment.

Examples of sexual harassment include:

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- sexually suggestive, obscene, or degrading comments, gestures, or jokes.

This Section 6 is not intended to set out all of the forms or examples of discrimination, including sexual harassment. Other conduct, which is not addressed above, may be discriminatory. If you have any questions about whether certain conduct may fall within the scope of this Policy, please contact the Vice President, Human Resources.

The foregoing is not intended to inhibit interactions or relations based on mutual consent. However, everyone is required to closely monitor their communication and conduct to ensure a positive, respectful, and discrimination-free workplace.

## 7. RETALIATION

TransLink prohibits retaliation, or threats of retaliation, against any individual for reporting a concern or filing a complaint in good faith under this Policy, or for cooperating in an investigation. Retaliatory behaviour may include, but is not limited to:

- unwarranted criticism of a person's job performance;
- failing to extend to a person an opportunity available to others;
- refusing to work with a person; or
- the unjustified reassignment of a person to different duties or a different position.

Retaliatory behaviour does not include good faith job performance assessments, normal work-related comments and direction, or discipline for just cause.

Any Employee who believes they have been subjected to retaliation is responsible for immediately reporting the matter to TransLink. All complaints of retaliation will be investigated in accordance with the investigation process described below.

Retaliation in violation of this Policy may result in discipline, up to and including immediate termination of employment (or contract for service).

## 8. COMPLAINT PROCEDURES





TransLink provides informal and formal options to any Employee who believes that they have experienced or observed bullying, harassment, or discrimination in violation of this Policy. Although TransLink suggests that Employees use the Informal Resolution Process, they are not required to do so, and may elect to proceed directly to the Formal Complaint Process.

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1. unilaterally investigate any conduct it considers may be in violation of this Policy;
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All Employees are responsible for advising their manager or supervisor of any bullying, harassment, or discriminatory incident, or of any retaliatory behaviour prohibited under this Policy. If, for any reason, an Employee is uncomfortable or unable to speak to their manager or supervisor, they are encouraged to report the complaint to the Vice President, Human Resources. Any manager or supervisor who receives a report of bullying and harassment, discrimination, or retaliation must promptly report it to the Vice President, Human Resources.

If the Vice President, Human Resources, is a party to the complaint, then the complaint should be forwarded instead to the CEO, and all references in section 8 to Vice President, Human Resources will be read as references to the CEO.

If the CEO is a party to the complaint, then the complaint should be forwarded instead to the Board Chair, and all references in section 8 to Vice President, Human Resources will be read as references to the Board Chair.

### **Informal Resolution Process**

Any Employee who experiences or observes what they believe to be bullying and harassment, or discrimination, in violation of this Policy is encouraged to bring the matter directly to the attention of the person who is responsible for the alleged conduct. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behaviour. The Employee may wish to document the unwelcome conduct and any informal resolution for future reference but is not required to do so.

To start the Informal Resolution Process, the Employee should inform the other person that the alleged conduct is unwelcome and request that it cease. If an Employee feels uncomfortable approaching the other person directly, they may seek the assistance of their manager or supervisor, or their senior leadership, or the Vice President, Human Resources. The manager or supervisor may seek the assistance of Human Resources at any time.



If the Informal Resolution Process does not result in a satisfactory outcome, or if the Employee does not wish to use the Informal Resolution Process, the Employee may follow the Formal Complaint Process.





### **Formal Complaint Process**

To initiate the Formal Complaint Process, the complainant (the Employee filing the complaint) should complete and acknowledge the “Respectful Workplace Complaint Form” and submit to XXXX file a written complaint with their manager, ~~or~~ supervisor, or the Vice President, Human Resources. The written complaint should include the following information, if it is known to the complainant:

1. complainant’s name, position and contact information;
2. date, time and location of the incident(s);
3. name of respondent(s);
4. conduct of concern;
5. name of witnesses if any; and
6. any action the complainant has taken to stop the unwanted conduct, including any steps taken by the complainant under the Informal Resolution Process and the outcome.

The written complaint is intended to facilitate TransLink’s investigation of the complaint. Anonymous complaints (i.e.i.e., complaints omitting the complainant’s name, position and contact information) will be accepted and will be investigated to the extent reasonably practicable. However, a complaint made anonymously may will often impair TransLink’s ability to resolve the concerns raised and to conduct a fair, thorough and effective investigation into the allegations and its ability to resolve the concerns raised in the complaint. Complainant’s Complainants are accordingly strongly encouraged to include their identifying information when completing the Respectful Workplace Complaint Form. Details of the complaint should, as far as possible, include specific language, conversation, gestures, actions and any other information that relates to the conduct of concern.

When a manager or supervisor receives a written complaint, they should forward it to the Vice President, Human Resources as soon as possible so that the incident can be investigated and addressed promptly.

The Vice President, Human Resources, or an individual appointed by the Vice President, Human Resources (the “designate”), will review the complaint and decide whether the behaviour complained of falls within the scope of this Policy. If the Vice President, Human Resources, or designate, determines that it does not, they will advise the complainant accordingly and may thereafter elect not to take any further steps under this Policy.





If the Vice President, Human Resources, or designate, determines that the formal written complaint falls within the scope of this Policy, they will initiate and conduct an investigation of the complaint.

At any stage during the Formal Complaint Process, the complainant has the right to withdraw from any further action in connection with a formal written complaint. However, TransLink reserves the right to pursue the matter if it believes that continued investigation is appropriate for any reason, for example, if withdrawal of the complaint may have occurred as a result of retaliatory behaviour, or if there are previous or other complaints or incidents involving the same respondent or work area.

### ***Investigation of Formal Complaints***

An investigation of a formal written complaint regarding bullying and harassment, or retaliation related to a complaint or investigation of bullying and harassment will generally be conducted by management of the area. An investigation of a formal written complaint regarding discriminatory conduct, or retaliation related to a complaint or investigation of discriminatory conduct will generally be conducted by the Vice President, Human Resources, or designate. TransLink retains the right, in its sole discretion, to appoint any one or more employees or independent investigator to carry out the investigation.

At any stage of the investigation process, any unionized employee involved in a complaint may elect to have a union representative accompany them~~present~~.

The investigation of a formal written complaint will be completed, and the appropriate resolution decided upon, as soon as possible. TransLink strives to complete investigations within 30 days of receiving a formal written complaint; however, a longer period may be appropriate in the some circumstances, in which case the complainant will be notified of the predicted time frame for completion of the investigation.

All Employees must cooperate with any investigations and provide details of incidents they have experienced or witnessed.

In the course of the investigation of a formal written complaint, the designated investigator will, as the investigator considers appropriate:







- give notice that an investigation has been initiated regarding the subject matter of the complaint to the parties to the complaint and, subject to applicable laws or contract, the parties' managers and the applicable union;
- interview the complainant;
- interview the respondent and provide the respondent with an opportunity to respond to matters raised in the complaint;
- consider and respond to any need or request for assistance in the investigation process by the parties;
- interview other individuals;
- collect from the parties and any witnesses relevant evidence, including documents, belongings/property, emails, pictures, notes and recordings; or
- arrive at and advise the Vice President, Human Resources, or designate, of the investigator's findings and, if requested by the Vice President, Human Resources ~~Resources, any recommendations.~~ ~~any recommendations.~~

The Vice President, Human Resources, or designate, will advise the complainant, the respondent and, subject to applicable laws or contract, the parties' managers and union of the findings of the investigation and, where appropriate, any recommendations.

If the findings substantiate the complaint, the Vice President, Human Resources, or designate, will determine and initiate appropriate actions. In determining appropriate actions, the Vice President, Human Resources, or designate, may consult with managers, the investigator, and such other persons as the Vice President, Human Resources, or designate, determines in their sole discretion.

#### ***Action Arising out of Substantiated Complaints***

Appropriate action arising out of the Formal Complaint Process may include one or more of the following on the part of any person found to have engaged in the prohibited conduct:

- formal apology;
- recommendation to seek assistance from employee and family assistance or a medical or other professional;
- written reprimand (placed in that person's personnel file);
- training or participation in educational or other course of correction or instruction;
- demotion or other change of work assignment;
- withholding of promotion;





- financial penalty (including a requirement to reimburse TransLink for costs relating to the complaint or an adverse effect on compensation);
- paid or unpaid suspension; or
- termination of employment (or contract for service).

Any Employee who engages in bullying and harassment, or discriminatory behaviour, may also be personally liable in the event of a successful lawsuit or human rights case or sanctions imposed by other authorities or governing bodies. Some inappropriate behaviour (including Criminal Harassment, Sexual Assault, Threatening, Cyberbullying) may be criminal and involve a police investigation.

## 9. CONFIDENTIALITY

The complainant, respondent, and anyone involved in an Informal Resolution Process or Formal Complaint Process under this Policy must maintain confidentiality in respect of the process, including any related investigation. Exceptions to total confidentiality may be made where disclosure is required by law or an applicable authority or governing body, or is necessary or appropriate for the proper conduct of the resolution process or investigation or any action arising out of such process or investigation (which may include disclosure to one or more members of management of TransLink).

Any unauthorized breach of confidentiality will be treated very seriously and may result in discipline up to and including immediate termination of employment (or contract for service).

## 10. VEXATIOUS COMPLAINTS

Complaints of bullying, harassment, and discrimination are serious matters. Anyone who is found to have made vexatious, frivolous, or malicious complaints under this Policy will be subject to discipline up to and including immediate termination of employment (or contract for service).

Examples of a vexatious, frivolous, or malicious complaint include, but are not limited to, complaints made:

- solely to cause trouble or annoyance to another person, or to receive some personal benefit; or
- intentionally for the purpose of embarrassing a person; ~~or~~
- ~~frivolously.~~







### 11. RECORD KEEPING

Records of complaints, investigations and follow-up action pursuant to this Policy will be retained, secured and destroyed as directed by TransLink in accordance with applicable laws and TransLink policies.

### 12. POSTING REQUIREMENT

A copy of this Policy and the names and contact information of the Vice President, Human Resources will be available on TransLink's intranet site known as "Q". Employees may request a copy of this Policy at any time from the Vice President, Human Resources.

### 13. ANNUAL REVIEW

The ~~Employer will review this~~ Policy ~~will be reviewed~~ annually, or as otherwise required by applicable laws.

Revisions & Reviews: June 2013 & 2018 (Revisions)  
February 2021 (Reviewed)  
February 2022 (Reviewed)  
February 2023 (Revisions)



# Respectful Workplace Complaint Form

As per the [Respectful Workplace Policy](#), TransLink, is committed to providing and maintaining a workplace that ensures all Employees are treated with dignity and respect and are able to work in an environment that is free from bullying, harassment, and discrimination. Although TransLink suggests that Employees use the Informal Resolution Process, you are not required to do so, and may elect to proceed directly to the formal complaint process by completing this form and returning it to your manager/supervisor or the Vice President, Human Resources. Please attach additional sheets as needed.

Please complete this form to the best of your ability so that TransLink Human Resources can thoroughly investigate complaints and support with the resolve issues.

		Date:
Last Name:	First Name:	Middle Initial:
Department:	Job Title:	
Supervisor/Manager Name:	Contact Information – Phone/Email:	
Individual(s) who engaged in conduct you believe violates TransLink’s Respectful Workplace Policy (the “Respondent(s)”) <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>		

**Describe the nature of your complaint. Include dates, times, and locations where alleged conduct took place, names of any witnesses, and as much detail of the alleged conduct as possible:**

**Have you approached the Respondent directly to attempt to resolve the situation?**

**YES**

**NO**

**If yes, please provide details including date(s).**

**Identify the names of any witnesses who may have knowledge of the alleged conduct for which you are reporting and when they became aware of this alleged conduct.**

**Are there documents or records that contain information supporting the occurrences described above?  
If yes, please describe and attach a copy to this form.**

**Is there any other information that supports your complaint? If yes, please describe, and if possible, attach to this form.**

**Do you have a suggested resolution?**

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## **ACKNOWLEDGEMENT**

By submitting this formal written complaint, you request an assisted resolution process be implemented as outlined in the Formal Complaint Process (section 8) of the [Respectful Workplace Policy](#).

In order to investigate your complaint, TransLink Human Resources will need to follow up with you, with the persons engaged in the alleged conduct, and any witness(es) with knowledge of your complaint. TransLink will discuss this only with those persons with a need to know and will take action to address any substantiated acts.

Any personal information requested on this form and collected throughout the resolution process is collected by TransLink in support of its Respectful Workplace Policy for the purposes of managing the resolution process, conducting investigations, and supporting any actions arising out of such process or investigations. This is done in accordance with s. 26(c) of the Freedom of Information and Protection of Privacy Act. Please direct any questions regarding the collection and use of this information to [privacy@translink.ca](mailto:privacy@translink.ca).

By completing this form, you hereby acknowledge that the information provided in this complaint is true and correct to the best of your knowledge. Please also be advised that TransLink will not retaliate against you or any witness for participating in any good-faith complaint. Any acts of retaliation should be promptly reported to the Vice-President of Human Resources.

**Signature :**

**Date:**

TO: Board of Directors

FROM: Mark Jefferson – Interim Vice President Human Resources

DATE: March 5, 2023

SUBJECT: TransLink Drug and Alcohol Policy

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**PROPOSED RESOLUTION:**

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

**EXECUTIVE SUMMARY**

TransLink endeavors to update its Human Resources policies on a regular basis. The last time that TransLink’s Drug and Alcohol Policy was updated was in 2019.

The updates in this policy include changes to provide greater clarity about the expectations for employees and contractors when it comes to alcohol and drug use in the workplace (including remote work) or at company sponsored events; legislative considerations; over the counter medication that can create safety concerns; supports available for employees and contractors that require assistance due to substance addiction; and the responsibilities of all employees to ensure that TransLink is a drug and alcohol free environment where it is a collective responsibility to ensure everyone’s physical and psychological safety.

Attachments include the recommended Drug and Alcohol Policy 2023 (Appendix A) and the Drug and Alcohol Policy from 2019 (Appendix B – red lined version).

**PURPOSE**

To ensure that TransLink follows legislative requirements for the safety of our employees, contractors, customers, and stakeholders, while also considering support for those employees experiencing challenges with drug and alcohol addiction issues.

**BACKGROUND**

The Drug and Alcohol policy has not been reviewed in four years. The recommended Drug and Alcohol Policy provides greater clarity for employees and contractors as to the expectations of the employer.

**DISCUSSION**

TransLink’s Drug and Alcohol Policy has been revised with the following key updates (Appendix A):

- Employees and contractors will have greater clarity about the expectations in a workplace “...free from being under the influence of drugs and alcohol,” because “impairment” is challenging to assess and determine.
- Clearer expectations for company sponsored events.
- Disclosure requirements and support for employees and contractors.
- Expectations for medically prescribed drugs that can impact employee or contractor cognitive or motor skills.
- Expectations of employees and contractors for disclosure of substance addiction issues.
- Support for employees and contractors with substance addiction issues.
- Drug and alcohol “post incident” testing.
- Consequences for employees and contractors under the influence of drugs and alcohol.
- Requirements for supervisors, managers, and members of the Board of Directors.

### **Communications**

The updated Drug and Alcohol Policy will be available on TransLink’s Intranet (Q).

### **ATTACHMENTS**

Appendix A: 2023 Drug and Alcohol Policy

Appendix B: 2019 Drug and Alcohol Policy (red lined version)

## DRUG AND ALCOHOL POLICY

<b>Issued By:</b>	<b>Human Resources</b>
<b>Approved By:</b>	<b>Chief Executive Officer</b>
<b>CEO Signature:</b>	
<b>Approval Date:</b>	
<b>Effective Date:</b>	

### 1. PURPOSE

To support TransLink's commitment to providing a safe and healthy Workplace and to provide the public a safe, reliable, and efficient transit system; to establish expectations for appropriate employee and Contractor conduct; to provide a means for supporting employees with current or emerging substance abuse problems (including drug and/or alcohol addiction); to prohibit being under the influence of drugs or alcohol in the Workplace; and to establish consequences for non-compliance.

### 2. POLICY

Employees and Contractors are required to be free from being under the influence of drugs or alcohol in the Workplace and to be able to perform the duties of their position safely and competently while working onsite or from their remote work location

Except as expressly permitted in this Policy, TransLink does not tolerate the consumption, possession, sale, provision or transportation of drugs or alcohol by employees or Contractors while on duty, on company property, or while operating company equipment and/or vehicles.

TransLink will investigate if there are reasonable grounds to believe that drugs or alcohol are present in the Workplace in contravention of this Policy or if an employee or Contractor appears to be under the influence of drugs or alcohol.

TransLink is committed to providing a process for supporting employees who are dealing with current or emerging substance abuse challenges, including drug or alcohol addiction. See section 4.4 for more details.



### 3. APPLICATION

The following standards apply to all TransLink employees and Contractors, who are expected to enforce it with their employees, sub-contractors, and agents. For greater certainty, this Policy is not intended to restrict possession or use of non-impairing drugs whether prescribed or obtained over the counter if use is consistent with the prescribed purpose and/or used in accordance with the doctor's, pharmacist's, or manufacturer's instructions.

#### 3.1 Impairment, Possession, and Use of Drugs and Alcohol

- (i) Any employee or Contractor who may be under the influence of drugs or alcohol, including their after-effects, must, if at the Workplace, immediately notify their supervisor of their condition and, if not at the Workplace, report to their supervisor that they are unfit to attend for their Work Duty at the Workplace.

Except as permitted under Sections 3.1(ii), 3.2 and 3.3 in this Policy, the following are prohibited while on TransLink business, during working hours (including meal and/or coffee breaks), at the Workplace, in TransLink vehicles, or while on stand-by or official on-call for work:

- being under the influence of drugs or alcohol;
- the use, consumption, purchase, possession distribution or sale of any drug or alcohol, except as expressly permitted by this Policy;
- the use and/or possession of prescribed drugs, if permitted under this Policy, without a legally obtained prescription; and
- the intentional misuse of drugs including altering the means of use (e.g., crushing, liquefying, injecting and/or snorting) or otherwise using a drug in a manner not intended by the prescribing physician or specified by the pharmacist.

Employees are prohibited from accepting overtime, participating in paid telephone consultations, responding to call-ins, or otherwise attending to work matters while under the influence of any impairing drug or alcohol.

- (ii) Employees may responsibly store in their personal belongings and on TransLink property, prescription or over-the-counter drugs or alcohol, provided the containers are sealed, and not visible in any Workplace. The use of prescribed and over-the-counter drugs is further governed in Section 4.2.







### 3.2 Company-Sponsored Events and Related Events

- (i) The use of alcohol at Company-Sponsored Events and Related Events is discouraged but not prohibited. TransLink will not supply or pay for alcoholic beverages at any Company-Sponsored Event.

Where the employee is representing TransLink as a host, the expense for alcohol consumed by a third-party guest will be borne by TransLink only with the prior written authorization from the Chief Executive Officer. Such expense will be on an exceptional basis and must not present an unreasonable cost to TransLink.

The use of illegal drugs at Company-Sponsored Events and Related Events is prohibited.

- (ii) Employees who choose to consume alcohol must make arrangements at Company-Sponsored Events and Related Events for their transportation as follows:
- Appoint a designated driver who has not consumed any drugs or alcohol to provide transportation from the event; or
  - Use public transportation, a taxi, or other similar service to get home. The expense for taxi or other similar service to get home for this purpose will be reimbursed by TransLink in accordance with the Travel and Expense Claims Policy.

### 3.3 Off-Duty Activity

TransLink will investigate any off-duty activity involving substance abuse, drugs and alcohol which may have negative implications for the Workplace and/or TransLink's reputation. Appropriate action will be undertaken depending on the circumstances.

Employees on travel status, at a training event, seminar or other business function who use legal drugs or alcohol after business is concluded or who are at a Company Sponsored Event or Related Event are expected to act responsibly, not return to work and to conduct themselves in a manner that does not negatively impact the reputation of TransLink and its subsidiaries.

## 4. DISCLOSURE AND SUPPORT

### 4.1 - Charges Relating to Driving Under the Influence or Suspension of Driver's Licence

Employees and Contractors who are required to operate a company vehicle or are in a Safety Sensitive Position as part of their employment duties, must immediately inform their supervisor if they have been charged with a drug or alcohol related driving offence or license suspension





under any statute in any jurisdiction. Employees and Contractors must immediately inform their supervisor of any driving suspension while driving a company vehicle or while driving a personal vehicle while on corporate business. TransLink will investigate the incident and make an appropriate response.

#### **4.2 Prescribed and Over the Counter Drugs**

Employees are responsible to confirm, through their physician or pharmacist, that any drug, including prescribed or over the counter, will not negatively affect their cognitive or motor skills, including if used according to prescribed or manufacturing instructions. The use of any drug that would normally not cause impairment, if used as directed or prescribed, is prohibited if used in a manner or in quantities which cause impairment.

If a prescribed or over-the-counter drug may negatively affect an employee's cognitive or motor skills (even if used according to prescribed or manufacturing instructions), the employee must advise the Occupational Health Group and participate in providing any necessary information to establish their fitness for duty.

#### **4.3 Mandatory Disclosure of Drug or Alcohol Use Addictions, Issues and Disorders**

It is a condition of employment that an employee or Contractor disclose to the Occupational Health Group (OHG) if they know or should reasonably know that they have an addiction, a Drug and Alcohol Use Disorder or are not using drugs or alcohol responsibly or if they know or should reasonably know that they have or will come to the Workplace under the influence of drugs or alcohol. An employee or Contractor who makes a disclosure under this section will be encouraged to seek professional help and may be referred for a medical assessment in order to determine their fitness for work.

An employee who does not make a timely disclosure as set out in the paragraph above prior to violating this Policy, including by being at the Workplace for Work Duty under the influence of drugs or alcohol, will be subject to discipline for failing to comply with the disclosure obligations of this Policy. Such discipline will include consideration for termination of employment.

#### **4.4 Support for Employees Suffering from Addiction or Drug and Alcohol Use Disorders**

TransLink will support an employee who has an identified Drug and Alcohol Use Disorder or addiction through the Occupational Health Group. The OHG will work with the employee and appropriate medical caregivers to help the employee. Through a coordinated effort on assessment, treatment and recovery, TransLink is committed to helping its employees overcome addictions and, where appropriate, to ultimately return to work.





Employees who believe that they have a Drug and Alcohol Use Disorder or addiction are encouraged to seek professional help.

If there are reasonable grounds to believe that an employee has a Drug and Alcohol Use Disorder or addiction, depending on the circumstances, any one or a combination of the following will apply:

- The employee may be placed on a leave of absence with or without pay until the results of an assessment are received;
- The OHG will designate the employee as “To Be Qualified” (“TBQ”);
- TBQ status remains in effect for an employee identified by a medical specialist as having an addiction until medical clearance from the specialist has been received;
- TBQ status will be removed if TransLink receives satisfactory medical information from the medical specialist indicating that the employee has control over their addiction and they can manage their use of drugs and alcohol safely and in a manner which does not affect the employee’s ability to perform their work safely, reasonably efficiently and competently;
- The employee may be required to attend an independent medical examination (IME) with a specialist in addiction;
- If the employee refuses to attend an IME, TransLink will determine the appropriate action based on all available information. If the employee provides medical information from their physician to the OHG, such information will be considered in determining the employer’s response to the employee’s refusal to undergo an IME.

Sick leave or disability plan benefits may be available to employees during treatment periods that require the employee to be absent from work.

## 5. DRUG OR ALCOHOL TESTING

### 5.1 Pre-employment Testing

Any individual seeking assignment to a Safety Sensitive Position, either as a current employee or new hire, will be required to undergo a medical fitness for duty assessment that includes drug and alcohol testing.





## 5.2 Reasonable Cause Testing

An employee who occupies a Safety Sensitive Position may be required to undergo drug and alcohol testing if there are reasonable grounds to believe that the employee's appearance, behavior, speech, motor skills, or odor is consistent with the use of drugs or alcohol or their aftereffects. In such a case, a drug and alcohol test will be carried out.

An employee demonstrating signs of being under the influence of drugs or alcohol must be removed from duty pending the outcome of the investigation, including any drug and alcohol test. Underlying health issues must be considered if the employee tests negative for drugs and alcohol; such a finding may result in a medical assessment being carried out.

Employees required to undergo "reasonable cause" testing may not operate their own or a TransLink vehicle. Due to the risk that driving under the influence of drugs or alcohol poses to the safety of the employee and to the public, TransLink will contact the police if the employee refuses to accept a ride under these circumstances and attempts to operate their own or another person's vehicle. TransLink will make provisions to safely transport the employee to the collection site and to the employee's residence.

## 5.3 Post Incident Testing

A drug and alcohol test may be required after a Significant Event as part of a full investigation into its cause. The purpose of post-incident drug or alcohol testing is to rule out drug or alcohol use as a potential cause of a Significant Event.

The circumstances of each case will be taken into consideration before making the decision to test. Post-incident drug or alcohol testing will not occur unless a preliminary investigation has been undertaken and has determined that the condition of the employee is a reasonable line of inquiry. This determination requires:

- a connection between the employee and the Significant Event;
- a determination that the employee's act(s) or omission(s) may have caused or contributed to the Significant Event;
- consideration of whether other factors (e.g., environmental conditions, mechanical failure) caused the Significant Event; and
- consideration of whether testing would assist the investigation.

An employee who is involved in a Significant Event must report that event to their supervisor as soon as possible and must remain available for testing.





An employee involved in a Significant Event must not consume any drugs or alcohol, unless prescribed by a physician or administered by a first responder, until after the post-incident drug or alcohol testing has been completed or the employee has been advised that testing is not required.

Refusal to consent to, and/or provide samples for, drug or alcohol testing will be treated the same as a positive drug or alcohol testing result.

#### **6.4 Return to Work and Follow-Up Testing**

An employee who has an identified Drug or Alcohol Use Disorder or addiction may be required to undergo drug or alcohol testing prior to returning to work and may be required to undergo unannounced follow-up drug or alcohol testing as recommended by a medical professional in order to ensure the employee's continued fitness for work.

### **7. CONSEQUENCES OF A POLICY VIOLATION**

Any violation of this Policy may result in discipline up to and including dismissal. TransLink has the authority and discretion to remove from duty any individual who is believed to be in violation of this Policy pending the results of the investigation. In all such situations an investigation will be conducted to verify whether a Policy violation has occurred. An employee's individual circumstances will be considered in determining the appropriate response.

To the extent of any inconsistency among provincial and federal legislative requirements, any applicable collective agreements, and this Policy, the provincial and federal legislation shall prevail first, followed by the collective agreement requirement, and finally the Policy.

### **8. RESPONSIBILITIES**

#### **8.1 Employee and Contractors**

All employees and Contractors are expected to fulfill their work duties free from the influence of drugs or alcohol, and to conduct themselves in a responsible, safe, and lawful manner while on duty or in the Workplace.



It is expected that employees and Contractors will:

- Read and understand this Policy;
- Comply with all obligations under this Policy at all times;
- Seek the assistance of a supervisor, the Human Resources or Labour Relations departments if there is any doubt about a person's obligations under this Policy;
- Know and understand the possible effects of using drugs and alcohol;
- Immediately inform their supervisor if they become aware of any conduct by another employee or Contractor that is or may be contrary to this Policy, including any conduct that may pose a threat to the safety or health of any employee, Contractor, or the public, or damage to the environment, property or equipment, or damage to TransLink's reputation. TransLink may at its discretion act on this information by carrying out an investigation, make its own determinations based on the results of the investigation, and preserve the confidentiality of the person reporting the suspected violation to the extent practicable;
- Contact OHG when prescribed any medication that may affect their cognitive or motor skills; and
- Contact OHG if they believe they have an issue with drug or alcohol use, or that they have a drug or alcohol addiction.

## **8.2 Supervisors/Managers**

It is the responsibility of every manager and supervisor to promote and maintain a drug and alcohol-free Workplace in the interests of health and safety.

Supervisors and managers are expected to:

- Encourage voluntary participation in treatment programs, and where appropriate, to provide suggested and mandatory referrals to OHG;
- Require an employee to follow up with the OHG if, in the course of a performance management discussion, an employee discloses they have an addiction or a drug or alcohol problem, so they can get the appropriate support;
- Require an employee in a Safety Sensitive position to follow up with the OHG, in the event of a driver's license suspension related to drugs and/or alcohol; and
- Take immediate steps to investigate any possible violation of this Policy.





If a supervisor has reasonable cause to believe that an employee or Contractor is under the influence of drugs or alcohol for any reason while on Work Duty or in the Workplace, the supervisor will immediately remove the employee or Contractor from service and contact their manager for the purpose of commencing an investigation. Any supervisor who fails to abide by this provision may be subject to personal disciplinary action.

### **8.3 Employees**

If an employee has reasonable cause to believe that another employee or Contractor is under the influence of drugs or alcohol for any reason while on work duty or in the Workplace, the employee should immediately report this to their supervisor/manager or another supervisor/manager.

### **8.4 Occupational Health Group**

In support of this Policy the OHG will be responsible for:

- Supporting employees in seeking treatment for drug or alcohol use by arranging assessments and working with employees to ensure they receive appropriate treatment;
- Designating as “To Be Qualified” employees in Safety Sensitive positions who have been identified with potential or existing drug or alcohol addiction;
- Supporting management and the Labour Relations department in attaining and interpreting medical documentation relating to the employee’s fitness for duty while maintaining the confidentiality of medical records;
- Arranging for testing as required, and ensuring that management and the Labour Relations department have sufficient information to make appropriate decisions while maintaining the confidentiality of medical records; and
- Arranging the necessary support to ensure adherence to any recommended treatment/aftercare program including monitoring.

### **8.5 Directors**

Members of the TransLink Board of Directors are expected to adhere to the same standards of conduct that are set out in this policy for employees.



## 9. DEFINITIONS

**“Addiction”** is characterized by a compulsive pattern of use, including overwhelming involvement, an obsession about securing a supply and inability to cease using it despite negative consequences.

**“Alcohol”** means any impairing beverage, including beer, wine, spirits, and alcohol found in other products.

**“Company Sponsored Event”** means an employee social event that is organized by TransLink and is fully or partially funded by TransLink, such as:

- Service anniversary recognition functions (i.e., lunches, dinners);
- Work recognition functions (i.e., dinners);
- Christmas events.

**“Contractors”** means, for the purpose of this policy any third-party performing work for TransLink including consultants, students and volunteers, and their employees and subcontractors.

**“Drug”** means any substance, including cannabis, prescription medications, and self-administered and over-the-counter substances of any kind, the use of which has the potential to cause impairment.

**“Drug and Alcohol Use Disorder”** means a condition in which the recurrent use of alcohol, drugs or any other substance causes clinically and/or functionally significant impairment, such as health problems, disability, and undue interference with responsibilities at work or home.

**“Impairment”** means the modification of an individual’s physical or mental function such that the performance or behaviour of the individual is affected in a way that prevents them from safely and acceptably performing assigned duties.

**“On Duty”** means the hours an employee works, is scheduled to work, is called in, or otherwise requested or required to work, and includes but is not limited to paid and unpaid breaks, and any overtime hours the employee is required to, offers to, or does work. This includes where an employee puts themselves ‘on duty’ in order to perform work.

**“Related Event”** means a business-related social event, such as:

- A dinner hosted by TransLink for a business purpose;
- Conferences attended by employees representing TransLink;
- Events where TransLink is a host;





**“Safety Sensitive Position”** means any position defined by provincial and federal legislation or defined internally in which misjudgement or incapacity due to impairment could compromise safety, result in direct or indirect risk of injury to the employee or others, or result in damage, to property or the environment.

**“Significant Event”** includes an accident, incident, or near miss where an employee is involved in the occurrence of an event that results in:

- a fatality;
- a serious personal injury to an individual requiring medical attention, including an employee, a customer, member of the public, or any other individual;
- a reportable environmental event, including a reportable hazard or spill;
- loss or damage to property, equipment or vehicles in excess of \$1,500, as reasonably estimated by management at the time of the incident;
- a motor vehicle accident involving a company vehicle; or
- a near-miss which, had the event not been avoided, could have reasonably resulted in one of the conditions set out above.

**“Under the Influence”** means where an employee is acting in a manner that raises safety concerns and which is inconsistent with their usual behaviour. Some examples, although not exhaustive, include slurring of speech, motor control challenges, and performance inconsistencies.

**“Workplace”** means any building, site, structure or vehicle, or any other premises or location whether indoors or outdoors, in which one or more employees or Contractors are engaged in work for TransLink. Workplace includes employees’ or Contractors’ remote work locations, including their home workspaces when the employee or Contractor works from home. It also includes any private vehicle while being used on TransLink business.

**“Work Duty”** means being at work, whether for regular duty, call-in or overtime work.

## 5. REFERENCES

Travel and Expense Claims Policy  
Director and Employee Code of Conduct  
Consumption of Alcohol at Company Sponsored and Related Events  
Collective Agreements  
BC Workers Compensation Act [RSBC 1996, Chapter 492]  
Cannabis Act, Health Canada [2018]  
WorkSafe BC Occupational Health and Safety Regulations

Originally Implemented: March 22, 2019

Revision: March X, 2023



**DRUG AND ALCOHOL POLICY**  
~~TRANSLINK POLICY~~

Issued By:	<del>Vice President,</del> Human Resources
Approved By:	<del>TransLink Board of Directors</del> Chief Executive Officer
Meeting/CEO Signature:	
Approval Date:	<del>March 22, 2019</del>
Corporate Secretary:	
Effective Date:	

**1. PURPOSE**

To support TransLink’s commitment to providing a safe and healthy Workplace and to provide the public a safe, reliable, and efficient transit system; to establish expectations for appropriate [employee and Contractor](#) conduct; to provide a means for supporting employees with current or emerging substance abuse problems (including drug and/or alcohol addiction); to prohibit ~~workplace impairment~~ [being under the influence of drugs or alcohol in the Workplace](#); and to establish consequences for non-compliance.

**2. POLICY**

Employees and Contractors are required to be free from [impairment, being under the influence of drugs or alcohol in the Workplace and to be](#) able to perform the duties of their position safely and competently ~~while working onsite or from their remote work location~~

Except as expressly permitted in this Policy, TransLink does not tolerate the consumption, possession, sale, provision or transportation of drugs or alcohol by employees or Contractors while on duty ~~or,~~ on company property, [or while operating company equipment and/or vehicles.](#)

TransLink will investigate if there are reasonable grounds to believe that drugs or alcohol are present in the Workplace in contravention of this Policy or if an employee or Contractor appears to be ~~impaired,~~ [under the influence of drugs or alcohol.](#)

TransLink is committed to providing a process for supporting employees who are dealing with current or emerging substance abuse challenges, including drug or alcohol addiction. [See section 4.4 for more details.](#)



### 3. APPLICATION

The following standards apply to all [TransLink](#) employees and Contractors, who are expected to enforce it with their employees, sub-contractors, and agents. For greater certainty, this Policy is not intended to restrict possession or use of non-impairing ~~legal substances when used responsibly and as recommended by the manufacturer~~ drugs whether prescribed or obtained over the counter if use is consistent with the prescribed purpose and/or used in accordance with the doctor's, pharmacist's, or manufacturer's instructions.

#### 3.1 Impairment, Possession, and Use of ~~Drugs and Alcohol~~ Drugs

- (i) Any employee or Contractor who may be ~~impaired for any reason as a result~~ under the influence of ~~the use of any drug~~ drugs or alcohol, including their after-effects, must, if at the Workplace, immediately notify their supervisor of their condition and, if not at the Workplace, report to their supervisor that they are unfit to attend for their Work Duty at the Workplace ~~(whether for regular duty, call-in, or overtime work).~~

Except as permitted under Sections 3.1(ii), 3.2 and 3.3 in this Policy, the following are prohibited while on TransLink business, during working hours (including meal and/or coffee breaks), at the Workplace, in TransLink vehicles, or while on stand-by or official on-call for work:

- ~~impairment from any drug~~ being under the influence of drugs or alcohol;
- the use, consumption, purchase, possession distribution or sale of any drug or alcohol, except as expressly permitted by this Policy;
- the use and/or possession of prescribed drugs, if permitted under this Policy, without a legally obtained prescription; and
- the intentional misuse of drugs including altering the means of use (e.g., crushing, liquefying, injecting and/or snorting) or otherwise using a drug in a manner not intended by the prescribing physician or specified by the pharmacist.

Employees are prohibited from accepting overtime, participating in paid telephone consultations, responding to call-ins, or otherwise attending to work matters while ~~impaired by~~ under the influence of any impairing drug or alcohol.

- (ii) Employees may responsibly store in their personal belongings and on TransLink property, prescription or over-the-counter drugs or alcohol, provided the containers are sealed, and not visible in any Workplace. The use of prescribed and over-the-counter drugs is further governed in Section 4.2.





### 3.2 Company-Sponsored Events and Related Events

- (i) The use of alcohol at Company-Sponsored Events and Related Events is discouraged but not prohibited. TransLink will not supply or pay for alcoholic beverages at any Company-Sponsored Event. ~~The use of drugs at Company-Sponsored Events and Related Events is prohibited.~~

Where the employee is representing TransLink as a host, the expense for alcohol consumed by a third-party guest will be borne by TransLink only with the prior written authorization from the Chief Executive Officer. Such expense will be on an exceptional basis and must not present an unreasonable cost to TransLink.

[The use of illegal drugs at Company-Sponsored Events and Related Events is prohibited.](#)

- (ii) Employees who choose to consume alcohol must make arrangements at Company-Sponsored Events and Related Events for their transportation as follows:
- Appoint a designated driver who has not consumed any [drugs or alcohol](#) ~~or drug~~ to provide transportation from the event; or
  - Use public transportation, a taxi, or other similar service to get home. The expense for taxi or other similar service to get home for this purpose will be reimbursed by TransLink in accordance with the Travel and Expense Claims Policy.

### 3.3 Off-Duty Activity

TransLink will investigate any off-duty activity involving substance abuse, drugs and alcohol which may have negative implications for the Workplace and/or TransLink's reputation. Appropriate action will be undertaken depending on the circumstances.

Employees on travel status, at a training event, seminar or other business function who use legal drugs or alcohol after business is concluded or who are at a Company Sponsored Event or Related Event are expected to act responsibly, not return to work and to conduct themselves in a manner that does not negatively impact the reputation of TransLink and its subsidiaries.

## 4. DISCLOSURE AND SUPPORT

### 4.1 ~~Impaired~~ [Charges Relating to Driving Charge Under the Influence](#) or [Suspension of Driver's Licence](#)

Employees and Contractors who are required to operate a ~~Company~~ [company](#) vehicle or are in a Safety Sensitive Position as part of their employment duties, must immediately inform their ~~Supervisors~~ [supervisor](#) if they have been charged with ~~an~~ [a drug or alcohol](#) ~~or drug~~-related driving offence or license suspension [under any statute in any jurisdiction.](#) [Employees and Contractors must immediately inform their supervisor of any driving suspension while driving a company](#)





~~vehicle or while driving a personal vehicle while on corporate business. TransLink will investigate the incident and make an appropriate response under any statute in any jurisdiction. Employees and Contractors must immediately inform their Supervisor of any driving suspension while driving a Company vehicle or while driving a personal vehicle while on corporate business. The Company will investigate event and make an appropriate response.~~

#### 4.2 Prescribed and Over the Counter Drugs

Employees are responsible to confirm, through their physician or pharmacist, that any drug, including prescribed or over the counter, will not negatively affect their cognitive or motor skills ~~or cause impairment~~, including if used according to prescribed or manufacturing instructions. The use of any ~~substance, drug~~ that would normally not cause impairment, if used as directed, ~~or prescribed, is prohibited if used~~ in a manner ~~or in quantities~~ which ~~causes~~ ~~cause~~ impairment ~~is strictly prohibited~~.

If a prescribed or over-the-counter drug may negatively affect an employee's cognitive or motor skills ~~or cause impairment~~ (even if used according to prescribed or manufacturing instructions), the employee must advise the Occupational Health Group and participate in providing any necessary information to establish their fitness for duty.

#### 4.3 Mandatory Disclosure of Drug or Alcohol Use Addictions, Issues and Disorders

It is a condition of employment that an employee or Contractor ~~who occupies a Safety Sensitive Position~~ disclose to the Occupational Health Group (OHG) if they know or should reasonably know that they have an addiction, a Drug and Alcohol Use Disorder or are not using drugs or alcohol responsibly or if they know or should reasonably know that they have or will come to the Workplace ~~or under the influence of~~ drugs ~~impaired or alcohol~~. An employee or Contractor who makes a disclosure under this section will be encouraged to seek professional help and may be referred for a medical assessment in order to determine their fitness for work.

An employee who does not make a ~~timely~~ disclosure as ~~required by this Section, set out in the paragraph above~~ prior to ~~breaching this Policy work whether violating this Policy, including by being at the Workplace~~ for ~~regular duty, call in or overtime or Work Duty~~ under the influence of drugs ~~or alcohol~~, will be subject to discipline ~~including for failing to comply with the disclosure obligations of this Policy. Such discipline will include~~ consideration for termination of employment. ~~In determining the appropriate disciplinary penalty for a breach of this Section, TransLink will place considerable weight on deterring similar conduct by others.~~

#### 4.4 Support for Employees Suffering ~~From~~ Addiction or Drug and Alcohol Use Disorders

TransLink will support an employee ~~with~~ ~~who has~~ an identified Drug and Alcohol Use Disorder or addiction through the Occupational Health Group ~~(OHG)~~. The OHG will work with ~~an~~ ~~the~~ employee and appropriate medical caregivers to help the employee. Through a coordinated effort on assessment, treatment and recovery, TransLink is committed to helping its employees overcome addictions and, where appropriate, to ultimately return to work.







Employees who believe that they have a Drug and Alcohol Use Disorder or addiction are encouraged to seek professional help.

If there are reasonable grounds to believe that an employee has a Drug and Alcohol Use Disorder or addiction, depending on the circumstances, any one or a combination of the following will apply:

- The employee may be placed on a leave of absence with or without pay until the results of ~~this~~ assessment are received;
- The OHG will designate the employee as ~~“to be qualified”~~ “To Be Qualified” (“TBQ”);
- TBQ status remains in effect for an employee identified by a medical specialist as having an addiction until medical clearance from the specialist has been received;
- TBQ status will be removed if TransLink receives satisfactory medical information from the medical specialist indicating that the employee ~~does not have an~~ has control over their addiction and ~~they~~ can manage their use of drugs and alcohol safely and ~~responsibly~~ in a manner which does not affect the employee’s ability to perform their work safely, reasonably efficiently and competently;
- The employee may be required to attend an independent medical examination (IME) with a specialist in addiction;
- If the employee refuses to attend an ~~independent medical examination~~ IME, TransLink will determine the appropriate action based on all available information. If the employee provides medical information from their physician to the OHG, ~~that~~ such information ~~may also~~ will be considered in determining the employer’s response to the employee’s refusal to undergo an IME.

Sick leave or disability plan benefits may be available to employees during treatment periods that require the employee to be absent from work.

## 5. DRUG OR ALCOHOL TESTING

### 5.1 Pre-employment Testing

Any individual seeking assignment to a Safety Sensitive Position, either as a current employee or new hire, will be required to undergo a medical fitness for duty assessment that includes drug and alcohol testing.





## 5.2 Reasonable Cause Testing

An employee who occupies a Safety Sensitive Position may be required to undergo drug and alcohol testing if there are reasonable grounds to believe that the employee's appearance, behavior, speech, motor skills, or odor is consistent with the use of drugs or alcohol or their ~~after effects.~~aftereffects. In such a case, a drug and alcohol test will be carried out.

An employee demonstrating signs of ~~impairment~~being under the influence of drugs or alcohol must be removed from duty pending the outcome of the investigation, including any drug and

alcohol test. Underlying health issues must be considered if the employee tests negative for drugs and alcohol; such a finding may result in a medical assessment being carried out.

Employees required to undergo ~~Reasonable Cause~~"reasonable cause" testing may not operate their own or a TransLink vehicle. ~~TransLink will make provisions to transport the employee to the collection site and to the employee's residence.~~

Due to the risk that impaired driving under the influence of drugs or alcohol poses to the safety of the employee and to the public, TransLink will contact the police if the employee refuses to accept a ride under these circumstances and attempts to operate their own or another person's vehicle. TransLink will make provisions to safely transport the employee to the collection site and to the employee's residence.

## 5.3 Post Incident Testing

A drug and alcohol test may be required after a Significant Event as part of a full investigation into its cause. The purpose of post-incident drug or alcohol ~~Testing~~testing is to rule out drug or alcohol use as a potential cause of a Significant Event.

The circumstances of each case will be taken into consideration before making the decision to test. Post-incident drug or alcohol ~~Testing~~testing will not occur unless a preliminary investigation has been undertaken and has determined that the condition of the employee is a reasonable line of inquiry. This determination requires:

- a connection between the employee and the Significant Event;
- a determination that the employee's act(s) or omission(s) may have caused or contributed to the Significant Event;
- consideration of whether other factors (e.g., environmental conditions, mechanical failure) caused the Significant Event; and
- consideration of whether testing would assist the investigation.

A "Significant Event" includes an accident, incident, or near miss where the employee is involved in the occurrence of an event that results in:





- ~~• a fatality;~~
- ~~• a serious personal injury to an individual requiring medical attention, including an employee, a customer, member of the public, or any other individual;~~
- ~~• a reportable environmental event, including a reportable hazard or spill;~~
- ~~• loss or damage to property, equipment or vehicles in excess of \$1,500, as reasonably estimated by management at the time of the incident;~~
- a motor vehicle accident involving a [Company vehicle](#); or
- ~~• a near miss which, had the event not been avoided, could have reasonably resulted in one of the conditions set out above.~~

An employee who is involved in a Significant Event must report that event to their [Supervisor](#) as soon as possible, and must remain available for testing.

An employee involved in a Significant Event must not consume any [drug](#) or alcohol, unless prescribed by a physician or administered by a first responder, until after [the post-incident drug or alcohol](#) testing has been completed or the employee has been advised that testing is not required.

Refusal to consent to, and/or provide samples for, drug or alcohol [Testing](#) will be treated the same as a positive drug or alcohol testing result.

#### 6.4 Return to Work and Follow-Up Testing

An employee who has an identified Drug or Alcohol Use Disorder or addiction may be required to undergo drug or alcohol testing prior to returning to work and may be required to undergo unannounced follow-up drug or alcohol [Testing](#) as recommended by a medical professional in order to ensure the employee's continued fitness for work.

## 7. CONSEQUENCES OF A POLICY VIOLATION

Any violation of this Policy may result in discipline up to and including dismissal. TransLink has the authority and discretion to remove from duty any individual who is believed to be in violation of this Policy pending the results of the investigation. In all such situations an investigation will be conducted to verify whether a Policy violation has occurred. An employee's individual circumstances will be considered in determining the appropriate response.

To the extent of any inconsistency among [provincial and federal](#) legislative requirements, any applicable collective agreements, and this [policy](#), the [provincial and federal](#) legislation shall prevail first, followed by the collective agreement requirement, and finally the [policy](#).

## 8. RESPONSIBILITIES





## 8.1 Employee and Contractors

All employees and Contractors are expected to fulfill their work duties free from [impairmentthe influence of drugs or alcohol](#), and to conduct themselves in a responsible, safe, and lawful manner while on duty or in the Workplace.

It is expected that employees [and Contractors](#) will:

- Read and understand this Policy-;
- Comply with all obligations under this Policy at all times-;
- Seek the assistance of a [Supervisor, supervisor, the](#) Human Resources or Labour Relations [departments](#) if there is any doubt about a person's obligations under this Policy-;
- Know and understand the possible effects of using drugs and alcohol-;
- Immediately inform their [Supervisor, supervisor](#) if they become aware of any conduct by another employee or Contractor that is or may be contrary to this Policy, including any conduct that may pose a threat to the safety or health of any employee, Contractor, or the public, or damage to the environment, property or equipment, or damage to TransLink's reputation. TransLink may at its discretion act on this information by carrying out an investigation, make its own determinations based on the results of the investigation, and preserve the confidentiality of the person reporting the suspected violation to the extent practicable-;
- Contact OHG when prescribed any medication that may affect their cognitive or motor skills-; [and](#)
- Contact OHG if they believe they have an issue with drug or alcohol use, or that they have a drug or alcohol addiction.

## 8.2 Supervisors/Managers

It is the responsibility of every [Manager, manager](#) and [Supervisor, supervisor](#) to promote and maintain [an impairment a drug and alcohol](#)-free Workplace in the interests of health and safety.

[Supervisors, Managers and managers](#) are expected to:

- Encourage voluntary participation in treatment programs, and where appropriate, to provide suggested and mandatory referrals to OHG-;
- Require an employee [in a Safety Sensitive Position](#) to follow up with the OHG if, in the course of a performance management discussion, an employee discloses they have an addiction or [a drug or](#) alcohol [or drug](#) problem, so they can get the appropriate support-;
- Require an employee in a Safety Sensitive position to follow up with the OHG, in the event of a driver's license suspension related to drugs and/or alcohol-; [and](#)
- Take immediate steps to investigate any possible violation of this Policy.



If a ~~Supervisor~~supervisor has reasonable cause to believe that an employee or Contractor is ~~or~~ under the influence of drugs ~~impaired~~or alcohol for any reason while on ~~work duty~~Work Duty or in the Workplace, the ~~Supervisor~~supervisor will immediately remove the employee or Contractor from service and contact their manager for the purpose of commencing an investigation. Any ~~Supervisor~~supervisor who fails to abide by this provision may be subject to personal disciplinary action.

### **8.3 Employees**

If an employee has reasonable cause to believe that another employee or Contractor is under the influence of drugs or alcohol for any reason while on work duty or in the Workplace, the employee should immediately report this to their supervisor/manager or another supervisor/manager.

### **8.4 Occupational Health Group**

In support of this Policy the OHG will be responsible for:

- Supporting employees in seeking treatment for drug or alcohol use by arranging assessments and working with employees to ensure they receive appropriate treatment;
- Designating as ~~“to be qualified”~~To Be Qualified employees in Safety Sensitive positions who have been identified with potential or existing drug or alcohol addiction;
- Supporting management and the Labour Relations department in attaining and interpreting medical documentation relating to the employee’s fitness for duty while maintaining the confidentiality of medical records;
- Arranging for testing as required, and ensuring that management and the Labour Relations ~~has~~department have sufficient information to make appropriate decisions while maintaining the confidentiality of medical records; and
- Arranging the necessary support to ensure adherence to any recommended treatment/aftercare program including monitoring.

### **8.45 Directors**

Members of the TransLink Board of Directors are expected to adhere to the same standards of conduct that are set out in this policy for employees.



## 9. DEFINITIONS

**“~~addiction~~Addiction”** is characterized by a compulsive pattern of use, including overwhelming involvement, an obsession about securing a supply and inability to cease using it despite negative consequences.

**“~~alcohol~~Alcohol”** means any impairing beverage, including beer, wine, spirits, and alcohol found in other products.

**“Company Sponsored Event”** means an employee social event that is organized by TransLink and is fully or partially funded by TransLink, such as:

- Service anniversary recognition functions (i.e., lunches, dinners);
- Work recognition functions (i.e., dinners);
- Christmas events.

**“Contractors”** means, for the purpose of this policy any third-party performing work for a TransLink ~~Company~~ including consultants, students and volunteers, and their employees and ~~Subcontractors~~subcontractors.

**“~~drug~~Drug”** means any substance, including cannabis, prescription medications, and self-administered and over-the-counter substances of any kind, the use of which has the potential to cause impairment.

**“Drug and Alcohol Use Disorder”** means a condition in which the recurrent use of alcohol, drugs or any other substance causes clinically and/or functionally significant impairment, such as health problems, disability, and undue interference with responsibilities at work or home.

**“~~Impairment~~”** means the modification of an individual’s physical or mental function such that the performance or behaviour of the individual is affected ~~sein a way~~ that ~~they are unable to~~prevents them from safely and acceptably ~~perform~~performing assigned duties.

**“On Duty”** means the hours an ~~Employee~~employee works, is scheduled to work, is called in, or otherwise requested or required to work, and includes but is not limited to paid and unpaid breaks, and any overtime hours the ~~Employee~~employee is required to, offers to, or does work. This includes where an employee puts ~~him/herself~~themselves ‘on duty’ in order to perform work.

**“Related Event”** means a business-related social event, such as:

- A dinner hosted by TransLink for a business purpose;
- Conferences attended by employees representing TransLink;
- Events where TransLink is a ~~Host~~host;



**“Safety Sensitive Position”** means any position defined by [provincial and federal](#) legislation or defined internally in which misjudgement or incapacity due to impairment could compromise safety, result in direct or indirect risk of injury to the employee or others, or result in damage, to property or the environment.

**“Significant Event”** [includes an accident, incident, or near miss where an employee is involved in the occurrence of an event that results in:](#)

- [a fatality;](#)
- [a serious personal injury to an individual requiring medical attention, including an employee, a customer, member of the public, or any other individual;](#)
- [a reportable environmental event, including a reportable hazard or spill;](#)
- [loss or damage to property, equipment or vehicles in excess of \\$1,500, as reasonably estimated by management at the time of the incident;](#)
- [a motor vehicle accident involving a company vehicle; or](#)
- [a near-miss which, had the event not been avoided, could have reasonably resulted in one of the conditions set out above.](#)

**“Under the Influence”** [means where an employee is acting in a manner that raises safety concerns and which is inconsistent with their usual behaviour. Some examples, although not exhaustive, include slurring of speech, motor control challenges, and performance inconsistencies.](#)

**“Workplace”** means any building, site, structure or vehicle, or any other premises or location whether indoors or outdoors, in which one or more employees or Contractors are engaged in work for ~~a TransLink Company~~. [TransLink. Workplace includes employees’ or Contractors’ remote work locations, including their home workspaces when the employee or Contractor works from home.](#) It also includes any private vehicle while being used on TransLink business.

~~“TransLink or TransLink Company or TransLink Family of Companies”~~ means TransLink, British Columbia Rapid Transit Company Ltd., Coast Mountain Bus Company Ltd, South Coast British Columbia Transportation Authority Police Service, and West Coast Express Ltd.

**“Work Duty”** [means being at work, whether for regular duty, call-in or overtime work.](#)

## 5. REFERENCES

[TransLink Enterprise Drug and Alcohol Policy](#)

Travel and Expense Claims Policy

Director and Employee Code of Conduct

[Consumption of Alcohol at Company Sponsored and Related Events](#)

Collective Agreements





BC Workers Compensation Act [RSBC 1996, Chapter 492]  
Cannabis Act, Health Canada [2018]  
WorkSafe BC Occupational Health and Safety Regulations

[Originally Implemented: March 22, 2019](#)

[Revision: March X, 2023](#)



TO: Board of Directors

FROM: Sarah Ross, VP, Transportation Planning and Policy  
Andrew Picard, Planner, Transportation Planning and Policy

DATE: February 21, 2023

SUBJECT: Independent Transit Service Application – *Richmond Discovery Shuttles (2023)*

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors determine that the proposed *Richmond Discovery Shuttles* service would be an Independent Transit Service under Section 5 of the *South Coast British Columbia Transportation Authority Act* and has approval to operate until the end of the 2025 operating season, subject to the conditions outlined in this report.

**EXECUTIVE SUMMARY**

The City of Richmond is seeking approval to operate an Independent Transit Service (ITS), providing summer service on the weekends and statutory holidays via two routes between Downtown Richmond, McArthur Glen Designer Outlet, and Steveston Village. In 2019 and 2022, TransLink approved a similar ITS application by the City of Richmond. Management’s analysis indicates the proposed 2023 service will have negligible impact on the financial viability and effectiveness of the regional transportation system. Management recommends the approval of the proposed *Richmond Discovery Shuttles* to operate as an Independent Transit Service.

**PURPOSE**

The purpose of this report is to seek a Board decision that the proposed *Richmond Discovery Shuttles* are considered an Independent Transit Service (ITS) and have approval to operate, subject to the conditions outlined in this report.

**BACKGROUND**

*South Coast British Columbia Transportation Authority Act*

Under Section 5 of the *Act*, TransLink’s Board of Directors is authorized to determine whether or not a service should be considered an Independent Transit Service. TransLink’s [Independent Transit Service Policy](#) – approved by the Board in December 2012 – provides direction on the process, a definition of ITS, evaluation criteria, and standard terms & conditions required for approval. As outlined in the *Act* and the Policy, TransLink may grant approval for an ITS to operate, provided it does not negatively impact the effectiveness or financial viability of the regional transportation system. The ITS policy includes definitional criteria used to determine whether a service should be considered an ITS.

2019 and 2022 ITS Applications

TransLink first approved this service, previously called the *Steveston Shuttle*, to operate as an ITS in the summer of 2019. In 2022, the *Steveston Shuttle* was renamed the *Richmond Discovery Shuttle* and it was

approved as an ITS through the 2024 operating season. Between June and September 2022, it served 1,041 customers, including 447 in July and 446 in August. TransLink has approved similar seasonal ITS applications, including in White Rock (2014, 2017, 2018) and Port Moody (2018).

## DISCUSSION

### Service Summary

For this 2023 ITS application, the City of Richmond in partnership with Tourism Richmond and the Richmond Hotel Association, is proposing modifications to the 2022 *Richmond Discovery Shuttle* route and proposing an additional route for the summer of 2023. Both routes would utilize a mini-bus and operate on weekends and statutory holidays between June and September 2023. The service is primarily intended to connect tourists to Richmond’s major tourism destinations by providing a direct connection from Downtown Richmond to the River Rock Casino, McArthur Glen Designer Outlet, Landsdowne Canada Line Station, and two national historical sites in Steveston Village. The service characteristics are provided in Table 1 and the proposed routing is provided as Attachment 1.

**Table 1. Service Characteristics**

<b>Service Characteristics: <i>Richmond Discovery Shuttles</i></b>	
<b>Type of Service</b>	Bus
<b>Route # 1</b>	Downtown Richmond to McArthur Glen Designer Outlet to Steveston
<b>Route # 1 Stops</b>	Sheraton Airport Hotel (start/ end), Landsdowne Station, McArthur Glen Designer Outlet, Gulf of Georgia Cannery National Historic Site, Britannia Shipyards National Historic Site
<b>Route # 2</b>	Downtown Richmond (Raddison Hotel) to River Rock Casino to McArthur Glen Designer Outlet
<b>Route # 2 Stops</b>	Radisson Hotel (start/end), Sandman Signature Hotel, Holiday Inn Express, River Rock Casino, Pacific Gateway Hotel, McArthur Glen Designer Outlet
<b>Days and Hours of Operation</b>	Weekends and statutory holidays 10 am – 6 pm. May be extended for special event days (e.g., Canada Day)
<b>Frequency</b>	30-60 minutes
<b>Run Time</b>	Route # 1: Approximately 60 minutes Route # 2: Approximately 30 minutes
<b>Fare</b>	Free
<b>Access to TransLink Infrastructure</b>	No
<b>Length of Service</b>	Late June – early September 2023
<b>Vehicle Type</b>	Minibus (EV TBD)
<b>Vehicle Occupancy</b>	24 passengers; 16 passengers for accessible mode
<b>Vehicle Accessibility</b>	TBD according to chosen vendor
<b>Partners</b>	City of Richmond, Tourism Richmond, and the Richmond Hotel Association

### ITS Classification

The first step in the review of an ITS application is to determine if the service fits the definition of an ITS (Table 2). A service is defined as an ITS only if all the definitional criteria are fulfilled.

**Table 2. ITS Definition and Determination**

Definitional Criteria	Defined as ITS if:	Richmond Discovery Shuttle:
Service is either bus or rail transportation	Yes	Yes
Provided primarily within the transportation service region	Yes	Yes
Provided by a person or municipality other than the authority or its subsidiaries or contractors	Yes	Yes
Does not meet any of the following definitions: carpool vehicle, passenger transportation pool vehicle (e.g., employer-sponsored carpool/vanpool), interregional bus (connecting outside service area), passenger directed vehicle (e.g., taxis), school bus, emergency vehicle	Yes	Yes
The primary purpose of the service is to provide general mobility	Yes	Yes

The proposed routes of the *Richmond Discovery Shuttles* fulfill all the definitional criteria of an ITS and are therefore considered an Independent Transit Service per the criteria outlined in Section 2 of the ITS policy.

**Service Evaluation**

The evaluation of the *Richmond Discovery Shuttles* is summarized in Table 3.

**Table 3. Service Evaluation Summary**

Evaluation: <i>Richmond Discovery Shuttle</i>		
Evaluation Criteria	Impact	Comments
Impact on effectiveness of regional transportation system	<i>Negligible</i>	With low-frequency service on weekends and holidays for just over two months, the proposed ITS would have minimal impact on existing TransLink service between Downtown Richmond, McArthur Glen Designer Outlet, and Steveston Village, and thus a negligible impact on the larger regional transportation system.
Impact on financial viability of regional transportation system	<i>Positive</i>	Departing from Downtown Richmond, the proposed ITS would provide a complementary connection between the Canada Line and various tourism destinations in Richmond and Steveston Village, and would likely have a small positive impact on ridership.

Impact on the Effectiveness of the Regional Transportation System

TransLink provides regular service between Downtown Richmond, McArthur Glen Designer Outlet, and Steveston Village via the following routes:

- Canada Line, servicing Downtown Richmond and McArthur Glen Designer Outlet
- 401 (Richmond-Brighthouse Station/No.1 Road)
- 402 (Richmond-Brighthouse Station/ No. 2 Road)
- 406 (Richmond-Brighthouse Station/Steveston)
- 407 (Bridgeport Station/ Gilbert)

While these bus routes do provide connections between the Canada Line and Steveston Village, none of them serve Lansdowne Canada Line Station, nor do they serve the other destinations that the proposed ITS



intends, such as the Sheraton Vancouver Airport Hotel, where most of the *Richmond Discovery Shuttle* trips originated in 2022.

The proposed two routes of the *Richmond Discovery Shuttles* would provide an additional transit option and would improve mobility for a market not specifically served by TransLink visitors looking to access Richmond's major tourist destinations. As such, the proposed *Richmond Discovery Shuttles* would complement the existing TransLink network in Richmond and likely have a minor but positive impact on ridership.

#### Impact on Financial Viability of the Regional Transportation System

As noted above, while TransLink does provide regular service to Downtown Richmond, McArthur Glen Designer Outlet, and Steveston Village, it does so via routing that is distinct from what is being proposed for the *Richmond Discovery Shuttles*. Since the proposed ITS intends to provide weekend and holiday service only, it is unlikely that existing transit users would migrate to a less-frequent option. Given this focus, the short window of seasonal operation, and zero stops proposed between Downtown Richmond and Steveston Village, it is unlikely that the proposed ITS would compete with TransLink for existing ridership and would have a negligible impact on the larger financial viability of the regional transportation system.

#### **Terms and Conditions**

The recommended terms and conditions for the proposed *Richmond Discover Shuttles* are provided in Attachment 2.

#### **RECOMMENDATION**

Management recommends that the Board approve, with the conditions specified, the operation of the *Richmond Discovery Shuttle*—now the *Richmond Discovery Shuttles*—which includes modifications to the existing *Richmond Discovery Shuttle* route and the addition of a second route as an Independent Transit Service until the end of the 2025 operating season, on the basis that the transit service is not expected to negatively impact the financial viability or effectiveness of the regional transportation system.

#### **ATTACHMENTS**

Attachment 1: Route Maps

Attachment 2: Terms and Conditions – *Richmond Discovery Shuttles*

## ATTACHMENT 1 – Route Maps

Figure 1 - Route 1

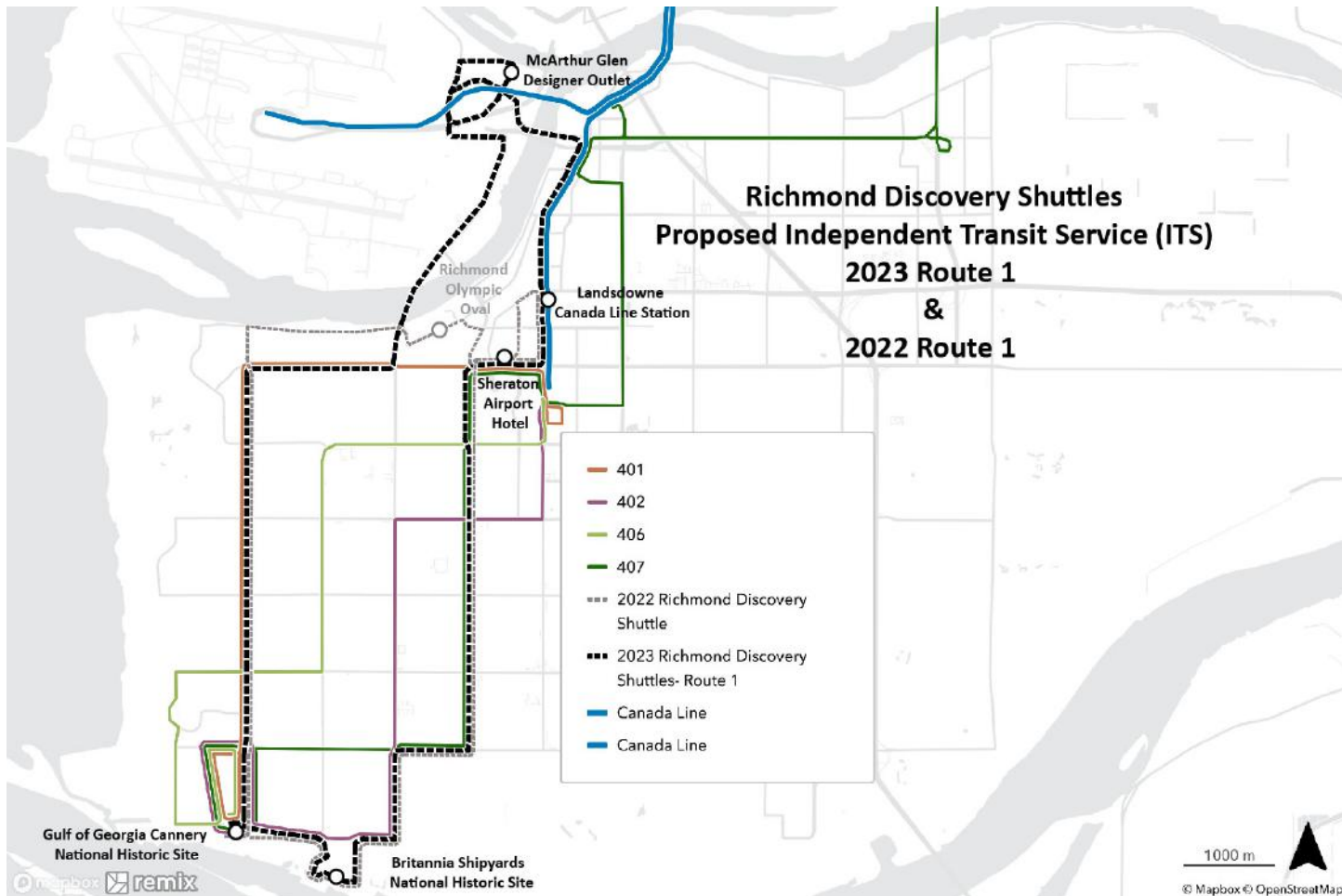
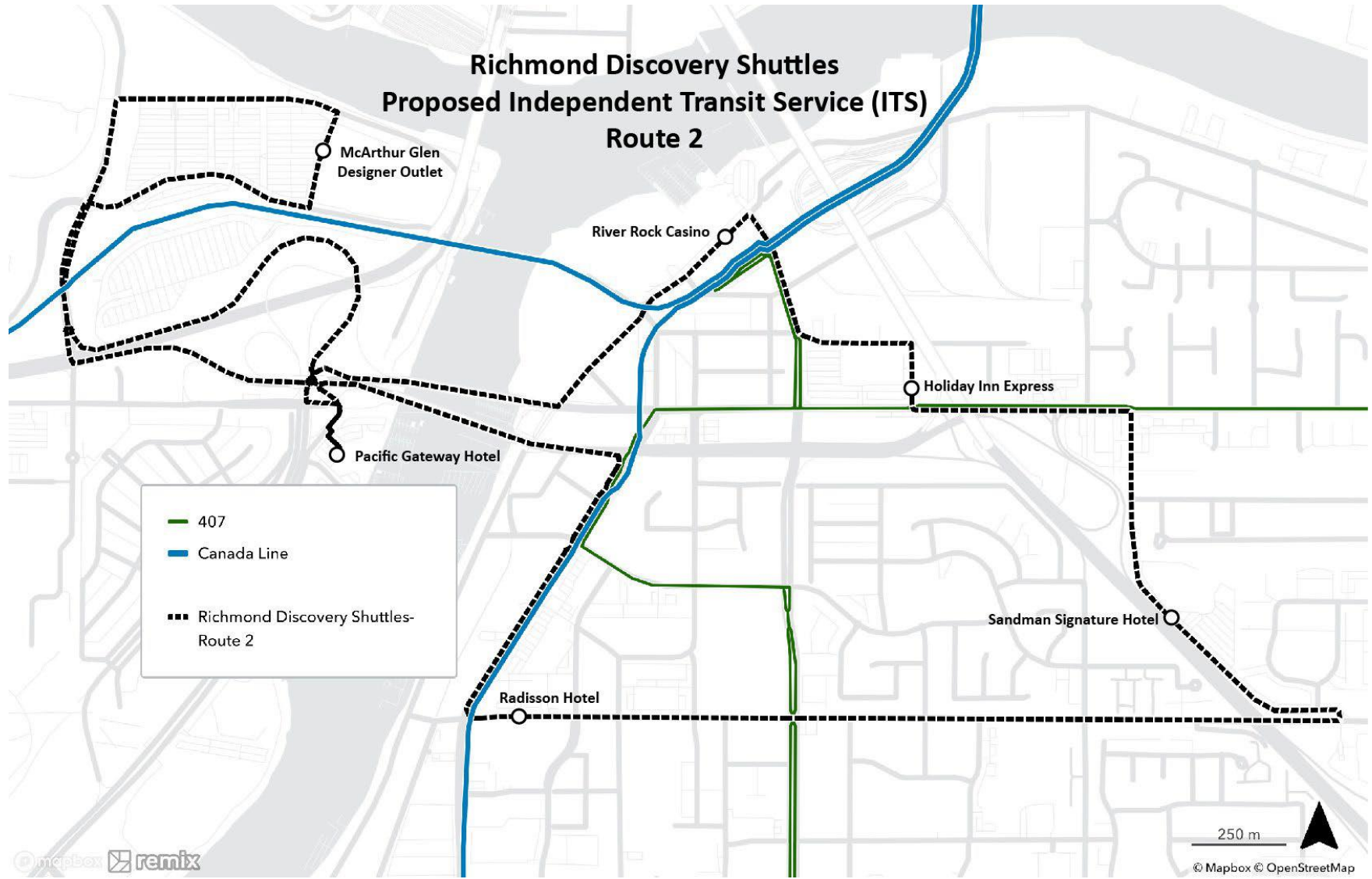


Figure 2 - Route 2



## ATTACHMENT 2

### **Terms and Conditions: *Richmond Discovery Shuttles (2023)***

The following standard conditions apply to an approved Independent Transit Service (ITS):

1. TransLink reserves the right to review and/or re-evaluate approved services at any point in the future, and revoke approval if deemed appropriate.
2. No financial support will be provided by TransLink or any of its subsidiaries.
3. Approval to operate as an Independent Transit Service does not constitute approval with respect to any other federal, provincial, and local transportation regulations, including safety.
4. TransLink may request changes in service provision (including, but not limited to, changes in route, frequency, stops, operating times, passenger access and/or revenue structure). Approval will only be granted if Translink and the ITS provider agree to service terms.
5. Approved ITS must notify TransLink of any substantive, planned changes in service provision (including, but not limited to, changes in route, frequency, stops, operating times, passenger access and/or revenue structure) at least 60 days in advance of a planned change.
6. Each approved ITS must report annually to TransLink to confirm its service plan and report changes.
7. Use of TransLink-owned or operated infrastructure, including transit exchanges or TransLink bus stops, must be negotiated and approved in advance of use by ITS.
8. Use of TransLink or subsidiaries branding, language, or symbols, must be negotiated and approved in advance of use by ITS.
9. Approved ITS may be recognized or communicated by TransLink to improve the effectiveness of the regional transportation system as appropriate, and at TransLink's discretion.

Should the Board approve the *Richmond Discovery Shuttles* to operate as an Independent Transit Service, Management recommends the following additional conditions be applied:

- That approval to operate is given for the summer seasons of 2023-2025.
- That the service provider report ridership figures to TransLink by end of September 2023, 2024, and 2025.
- That the service operator will not make stops at and/or restrict access to any TransLink bus stops in the service area.
- That any violation to the terms and conditions could result in the suspension or termination of the ITS.

TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: March 20, 2023

SUBJECT: Public Delegations at the December 1, 2022 Board of Directors Meeting

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**EXECUTIVE SUMMARY**

The Board received two public delegations at its December 1, 2022 public Board meeting.

Two public delegations were received by the Board at the December 1, 2022 public Board meeting on the following topics:

- **Washrooms on Public Transit Systems**
  - A public delegate spoke to the Board in favour of public washrooms being installed and available for passengers on the transit system, including at all rapid transit stations.
  - Management wrote to confirm the importance to TransLink of delivering customer washrooms for TransLink riders and advised that customer washrooms are identified in the Transport 2050: 10-Year Priorities. As well, the 2022 Investment Plan includes budget for implementation of six washrooms on the network.
  
- **2023 Business Plan, Operating and Capital Budget Review**
  - The Board received a public delegate who addressed the Board regarding a request for additional opportunity for consultation and review of TransLink's proposed 2023 Business Plan, Operating and Capital Budget prior to it being approved by the TransLink Board of Directors. The public delegate also recommended that TransLink's Board Committee meetings be held in public.
  - The delegate received a written response from Management which provided information on the timing of approval of TransLink's annual budget, which sets out the roadmap for the TransLink Enterprise for the year ahead.

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer  
Ralf Nielsen, Director, Enterprise Sustainability

DATE: March 6, 2023

SUBJECT: 2022 Accountability Report

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### **EXECUTIVE SUMMARY**

TransLink's annual Accountability Report reports on the status of its social, environmental and financial responsibilities. This report aligns with the Global Reporting Initiative (GRI) standards for sustainability reporting and with APTA's Platinum Level Sustainability Commitment. It focuses on key areas previously identified in our materiality assessment.

The Accountability Report aligns with other 2022 year end reporting.

### **PURPOSE**

The Accountability Report provides a consolidated report on TransLink's social, environmental and economic performance for our stakeholders, including all levels of government, funders, customers and employees. The report is provided for information purposes.

### **DISCUSSION**

The Accountability Report is a tool used to publicly report on TransLink's sustainability performance. It provides a summary of progress on key social, environmental and economic initiatives and performance indicators, which were previously identified as being of importance to our internal and external stakeholders.

The Report aligns with the Global Reporting Initiative (GRI) Standard, a global best practice for how organizations communicate and demonstrate accountability for their impacts on the environment, economy and people.

### **ATTACHMENTS:**

Attachment 1: TransLink 2022 Accountability Report



# TransLink Accountability Report 2022



## **Vision**

A better place to live,  
built on transportation  
excellence.

## **Mission**

Together, we connect the  
region and enhance its  
livability by providing a  
sustainable transportation  
network embraced by our  
communities and people.

## **Values**

Safety

Customer Service

People

Inclusiveness

Integrity

Excellence

Sustainability







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### Land Acknowledgement

TransLink respects the Indigenous Nations within Metro Vancouver and acknowledges all First Nations, Inuit, and Métis Peoples for their continued resilience, sustainable stewardship, and role as active members of the community for generations to come.

We recognize that in planning and managing the region's transportation system we have a major role to play in supporting reconciliation with Indigenous Peoples.

## A MESSAGE FROM THE CEO OF TRANSLINK

# The world has changed, and transit is evolving with it.

Against a backdrop of three years of a global pandemic, peoples' lives have changed dramatically. Where and how we work, or study. How we shop. Where we live.

But what hasn't changed is our need to connect with one another. Coming together is what brings out the best in us – and it's what makes our region work. That's where TransLink comes in.

In 2022, we remained focused on our customers, delivering near pre-COVID levels of transit service, and welcoming back 80 per cent of our riders – leading our peers in ridership recovery. We're adapting to how people are changing their travel habits, like using transit more often for discretionary trips such as heading to the big game, the next concert, or a hike at one of our beautiful parks. And we're putting more service in rapidly growing parts of the region where vibrant economies are attracting people to live, work, and play.

As the world around us evolves and the region grows, so are we. We're making smart plans for the future, and putting our customers first through constant innovation, and by listening, and delivering on peoples' needs.

We're also embarking on building a better region for everyone, by planning the future of transportation for people and goods. Through Transport 2050 and the 10-Year Priorities, **the region has said yes to a bold new vision.** We're prioritizing walking, biking, rolling, and transit, and we're leveraging new technologies to help create the region we all want: where everyone can connect to opportunities and travel without contributing to climate change. This starts with our plans to create the next generation of transit powered by clean renewable energy. We're thinking ahead – about how we can expand rapid transit as soon as possible, to keep a rapidly growing Metro Vancouver on the move.

Our next investment plan will help turn these visions into reality and deliver for our region.

For a region longing for affordability and climate solutions, we're there for you. And for our customers who are looking to connect to the people and places that matter most, we've got you covered.

Sincerely,



Kevin Quinn, CEO, TransLink





## WELCOME

# TransLink plays a big role in keeping the region moving.

By delivering sustainable transportation, we're helping the people who live, work, and play get where they need to go.

### Bringing Value to the Region

Every day, people rely on us to travel around the region. At the peak of 2022, 380,000 people used our services daily. From the beginning of the global pandemic, which cemented transit as an essential service to keep our region functioning, to the “new normal” of today, transit is constantly evolving.

380,000

PEOPLE TOOK TRANSIT  
AT THE PEAK OF 2022

At approximately 80 per cent of ridership recovery (relative to pre-pandemic), TransLink continues to lead its peers in post-COVID ridership growth.

As the region continues to grow, welcoming up to 50,000 new residents annually – the equivalent of adding the total population of West Vancouver every year – we need to continue to expand our services in a responsible way. We are committed to introducing new ways of adding and measuring value for our customers and building on our vision of providing public transportation with net-zero greenhouse gas (GHG) emissions.

**In this report, we assess the performance of the TransLink enterprise in 2022, including how we are adapting, evolving, and innovating to keep our region moving amidst the challenges posed by COVID-19 and climate change.**

As always, we'd like to hear from you – customers, Indigenous Peoples, employees, partners, investors, and supporters. If you have feedback on this report, please send comments and questions to [communications@translink.ca](mailto:communications@translink.ca) or connect with TransLink on social media using [Facebook](#), [Instagram](#), [LinkedIn](#), or [Twitter](#).



## Making Grand Plans for Transportation

A great region deserves a great transportation system, and we’re making no small plans. In 2022, we launched six new plans aimed at delivering a better, brighter, and greener future.

Transport 2050, which envisions a future of “access for everyone”, sets the direction for the next 30 years. To make it happen, Transport 2050: 10-Year Priorities identifies what we’ll focus on first and builds on the foundation provided by the 2022 Investment Plan, which will help stabilize our finances coming out of the pandemic.



The past year was one of extreme weather and other climate impacts. With the launch of our Climate Action Strategy, we’ve set a goal to become a climate-resilient and net-zero GHG transit operator by 2050. The Climate Action Plan sets the first steps, including growing our battery-electric and renewable natural gas fleets so we can reduce our GHG emissions 45 per cent by 2030.

Our new Customer Experience Action Plan pulls all this together, ensuring we remain focused on delivering for our most important stakeholders – our customers.

### Investing in the Future – and Our Customers

Creating affordable, reliable, and sustainable transportation options isn’t easy, particularly in a region facing huge issues such as rapid growth, affordability, and a climate crisis. The success of our region’s transportation future will require a commitment to delivering on our strategic plans, as well as support from our government partners.

## ABOUT THIS REPORT

**This 2022 TransLink Accountability Report marks our sixth year of integrated reporting and brings together financial performance, people practices, and sustainability measures.**

Our decisions are based on an integration of factors, and hold us accountable for our actions and resources relative to our commitments.

This report covers the 2022 performance of TransLink and its operating companies. We prepare this Accountability Report for our customers, everyone who relies on the regional transportation system, investors and taxpayers, our partners at different levels of government, Indigenous Peoples, other stakeholders, and our employees.

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. (Refer to our [GRI Index](#) for more information.) Our GRI topics align with the United Nations Sustainable Development Goals (UNSDGs).

We define materiality as the topics or issues most significant to our key internal and external stakeholders, and Indigenous Peoples, and which reflect our enterprise's governance and business conduct, as well as our fiscal, environmental, and social impacts. We completed a formal materiality assessment in 2016 and continue to refine the metrics and information we share based on our engagements with customers, employees, industry and community partners, TransLink's Board of Directors, our operating companies' Boards of Directors, and the region's Mayors' Council. We will be updating our assessment in 2023.

The 2022 report includes some changes from previous reports. The format has been structured to align with our Sustainability Framework, and some indicators have been adjusted to align with best practices (these are noted).

KPMG conducted a third-party review of this report.

For more in-depth information about TransLink's financial performance, please see our [2022 Year-End Financial and Performance Report](#).

## ABOUT US



TransLink (South Coast British Columbia Transportation Authority) plans, funds, and manages a regional transportation system that moves people and goods. We also support the regional growth strategy, provincial and regional environmental and emission reduction objectives, and the economic development of the transportation service region.

### Who We Are

The TransLink enterprise is a family of companies dedicated to moving people around Metro Vancouver. The enterprise includes TransLink and its operating companies: Coast Mountain Bus Company (CMBC), BC Rapid Transit Company (BCRTC), Transit Police (MVTP), and West Coast Express (WCE). CMBC, BCRTC, MVTP, and WCE are separate companies from TransLink with their own respective executives, Boards of Directors, employee workforce, and governance models.

**We work together to connect the region and enhance its livability by providing a sustainable transportation network, embraced by the communities we serve.**

### Who We Reach

Our services and projects impact customers, taxpayers, community members, investors, businesses, suppliers, municipal partners, provincial and federal government agencies, Indigenous communities, and non-governmental organizations, as well as all residents, visitors, and tourists travelling throughout Metro Vancouver.

### Where We Operate

Our regional transit system spans 21 municipalities, as well as Tsawwassen First Nation and Electoral Area 'A' (the unincorporated areas of the regional district), with a total population of 2.6 million people, and a service area that covers more than 1,800 square kilometres.

### How We Plan, Fund, and Manage

We plan the regional transportation system for people and goods, setting out a long-term vision, goals, key initiatives, and funding. We also develop transportation demand management strategies, programs, and other activities to support the functioning of regional transportation.



## What We Do



We acquire, construct, and maintain assets, infrastructure, facilities, and property required for the regional transportation system, including:

**Active Transportation Infrastructure:** We maintain a network of bike parkades and lockers across the transit network. Together with our partners, we invest in building out the walkway and bikeway network across the region.



**Transit Fleet and Infrastructure:** We own and/or manage rail rapid transit guideways; transit stations; storage, maintenance, and operations facilities; and our fleets of passenger ferries, buses, and trains.



**Major Roads:** Together with local governments, we co-fund and co-manage the Major Road Network, which includes hundreds of kilometres of key roads in the region, connecting major destinations for people and goods.



**Bridges:** We own and maintain six bridges – Knight Street Bridge, Pattullo Bridge, Golden Ears Bridge, Westham Island Bridge, the SkyTrain SkyBridge, and the Canada Line Bike & Pedestrian Bridge.



**Technology:** We own and manage the necessary technology assets to deliver on our purpose, including data management, telecommunications, and the Compass payment system.

We also operate transit and transportation services, including:



**Bus Service:** Bus transit service across the region, delivered by our own bus operating company (CMBC) and via contracts with other bus operating companies.



**Custom Transit (HandyDART):** Paratransit service for the region. HandyDART is available for those who are unable to safely navigate the region's conventional public transit without assistance.



**Ferries:** The SeaBus, a passenger-only ferry service, linking downtown Vancouver and North Vancouver.



**Rail Rapid Transit:** Rail transit service across the region, operating the Expo and Millennium Lines through our own operating company, BCRTC, and the Canada Line via concessionaire.

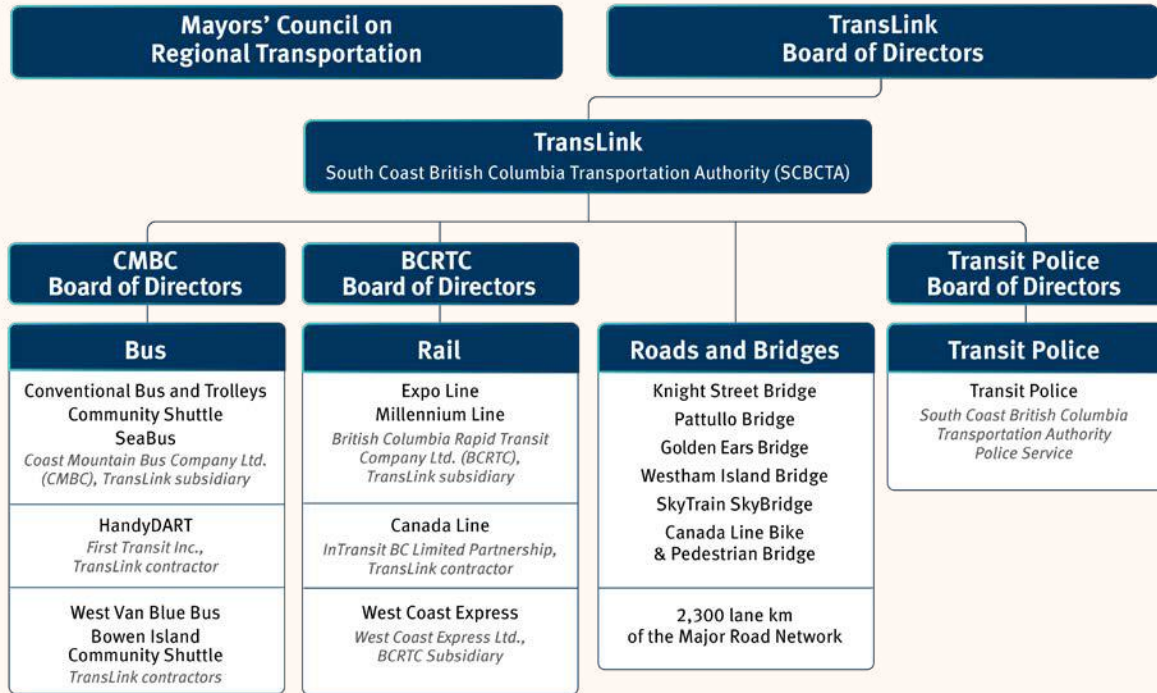


**Commuter Rail:** West Coast Express commuter rail service.



## HOW WE ARE GOVERNED

### TransLink’s governance structure includes our Board of Directors and the Mayors’ Council on Regional Transportation.



### Mayors’ Council on Regional Transportation

The Mayors’ Council consists of 21 mayors from municipalities within Metro Vancouver, the Chief of Tsawwassen First Nation, and the Electoral Area ‘A’ representative. The Mayors’ Council is responsible for approving TransLink’s long-term strategies, 10-year investment plans, changes in Board member remuneration, executive compensation plans, certain short-term fares, and changes in TransLink’s customer complaint and survey processes. The Mayors’ Council also appoints independent directors to the TransLink Board.

### Board of Directors

TransLink’s Board is made up of seven independent directors, the Chair and Vice-Chair of the Mayors’ Council, and up to two individuals appointed by the Province. The Mayors’ Council selects the independent directors from a shortlist of candidates identified by an independent five-member screening panel, with one appointee from each of the following: Greater Vancouver Board of Trade, Chartered Professional Accountants of BC, Greater Vancouver Gateway Council, the Province, and the Mayors’ Council.

## 2022 Board of Directors



First row from left: **Lorraine Cunningham**, Chair; **Andy Ross**, Vice Chair; **Jennifer Chan**; **Sarah Clark**; **Jonathan Coté** (Mayor of the City of New Westminster; term ended Fall 2022); **Harj Dhalwal**; **Jack Froese** (Mayor of the Township of Langley; term ended Fall 2022). Second row from left: **Karen Horcher**; **Mike Hurley** (Mayor of City of Burnaby; term started Fall 2022); **Andrea Reimer**; **Harpinder Sandhu**; **Marcella Szel**; **Brad West** (Mayor of City of Port Coquitlam; term started Fall 2022).

The TransLink Board of Directors is responsible for stewarding the affairs of TransLink. They oversee TransLink’s business conduct and operations, and supervise management.

The Board appoints the Chief Executive Officer (CEO) and delegates responsibility to the CEO for the day-to-day leadership and management of the organization. In 2022, TransLink’s Board of Directors had five standing committees: Finance and Audit; Planning, Communities and Communication; Information Technology; Real Estate; and Human Resources and Governance.

Our Board Governance Manual sets out the roles, responsibilities, and accountabilities of the TransLink Board, the Board Chair, Committees, Chairs, and Directors. It includes a Code of Conduct to guide ethical behaviour and address conflicts of interest.

The Board follows an Annual Board and Committee Calendar to demonstrate their responsibilities and decision-making related to economic, environmental, and social impacts. TransLink provides a corporate sustainability update and report to the Board’s Finance and Audit Committee on an annual basis.

## Senior Executive Team

TransLink’s Senior Executive Team brings diversified skill sets to the tasks of planning and managing the region’s transportation network. The team consists of TransLink’s CEO, CFO, and COO, as well as senior executives from CMBC, BCRTC, and Transit Police. Find out more about our [Executive Team](#).

## 2022 Senior Executive Team



From left: **Kevin Quinn**, TransLink Chief Executive Officer; **Christine Dacre**, TransLink Chief Financial Officer; **Gigi Chen-Kuo**, TransLink Chief Operating Officer; **Michel Ladrak**, BCRTC President & General Manager to June 13, 2022; **Sany Zein**, BCRTC President & General Manager as of October 3, 2022; **Michael McDaniel**, CMBC President & General Manager; **Dave Jones**, Transit Police Chief Officer



## WHAT GUIDES US

We are guided by our mandate: to provide a sustainable regional transportation system that moves people and goods, while supporting the growth strategy, environmental objectives, and economic development of the region.

**To deliver on our mandate, we have created strategic goals that are driven by the Regional Transportation Strategy – Transport 2050 – which sets the direction for the next three decades.**

### Transport 2050

Adopted in January 2022, Transport 2050 is the Regional Transportation Strategy for Metro Vancouver and our roadmap for the next 30 years. Whether our customers walk, bike, roll, take transit, or drive, Transport 2050 will shape how they get around.

Transport 2050 envisions a future where: “Everyone can easily connect to the people, places, and opportunities that they need to thrive — because we all have real choices that we can count on, that we can afford, and that we can safely enjoy for generations to come. Our transportation system supports an inclusive, future-ready region that has meaningfully advanced reconciliation.”

## Transport 2050: 10-Year Priorities

Approved just six months after the adoption of Transport 2050, 10-Year Priorities is a bold implementation roadmap for achieving the goals set out in the region's 30-year transportation strategy. It prioritizes the actions needed to meet the increasing transportation needs of Metro Vancouver's growing population.

Transport 2050: 10-Year Priorities is estimated to cost \$21 billion over ten years and will require significant new revenue sources and investments from all levels of government. It will be delivered in phases and funded through a series of future investment plans.

## 2022 Investment Plan

Our 2022 Investment Plan enables TransLink to advance key transit priorities while stabilizing funding over the short term.

While TransLink has seen encouraging ridership recovery and is at approximately 80 per cent of pre-pandemic ridership, a prolonged drop in ridership from 2019 levels has resulted in significantly reduced revenues. Changes in travel behaviour and a growing adoption of zero-emission vehicles have also caused a decline of fuel tax revenues that fund transit, another key revenue source.

This Investment Plan will put TransLink in a better position to expand and improve transit. The plan relies on significant capital investments from the Government of British Columbia and the Government of Canada to maintain our system in good repair, advance key projects, and stabilize our long-term finances.

## Corporate Priorities

As an operator of transit and a planner, funder, and manager of the regional transportation system, TransLink is responsible for acting in the best interests of the public. That means advancing shared priorities that benefit everyone in the region.

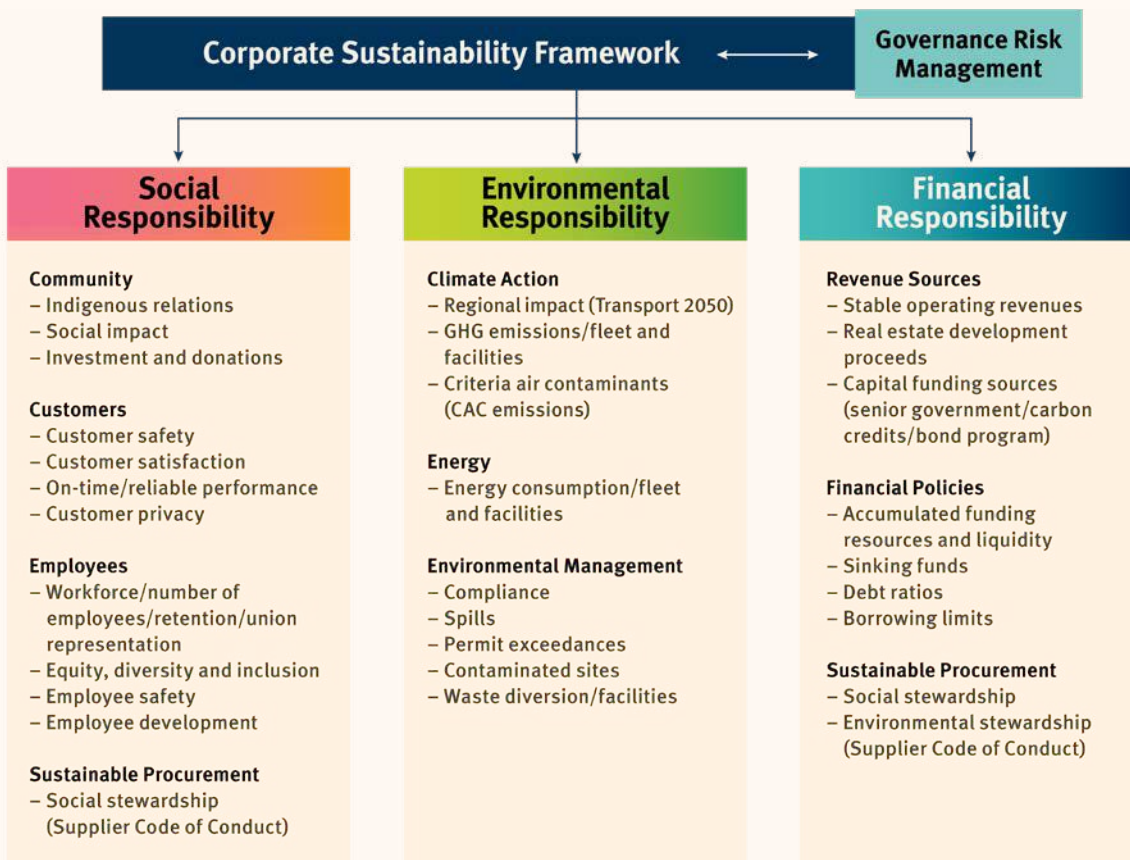
TransLink's corporate priorities for 2022 consisted of:

- Rebuild customer ridership
- Foster a safe, skilled, and resilient workforce
- Deliver reliable transportation system in a state of good repair
- Achieve financial sustainability



## Sustainability Framework

In 2021, our Board of Directors approved a new Sustainability Framework for TransLink. This framework defines our sustainability goals and objectives; provides a roadmap for our social, environmental, and financial decision-making; and aligns with Transport 2050. Through our Accountability Report, we track and report on each area of our Sustainability Framework.



## Enterprise Risk Management

Enterprise Risk Management is a systematic approach to identifying, assessing, and responding to risks that could negatively affect the achievement of TransLink’s strategic objectives and priorities.

During 2022, we aligned our risk identification and evaluation process with our work planning and budget review cycles, thereby synchronizing the budgeting process with the assessment of underlying risks and challenges. This helped the enterprise follow a risk-informed approach to developing and making budgetary decisions.



## SERVICE PLANNING AND CAPITAL PROGRAMS

**To deliver on our strategic priorities, TransLink and its operating companies are providing services and systems to exceed customer expectations, both now and in the future.**

This includes bus, SeaBus, SkyTrain, West Coast Express, and HandyDART services, as well as the infrastructure for roads, bridges, and active transportation infrastructure to support cycling and walking.

### Comprehensive Approach to Services and Systems

- We ensure we keep our assets in good condition to maintain a state of good repair, as well as reliable service.
- We proactively invest in our system.
- We focus on having the right processes in place to effectively manage capital projects, in terms of budget, schedule, and quality.
- We ensure we have the data and tools to help us make informed decisions.
- We rely heavily on public consultation and Indigenous engagement to guide our way.
- We work with our transportation, municipal, and provincial partners to address external factors that can affect our services, such as congestion, traffic collisions, road works, and track trespass, as well as larger risks such as natural disasters and public health risks.

## Service Planning

In 2022, we delivered service at near pre-COVID levels on all modes and continued with the following service enhancements:

- Addressed overcrowding by reallocating service to crowded routes from frequent routes where capacity was not needed.
- Provided enhanced seasonal services to parks and open spaces (implemented during the pandemic).
- Prepared plans for two RapidBus routes on Scott Road, as well as plans to connect Richmond to the Expo Line SkyTrain.
- Refurbished WCE locomotives to ensure they are maintained in a state of good repair, and continued to provide convenient trip times to support return ridership.

## Capital Programs

TransLink's capital programs are aligned with our current priorities of rebuilding customer ridership and ensuring a state of good repair, while facilitating the implementation of prioritized programs from Transport 2050: 10-Year Priorities.

Key projects included:

**TransLink Customer Service Centre:** We moved the customer service centre from Stadium-Chinatown to Waterfront Station. As Waterfront Station serves 2.5 times more passengers than Stadium-Chinatown, this enables us to serve more customers and enhance their experience. We also moved the WCE office from the second floor to the ground floor of Waterfront to make it more accessible to customers.

**Knight Street Bridge Deck:** The Knight Street Bridge provides a primary route between the City of Vancouver and the City of Richmond, but is showing signs of deterioration and wear. In 2022, we continued bridge deck repair, replacement of bearings, and installation of new bicycle railings to improve safety.

**Escalator Replacement:** In 2022, we replaced the escalator at Granville Station, as part of our program to replace aging Expo Line escalators. We reached a significant milestone in 2022. By taking advantage of lower ridership during the pandemic, we were able to come in 13 per cent under budget and complete the project 16 months ahead of schedule. The new escalators are projected to have less downtime and higher reliability, and improve the customer experience.

**Marpole Transit Centre:** We finalized our contractor sourcing strategy and began permitting work in late 2022. When complete, this facility will house 350 battery-electric buses.

**Port Coquitlam Transit Centre Buses:** We released an RFP for battery-electric buses and charging infrastructure, and began collecting submissions.

**Broadway Subway and Surrey Langley SkyTrain:** The Broadway Subway Project (BSP) is under construction, and is being managed by the Province. TransLink is supporting their efforts during the design and construction phases and will ultimately operate and maintain the BSP. TransLink coordinated with internal and external stakeholders to ensure customer experience and service performance levels of existing transit service during

construction were minimally impacted. BCRTC is providing input on BSP specifications, to ensure operational, safety, and maintenance needs are met. They are also developing procedures for joint operations with the Canada Line Station at Broadway City Hall.

Like the BSP, the Province is ultimately responsible for delivery of the Surrey Langley SkyTrain (SLS). This project is now under procurement. In 2022, TransLink continued to support the Province in the development of the project agreement (the specifications that will form the contract with the successful bidder) and began developing terms for the funding and supporting agreement between TransLink and the Province.

Both the SLS Project and the BSP will benefit from the procurement of the new Mark V trains outlined below.

**SkyTrain Mark V Cars:** We have embarked on the largest SkyTrain car order in TransLink's history – the procurement of 205 new Mark V trains to replace the aging Mark I fleet. This will allow us to retire older vehicles, improve fleet quality, and keep service reliable for customers. These trains will have improved customer amenities including more flex areas, leaning rails, and passenger information displays, and will feature Indigenous art.



**Operations and Maintenance Centres:**

We are in the process of expanding storage and maintenance capabilities to accommodate the region's expanding SkyTrain fleet. To help meet this need, we will be building two SkyTrain operations and maintenance centres (OMCs) to supplement our three existing OMCs.

A new OMC in Coquitlam (OMC4) will provide additional train storage and maintenance facilities to support the geographic expansion of the network, improved service through expansion of fleet, and the new Mark V trains. OMC4 is driving significant change for BCRTC: it's the first distributed major facility and will drive changes to operational and maintenance processes.

This work will underpin the planning and implementation work for future OMCs. In 2022, we completed initial geotechnical and environmental investigation works, and began the pre-construction phase. We also commenced planning stages for OMC5.

**West Coast Express Overhaul: We**

continued to progress with the refurbishment of the WCE locomotives from Tier 1 engines to Tier 3 engines. We will receive our first two refurbished locomotives in 2023, with all work expected to be complete by 2026. Once these refurbishments are complete, CAC (critical air contaminants) emissions should be reduced by 48 per cent, based on EPA standards.

## State of Good Repair

We must continue to invest in our capital programs to ensure reliable and resilient transit services, and to maintain our transportation infrastructure in a state of good repair. Doing this also ensures safety and reliability, optimizes lifecycle costs, and enhances the customer experience. Delivering a reliable transportation system in a state of good repair continued to be a key priority in 2022.

Key projects included:

**SkyBridge:** The SkyBridge is a vital piece of SkyTrain infrastructure that connects the Expo Line over the Fraser River. In 2022, we completed the replacement of four joints along this bridge that were at end-of- service life.

**CMBC Richmond Transit Centre and BCRTC**

**SkyTrain Station Roof Replacements:** The existing roof assemblies at the Richmond Transit Centre and three SkyTrain stations are at the end of their expected service lives. In 2022, we began preliminary work to replace the existing roof membranes to ensure the facilities remain in a state of good repair.

# Social Responsibility



**At TransLink, social responsibility refers to our duty to serve in the best interests of our customers, Indigenous Peoples, employees, partners, and investors. We believe it is our responsibility to better our communities, and enhance the livability of our region.**

## Community

Supporting our communities – from engaging with customers, to charitable efforts that support safety and well-being – is key to addressing the priorities of our stakeholders and positively impacting those around us.

### **Our Approach**

We engage residents, business owners, students, elected officials, and Indigenous Peoples for a variety of reasons, including the shaping of regional planning priorities, development of public policy recommendations, optimization of transportation services, and implementation of major capital infrastructure projects. We also match our community giving to the needs of our communities.

Our approach to community engagement is guided by TransLink’s comprehensive Principles for Public Consultation and Engagement. This approach ensures we work diligently to develop a full, inclusive public approach to our plans, policies, and projects.

### **Community Engagement**

In addition to in-person engagements, we interact with communities via a variety of tools, including online meeting platforms, [engagetranslink.ca](https://engagetranslink.ca), mailers, email, phone calls, and webinars, as well as public feedback surveys and research surveys.

7,365

PEOPLE ATTENDED  
OUR 24 COMMUNITY  
ENGAGEMENT EVENTS  
IN 2022.



## SOCIAL RESPONSIBILITY

Some 2022 engagement projects included:

### **10-Year Priorities and Investment Plan** ..

In early 2022, we conducted community engagement on Transport 2050: 10-Year Priorities and our 2022 Investment Plan. Over a 14-day engagement period, we held six events, with 182 people sharing their opinion on these initiatives.

4,585

SURVEYS COMPLETED

14,111

COMMENTS RECEIVED  
ON 10-YEAR PRIORITIES

1,157

COMMENTS RECEIVED  
ON INVESTMENT PLAN

### **Bus Stop Balancing** ..

In January 2022, we began a six-week trial of a bus stop balancing proposal on Routes 4 and 7 in Vancouver, in which we added new stops and temporarily closed lesser-used stops. The aim of the trial was to achieve more consistent spacing of stops, as well as improved bus travel times and reliability for passengers.

Our community engagement included phone outreach, presentations, email/phone outreach to people with sight loss, meetings with business and residential associations and the District Parent Advisory Council for the Vancouver School Board, and ongoing communications with 18 key stakeholder groups. As a result of this early feedback, we reinstated ten bus stops initially identified for removal. During the 6-week trial period, we received 420 survey responses. Following the trial period and engagement process, we adjusted several bus stop locations.

**Social Equity  
Evaluation  
Framework**

We partnered with CNIB BC/Yukon, CityHive, Senior’s Services Society, Progressive Intercultural Community Services (PICS), Vancouver Aboriginal Friendship Centre, and the Disability Alliance of BC to conduct online focus group discussions on TransLink’s Social Equity Evaluation Framework. The primary goal was to ensure regional transportation is more accessible to all.

We reached out to 36 organizations including seniors, youth, persons with disabilities, new Canadians/English language learners, low-income households, Indigenous Peoples, 2SLGBTQI+, and femme-identified communities. These deep conversations brought us valuable feedback to ensure the framework truly reflects the diverse needs of our communities.

**Hastings Street  
Improvement  
Project**

TransLink and the City of Burnaby have partnered to find opportunities to enhance mobility on Hastings Street between Boundary Road and Duthie Avenue. In 2022, we conducted the first phase of the study to better understand the corridor’s value to people, as well as potential opportunities. Over a 6-week period, we held 33 stakeholder phone engagements, 12 key interviews, and 2 visioning workshops. An online public survey was completed by 928 people. We also partnered with the Hastings Merchants Association to conduct a survey of people using this part of the corridor to understand travel patterns, purpose for visits, spending patterns, and key demographic information.

**Transit Service  
Consultations**

Throughout the year, we conduct Transit Service Consultations, in which we propose service change solutions, obtain public feedback, and do our best to ensure proposed changes meet our customers’ needs prior to implementation. In 2022, we conducted three consultations across the region (Surrey/District of Langley, Vancouver, and White Rock), each of which included online surveys. In total, 254 surveys were completed, and 330 comments were shared related to the proposed changes.



## Engagement with Indigenous Peoples

We've committed to fundamentally changing how we work with Indigenous Peoples. This work will take time, and we understand that building and strengthening relationships moves at the speed of trust. We've committed to listening to the priorities of Indigenous Peoples as they relate to regional transportation, and to finding unique solutions to best address problems and opportunities. Our goal is to gain and build on that trust through ongoing and positive outcomes.

### **TransLink's Commitment to Advancing Reconciliation**

In March 2022, the Indigenous Relations Vision Statement and Guiding Principles were confirmed through engagement with Indigenous Nations and supported by the Mayors' Council and the Board of Directors. These two foundational documents serve as a public statement of TransLink's commitment to reconciliation and set the tone for how to work with Indigenous Peoples to ensure we live up to our commitments.

In recognition of the Truth and Reconciliation Commission's 94 Calls to Action Report, TransLink instituted a single zone fare through a tariff amendment for the National Day for Truth and Reconciliation. This was established to support Indigenous Peoples' and non-Indigenous Peoples' ability to attend events to honour Indigenous Peoples, survivors, those who never returned home, and their families who have endured harms from the residential school system.

We continued to engage with Indigenous Peoples in the creation of Transport 2050, the 10-Year Priorities, and the Investment Plan. The Mayors' Council and Board of Directors affirmed our reconciliation efforts through these public documents, which provide a clear plan of action that requires the assistance of both the federal and provincial governments.

### **First Nation Transportation Program**

Through Indigenous engagement on Transport 2050, we heard that both lack of access to transportation services on-reserve and poor service levels on treaty lands have created ongoing disparities and further entrenched systemic racism against Indigenous Peoples in the region.

With direction from the Mayors' Council and Board of Directors, we're moving forward with the development of a First Nation Transportation Program. To successfully address funding, legislation, and policy challenges to bring transportation services to reserve lands, coordination with the federal and provincial governments and transit partners will be essential to finding solutions.

The commitment to exploring multi-modal transportation services through the First Nation Transportation Program are included in the 10-Year Priorities. To help shape the program, meaningful engagement with the First Nations was initiated in late 2022 and will continue in 2023.

### **Cultural Recognition**

- In summer 2022, TransLink worked with partners and the Vancouver Mural Festival to commission a Musqueam artist, Diamond Point, to create a mural for a bus operator facility at the 63rd Avenue Bus Loop.
- For National Day for Truth and Reconciliation, we unveiled Indigenous murals by three Musqueam artists on the Canada Line Bridge, to reflect on the past, present, and future of the region through the lens of colonialism and reconciliation.

### **Indigenous Recognition and Perspectives**

To engage with and support Indigenous communities, we:

- Initiated an Indigenous Employee Resource Group to create a safe and inclusive place for Indigenous employees to connect with peers and develop a professional network that values Indigenous perspectives.
- Developed an Elders Program for the enterprise. As teachers, role models, mentors, and healers, Elders in the program will help with retention, provide support for Indigenous employees, and offer strategic advice for the Indigenous Relations department.
- Provided three Indigenous students with an opportunity to participate in a three-month pilot mentorship program with our Analytics and Development Business Technology Services department.

## Community Support

Our Charitable Donation Policy and Program formally outlines our charitable efforts to support safe, healthy, and wide-ranging communities.

We recognize that access to transit is often an insurmountable barrier for low-income and marginalized members of the community. Under the direction of our policy, we invest in initiatives that reduce barriers to transportation and give access to community programs and services. The program also supports institutions and emergency services with retired equipment and fleet vehicles for training purposes.

**\$219,000**

### ANNUAL UNITED WAY GIVING CAMPAIGN 2022

TransLink has supported the United Way of the Lower Mainland for 30+ years.

Collectively our employees have given more than \$7 million through payroll deductions and annual one-time gifts. This helps the United Way support some of the most vulnerable members of our communities.

**\$60,000**

### COMPASS CARD DONATION PROGRAM 2022

In 2022, through our three Compass Card Donation Bins, we converted over \$60,000 worth of Compass Card products into Compass tickets. With the help of the United Way, these tickets were provided to recipients at BC Housing and the Homelessness Services Association of BC.

**3,721+ toys**

### TOYS FOR TOTS AND FOOD BANK DONATIONS

Our employee donation drive brought joy to thousands of children throughout the region.

## Events and Partnerships

We engaged in numerous partnerships and events throughout 2022:

- Supported six Car-Free Day Community Festivals. These events attracted 400,000+ attendees.
- Supported Ukrainian newcomers with free transit passes and in-person travel training and resources.
- Launched a Community Transit Volunteer Program. Over 70 volunteers assisted 30,000+ customers, providing support to our operations and local communities.
- Raised \$10,000 in funding for Red Cross flood relief efforts.
- Partnered with the Celebration of Light to support transit to the annual fireworks celebration.
- Held our first-ever Transit for the Planet Earth Day event, encouraging people to leave their cars at home and take public transportation to reduce their personal GHG emissions.



# Customers

## OUR CUSTOMER PROMISE

To always put you first – your safety, your time, and your connection to the people and places that matter most.

In 2022, there was an average of 891,717 daily boardings, compared to average daily boardings of 612,450 in 2021. (Pre-COVID-19, daily boardings averaged 1.2 million.) Although the pandemic continued to cause a reduction in ridership, our steadfast focus on delivering a safe and exceptional customer experience did not waver and our ridership continued rebounding.

891,717

AVERAGE DAILY  
BOARDINGS IN 2022

## Customer Satisfaction

Customer satisfaction is a key indicator for determining whether we are delivering quality service to our customers and helps us identify opportunities for improvement.

We measure customer satisfaction through quarterly Customer Service Performance Surveys, conducted through a third-party research firm. We also prepare annual updates for TransLink’s Board of Directors, to stay accountable for managing our customer experience commitment and performing against relevant indicators.

**In 2022, customer satisfaction continued to remain above pre-pandemic levels.** We had an average rating of 8.0, which is lower than the past two years, but indicates that customer perceptions of the overall transit system continued to be quite positive. This is particularly notable as 2022 saw an increase in congestion and transit demand after a loosening of COVID-19 restrictions.

### Customer Satisfaction Results (overall performance rating out of 10)





## Customer Experience Action Plan

TransLink's [2022-2027 Customer Experience Action Plan](#) puts our customer priorities at the forefront of our work. Guided by the priorities in our Action Plan, we launched the following initiatives in 2022:

**TransLink Community Volunteer Program:** Helped customers connect with communities and enhance the customer experience. We had 170+ applicants and onboarded 60+ volunteers in 2022.

**Email Program:** Offered customers tailored emails to keep them up to date.

**Dynamic Schedules:** Provided real-time updates of online schedules.

**Bike Buses:** Provided bike buses from Bridgeport Station to the Tsawwassen Ferry Terminal, doubling bike capacity on weekends.

**Enhanced Art & Culture:** Expanded and diversified the presence of music and art across our transit system with the continued development of our Public Art Program and the launch of Art Moves, the first ever music and performance residency series.

**Onboard Information Displays:** Integrated more advanced information displays on buses.

**Online booking for HandyDART:** Enabled customers to book their trips online.

## Ridership and Recovery

We are leading our peers in ridership recovery. For the second year in a row, TransLink's transit recovery outperformed the North American market: we were the first of our Canadian and US peers to reach and sustain 80 per cent recovery. By year end, we had 193.55 million journeys, a 47.9 per cent increase over 2021.

Due to the Omicron variant in January and the lower rate of return to in-person office work, we experienced lower ridership in the early part of the year. However, throughout 2022, ridership continued to recover towards pre-COVID levels.



### **Improving Accessibility**

TransLink works closely with two accessibility-related advisory committees: the HandyDART Users' Advisory Committee (HDUAC) and the Access Transit Users' Advisory Committee (ATUAC). The HDUAC provides advice and guidance on HandyDART plans and programs, while the ATUAC advises on the accessibility of the conventional transit system.

Throughout 2022, TransLink continued its Bus Stop Accessibility Program, to improve accessibility for customers who are blind, deaf-blind, or partially sighted. This included the installation of braille and tactile letter signs at 86 per cent of bus stops across Metro Vancouver, as well as tactile walking surface indicators at all bus stops and bays on property that TransLink owns or leases.

### **Reputation and Trust**

We work hard to build trust in the TransLink brand. Every year, the research firm Ipsos partners with *BC Business* to determine British Columbians' most-loved brands. In 2022, we were ranked #30 in their top 70 brands.

Ipsos also conducts custom research for TransLink. In 2022, overall impressions of TransLink were positive and consistent with the previous year. The majority of respondents (52 per cent) said they have a favourable impression of TransLink.

89%

OF RESPONDENTS SAID THAT TRANSLINK IS "SOMEWHAT TO VERY IMPORTANT" TO THE QUALITY OF LIFE AND LIVABILITY OF THE REGION.

## SOCIAL RESPONSIBILITY

### On-Time and Reliable Performance

We measure service reliability in terms of on-time performance. In 2022, all modes of transit continued to have high on-time performance.



### Customer Safety and Security

We provide a safe, world-class public transit system. Our number-one priority is ensuring our customers can travel and feel safe every step of the way.

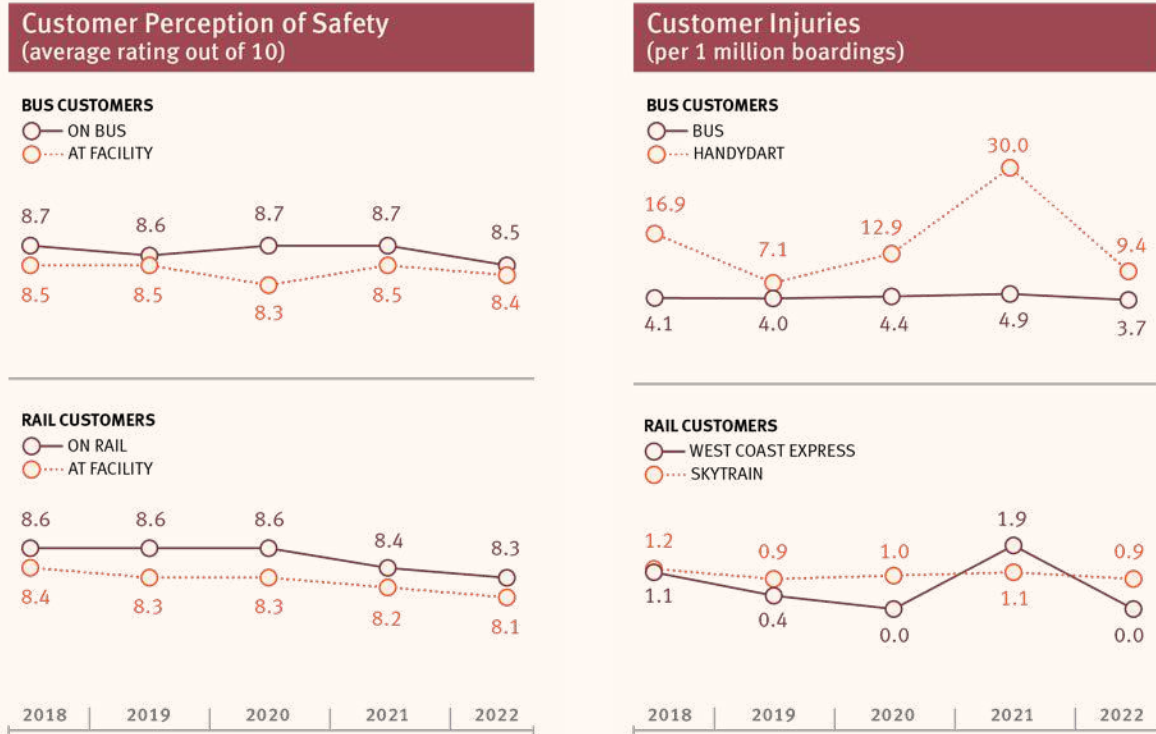
Each operating company in the TransLink enterprise is directly responsible for the safety of its employees and customers. In 2022, we enhanced our safety programs by continuing to implement the Safe Operating Action Plan, and evolving COVID-19 safety plans into Communicable Disease Prevention Plans. Emergency preparedness programs are also in place in the event of a major emergency or natural disaster.

As the only dedicated transit police service in Canada, Metro Vancouver Transit Police continues to work to reduce crime and disorder, conduct thorough investigations, and enforce the law. Transit Police also has a Community Engagement Team that includes six Neighbourhood Police Officers who work in specific community service areas, an Indigenous Liaison Officer, and a Client Services Officer who focuses on support to mental health clients. Further, for transit system protection and security, Transit Police operates a robust detection dog program for explosives. Transit Police work in partnership with jurisdictional police, TransLink, and diverse community partners.

CMBC Security Services also helps protect employees, customers, properties, and revenue. They provide proactive high-visibility security presence and patrols, and respond to calls across the transit system. They also work in partnership across the enterprise, and with various jurisdictional law enforcement agencies and community partners, to ensure the continued safety and security on the system. Security Services made the switch from using dedicated handheld units for fare inspection to an accessible, streamlined app available on mobile devices. The app also provides officers with a portable, modern, and streamlined process to conduct fare enforcement.

## Customer Safety Perceptions

We want our customers to feel confident taking transit at all times of day. By measuring the perception of safety through customer satisfaction surveys, we can see if our customers feel safe and comfortable on our system.



## Increasing Customer Safety

In 2022, we continued to respond quickly and effectively to COVID-19 and its variants by implementing our Communicable Disease Plans in alignment with health authority requirements. These plans included: promoting hand hygiene, maintaining a clean environment within our fleet and facilities, and supporting facility ventilation, as well as other mitigation strategies to ensure the safety of our employees and customers.

TransLink and its operating companies also launched safety campaigns for winter weather and extreme heat events.



**Transit Police Initiatives**

In 2022, we began implementing the 2022-2026 Transit Police Strategic Plan:

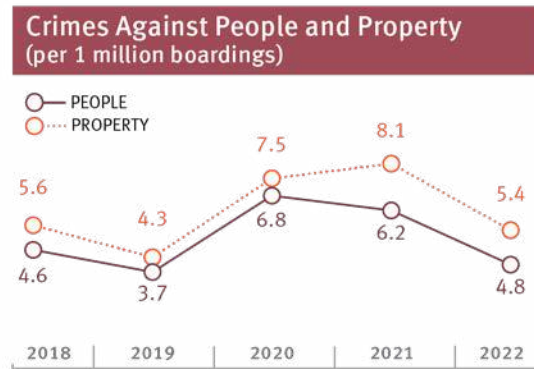
- We secured approval from the Province for the establishment of a Community Safety Officer (CSO) Program. CSOs are a new category of frontline Transit Police employee who will supplement patrol police officers and take on a range of duties, such as community engagement, transit safety education, collection of evidence, perimeter security at police incidents, crowd control, fare enforcement, and support at major events and emergencies. The first CSOs are expected to be deployed by Fall 2023.
- We expanded the Blue Eagle Community Cadet Program, which supports and empowers Indigenous youth (12-15 years old), in partnership with the Surrey RCMP and Surrey Police Service.
- In conjunction with cross-regional police partners, the Targeted Mobile Enforcement Team focused on numerous problem areas. The Crime Suppression Team, which focuses on crime trends and intelligence-led policing projects, conducted a variety of investigations which resulted in 35 Reports to Crown Counsel, and the execution of 9 search warrants and 91 warrant arrests.
- A Digital Evidence Management System (DEMS) Administrator was hired, and we continued advancing the DEMS project.
- An Operational Planning Sergeant position was established to oversee planning logistics and resourcing for events that may result in increased public safety risk and crowding on the transit system.

**Crimes Against Persons and Property**

One of Transit Police’s strategic objectives is to reduce crime and disorder on transit and in the surrounding community. Transit Police actively monitor and measure crime against persons and property (as well as other crime types), both on and off transit property.

In 2022, Transit Police made 857 criminal warrant arrests. This is an 18 per cent decrease from 2021, but is still 14 per cent higher than the overall average since 2012.

While the absolute volume of crimes remained relatively level, reported crime rates were elevated during 2020 and 2021 due to lower ridership. However, with ridership now recovering, crime rates are returning to levels seen pre-pandemic.



## Emergency and Business Continuity

We continued to deliver and maintain critical services during emergency events that impacted the region. Multiple layers of resiliency help ensure each operating company is effective in their individual response efforts. During larger emergency events a centralized Enterprise Emergency Centre can be activated to offer support and coordinate resumption of critical services.

CMBC continued to maintain a “Hot Site” Emergency Operations Centre that can be activated to support incidents and events. In 2023, we will update the site to include enhanced technology and security measures.









BCRTC conducted an emergency tabletop exercise of the BCRTC Emergency Response Plan with its senior leadership and decision makers.

In December 2022, senior leadership approved a new Seismic Resiliency Policy that will ensure consistent enterprise-wide understanding of seismic resiliency and quantify our seismic risk.

## Customer Privacy

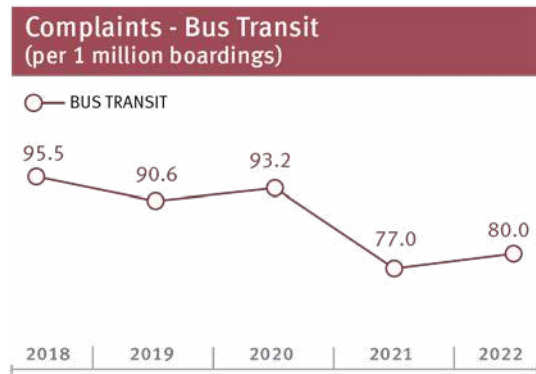
All privacy matters are handled by TransLink’s Privacy Officer, reporting to TransLink’s General Counsel and Corporate Secretary. In 2022, there were three substantiated breaches of customer privacy. All three breaches were the result of human errors with email. The circumstances were investigated, privacy obligations reviewed, and corrective actions recommended to prevent future occurrences. No privacy complaints were received from regulatory bodies.

## LISTENING TO OUR CUSTOMERS

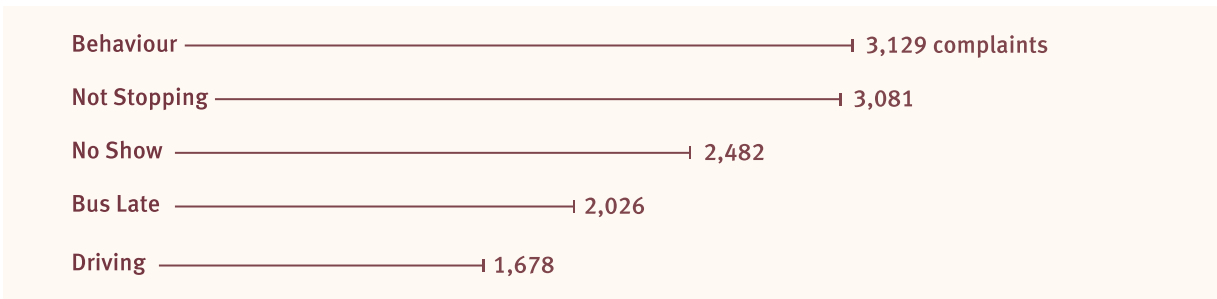
 <b>709,836</b> CALLS RECEIVED	 <b>20,027</b> ONLINE FORMS	 <b>18,279</b> TRANSIT ALERT SUBSCRIBERS	 <b>8.8M</b> TAP-TO-PAY TAPS RECORDED
 <b>838</b> EMAILS	 <b>42,739</b> LOST PROPERTY CALLS	 <b>214,000</b> SOCIAL MEDIA FOLLOWERS	 <b>1.26M</b> INTERACTIVE VOICE RESPONSE CALLS

### Customer Feedback

TransLink tracks and manages feedback from customers through an enterprise-wide tracking, management, and reporting system. Most enterprise-wide feedback is handled through the TransLink Customer Information Centre, Customer Feedback Coordinator, or CFC team.



### Top 5 Operator Complaints 2022



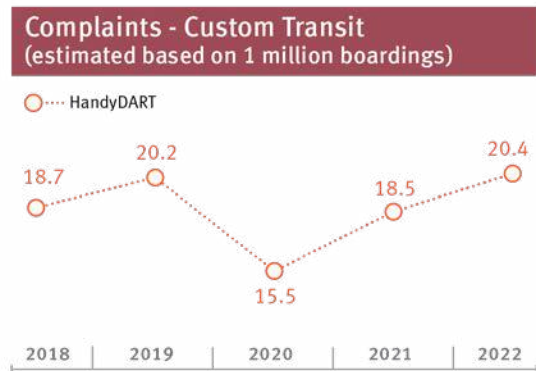
Complaints such as accessibility issues, assaults, racism, cell phone issues, running red lights or stop signs, and dangerous driving, are considered the highest priority and are addressed immediately.

Complaints regarding customer pass-ups, requests for more service, operator conduct, and bus cancellations are responded to within 15 business days.

The Customer Feedback Coordinator team has concluded a multi-departmental project with Operations to address the validation requirements for incoming complaints, and to ensure we are reporting valid data moving forward in 2023.

### Custom Transit (HandyDART)

In 2022, the main areas of HandyDART complaints consisted of scheduling, clerk behaviour, and phone line wait times. In October, we began a clerk behaviour improvement program to address underperforming clerks, and implemented initiatives to improve phone line queue times.





# Employees

To successfully deliver on our shared mandate and help address the future needs of Metro Vancouver, we must have dedicated employees who excel in their field.

## Our Approach

Our people are at the heart of our operations. Each company across our enterprise is committed to:

- Fostering inclusive, equitable, and accessible workplaces
- Recognizing the unique value and skills every individual brings
- Attracting, retaining, and cultivating talented staff
- Managing health and safety

We also focus on supporting a strong employee engagement culture, unique to each operating company, while ensuring we all work together.

# 8,225

EMPLOYEES ACROSS THE  
TRANSLINK ENTERPRISE,  
AS OF DECEMBER 31, 2022

## Total Employees by company

COMPANY	2022 TOTAL	TOTAL (%)
BCRTC	1,220	14.9%
CMBC	5,866	71.4%
MVTP	304	3.7%
TransLink	826	10.0%
WCE	9	0.1%
<b>Total</b>	<b>8,225</b>	<b>100%</b>

## Total Employees by status

COMPANY	REGULAR	REGULAR %	TEMPORARY	TEMPORARY %	TOTAL
BCRTC	1,154	94.6%	66	5.4%	1,220
CMBC	5,652	96.4%	214	3.6%	5,866
MVTP	265	87.2%	39	12.8%	304
TransLink	772	93.5%	54	6.5%	826
WCE	8	88.9%	1	11.1%	9
<b>Total</b>	<b>7,851</b>	<b>95.5%</b>	<b>374</b>	<b>4.5%</b>	<b>8,225</b>

## SOCIAL RESPONSIBILITY

### Total Employees

COMPANY	UNION	EXEMPT	UNION (%)	EXEMPT (%)
BCRTC	961	259	13.4%	24.2%
CMBC	5,642	224	79.0%	20.9%
MVTP	268	36	3.8%	3.4%
TransLink	282	544	3.9%	50.7%
WCE	0	9	0.0%	0.8%
Total	7,153	1,072	100.0%	100.0%

### Collective agreements

Eighty-seven per cent of employees across the TransLink enterprise are represented by six bargaining units which include Unifor Locals 111 and 2200 (CMBC), the Canadian Union of Public Employees (CUPE) Locals 4500 and 7000 (BCRTC and CMBC), MoveUP (CMBC and TransLink), and the Transit Police Professional Association (TPPA). Each operating company negotiates its own collective agreement and is responsible for its own labour relations matters.

### Total Employees by union

UNION	TOTAL	TOTAL (%)
COPE	722	8.7
CUPE	1,148	14.0
TPPA	268	3.3
Unifor	5,015	61.0
Exempt	1,072	13.0
Total	8,225	100%

### Turnover

Voluntary turnover across the enterprise in 2022 was 5.7 per cent, which is in line with pre-COVID numbers.

### Enterprise Voluntary Turnover (%)



### Attraction and Retention

1,395

TOTAL HIRES ACROSS  
THE TRANSLINK  
ENTERPRISE IN 2022

489

TOTAL NEW HIRES  
WHO ARE CMBC  
TRANSIT OPERATORS

## Equity, Diversity, and Inclusion

In 2022, TransLink continued to integrate Equity, Diversity, and Inclusion (EDI) into everyday operations.

### Processes and Systems

- Conducted reviews to identify any barriers that may exist for hiring under-represented groups. These areas of focus included BCRTC guideway technicians, TransLink planners, and CMBC transit operators. Working groups have been created to plan the implementation of recommendations.
- Began a new review on the internal promotion process with a lens on women in decision-making roles.
- Implemented EDI objectives in performance processes for the first time across the enterprise for all non-union employees.
- Completed a workplace accessibility audit.
- Began implementing a workplace accessibility strategy focused on communications, technology, and education.
- Adopted an EDI policy and created a workplace accessibility policy.
- Implemented self-identification data questions in our enterprise engagement surveys and recruiting

practices. An enterprise engagement survey of 1,900+ employees indicated that 10 per cent identified as having a disability, 3 per cent identified as Indigenous (First Nations, Métis, or Inuit), 37 per cent identified as a person of colour, and 6 per cent identified as part of the 2SLGBTQI+ community.

- Launched diversity stories that allow employees to share their unique experiences.
- Began gathering more in-depth data related to gender diversity across the enterprise.

### Employee Resource Groups

- Engaged with five Employee Resource Groups (Caregivers, Pride+Allies, Women+Allies, Indigenous, and I Belong Multicultural), with each ERG ranging from 15-75 employees. The ERGs supported policy reviews and hosted education sessions.
- Women+Allies ERG presented at the CUTA (Canadian Urban Transit Association) conference for the first time, highlighting the importance and benefits of ERGs.

## SOCIAL RESPONSIBILITY

### Education

- Rolled out enterprise-wide EDI training, which 30 per cent of enterprise employees have completed.
- Implemented Courageous Conversations for employees to discuss sensitive topics such as privilege, microaggressions, and accessibility. These sessions were well received; approximately 125 employees attended virtually.
- Twenty people participated in the pilot of a "Women Leading the Way" leadership program with Minerva, an organization that helps women reach their leadership potential.
- Executives met every two months to discuss important EDI topics to support leadership learning.

### Age by Company

With nearly 60 per cent of our employees eligible to retire in the next 10 years, succession planning and leadership development continued to be a priority.

# Nearly 60%

OF EMPLOYEES ELIGIBLE TO RETIRE  
IN THE NEXT 10 YEARS.

### Total Employees by age group

COMPANY	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
BCRTC	1.6%	20.6%	28.8%	26.1%	20.2%	2.7%
CMBC	1.1%	13.6%	21.7%	30.6%	28.0%	5.0%
MVTP	0.0%	24.3%	22.7%	28.6%	23.4%	1.0%
TransLink	0.4%	22.9%	33.2%	25.4%	16.7%	1.4%
WCE	0.0%	0.0%	11.1%	44.4%	44.5%	0.0%
Total	1.0%	15.9%	23.9%	29.4%	25.6%	4.2%

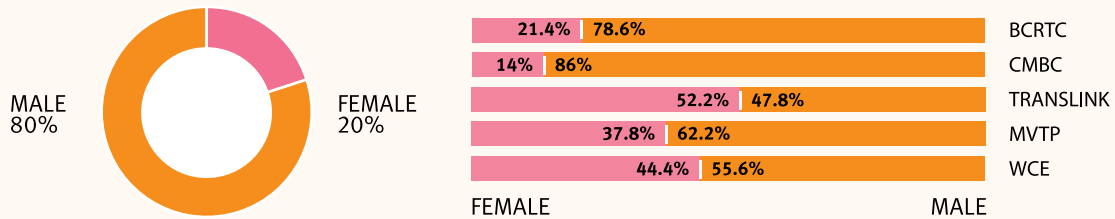


**BC'S TOP EMPLOYERS** We were selected as one of BC's Top 100 Employers in 2022. This special designation recognizes BC employers that lead their industries in offering exceptional places to work.

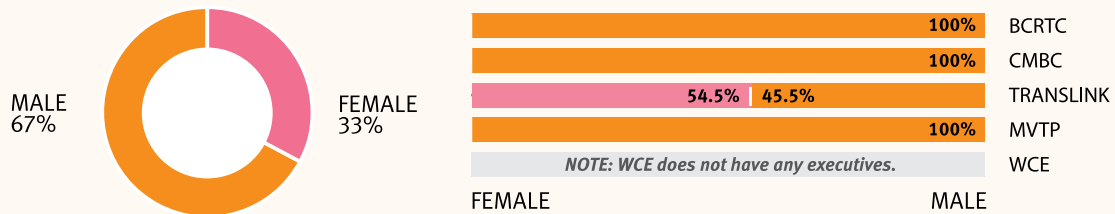
## Gender by Company

Gender representation across the enterprise is 80 per cent male and 20 per cent female. In 2022, CMBC and BCRTC continued to implement initiatives to increase the number of women in skilled trades positions, including mechanics, technicians, and service people.

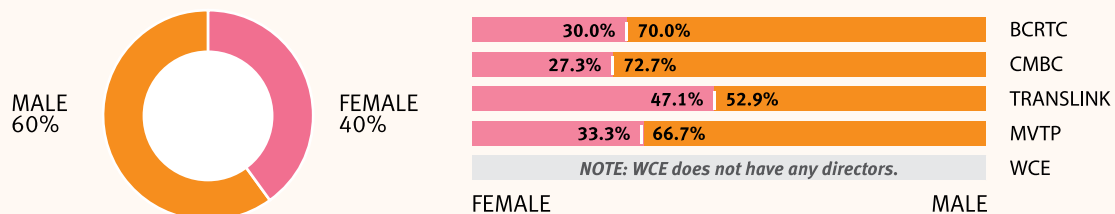
### Gender



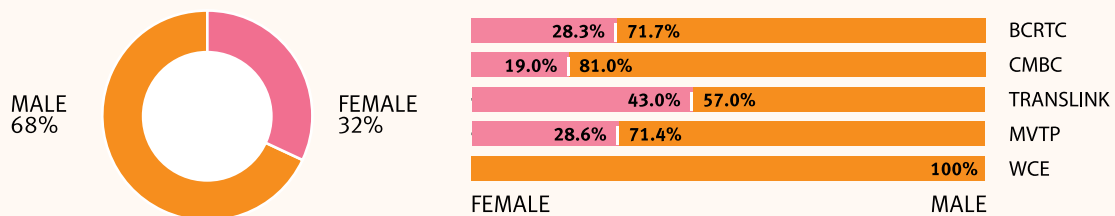
### Executives



### Directors



### Managers



We are unable to report on non-binary employee status, due to the limitations of our personal records software.

## Employee Safety

We have formal safety management systems and are establishing an organization-wide approach to managing safety risks and ensuring the effectiveness of safety controls. This approach includes systematic procedures, practices, and policies for the management of identified safety risks.

CMBC and BCRTC actively participate in COR (Certificate of Recognition) audits to proactively improve occupational health and safety for their employees.

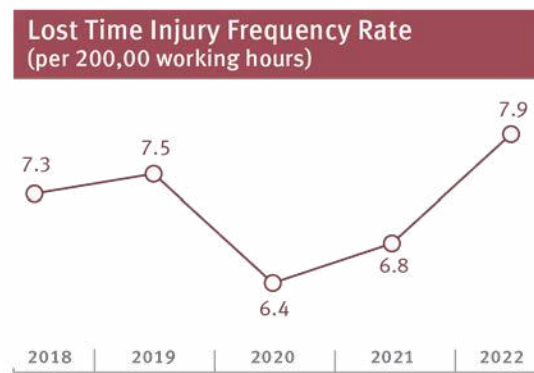
We are currently reviewing a new safety management system tool to manage safety, incidents, risks, and claims. This will significantly improve our system, and create efficiencies, accountabilities, and consistency throughout our enterprise. In 2022, we deployed a course in due diligence, to ensure leaders take reasonable care to protect the well-being of employees, and ensure they are aware of all safety precautions and mitigation steps. We also provided training on de-escalation techniques to ensure the safety of our employees and customers.



BCRTC received a safety excellence award from the American Public Transportation Association (APTA) for their **Zero Harm Vision**. The award recognized efforts to improve safety culture.

### Lost Time Injury Frequency Rate

Lost Time Injury Frequency Rate (LTIFR) is a standard measure to report the number of claims per 200,000 hours worked. This is equivalent to 100 employees working for a year. Due to its size relative to the rest of the enterprise, most claims come from CMBC (71 per cent in 2022). Therefore, a change in CMBC claims has a measurable impact on the overall LTIFR.



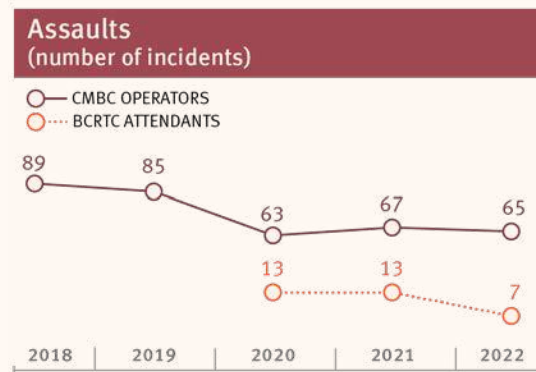
### Lost Time Claims by company

COMPANY	BCRTC	CMBC	HandyDART*	MVTP	TransLink	WCE	WVT*
TOTAL	42	368	60	43	0	0	3
PER 200,000 HRS WORKED	4.6	8.6	16.8	18.8	0	0	3.8

\* HandyDART and WVT (West Vancouver Transit) are not direct employees of TransLink and are included in the overall LTIFR and Lost Time Claims for information only.

## Operator and SkyTrain Attendant Safety

Incidents of spitting are now the leading cause of assault (45 per cent of all incidents), followed by physical assaults (35 per cent), and incidents in which an object and/or weapon was used (17 per cent).



## Psychological Health and Safety

We are continuing to deploy our Psychological Health and Safety Programs throughout the enterprise. In 2022, we launched psychological health and safety policies in each operating company and bolstered the programs with new resources, training, and education. To support this work, both TransLink Corporate and CMBC hired Psychological Health & Wellness Managers for their specific company needs. These two positions will champion the overall program framework, strategies, and program sustainment while continuing with company-specific wellness initiatives.

We also created and launched training to support staff around 13 workplace factors, embedded the curriculum in mandatory leadership training, and launched marketing materials to support psychological health and well-being. Finally, we launched a regional Psychological Health and Safety Planning Committee to review best practices, collaborate on key initiatives, and standardize the implementation. In 2023, we will partner with Operation Lifesaver and the Canadian Mental Health Association on a suicide prevention/awareness campaign.

## Return to Work

In 2022, TransLink and its operating companies continued the enterprise-wide focus on Return-to-Work programs, focusing on quickly getting injured employees back into the workplace by shifting to an early intervention strategy, accommodating them in other roles whenever possible, and supporting their physical and mental health.

A review was completed of the Recover at Work Program for both WSBC and non-work-related injuries and illnesses. As a result of this work, the Recover at Work policy has been updated. Updated program materials will roll out in 2023.

Recover at Work education was developed for managers, supervisors, and staff, with a plan to roll out in 2023.

## Employee Development

In 2022, through our Strategic People Plan and Roadmap, TransLink developed and implemented programs and initiatives to build an engaged and skilled workforce to support our operational objectives.

Each company also invested in a variety of training, leadership development, and mentorship programs to support employees. These included:

### **UBC Leadership Program**

This enterprise leadership program for all people-leaders involved two parts: UBC-led learning focused on essential leadership skill development, and company-led learning to align our technical and leadership skill expectations and capabilities. In 2022, 309 leaders completed the training.

### **Enterprise Training Calendar**

We provided instructor-led learning in technical and essential skills, available to all employees.

### **MyLearn**

MyLearn is a learning management system that enables all BCRTC, CMBC, and TransLink employees to access compliance, technical, and essential skill elearning. Approximately 393 courses are available on MyLearn. In 2022, 7,969 employees across the enterprise accessed MyLearn, and 4,996 users completed e-learning in MyLearn.

### **Mentorship Program**

In this enterprise-wide program, mentees are paired with mentors based on developmental needs. In 2022, 114 employees participated in the mentorship program either as a mentee or mentor.

### **Cyber-security Training**

TransLink delivered IT security training to approximately 3,700 employees and contractors throughout the enterprise. The training included annual mandatory IT security awareness training and Acceptable Use Policy acknowledgement, monthly short cyber security awareness videos, targeted training and awareness campaigns, and regular simulated phishing campaigns. The goal was to build a healthy cyber security culture throughout the organization and help mitigate cyber-incidents.



## Future of Work

Since the pandemic, workplace options have changed dramatically, with many people preferring to work from home. That was the motivation for TransLink's new Future of Work Program, a business transformation program designed to incorporate remote and flexible work into the business.

Through this permanent initiative, we are designating job positions (i.e., remote, resident, hybrid), adapting office spaces to enable "hotelling" (i.e., limited permanent assigned desks), and using enhanced technology to facilitate virtual meetings. By adopting a flexible work model, our goal is to enhance the ability to acquire and maintain top talent and reduce facility costs.

In 2021, we implemented Phase 1 of this program, in which all employees were designated job positions, which set the parameters for their onsite schedules. In 2022, we fully implemented the system. This included the implementation of additional AV technology for virtual meetings. We also collected data from TransLink employees about the impacts of remote/hybrid working, to help determine future changes. This included representative focus groups to gather input about flexible working options. In 2023, we will continue conducting representative focus groups, and evaluate the potential of employees working outside the province or country.

# Environmental Responsibility



**As an integrated, multi-modal transportation authority, we play a key role in providing sustainable transit options that align with regional, provincial, and federal environmental targets, and meet the growing needs of our communities.**

## Regional Transportation Climate Action

### Our Approach

TransLink is taking action to provide sustainable options to help people move around the region.

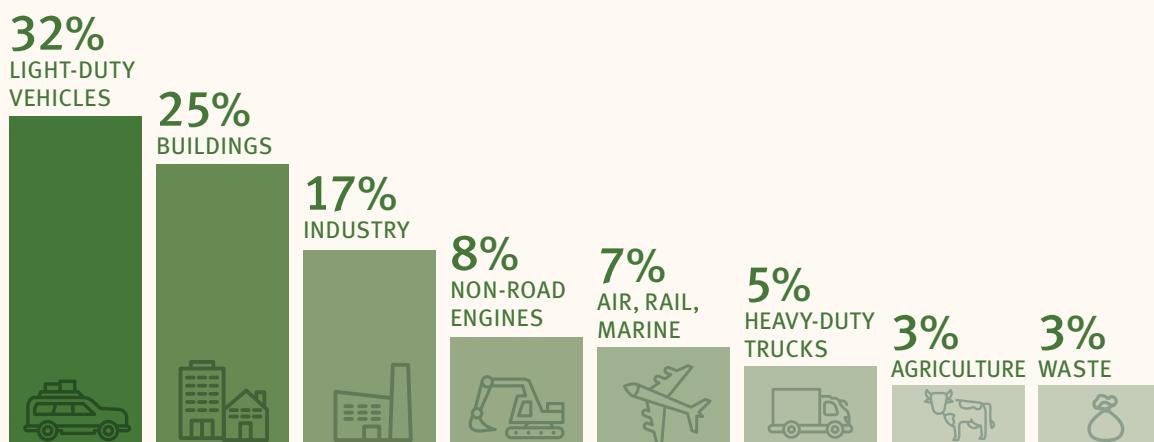
As an integrated, multi-modal authority, TransLink has a unique role to play in leading the region to a carbon-free, climate-resilient transportation future. Through Transport 2050 – adopted in January 2022 – the region adopted a goal to move to carbon-free transportation (for all modes) by 2050. A target to reduce light-duty vehicle GHGs was also adopted.

### Reducing Light-Duty Vehicle GHGs

As part of Transport 2050 and Metro Vancouver’s Clean Air Plan and Climate 2050, the region adopted a goal to reduce light-duty vehicle GHGs by 65 per cent by 2030 (relative to 2010).

Light-duty vehicles (cars, SUVs, and light trucks) are the single largest source of carbon emissions in the region. Metro Vancouver and TransLink are working together on an implementation pathway to achieve the 2030 light-duty vehicle target and will present policy options in 2024.

### Metro Vancouver Carbon Emissions by source





**CANADA'S GREENEST EMPLOYERS** Once again, we were delighted to be selected as one of Canada's Greenest Employers in 2022. This designation, selected by the editors of Canada's Top 100 Employers, recognizes employers that lead the nation in creating a culture of environmental awareness in their organizations.

**TravelSmart Programs**

TravelSmart is our Transportation Demand Management (TDM) Program, created to inspire people to change their travel behaviours, and help them use more sustainable ways of getting around. This includes transit, ridesharing, carpooling, cycling, and walking, instead of single-occupancy vehicles. TravelSmart combines face-to-face outreach, online support, and strategic partnerships to help us reach a range of businesses that connect with our customers. These include mobility service providers, municipal staff, developers, and businesses, as well as youth, post-secondary, and seniors' groups.

In 2022, we launched a Transit-Friendly Employer certification to encourage employers to subsidize transit for their employees. Learn more about becoming a Transit-Friendly Employer, visit [translink.ca/transitfriendly](https://translink.ca/transitfriendly).



We also launched an independent shuttle program with carpool and on-demand provider Liftango, as well as a new commute management and rewards pilot with technology provider Commutifi.

Through our partnership with HUB Cycling, we supported TDM programming for numerous events, consulting services, and education programs.

PARTICIPATION	EVENT
20,000+	Participants in Go By Bike Week
23,000	Youth and adults who received cycling education
30,000	Regional cycling maps distributed
19,000	Bikes parked at Bike Valet events, include Car-Free Days, through our partner BEST (Better Environmentally Sound Transportation)
10	Workshops and 18 walk events for seniors through the Living Streets and Seniors on the Move programs





In late 2022, we launched TravelSmart4Kids, a regional travel strategy to encourage children 12 and under to travel by active and sustainable modes of transportation, including walking, biking, rolling, and public transit.

We also partnered with a new service provider, the Society for Children and Youth of BC (SCY), to roll out the Kid Commute: A Walking School Bus Program (WSB). WSB was created in partnership with the Cities of Vancouver and North Vancouver, and the Ministry of Transportation & Infrastructure, following a pilot in 2021 with DASH (Dedicated Action for School Health Society) as the service provider. Through the program, which is being facilitated by SCY, organized groups of children and caregivers walk to school together on a regular basis. The goal of WSB is to provide families with more free time before and after school, reduce traffic and congestion near school neighbourhoods, improve mental and physical health, and decrease air pollution near school zones.

We continued to roll out the Compass for Developments Program, which enables developers to purchase transit passes for occupants of new developments, while fulfilling municipal requirements for transit benefits. The program helps reduce reliance on parking and single-occupancy vehicle trips, while delivering benefits to building occupants, developers, and the region. We also launched a Compass for Developments demonstration pilot. Over a three-month period, we will monitor the ridership of participants to better understand the benefits of subsidized transit.

In 2022, through our partnership with BC SCRAP-IT, 60 participants exchanged their retired old vehicles for transit passes.

### **New Mobility**

New Mobility is an umbrella term for new technologies and delivery models, which are of increasingly strategic importance in transportation. Technological advances in transportation are happening at a breathtaking pace, leading to rapid changes in integration, personalization, automation, connectivity, electrification, and sharing. By planning proactively, we can harness the potential of New Mobility to dramatically reduce distances driven and increase the number of trips made by active and shared-use modes in Metro Vancouver.

In 2022, we continued to partner with Modo on a Vanpool prototype project for maintenance staff at UBC who were having difficulties getting to and from work via transit. Through Vanpool, a group of people commute to work in a van, providing an affordable and convenient alternative to single-occupancy vehicle commuting. As a result of this project, we estimate that in 2022, 36 privately owned vehicles were taken off the road during rush-hour, resulting in a VKT (vehicle kilometres travelled) reduction of 690,000 kilometres. By participating in a vanpool instead of driving their own cars, participants saved a total of 30 tonnes of CO<sub>2</sub>e, an 83 per cent savings in emissions.

In 2023, we will scale up the Vanpool pilot with new employment sites and additional vehicles. This will help us to continue providing affordable and shared-use mobility for employees of workplaces that are difficult to access by walking, cycling, and conventional transit.



**APTA PLATINUM SIGNATORY** As one of only six North American recognized Platinum Level signatories of the American Public Transportation Association's (APTA) sustainability commitments, we have a comprehensive environmental management approach that makes sustainability part of our organization's strategic objectives.

# Corporate Climate Action

## Our Approach

TransLink is on the path to a net-zero future. **Taking transit is already one of the most powerful ways to cut greenhouse gas emissions (GHGs).** By reducing our carbon emissions, we're helping to provide low and zero-emissions transportation options for everyone in the region.

## Goals

### Net-Zero by 2050

ACHIEVE NET-ZERO GHG EMISSIONS BY 2050, WITH INTERIM TARGET OF A 45% GHG REDUCTION BY 2030 (FROM 2010 LEVELS).

### Resilience

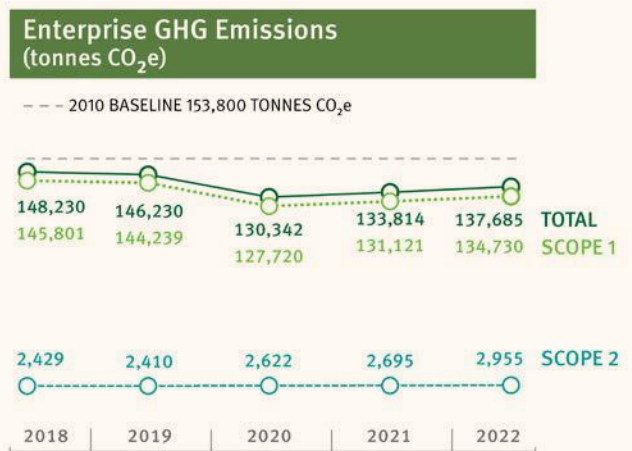
ENSURE OUR INFRASTRUCTURE AND OPERATIONS ARE RESILIENT TO CLIMATE CHANGE.

Our first-ever Climate Action Strategy (adopted January 2022) and subsequent Climate Action Plan (adopted December 2022) will help us accelerate response to the climate emergency. Although ambitious, meeting our climate targets is possible by implementing zero and low-carbon fuels and technologies for both our fleet and facilities. However, this means that bold action is required through both internal and external policy decisions, investment planning, and funding support. Learn more at [translink.ca/climate](https://translink.ca/climate).

## Emissions and Energy

To meet our goal of net-zero GHG emissions by 2050, we're undertaking a variety of initiatives, including a transition to battery-electric buses and renewable natural gas. While our fleet represents the bulk of our emissions, we also address ways to reduce energy consumption in our facilities.

In 2022, our revenue fleet generated approximately 93 per cent of our corporate greenhouse gas emissions. Non-revenue (support vehicles) made up 2 per cent, and our facilities made up the remaining 5 per cent.



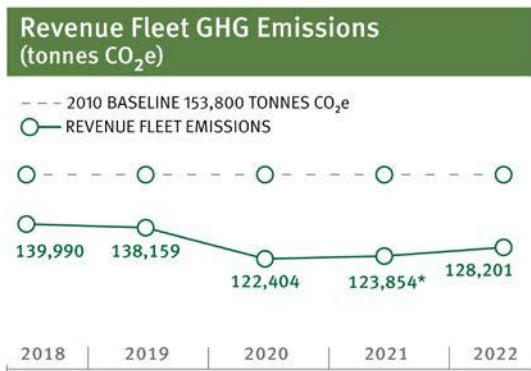
**Scope 1 Emissions:** From sources that an organization directly owns or controls (e.g., burning fuel in our fleet vehicles or facilities).  
**Scope 2 Emissions:** Result indirectly when the energy a company purchases is used (e.g., lighting in facilities, using hydroelectricity to run our electric fleet vehicles).

**Revenue Fleet GHG Emissions**

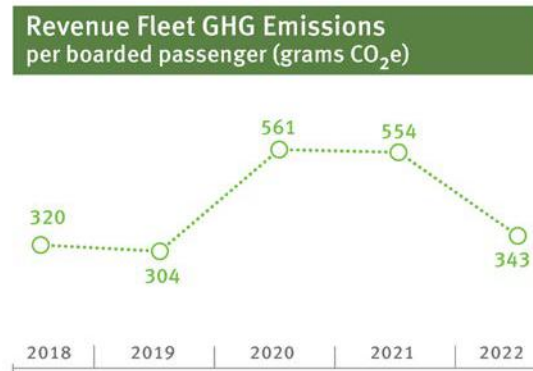
Emissions from our revenue fleet accounted for 93 per cent of Scope 1 emissions, and 73 per cent of Scope 2. By transitioning to zero-emissions buses, we will substantially reduce our GHG emissions.

In 2022, our total revenue fleet GHG emissions increased four per cent compared to 2021 due to post-COVID service recovery.

Going forward, as our fleet continues to transition to zero-emission battery-electric buses and renewable natural gas, revenue fleet GHG emissions will continue to decline.



\*Updated based on 2021 RNG sources.



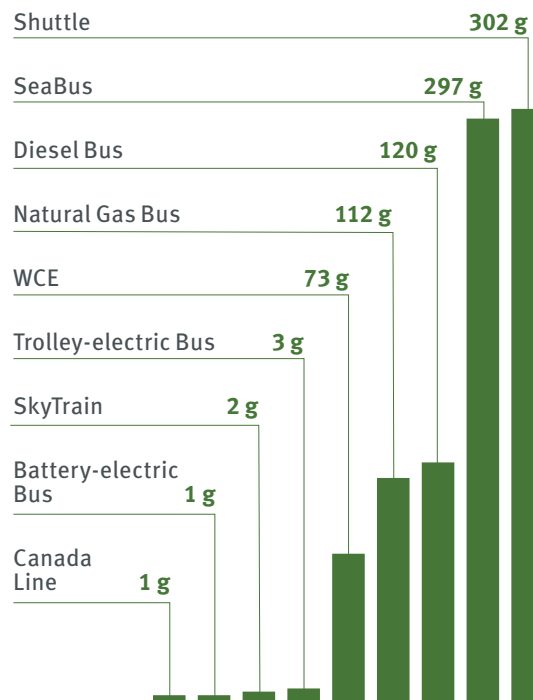
**CMBC SECURITY SERVICES**

Over the next few years, CMBC Security Services will be transitioning its entire fleet to hybrid-electric vehicles, beginning with five hybrid-electric vehicles that were delivered in 2022.

**PROTRANS**

ProTrans, the operator of the Canada Line, has voluntarily committed to reducing use of fossil fuels in its operations, with propane and gasoline fully eliminated by 2025.

**Passenger GHG Emissions by mode**  
grams of CO<sub>2</sub>e per passenger km





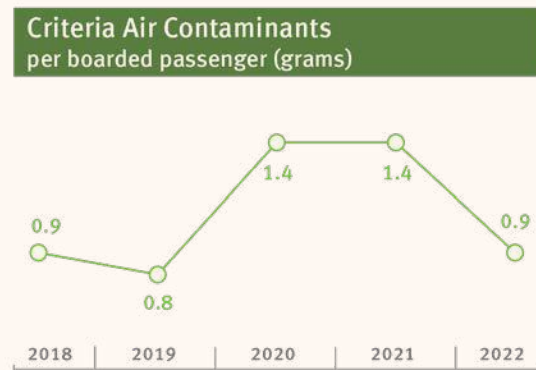
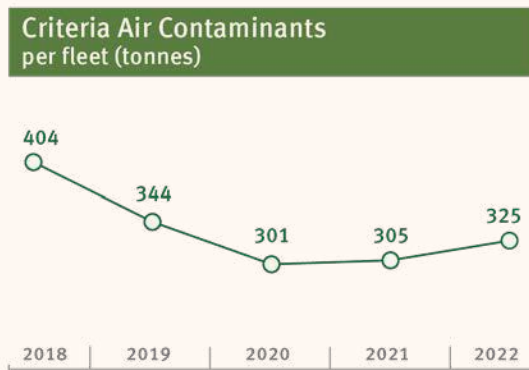
## Renewable Natural Gas

By 2024, we will be purchasing 100 per cent renewable natural gas (RNG) for our natural gas bus fleet. This is an essential part of reaching our 2030 target to reduce GHGs by 45 per cent. Renewable natural gas is produced from decomposing organic waste from landfills, agricultural waste, and wastewater from treatment facilities. RNG production captures methane that would otherwise escape into the atmosphere and result in significant greenhouse effects. The Province recognizes RNG as a low-carbon alternative to fossil fuels.

In 2022, 44 per cent of natural gas purchased (260,913 GJs) was renewable, compared to 30 per cent (170,140 GJs) in 2021.

## Fleet Air Pollutants

Criteria air contaminants (CACs) are released through fuel combustion, and include non-methylated hydrocarbons, particulate matter, and nitrous oxides. As we transition our fleet away from diesel, CAC emissions will decrease. Due to lower ridership numbers as a result of the COVID-19 pandemic, total CACs per boarding continued to be higher compared to pre-COVID levels.



## Facilities GHG emissions

In 2022, facility heating, cooling, and lighting – including SkyTrain stations, bus loops, maintenance facilities, and offices – generated 7,388 tonnes of GHG emissions (six per cent of overall emissions). Eighty-eight per cent were Scope 1 emissions and 12 per cent were Scope 2 emissions. Several actions in our Climate Action Plan will guide the transition of our facilities to low or zero-emissions heating, cooling, or lighting.

## ENVIRONMENTAL RESPONSIBILITY

Conservation continues to be an important component of our energy management program. In 2022, we began implementing recommendations from a Continuous Optimization Study completed at Hamilton Transit Centre in 2021. Following an energy audit in 2021, we also completed the design for a lighting retrofit project at Burnaby Transit Centre. Both of these studies were partially funded by BC Hydro and FortisBC.

## Environmental Management

TransLink’s operating companies are committed to reducing the impact their operations have on the environment.

### Waste diversion

Waste diversion at CMBC dropped one per cent in 2022. Data for other operating companies was not available from their contractors.

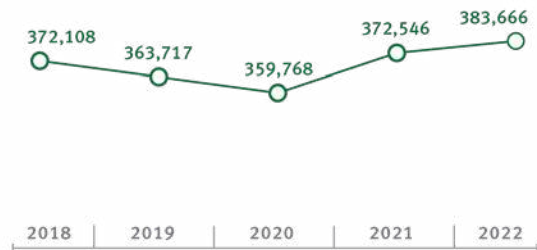
### Spills

Vehicles and equipment contain various hazardous materials such as fuel, coolant, and oil. Due to equipment failure, spills may occur. Some of these spills may potentially enter fish habitat, especially during rainfall events, and must be reported to the Provincial Emergency Program.

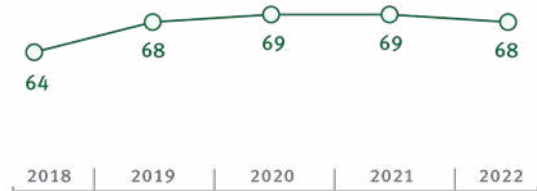
In 2022, CMBC had six reportable spills while BCRTC and TransLink had zero.

The spills were investigated to determine the cause. Where possible, the spilled material was recovered. In some cases, we worked with suppliers to redesign equipment to prevent recurrence. No fines were incurred as a result of these spills.

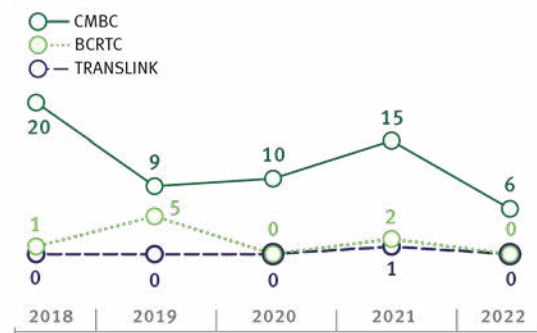
### Energy Consumption – Facilities (G)



### Waste Diversion – CMBC (total % of waste diverted from landfill)



### Reportable Spills (#)



## Water Consumption

Operating companies continued to minimize water use. From May to September, we reduced bus washing by 50 per cent, saving approximately 210 m<sup>3</sup> of water per day. We also use recycled water for bus washing, and only use clean water for the final rinse. This reduces water use by approximately 75 per cent. Wastewater treatment plants use treated water to cool the system rather than fresh water.

### Water Consumption – CMBC (m<sup>3</sup>)



\*Estimate as not all data for CMBC available; no data from BCRTC available.

## Contaminated Sites

In 1999, an Environmental Remediation Agreement (ERA) was put in place when the Province transferred land assets to TransLink. This agreement is the provincial obligation to be responsible for remediation of any site contamination prior to the transfer of lands to TransLink in 1999. One hundred four properties were initially under this agreement. Following remediation, 82 properties remain on the list as of the end of 2022. Contamination occurring on TransLink lands after 1999 is the responsibility of TransLink.

# Financial Responsibility

**We are accountable to the public for ensuring we remain financially viable and make prudent use of our resources.**

Our 2022 Investment Plan outlines expected expenditures and revenues from 2022-2031, with an overarching focus on:



## **STABILIZING**

TransLink's finances



## **MAINTAINING**

the region's transportation system in a state of good repair



## **ADVANCING**

a few select strategic projects



## **RIGHT-SIZING**

TransLink's services and expenditures for the next few years



## Our Approach

In 2022, we supported Metro Vancouver’s continuing social and economic recovery by employing a fiscally prudent approach to deliver services that are tailored to the needs of the region while advancing the organization’s strategic priorities. Our liquidity levels remained robust, with gross interest cost as a percentage of operating revenue well below the policy maximum level.

The 2022 Budget formed the foundation for the 2022 Investment Plan. The acute financial pressures arising from the pandemic, including diminished ridership and revenue streams, required us to plan a financially sustainable level of spending that would provide a robust platform on which to base future recovery.

# Financial Policies

To maintain prudent guidelines for the short, medium, and long-term financial planning processes required by TransLink’s governing legislation, we have several financial policies in place.

### **TransLink Budget Contingency and Accumulated Funding Resources Policy**

Budget Contingency is a reserve set aside in the annual budget to handle uncertainties and unforeseen initiatives or circumstances that may arise during the year. Accumulated Funding Resources represent TransLink’s unrestricted cash and investments, which are presented in TransLink’s Consolidated Financial Statements.

The Budgeted Contingency and Accumulated Funding Resources Policy governs the use of Budget Contingency and Accumulated Funding Resources by TransLink and provides a guide on our minimum required liquidity position. TransLink maintains a running forecast to ensure this position remains adequate at present and in the future.

This Policy applies to all Annual Budgets, Quarterly Forecasts, and 10-Year Investment Plans developed by TransLink to ensure the control, administration, and management of these financial plans.

### **TransLink Debt Management Policy**

The Debt Management Policy applies to all capital financing and debt issuance-related activities and agreements entered into by TransLink and its operating companies. The policy details specifics on the use of authorized instruments, risk management, and sale of debentures.



### **TransLink Investment Policy**

In accordance with the Investment Policy, TransLink focuses on the administration of its investments as maximizing ratepayers' funds through its objectives. TransLink sets a priority of objectives, in the order of safety, liquidity, and yield.

The Investment Policy provides guidelines related to investment activities and the administration of funds for TransLink and operating companies. Details specify risk management, authorized investment dealers/holders, investment authorities at TransLink, internal controls, portfolio limits, permitted investments, and approved instruments.

### **TransLink Hedging Policy**

The TransLink Hedging Policy governs the use and administration of derivative instruments and oversight of the strategies employed to manage the market risks, primarily interest rates, fuel, and foreign exchange exposures faced by TransLink.

Regarding risk tolerance, TransLink considers safety, liquidity, and certainty before potential rewards when applying this Hedging Policy.

## **Budget**

Our 2022 Budget was designed to form the foundation for restoring fiscal stability and align Metro Vancouver's transportation network with the unique needs of our region.

In the continuing context of acute financial pressures, in 2022 we proceeded only with those expenditures that are essential for strengthening our contribution to the region. Our continued focus on savings and efficiencies in 2022 allowed us to free up capacity to invest in areas that are central to our priorities, including the completion of TransLink's Indigenous Relations Framework, our ridership recovery campaign, enhancements to resiliency, and augmentation of existing business continuity measures within our IT security program.

While transit revenues were still budgeted well below pre-COVID levels, for 2022 we assumed a stronger year of ridership recovery relative to 2021. Total revenue from continuing operations was budgeted at \$1.97 billion which, excluding senior government relief funding, represented a \$14.19 million (0.72 per cent) increase from the 2021 Budget.

For more information, please see our [2022 Business Plan – Operating and Capital Budget Summary](#).

## Revenues

TransLink continued to partner with the Province of British Columbia and the Government of Canada to bridge the ongoing gap between the cost of providing transit service and the continued impacts of diminished ridership on revenues. In 2022, TransLink received \$176 million of additional senior government relief funding intended to help offset pandemic-related losses from 2023 to 2025. This is in addition to the \$660.9 million received in 2020 and 2021 to cover net operating losses caused by the pandemic and to offset lower-than-planned transit fare rate increases from 2021 to 2024.

While ridership continued to recover in 2022, the amount of fare revenue came in lower than budgeted. Weekend ridership recovered more strongly than weekday ridership, with many continuing to work from home. We have also been observing a lower share of monthly passes in the overall product mix. These changes, coupled with the impact of the Omicron variant on overall ridership at the beginning of the year, resulted in transit revenues that were \$66.7 million lower than budgeted.

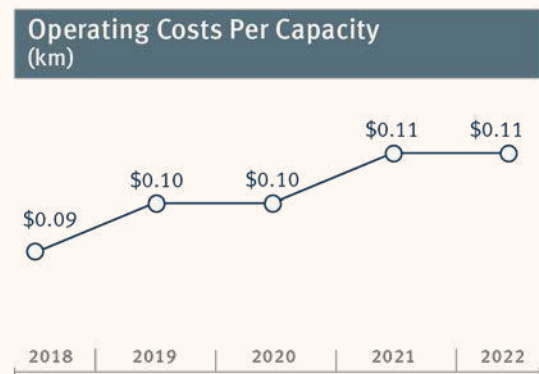
Driving volumes in the region returned to and in some cases exceeded pre-pandemic levels. More drivers returned to worksites, and leisure travel returned. Accordingly, taxation revenues grew in 2022, with higher than anticipated fuel sales and a strong recovery in parking sales tax revenue.

## Expenses

The 2022 Investment Plan replaced the previously planned Surrey Newton Guilford (SNG) Light Rail Transit project with the Surrey Langley SkyTrain (SLS) project. Accordingly, we wrote off \$44.9 million of previously capitalized SNG project costs in 2022.

Aggregate operating costs grew 22.2 per cent from 2018 to 2022, mainly due to service expansions prior to 2019 and an increase in fuel costs and labour costs in 2022. Operating costs increased by 9 per cent in 2022 (from 2021) mainly due to contractual and economic labour increases, higher fuel costs, higher contracted services costs, and higher maintenance costs resulting from higher parts prices driven by the global supply chain shortage. The increase was partly offset by lower capital infrastructure contributions as a result of the slower progress of projects.

We actively monitor our net financing costs, which have remained stable over the five-year period due to lower average interest rates offsetting the impact of increasing debt. The gross interest expense as a percentage of operating revenue, which had remained steadily around 12 per cent from 2018 to 2019, increased to 14.3 per cent in 2020 because of the impact of COVID-19 on 2020 operating revenues. It has since decreased to 11.5 per cent in 2022 and is more in line with historical averages.



## FINANCIAL RESPONSIBILITY

### Total Revenue (in millions)

REVENUE	2022	2021	2020	2019	2018
Taxation	978.08	899.45	849.99	906.97	819.35
Transit*	552.62	413.40	385.93	685.36	638.02
Government Transfers	427.14	203.78	793.77	398.52	303.50
Other Income*	176.70	144.02	115.22	98.53	93.91
<b>TOTAL REVENUE</b>	<b>2,138.54</b>	<b>1,660.65</b>	<b>2,144.91</b>	<b>2,089.38</b>	<b>1,854.78</b>

\*Certain comparative information has been reclassified in 2018-2019 to conform with the consolidated financial statements presentation adopted in 2020.

### Total Expenses (in millions)

EXPENSES	2022	2021	2020	2019	2018
Operating Costs*	1,573.56	1,443.31	1,296.56	1,348.26	1,287.90
Depreciation and Amortization	250.02	233.79	229.45	212.94	197.85
Net Financing Costs	181.36	182.04	189.34	194.98	183.46
<b>TOTAL EXPENSES*</b>	<b>2,004.93</b>	<b>1,859.14</b>	<b>1,715.35</b>	<b>1,756.18</b>	<b>1,669.21</b>

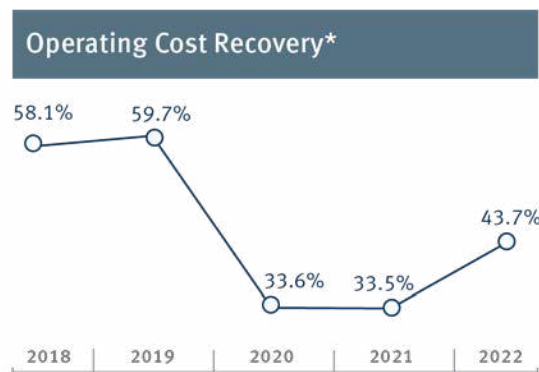
\*Certain comparative information has been reclassified in 2018-2019 to conform with the consolidated financial statements presentation adopted in 2020.

### Operating Cost Recovery

The operating cost recovery ratio measures the portion of operating costs that are paid for by fare revenue, advertising, and other commercial revenues. Prior to the pandemic, the cost recovery ratio reached a high of 59.7 per cent in 2019, as service expansion was supported by strong growth in ridership, regular fare increases, and effective service optimization initiatives.

The collapse in the cost recovery ratio from 2019 to 2021 reflected the pandemic's dramatic impact on transit revenues,

during which time service levels were maintained at largely pre-pandemic levels, while ridership was significantly reduced. In 2022, the cost recovery ratio of 43.7 per cent was 10.2 percentage points higher than 2021. This was due to increased ridership having a proportionately greater impact on operating revenues than operating costs, as a result of service levels being right-sized to manage customer demand.



\*Certain comparative information has been reclassified in 2018-2019 to conform with the consolidated financial statements presentation adopted in 2020.



## Cost Efficiency

We strive to deliver our services as efficiently as possible to keep costs down for customers and taxpayers. We measure cost efficiency per boarding for both the conventional system and HandyDART. Prior to the pandemic, we aimed to continuously maintain and improve these measures by increasing ridership at greater rates than inflationary and other cost increases. During the pandemic in 2020 and 2021, operating cost recovery declined, and cost per boarding for both conventional and HandyDART trips increased. This was due to our maintaining capacity on the system to ensure essential and appropriate transportation services remained available even though overall ridership numbers were lower. As a result of gradual ridership recovery in 2022, operating cost recovery increased in 2022, and the cost per boarding (both conventional and HandyDART trips) decreased. TransLink remains committed to providing service levels which are appropriate to meet the needs of the region.

**Cost Per Boarding - Conventional System**  
(\$/boarding)\*



\* Certain comparative information has been reclassified in 2018-2019 to conform with the consolidated financial statements presentation adopted in 2020.

\*\*Ridership estimates for 2020 differ from the methodology used in previous years as a result of the temporary suspension of fare collection on buses in the first few months of the COVID-19 pandemic, the replacement fareboxes on buses, and the December 2020 cyberattack.

**Cost Per Boarding - HandyDART**  
(\$/boarding)



## Capital Funding Sources

### Senior Government

A significant portion of TransLink's government funding for capital purposes is received from the federal government through the Canada Community-Building Fund (formerly the Federal Gas Tax Fund), Public Transit Infrastructure Fund (PTIF), and Investing in Canada Infrastructure Program (ICIP). Provincial government also supports the capital program by providing matching contributions to the federal programs, approximating a 40 per cent contribution. Under these agreements, TransLink is required to acquire or construct specific transit assets using these funds. TransLink is also required under certain agreements to maintain the assets over a set holding period and repay funds if the associated assets are sold before the end of the holding period.

### Carbon Credits

Under the BC Renewable and Low Carbon Fuel Requirements Regulation, TransLink is eligible to receive carbon credits for using low-carbon fuels (e.g., natural gas, renewable natural gas, electricity) for transportation purposes. Since the program began in 2017, TransLink has earned approximately \$11.5 million in carbon credits. Credits submitted for 2022 have not been approved at the time of this report.

### Green Bonds

In 2018, TransLink was the first transit authority in Canada to develop a Green Bond Program to help finance the organization's capital spending.

To date, we have issued a total of \$900 million of our Green Bonds: \$400 million in 2018, \$200 million in 2019, and \$300 million in 2022. The net proceeds are being used exclusively to finance clean transportation and energy efficiency projects including eco-mode escalator upgrades, battery-electric bus charging infrastructure and trolley-electric bus infrastructure. The Green Bond Program also helps fund improvements to the cycling and walking infrastructure throughout the system, including bike parkades and BC Bike Parkway maintenance.

We anticipate that issuance of Green Bonds will continue in 2023.

## Procurement Practices

In accordance with TransLink's Procurement Policy, TransLink Strategic Sourcing and Contract Management is accountable for the purchasing and leasing of all third-party goods, services, and/or construction works, as required by the organization. When applicable, we include social and environmental criteria in our request-for-proposal process.

The majority of our sourcing occurs from suppliers within Canada, particularly the Lower Mainland. To ensure we are getting the best quality and value, we leverage a Cloud-based strategic sourcing tool to reach the global market, evaluate, and contract with our suppliers. In 2022, the Strategic Sourcing and Contracts Management Team continued to further optimize our practices and leverage the benefits of the sourcing tool.

We continued to develop a Sustainable Procurement Strategy that utilizes the outcomes of our benchmarking tools, as well as a change management and education plan for both internal and external stakeholders. By delivering on our Sustainable Procurement Strategy, we were able to realize \$33.4 million in cost savings and cost avoidance, through multiple operating and capital initiatives.

We also completed development of procurement tools and review of peer agency policies in support of developing TransLink's construction project procurement guidelines as they relate to Indigenous Peoples.

### Sustainable Procurement

In November, we hosted a forum for TransLink's community of suppliers. We profiled the future of sustainable procurement and inclusive sustainability for dozens of partners who are helping us build the region.

**3,210**

suppliers provided over \$1.3 billion worth of goods and services.

**70%**

of our suppliers were located in BC and accounted for 55% of the total spend.

**92%**

of our suppliers were from Canada and accounted for 96% of the total spend.

## Real Estate Development Proceeds

No proceeds were realized from real estate development in 2022. We do not expect any proceeds in the near future.

## FINANCIAL RESPONSIBILITY

### SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Financial Position  
(Expressed in thousands of dollars)

December 31, 2022, with comparative information for 2021

	2022	2021
<b>FINANCIAL ASSETS</b>		
Cash and cash equivalents	\$ 622,558	\$ 575,623
Accounts receivable	136,909	159,207
Loan receivable	–	131,060
Restricted cash and cash equivalents and investments	3,733,194	1,237,197
Investments	235,289	165,616
Debt reserve deposits	23,762	26,272
	<b>4,751,712</b>	<b>2,294,975</b>
<b>LIABILITIES</b>		
Accounts payable and accrued liabilities	400,206	364,458
Debt	3,141,748	2,937,864
Deferred government transfers	3,540,507	1,325,681
Golden Ears Bridge contractor liability	999,512	1,013,077
Deferred concessionaire credit	409,355	432,629
Employee future benefits	141,202	138,224
Deferred development cost charges	15,132	–
Deferred revenue and deposits	73,646	64,449
Deferred lease inducements	12,855	13,890
	<b>8,734,163</b>	<b>6,290,272</b>
<b>NET DEBT</b>	<b>(3,982,451)</b>	<b>(3,995,297)</b>
<b>NON-FINANCIAL ASSETS</b>		
Tangible capital assets	5,765,456	5,704,158
Supplies inventory	97,310	91,161
Property under development	19,599	–
Prepaid capital	29,752	–
Prepaid expenses	30,002	30,040
	<b>5,942,119</b>	<b>5,825,359</b>
<b>Accumulated surplus</b>	<b>\$ 1,959,668</b>	<b>\$ 1,830,062</b>

## SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

### Consolidated Statement of Operations (Expressed in thousands of dollars)

Year ended December 31, 2022, with comparative information for 2021

	2022 Budget	2022 Actual	2021 Actual
<b>Revenues:</b>			
Taxation	\$ 933,012	\$ 978,076	\$ 899,448
Transit	619,339	552,624	413,400
Government transfers	315,121	427,136	203,780
Amortization of deferred concessionaire credit	23,273	23,274	23,273
Investment income	44,996	109,064	52,882
Development cost charges	31,525	25,158	44,773
Miscellaneous revenue	13,901	17,458	22,535
Gain (loss) on disposal of tangible capital assets	(200)	1,748	560
	1,980,967	2,134,538	1,660,651
<b>Expenses:</b>			
Bus operations	1,041,994	1,041,321	979,003
Corporate operations	184,346	217,242	147,371
Rail operations	515,994	490,217	472,086
Roads & bridges	238,896	207,459	215,172
Transit Police	46,634	48,693	45,504
	2,027,864	2,004,932	1,859,136
Operating surplus (deficit) for the year	(46,897)	129,606	(198,485)
Accumulated operating surplus, beginning of year	1,836,866	1,830,062	2,028,547
Accumulated operating surplus, end of year	\$ 1,789,969	\$ 1,959,668	\$ 1,830,062





# Resources

For more information on TransLink enterprise reports and supporting documents, please see:

[Audited Financial Statements](#)

[Glossary](#)

[GRI Index](#)

[Materiality Assessment](#)

[Year-End Financial and Performance Report.](#)

## We want to hear from you.

Our family of companies deeply value input and insights from our customers, employees, partners, investors, and supporters in the community.

As always, we'd like to hear from you – customers, Indigenous Peoples, employees, partners, investors, and supporters. If you have feedback on this report, please send comments and questions to [communications@translink.ca](mailto:communications@translink.ca) or connect with TransLink on social media using [Facebook](#), [Instagram](#), [LinkedIn](#), or [Twitter](#).

HEAD OFFICE:  
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New Westminster, BC  
V3L 0E7 Canada

[translink.ca](http://translink.ca)





TO: Board of Directors

FROM: Jeffrey Busby, Vice President, Engineering

DATE: March 1, 2023

SUBJECT: TransLink Bridges – Operations, Maintenance, and Rehabilitation Report

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### **EXECUTIVE SUMMARY**

This report provides information on operations, maintenance, and rehabilitation activities on TransLink's bridges as of Q1 2023. Significant inspection or rehabilitation works are underway or planned on the Pattullo, Knight Street, and Westham Island Bridges in early 2023 which will require periodic closures to traffic. TransLink communicates these closures to the traveling public and works with contractors and other stakeholders to minimize their adverse impacts.

### **PURPOSE**

This report is to provide information on key operations, maintenance, and rehabilitation activities on TransLink's bridges with potential for significant public impacts.

### **BACKGROUND**

TransLink is responsible for the regional transportation system of Metro Vancouver, which includes ownership, operation, and maintenance, of the following five bridges:

1. Pattullo Bridge;
2. Knight Street Bridge;
3. Westham Island Bridge;
4. Golden Ears Bridge; and,
5. Canada Line Bike and Pedestrian Bridge.

Except for the Golden Ears Bridge, which is operated and maintained by the Golden Crossing General Partnership (GCGP) under a Concession Agreement, TransLink retains the services of Mainroad Lower Mainland Contracting (Mainroad) to perform routine maintenance activities on its bridges. Routine maintenance includes debris/litter removal, winter snow and ice removal, vegetation control, incident response, and regular patrols and inspections to flag any noticeable deterioration requiring further attention. Routine maintenance work is generally performed with minimal impacts to the public. This report does not provide specific information on the routine maintenance activities.

In addition to the routine work carried out by operations and maintenance contractors, TransLink retains experienced bridge engineers to closely monitor and inspect the condition of each structure. In response to the inspection findings, repair and rehabilitation works are undertaken on any damages to ensure the bridges are safe and reliable. Bridge repair and rehabilitation works are generally longer in duration and have more public impacts. Information on these activities in Q1 2023 is the focus of this report.

## **DISCUSSION**

Significant inspection, maintenance and rehabilitation activities include:

### **1) Pattullo Bridge**

The Pattullo Bridge connects New Westminster and Surrey and is 85 years old. Most of the bridge's structural components have passed their predicted design life, and some are reaching the end of their useful life. The Province is leading the Pattullo Bridge Replacement Project, which will construct a new bridge to replace the existing bridge. The new bridge being constructed by Fraser Crossing Partners (FCP) is expected to open to traffic in 2024.

To ensure the existing Pattullo bridge is safe and operational until it is replaced, TransLink regularly monitors the condition of the bridge. A summary of three initiatives that are being undertaken or are being coordinated in Q1 2023 are described below.

#### a) Additional Structural Inspections

Since 2020, TransLink has retained the services of Mott MacDonald (Mott) to conduct annual visual and snoopers inspections of the bridge. As the Bridge will be replaced, the objective of the inspections is to identify items requiring urgent attention, rather than long-term asset preservation. During the 2022 inspection, Mott did not identify any issues requiring urgent attention and recommended that TransLink continue the annual inspections of the Bridge until the Pattullo Bridge Replacement Project is completed. In addition, Mott also recommended targeted inspection of the in-river piers above the water line and of the above deck truss components.

Management is arranging for additional inspections as recommended. A specialized inspection team, Pacific Ropes, will be used to perform the targeted inspections via rope access. For safety reasons, lane closures will be required on the bridge for the truss inspection as it will be directly over the travel lanes of the deck. The inspection of in-river piers will be conducted without impacts to traffic. TransLink was notified that work on the replacement bridge project may require lane closures on the existing bridge in Q2 2023. To minimize impacts on the public, the additional inspection work and the work on the replacement bridge are being coordinated to occur together.

#### b) Hydraulic Monitoring by Northwest Hydraulic Consultants

The Pattullo Bridge is situated in a narrow section of the river, which experiences large tidal fluctuations, and elevates the risk of scour and erosion. Since 2009, TransLink retained the services of Northwest Hydraulic Consultants Ltd. (NHC) to monitor changing river hydraulics on a bi-annual basis. While the replacement bridge is being constructed, the Province has also directed NHC and Fraser Crossing Partners (FCP) to perform monthly and weekly surveys respectively. Any risks to the Pattullo Bridge detected by the surveys are reported to TransLink.

The latest survey observed additional scouring of the riverbed at Pattullo Pier 4. This scour has been deepening since the fall of 2021. NHC did not detect accelerated loss of riprap so intervention is not required at this time. The area around Pier 4 will continue to be monitored for further changes. Plans are in place to upgrade scour protection should this become necessary.

#### c) Pattullo Replacement Project Support

The Province is delivering the Pattullo Bridge Replacement Project. Due to the new bridge's close proximity to the Pattullo Bridge, the SkyBridge and other SkyTrain infrastructure, the Province and FCP

are working closely with TransLink and BCRTC staff to proactively manage impacts on TransLink and BCRTC infrastructure and customers.

Lane closures have been implemented on the existing bridge in the evening hours to ensure safety of the public while work on the replacement bridge is conducted in close proximity. Upcoming work will continue to have various interfaces with the existing Pattullo Bridge including:

- A survey of the existing bridge to be undertaken from the bridge's catwalk to prepare for future demolition of the Pattullo Bridge;
- An extended closure of the Columbia on-ramp to the Pattullo Bridge to allow for utility realignment work; and,
- Continuing work near the south approach, which will involve the relocation of the Seismic Early Warning Wind Monitoring System.

## **2) Knight Street Bridge**

The Knight Street Bridge connects the Vancouver and Richmond and is one of the busiest crossings in the Lower Mainland. The bridge opened to traffic in 1974 and is 49 years old. As it was designed for a service life of 75 years and most of its components are generally in good condition. TransLink is undertaking the following to improve the longevity of the infrastructure:

### **a) Knight Street Bridge Rehabilitation - Deck Preservation and Bearing Replacement**

To ensure the Knight Street Bridge is in a state of good repair and to prolong the service life of the structure, TransLink developed an Asset Management Plan for the bridge in 2016. Since the completion of the plan, TransLink has been following its recommendations in phases. In 2019 and 2020, structural rehabilitation consisting of expansion joint replacement, select bearing replacement, concrete repairs, and signage upgrades were completed.

This year a contract was awarded to Kingston Construction Ltd. (Kingston) For additional rehabilitation of the structure. The project consists of the following:

- rehabilitation of the deck to ensure a good state of repair and prolong its service;
- continued phased replacement of original bearings; and
- replacement of the railing between the sidewalk and the travel lane to enhance the separation between cyclists/pedestrians and vehicle traffic.

The Project is expected to begin in April 2023 and to complete by the end of 2023. The Project Team is reviewing construction documents and preparing for Kingston to mobilize on site. Once the deck work starts, nightly lane closures on the bridge can be expected. To minimize impacts on the travelling public, all deck work will start after 9:00 pm with all lanes reopening to traffic by 5:00 am on weekdays and by 9:00 am on weekends. A robust communications plan has been developed to inform the public.

### **a) Knight Street Bridge Railing and Barrier Repair**

In September 2022, TransLink was notified by Mainroad of a motor vehicle incident that damaged the bridge railing and roadside barriers at the southbound on-ramp from Marine Drive to Knight Street Bridge. A temporary railing was provided within 24 hours but the southbound sidewalk was closed for about 72 hours while a temporary barrier to separate vehicle and pedestrians/cyclists was sourced and installed.

Work to permanently repair the barrier was initiated as soon as the incident was detected. This began with a site inspection to investigate the damage followed by a design for the permanent repair. The

temporary work to repair the barrier was completed in November 2022, but due to fabrication lead times for the railing, it will not be replaced until late Q1 2023.

TransLink follows the practices of the Ministry of Transportation and Infrastructure for bridge operations and maintenance to ensure safety and reliability of its structures. The bridge is visually inspected on an annual basis for signs of structural deteriorations, with the last inspection being completed in October 2021. The 2022 inspection was deferred due to planning of the rehabilitation project and will resume in 2023.

### **3) Westham Island Bridge**

The Westham Island Bridge is in the City of Delta and is the only connection between Ladner and Westham Island. The bridge opened in 1910 and is 113 years old. Most of the bridge's components have exceeded their intended service lives. In 2016, Mott McDonald was retained to conduct a condition assessment and to develop a Rehabilitation Plan based on the findings of the assessment. Since 2016, rehabilitation has occurred in phases to address structural and scour protection deteriorations.

Rehabilitation work will be required until the end of the bridge's service life due to ongoing progression of deterioration. In 2023, the following three projects are underway: Swing Span Rehabilitation; Howe Truss Replacement; and Electrical Rehabilitation.

#### **a) Swing Span Rehabilitation**

The slew bearing assembly, which is the mechanism responsible for swinging the bridge for marine passage, and adjacent components are in poor condition and need rehabilitation. Detailed design, permitting applications, and First Nations engagement for the replacement of components were completed in 2022. In January 2023, construction activities commenced and started with the installation of four (4) temporary piles to support the bridge and allow it to be open to traffic throughout construction.

As the bridge is the only connection to Westham Island construction activities that must be completed while the bridge is closed to traffic has significant impacts on the public. To date, there are weekday closures to all traffic and pedestrians ranging in duration from 1 hour to up to 4 hours to allow crews to drive piles. To ensure there is a way to get to and from the Island during these daily closures, TransLink has provided two water taxis. One water taxi is for the exclusive use of first responders to provide emergency response on the Island, and the other water taxi is for transporting the public. The pile driving work is expected to be completed by the end of February.

Once the temporary piles are installed, the construction work will be performed with the bridge supported by the temporary support system. For safety, the current load limit of 50 tonnes will need to be reduced to 40 tonnes. Other than the load restriction, which may prevent some heavy farm and commercial vehicles from crossing, most of the remaining work can either be done during the day with minimal traffic impacts or at night with bridge closures as required.

#### **b) Howe Truss Replacement**

The condition assessment conducted in 2016 identified a unique risk with the timber Howe Truss. Deteriorations of the Howe Truss are difficult to detect because decay of timber members occurs internally and the traditional method of conducting assessment by coring samples is not effective in detecting decay in areas that are not drilled. To reduce the risk associated with the timber Howe Truss, Mott recommended that TransLink consider replacement.

90% detailed design to replace the Howe Truss has been completed. Permit applications and consultations to implement the replacement will proceed once progress has been made on the urgent Swing Span Rehabilitation Project.

c) **Electrical Rehabilitation**

Power supply to the swing span is provided by three submarine cables below the bridge. In March 2021, at least one of the cables was damaged by a barge, resulting in loss of power to the swing span. From the inspection that was conducted to assess the damage, TransLink also learned that most of the electrical system is showing substantial signs of aging and corrosion.

In 2022, a feasibility study was completed to identify an option to repair and/or replace the electrical system. The study recommended that all the submarine cables and all other corroded equipment be replaced. Given the remaining service life of the bridge, expected to be no more than 15 years, reinstating the cable system in a way that is similar to its current configuration is recommended. In Q2 2023, TransLink will retain electrical and marine-civil engineering services to design the electrical infrastructure replacement.

**4) Other Bridges**

Routine operations and maintenance activities continue on the balance of TransLink's bridges with no significant activities anticipated in this reporting period.

TO: Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning and Policy

DATE: February 23, 2023

SUBJECT: 2022 Annual Reports from Accessibility Advisory Committees

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## **EXECUTIVE SUMMARY**

TransLink's Access Transit Users' Advisory Committee (UAC) and HandyDART Users' Advisory Committee (H DUAC) meet regularly throughout the year to provide advice on the accessibility of the conventional transit system and HandyDART, respectively. The Committees each produce an annual report that highlights key issues and discussions for the Board's awareness. In 2022, this included a wide range of infrastructure, operational, and policy topics, as detailed in Attachment 1 and Attachment 2 to this report.

## **PURPOSE**

The purpose of this report is to provide an annual update to the Board from TransLink's two accessibility-related advisory committees, the Access Transit Users' Advisory Committee (UAC) and HandyDART Users' Advisory Committee (H DUAC). This report is for information.

## **BACKGROUND**

The Access Transit Users' Advisory Committee and HandyDART Users' Advisory Committee were established to advise on matters to improve the accessibility of the conventional transit system and to provide advice and guidance on HandyDART plans, programs and other initiatives, respectively. Per the committee's Terms of Reference, they each provide an annual report to the Board of Directors to report on their accomplishments. The UAC's Annual Report is attached as Attachment 1, and the H DUAC's Annual Report is attached as Attachment 2.

Both committees provide valuable insight and lived experience, helping TransLink improve accessibility across the region. Committee members engage with staff across the enterprise to collaborate on complex issues throughout the lifecycle of projects, plans, and initiatives.

## **DISCUSSION**

Throughout 2022, the UAC provided valuable advice to TransLink on several important items involving infrastructure, operations and policy related to the conventional transit system. The ongoing work of the committee continues to prove to be a crucial part of supporting TransLink's understanding of the evolving and unique accessibility needs of customers with disabilities. Some highlights from the past year include:

- **Accessible multi-stall washroom design:** Access to washrooms on the transit system has been a long-standing interest for the UAC, and the committee is keen to help ensure washrooms approved in the 2022 Investment Plan are constructed with accessibility considerations in mind. The project team

received suggestions to make the facilities accessible for customers who use mobility aids, who live with sight loss, and who are part of the deaf community. The UAC will continue to bring these ideas into the next stages of planning and design.

- **Bus Stop Accessibility Project for Customers with Sight Loss:** During 2022, committee members continued to provide feedback on this ongoing project, including as part of an on-site review of dual-format braille and tactile lettering signs to evaluate the signs in place. At this review, UAC members determined that the spacing of the tactile letters made it challenging to read. In response to this feedback, the project team was able to have the supplier increase this spacing to improve legibility quickly, resulting in most signs deployed having improved readability.
- **General bus stop accessibility:** Committee members were interested in how the wide range of amenities and policies can have a major impact on accessibility and customer experience beyond the Bus Stop Accessibility Project for Customers with Sight Loss. UAC members struck a working group to work with staff to understand existing bus stop policies and guidance, and identified opportunities for improvement. Access Transit Planning staff are working with committee members to present their recommendations back to relevant staff at TransLink and the Regional Transportation Advisory Committee for consideration.
- **SkyTrain audio destination announcements:** Over the past year, there have been multiple reports of SkyTrain onboard audio destination announcements not playing consistently at all stations while the train is dwelling. BCRTC has been responsive to these concerns, in particular the impacts for customers with sight loss, who rely on these announcements for wayfinding. There is work underway that will improve the quality and consistency of onboard announcements in the long-term, by updating the hardware and increasing the bandwidth for the announcements. In the near-term, SkyTrain Attendants have been made aware that this customer group may require more proactive assistance than previously to ensure they board the correct train, and customers are being encouraged to make use of the Station Assistance Program to have an attendant meet them at the station.

In 2022, The HDUAC continued to work on several key initiatives with TransLink, CMBC and First Transit staff. Highlights from the past year include:

- **Continuing COVID-19 health and safety measures:** Two primary issues were TransLink and contractor vaccination requirements, and masks on HandyDART. Committee members brought forward concerns that even though the TransLink Contractor and Visitor Vaccination Policy was in place through much of 2022, all HandyDART operators were not vaccinated. Throughout the pandemic, TransLink and CMBC used all available avenues to encourage all contractors to be vaccinated; the policy was suspended in December 2022. The committee also provided insights on customer support for maintaining a mask mandate on HandyDART through 2022, consistent with mandates for health care settings.
- **HandyDART Application Project:** Work underway has been more focused on the project development, and HDUAC members have provided valuable perspectives on how the new process should be mindful of potential barriers of a long or cumbersome process, and shared suggested organizations to engage with.
- **HandyDART online booking:** Committee members are supportive of this initiative, provided the call centre continues to be available to customers who prefer to book by phone. The implementation of online booking was significantly impacted by the December 2020 cyber-security incident, and staff have committed to more regular progress updates.

### **Conclusion**

TransLink staff look forward to continuing to work closely with these valuable advisory committees on projects that are continuing from 2022, as well as on new initiatives. The UAC will continue to be engaged on the implementation of washrooms on the system and the enterprise's work to resolve the inconsistent SkyTrain audio announcements. The HDUAC will be engaged regularly throughout the upcoming year on continued work to develop the new application process for HandyDART and the online booking project.

### **ATTACHMENTS**

Attachment 1: 2022 Access Transit Users' Advisory Committee Annual Report

Attachment 2: 2022 HandyDART Users' Advisory Committee Annual Report



TO: TransLink Board of Directors

FROM: The TransLink Access Transit Users' Advisory Committee

DATE: February 27, 2023

SUBJECT: 2022 Access Transit Users' Advisory Committee Annual Report

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## **EXECUTIVE SUMMARY**

In 2022, The Access Transit Users' Advisory Committee (UAC) continued to meet virtually. Although virtual committee meetings began out of necessity during the early stages of the pandemic, members have continued to express their support of the benefits and improved access this format provides. The committee had a productive year, advising TransLink on many key initiatives, including the accessibility of bus stop features and amenities, the design of customer washrooms, a SkyTrain Platform Gap solution, and reducing the accessibility impact of faulty SkyTrain announcements. The committee also continued to provide crucial feedback on the Bus Stop Accessibility Program for customers with sight loss.

## **PURPOSE**

To provide the TransLink Board of Directors with an overview of the Access Transit Users' Advisory Committee (UAC) activities and priorities throughout 2022.

## **BACKGROUND**

The UAC acts as an ongoing, independent customer voice to provide accessibility-related advice on TransLink plans, programs, and other initiatives.

The UAC was established in 2008 and continues to meet at minimum of six times each year. In 2022, the Committee was composed of 17 members, representing a wide range of demographics, including seniors and people with various physical, cognitive, and sensory disabilities, and their representatives. The UAC Terms of Reference call for an Annual Report to the TransLink Board. The report is prepared by staff on behalf of the Committee and approved by the Committee Chair.

## **DISCUSSION**

Highlights of the UAC's activities for 2022 are outlined below. As in other years, the committee was engaged on a variety of projects, ranging from improving infrastructure to supporting accessibility priorities through operational challenges. The committee is a valuable venue for seniors and people with disabilities and their representatives to provide input to TransLink, which allows TransLink to better apply an accessibility lens to its planning and programs. The UAC appreciates TransLink staff support, and enjoy productive discussions with staff based on mutual appreciation and respect.

### **Public Washrooms on Transit**

As in previous years, washrooms along transit routes continued to be a main point of interest for the UAC in 2022. People with disabilities and senior's freedom to spontaneously travel can be greatly impacted when washrooms are not readily available. UAC members were very supportive of the inclusion of construction and operations of washrooms in the 2022 Investment Plan, and look forward to supporting TransLink in the implementation.

UAC members provided feedback on design and potential amenities for a prototype multi-stall washroom at meetings in April and June. Comments shared with the project team included accessibility considerations specific to people with sight loss, particularly regarding stall occupancy indicators; visual strobe light alarms to indicate an emergency to people who are deaf or hard of hearing, and if space allows, provisions for adult-sized change tables. It was also recommended that a design is considered where the handwashing stations contain water, soap and air dryers all in the same unit in order to minimize the need for mobility and wayfinding.

In June, the UAC was updated on operational and security challenges with the accessible washroom at the SeaBus South Terminal. Many customers with disabilities and seniors rely on this washroom when making the long journey to and from the North Shore, and staff had begun periodically locking the washroom in order to better manage access.

The UAC understood and supported the reasons for locking the washroom, but concerns were raised around the dignity of people with disabilities being compromised when needing to ask permission for using the washroom. Additionally, members cited the challenges customers with sight loss could have trying to locate an attendant to unlock the washroom if the attendant didn't spot them or was busy. Overall, the committee offered support for staff to keep the washroom locked in order to mitigate safety and security risks; however, members emphasized the importance of the protocol being consistent in order for customers to know what to expect. After careful consideration of UAC feedback, and increasing security presence at the terminal, staff have concluded to leave the washroom unlocked for the time being while coordinating longer-term options with operations that coincide with corporate policy regarding washrooms on the system.

### **Bus Stop Amenities Working Group**

In 2021, UAC members expressed interest in broadening discussions around ways to ensure bus stop amenities and features serve customers with disabilities as well as those who are able-bodied and do not present any accessibility barriers. A working group was struck to discuss ways to support TransLink's work with municipal partners to maintain and improve overall bus stop accessibility. The working group's exploration of this topic was supported by TransLink staff who provided background information on relevant guidelines and processes, and facilitated the development of the group's recommendations.

This working group was formed in early 2022, and the group met four times throughout the year. Recommendations were drafted in the following areas:

- Street furniture design and placement;
- Garbage can placement;
- Bus stop location determination;

- Distance between bus stop (ID pole) and shelter;
- Snow and ice removal, and
- Bus shelter advertisements impeding views of oncoming buses.

As bus stops and amenities have significant overlap in responsibilities between TransLink and municipal partners, the working group will be reporting its recommendations to TransLink and to the Regional Transportation Planning Subcommittee to reach municipal staff.

### **Bus Stop Accessibility for Customers with Sight Loss**

Throughout 2022, the UAC continued to engage on bus stop accessibility for customers with sight loss. This project includes three main components: braille and tactile information, audio navigation, and tactile walking surface indicators (TWSI) on TransLink property.

In May, some members of the UAC, who live with varying degrees of sight loss, conducted an on-site review of one of the Braille/tactile signs installed at the Lonsdale Quay bus exchange. Details of the sign that were evaluated included the mounting height and orientation on the ID pole, the sign material and the legibility of both Braille and tactile lettering. Feedback was very positive overall; however, it was determined that, while the spacing of characters fell within the acceptable range set out in accessibility standards, the tactile letters and numbers were too close together to be easily read. This feedback was actioned immediately by the project team, and the kerning (spacing between characters) was adjusted on all signs manufactured from that point on.

The committee also continued to receive ongoing updates about the installation progress of TWSI on TransLink owned or leased property, along with the work on a regional approach to TWSI installation on municipal sidewalks. At the September 14 meeting, the UAC received an update of the TWSI Working Group's progress. This group is made up of local government and provincial staff from across Metro Vancouver. The purpose of this presentation was to review and confirm findings from community engagement, and gather feedback on the TWSI report prior to finalization. Lynn Jensen, a community advocate involved in the implementation of bus stop accessibility features for customers with sight loss was also in attendance at this meeting as a guest. Near the end of the year, UAC members were very pleased to receive the update that installation of TWSI at all 157 bus stops on TransLink owned and leased property was completed.

The final component of this project is the accessible navigation project, which will be run as a six-month pilot in early 2023. Last year, the UAC provided input on the development of this pilot, and many committee members who live with sight loss look forward to continuing involvement throughout this next year.

### **R6 Island Bus Stop Crosswalk Accessibility**

The R6 RapidBus project team first engaged the UAC in September 2021 on crosswalk design at the R6 stop at Scott Road and 72 Ave. The median stop crosswalk was initially designed as a staggered crosswalk with split phasing. In that original design, pushing the crosswalk button on either side of Scott Road would only trigger the pedestrian green light to the median island, meaning road users would need to zig-zag through the island and push a separate button to activate the green light to continue on to the other side of Scott Road.

UAC members advised that aligning the crosswalk on both sides of the island, so that the signal could be operated in a single continuous phase, should be considered to optimize accessibility.

After careful consideration of UAC feedback and the weighing of other design considerations, the project team developed a design solution in consultation with TransLink's Facility design team and project partners at City of Surrey and City of Delta. The committee was very pleased to receive the update at its December meeting that, through collaboration with all parties, it is confirmed that the new signalized crosswalk will be designed as a continuous crosswalk with a single continuous phase.

### **SkyTrain Platform Gap Solution**

At the first UAC meeting of the year, on January 26, a presentation was given, explaining that at certain stations, the tapered shape of the platform could potentially cause there to be a significant gap between the platform edge and the front train car once longer Mark V trains are in service. Committee members were invited to assess the potential impacts of the gap, and the proposed rubber filler material through an in-person field review in March, and UAC members with a range of accessibility needs attended.

Initial concerns were shared by people using wheelchairs and mobility aids about the strength and durability of the material when put under the added weight, but staff assured them that these things would be covered extensively during testing. Those present who use mobility canes emphasized the importance of the rubber filling as much of the gap as possible, as it could be feasible for a cane to get stuck, or even dropped into, the gap. There were no concerns raised regarding people travelling with guide or service dogs, so long as the gap was minimized enough to comply with ADA standards.

### **SkyTrain Onboard Audio Announcements**

Over the course of the year UAC members, especially those with sight loss, reported increasing instances of onboard SkyTrain announcements not working. Many customers, who can't read visual displays, rely on these announcements to both verify that they are boarding the correct train, and to know when they are arriving at their stop.

The software that manages these announcements is at its end of life and is being replaced, with projected completion in Summer 2023. BCRTC has confirmed that there is no feasible interim technical fix, and as a result, they are doing what they can to help minimize the impacts to customers with sight loss while this project is underway. One UAC member inquired if customers could verify the destination of an incoming train by calling the Station Assistance number and speaking to SkyTrain Control, but it was confirmed that this would not be possible due to the frequency and speed of trains. The UAC emphasized the accessibility impacts the unreliability of these announcements has had and urged staff to expedite the system upgrade as much as possible.

### **CONCLUSION**

The UAC has continued to work with TransLink staff through virtual meetings with the occasional in-person field review. Throughout the year, the committee has provided input on a wide range of programs and initiatives associated with the conventional system, including undertaking a more in-depth exploration of bus stop amenities through a working group.

The UAC is looking forward to continuing to advance accessibility in TransLink's initiatives in 2023.

TO: Board of Directors

FROM: HandyDART Users' Advisory Committee

DATE: February 27, 2023

SUBJECT: 2022 HandyDART Users' Advisory Committee Annual Report

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## **EXECUTIVE SUMMARY**

In 2022, the HandyDART Users' Advisory Committee (HDUAC) met four times to provide staff with the unique and valuable insight of the HandyDART user experience. The HDUAC provided guidance on ongoing projects such as HandyDART Modernization (proposed changes to the application process, the introduction of online booking), the HandyDART Service Performance Review, and improvements to HandyDART taxi service.

The HDUAC continued to meet on a virtual meeting platform, which enabled members to participate on the committee, despite some lingering risks and concerns associated with the pandemic.

## **PURPOSE**

To inform the TransLink Board of Directors of the HandyDART Users' Advisory Committee (HDUAC) activities throughout 2022.

## **BACKGROUND**

The HandyDART Users' Advisory Committee was established in 2019, at the direction of the TransLink Board, with the purpose of providing advice and guidance on HandyDART plans, programs and other initiatives and advise TransLink on matters to improve HandyDART service for customers. It also offers a forum for TransLink, CMBC and service contractors to hear directly from HandyDART stakeholders and customers regarding systemic concerns about the service.

The committee includes 11 HandyDART customers and those representing organizations that work with customers, the Chair of the Access Transit Users' Advisory Committee, and a representative from the HandyDART Riders' Alliance. The HandyDART Users' Advisory Committee terms of reference calls for an annual report to the TransLink Board of Directors. The report is prepared by staff on behalf of the Committee, and approved by the Committee Chair.

## **DISCUSSION**

Highlights of the HDUAC's activities for 2022 are outlined below. During the past year, the committee continued to provide the views of HandyDART customers, identifying issues and providing input on a range of topics relevant to HandyDART service. HDUAC members and TransLink, CMBC and First Transit staff have developed a strong working relationship to advance

key issues.

### **Health and Safety**

Throughout 2022, the Committee continued to provide input on changes and implementation of health and safety policies implemented during the pandemic.

#### Masks on HandyDART

In March 2022, the Provincial Health Officer repealed the public health order requiring masks in public spaces. In accordance, TransLink removed the requirement for customers to wear masks on conventional transit. In recognition of the high proportion of HandyDART trips that are to attend medical appointments, and to align with public health orders requiring masks in medical settings, masks have continued to be required for customers on HandyDART vehicles, as well as operators when they are interacting with customers.

Feedback gathered from committee members, as well as from other HandyDART customers surveyed as part of trip booking, reflected nearly unanimous support for the continuation of mandatory masks on HandyDART. It was widely recognized that a mandatory mask policy on HandyDART has been a key factor in the enhanced safety and security of both customers and operators.

#### TransLink and Contractor Vaccination policy

The committee has been supportive of TransLink's implementation of a mandatory vaccination policy for TransLink and CMBC staff and contractors. This policy covered employees and contractors working on TransLink owned or leased property; however, Committee members were disappointed to learn that this did not include property owned or leased by the service provider, First Transit. As a result, there was no requirement for all HandyDART operators to be vaccinated (for example, Vancouver/Pacific Central HandyDART depot).

The Committee Vice Chair raised this issue to the Public Health Officer on behalf of the committee, requesting that a mandate be issued that would require all operators be vaccinated against COVID-19. The Committee received a response from the Provincial Health Office which clarified that it is up to each independent business or organization to make these decisions.

### **HandyDART Modernization**

In 2022, the HDUAC continued to be engaged in projects that are part of the HandyDART Modernization program, particularly work underway to update the HandyDART application process.

#### Planned changes to HandyDART application

Throughout the year, the committee received regular updates on staff work to implement policy direction to update the HandyDART application process. The majority of updates were providing detail on the overall work plan and sequencing of work streams to develop new policies and processes. Feedback included:

- Interest from committee members to engage on multiple aspects of the process as it is developed, to ensure the process is inclusive, accessible, and dignified for applicants;
- the importance of a well-developed appeals process, with consideration of mitigating barriers for those with cognitive disabilities;
- the process should allow for permitting of a support person to attend the in-person meeting with

- the applicant; and
- the process should be sensitive to the fact that an applicant being required to allocate several hours to travel to and from the meeting facility, in addition to the meeting itself, may act as a barrier to some people applying for the service, especially those who are medically frail.

### Online Booking

HDUAC members have expressed strong support for progress toward the implementation of an online booking system for HandyDART trips. Currently, customers do not have the ability to book their own rides online, and at peak periods, there can be long Call Centre wait times, which further highlighted the desire for more flexible booking options

The committee received an update on progress made to implement Online Booking in December. Members were understanding that previous events such as the 2020 cyber attack resulted in delays to this project, but were nonetheless disappointed that online booking will not likely be available to customers until 2024.

The Chair requested that the committee receive more frequent updates on the project as it progresses, as online booking will continue to be a priority for the HDUAC in 2023.

### **Extended Hours Pilot**

HDUAC members continued to express interest in a pilot of extended HandyDART service hours, as current service runs from 6AM to midnight. Transport 2050: 10-Year Priorities included increasing HandyDART service by 60% and providing 24-hour service – an extended hours pilot would be a good step in preparing for 24-hour service. Members suggested the pilot be run in some specific geographic areas, including Vancouver, Burnaby and Richmond. Unfortunately, the committee was informed that there has been little progress on the extended hours pilot, as First Transit is currently running with a shortage of driver resources, and a pilot like this cannot impact regular scheduled service.

### **HandyDART Taxi Trips**

Various experiences and concerns were shared by some committee members regarding taxi service they received as part of a HandyDART booking. Concerns brought forth included unreasonable wait times; lack of knowledge and/or consideration for assisting customers with disabilities; inconsistency of available aids to help customers with mobility challenges board vehicles, and instances where drivers were wrongfully requesting payment from the customer despite it being a contracted HandyDART ride.

A taxi working group was created between First Transit, Coast Mountain Bus Company, and the Taxi associations, with the intent of working through operational challenges in order to create a higher level of accountability for the taxi operators. HDUAC members look forward to updates on how improvements progress to improve this important part of the HandyDART service.

### **HandyDART Service Performance Review: Trip Denials/Refusals**

On May 25, 2022, the full 2021 HandyDART Service Performance Review (HDSRP) was released, and a presentation on the report was made at the June HDUAC meeting. It was noted, and recognized by HDUAC members, that total numbers for trip denials and refusals in 2021 were drastically improved over previous years.

The topic did raise requests for clarification on what situations constitute trips being classified as either denials or refusals, and if current classifications are appropriate. It was clarified that a trip is only categorized as a client refusal if a reasonable alternative trip is offered (usually within 1 hour plus or minus of the time requested by the client), but is refused by the client. A trip is classified as a HandyDART denial when the service provider is unable to accommodate the trip as requested by the client or a reasonable alternative to the client's trip request.

These clarifications were helpful for committee members, and appreciation was expressed for the improvement of these numbers in the 2021 HDSRP.

### **Operational Policies**

The Committee received information on two operational policies that have direct impact on customer service and trip availability.

#### Customer Cancellation Policy

At its December meeting, the HDUAC received a presentation on customer cancellations and heard background on the impacts of frequent cancellations on HandyDART operations and availability of rides. Work is continuing into 2023, through a Working Group where Committee members will have the opportunity to continue to provide direct feedback on potential policy changes, balancing needs of customers who may need to cancel on short notice against operational challenges that result from high customer cancellations. Thus far, committee members have identified that long phone queues can make it challenging to cancel a ride, and that if there is a policy in place that will penalize folks for cancelling, people may opt not to cancel and just no-show or take unnecessary trips instead, which could have larger impacts on service availability. The initial stage of online booking is expected to help alleviate some of these challenges with a "cancel my ride" option.

#### Wait List/Cross Boundary/Denials

Committee members expressed concern that the current wait list and cross boundary policies are resulting in lower quality service for customers. An update was provided to the HDUAC on the processes and policies concerning trip wait lists, cross boundary trips and denials.

Currently, clients are not able to be assigned a confirmed trip and also be on a wait list for a preferred trip. An exercise was conducted to assess the impacts of allowing clients the possibility to be on a wait list and also have a confirmed trip. It was concluded that this would have measurable impacts on resourcing, software requirements, waitlist times for other clients and trip delivery. CMBC is working with First Transit to find opportunities for continued improvements; however, the current wait list process will remain unchanged for now.

As part of the analysis, it was also determined that eliminating cross boundary guidelines or transfers would increase operational challenges. HDUAC members have cited several examples of cross boundary trips that have taken extraordinary and unreasonable lengths of time and have recommended staff to look into this further.

### **CONCLUSION**

The committee was pleased that 2022 provided some relief from COVID restrictions, and that many



services and programs were returned somewhat to pre-pandemic levels. This allowed the HDUAC to focus its work on a wider range of initiatives impacting HandyDART customers. In 2023, the HandyDART Users' Advisory Committee looks forward to continuing their work to provide insights and advice to TransLink, CMBC, and the HandyDART contractor.