

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

AGENDA

September 27, 2023

9:00 am – 11:40 am

- 1. Call to Order and Land Acknowledgement and Opening Remarks**
- 2. Public Delegations**
- 3. Q3 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. IT Committee Chair Report**
- 11. TransLink Bridges – Operations, Maintenance, and Rehabilitation Report**
- 12. Accessibility Plan**
- 13. Annual Update of TransLink Corporate Safety and Health Policy**
- 14. TransLink Enterprise Emergency Management Overview**
- 15. Consent Agenda**
 - 15.1 Meeting Minutes of June 22, 2023
 - 15.2 Response to Public Delegations
- 16. Conclusion of Public Board Meeting**



TO: Board of Directors

FROM: Kevin Quinn, CEO

DATE: September 27, 2023

SUBJECT: Q3 2023 CEO Report

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

TRANSLINK STRATEGIC PRIORITY: REBUILD CUSTOMER RIDERSHIP

Tap in to Win Sweepstakes

In August, TransLink announced the second Tap in to Win Sweepstakes campaign. The campaign incentivizes customers to choose transit this fall by giving them a chance to win weekly prizes, including the grand prize of five years of free transit. Running until October 31, the contest is designed to thank customers and reward them for choosing transit, while offering a variety of regional prize packs that encourage local exploration.

Customers who are residents of B.C. and are 18 years of age or older can enter the contest by [registering their Compass Card online](#) and then simply tapping their Compass Card as usual during each transit trip, up to a limit of two entries per day.

Over the course of the inaugural Sweepstakes campaign which ran from November 2021 to March 2022, ridership increased by 15 per cent. This contest is a great way for TransLink to encourage more people to choose a safe, efficient, and climate-friendly way of moving around the region.



TransLink's 2023 Accessibility Plan



TransLink plays a critical role in making the region more accessible, striving to make it easier for people of all abilities to move through Metro Vancouver. That's why we are proud to share the [2023 Accessibility Plan](#) – a roadmap that embodies TransLink's dedication to inclusivity and removing barriers for all.

The plan provides actions that identify, remove, and prevent barriers to individuals in or interacting with the TransLink enterprise. Actions are categorized as either short term, medium term, or ongoing and



will help further TransLink's commitment to make our organization accessible and welcoming to people of all ages and abilities. The plan and associated actions will move us towards fulfilling the vision of *Access for Everyone*, as identified in Transport 2050.

TransLink is mindful that this plan is not a destination, but one step on the journey towards inclusivity. We value feedback from advisory committees, customers, employees, and stakeholders as it continually guides us in effectively enhancing accessibility.

Summer 2023 Wrap Up

As part of the Ride & Shine summer campaign, TransLink was proud to present seven Car Free Day festivals in Surrey, New Westminister, Vancouver, Port Coquitlam, and North Vancouver this summer. Car Free Days are a terrific opportunity to encourage people in Metro Vancouver to get out of their cars and experience all the region has to offer by walking, cycling, and using transit.

TransLink's colourful Ride & Shine bus was present at several popular festivals and events throughout the summer, including Car Free Days and the PNE Fair, which ran from August 19 to September 4. This year, TransLink made it easier to take transit to and from the PNE by adding an express bus in addition to regular bus service. Further, we partnered with the PNE to offer two-for-one fair admission on Fridays for the first 5,000 customers to show their Compass products at the entrance gate. TransLink's exhibit was spread out at three different locations by the PNE entrances to ensure we could speak with as many customers as possible.



On September 4, service on the 900 Bike Bus concluded for the summer. The Bike Bus has the capacity to carry up to nine bikes, compared to TransLink's other buses, which can carry two bikes. For the second year, it provided service between Tsawwassen Ferry Terminal and Bridgeport Station – one of the most popular routes for TransLink's cycling customers. The program was very successful with more than 9,000 passengers using the service between June 30 and September 4. The busiest weekend was July 28 to 30 with over 2,000 passengers, followed by the B.C. Day long weekend with almost 1,200 passengers. The Bike Bus is a great example of how integrating transit with another form of

sustainable transportation can meet the needs of our customers.



Fall Service Changes

September 4 marked the beginning of [Fall Service Changes](#), where TransLink increased service on 22 routes, including several routes serving post-secondary institutions.

Following feedback from the City of Surrey and local businesses, TransLink rerouted route 531 to improve connections and better serve the Campbell Heights industrial area.

As the region continues to experience rapid population growth, these service changes help ensure accessible and efficient public transit in communities across Metro Vancouver. They also help TransLink better serve more neighbourhoods and connect residents to key destinations, such as business hubs and post-secondary schools.



Celebrating 75 Years of Trolley Bus in Metro Vancouver



August 16 marked the 75th anniversary of trolley bus in Metro Vancouver. To celebrate, many stakeholders and elected officials joined us to celebrate this milestone, while also acknowledging the remarkable contributions of trolley buses and other forms of zero-emissions transportation options to our transit network.

Customers lined up for blocks for limited-edition Compass mini-trolley buses that went on sale as part of the celebration. The line moved quickly thanks to the great team at TransLink's Waterfront Customer Service Centre,

and the product sold out right around closing at 4 p.m.

TransLink also offered tours on two historic trolley buses, which ran a 20-minute loop around Downtown Vancouver. Drivers from the Transit Museum Society brought great energy and shared the history of the buses to the nearly 1,900 people who joined for a ride.

The support shown for trolley bus demonstrates the region's commitment to sustainable travel. Zero-emissions transportation options will continue to be a key part of regional climate action now and in the future.



CEO Roundtable Series

The CEO Roundtable Series was developed to engage with key community groups across the region who use our transportation system and who we may not reach through traditional methods of engagement. This quarter, we met with South Asian and Filipino community leaders. We discussed a variety of topics, including accessibility for seniors, safety on the system, and how TransLink can work closer with developers. To date, we've held six roundtable meetings with a variety of groups around the region, including the Chinese community, as well as groups representing major employers and non-profit leaders. This fall, we will be meeting with groups representing multi-modal transit users and post-secondary students.



These small group discussions give participants an opportunity to provide us with their feedback and perspective on current topics. The roundtables have already proven crucial to developing key relationships and building two-way communication as we advance the 10-Year Priorities.

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

New CSOs Sworn In



The very first class of Metro Vancouver Transit Police Community Safety Officers (CSOs) were sworn in at the end of June.

The 10 CSOs are in the middle of completing 17 weeks of training before they officially graduate in early November and will be out on the system later that month. The specialized training includes community policing, crisis de-escalation, mental health awareness, legal studies and traffic safety, and low risk police work.

Transit Police is actively recruiting more CSOs with the goal of having a total of 24 officers sworn

in by the end of 2023.

CSOs serve as designated Peace Officers and help Transit Police deliver a community-focused approach to keeping transit safe. They are responsible for key tasks that support the work of Transit Police Officers and ultimately help ensure the safety of our system.

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

SkyTrain Expansion Program Update: Mark V Trains

TransLink's SkyTrain Expansion Program is a \$3 billion investment that prepares the SkyTrain network for significant expansion over the next several years, including the Broadway Subway and Surrey-Langley SkyTrain extensions. These infrastructure investments will prepare the SkyTrain network for future regional growth while offering a modern, safe, and reliable transit experience. TransLink is adding 205 new Mark V trains to the SkyTrain fleet on the Expo and Millennium lines that will carry up to 25 per cent more passengers than current trains. In August, the first of the new Mark V SkyTrain cars entered the testing phase at a facility in Kingston, Ontario. The new trains will allow TransLink to meet future ridership demand as part of the SkyTrain Expansion Program.

The new trains consist of five-car sets, all internally open-ended with walk-through carriages, allowing for more space and amenities for people using mobility devices, strollers, and bicycles. The design and improved customer amenities are in response to customer feedback received through public consultations held in 2019. The trains will also enhance the quality of TransLink's fleet by allowing us to retire older vehicles, providing a safe and reliable transit service for customers.

The first Mark V train is expected to arrive in Vancouver by early 2024 for further testing and commissioning. It's anticipated to enter service by the end of 2024, with the rest of the new fleet being gradually added by late 2028.

Broadway Subway Project Update



In early August, Broadway Subway Project construction reached a new milestone. Excavation work under Cambie Street in Vancouver was completed for the future connection between the Canada Line southbound platform and the east-west Millennium Line platform.

This new section of Broadway-City Hall Station is 16 metres deep and will include escalators, stairs, and elevators. Once complete, it will be the deepest station along the Broadway corridor to ensure the Canada Line can continue to operate safely through construction.

When it opens in 2026, the Millennium Line extension along Broadway will reduce customer travel time between Commercial-Broadway Station and the new terminus of Arbutus Station to just 11 minutes, saving the average customer almost 30 minutes a day and relieving congestions along Broadway.



Open Call for Innovation

In June, TransLink announced the [2023 Open Call for Innovation](#), asking the industry's brightest minds to present their innovative ideas to help keep TransLink's system well-maintained, reliable, and high performing. Entrepreneurs, businesses, inventors, and innovators were invited to submit their proposals between August 1 and September 15, 2023. Successful submissions will have the opportunity to receive funding and collaborate with TransLink to test and implement their ideas.

The [2022 Open Call for Innovation](#) resulted in a new study that will explore the use of excess energy generated by the SkyTrain and trolley bus systems to charge electric vehicles. Submitted by Kiepe Electric, the innovative concept could bring more transit vehicle chargers to SkyTrain stations or bus exchanges, if proven feasible.

Wi-Fi on RapidBuses

Customers riding any of TransLink's five RapidBus routes now have access to free public Wi-Fi. Through the [Customer Experience Action Plan](#), TransLink is continuing to work with Rogers Communications to install free public Wi-Fi, available to anyone with a mobile device, systemwide on transit vehicles and at transit hubs. We're working with Rogers to prioritize vehicles that carry the most passengers, such as articulated buses and SkyTrain cars. These upgrades will make it easier for customers to use their transit time for leisure, work, or to connect with family and friends.



Currently, customers can access free public Wi-Fi on all five RapidBus routes and some other articulated buses, onboard most SeaBus vessels, and on some SkyTrain cars. It is also available at both SeaBus terminals, Edmonds Station, New Westminster Station, Carvolth Exchange, and Langley Centre Exchange.



TRANSLINK STRATEGIC PRIORITY: ACHIEVE FINANCIAL SUSTAINABILITY

Bus Speed & Reliability Report: Part 2



TransLink's [Bus Speed & Reliability Report](#) illustrates that bus priority measures, such as dedicated lanes, signal priority, and queue jumps, are a cost-effective solution for TransLink, reducing bus delays by up to 35 per cent. With traffic congestion increasing in Metro Vancouver, it's vital we accelerate investment in bus priority measures that will improve bus speed and reliability. This report follows [the first edition](#), which was released in February validating that future investment in these measures is crucial for mitigating delays and promoting sustainable transportation.

Since 2019, TransLink has invested \$40 million resulting in a 50 per cent increase in bus priority measures in the region. Despite this historic expansion, more work needs to be done as bus delays have returned to pre-pandemic levels due to growing traffic congestion. Persuading people to take transit over driving can only be achieved by making transit as convenient and reliable as possible. As planning for the next Investment Plan continues, the insights from this report will be important in shaping future decisions on how to best allocate resources towards efficient and reliable transportation.

BCRTC continued to offer SkyTrain and West Coast Express services at a high level of customer satisfaction throughout the second quarter of 2023. Concurrently, we continue to plan, support, and deliver our system's major expansion program. Our teams have also completed several major preventative maintenance projects, including rail grinding work and major switch replacement upgrades. Also in this quarter, we were pleased to conclude and ratify a new 5-year collective bargaining agreement. Further details on our recent achievements, successes, and challenges are summarized below.

BCRTC Objective: Deliver Excellent Service

Service

For the first half of the year our SkyTrain service has been consistent, with service delivery and on-time performance at or close to our targets. For Q2, we delivered 99.6% of scheduled service with 95.5% on-time performance.

The latest customer satisfaction survey ranked SkyTrain's overall performance at 8.3, matching our target for the quarter. The survey indicates that about 77% of SkyTrain customers rate the service an 8 or higher out of 10. SkyTrain's strengths continue to be on-time reliability, frequency of service, and having courteous, competent, and helpful staff.

West Coast Express service delivery was 100%, and on-time performance improved in the second quarter to 96.0% due to fewer freight train schedule incursions.

Ridership

Rail ridership continued to rebound from the COVID-19 pandemic. May and June saw the highest ridership numbers for the year with 8.7 and 8.6 million boarded passengers respectively. In total, Q2 ridership was 25 million for the Expo/Millennium Line, which was 2 million more boardings than Q1 and 5 million more than Q2 2022.

Among Canadian and American rail transit systems, SkyTrain ranked first in post-COVID ridership recovery and is now the 4th busiest rail transit system (for context, Metro Vancouver is ranked about 26th by population).

On West Coast Express, the return of five-train daily service contributed to a 13% increase in weekly ridership compared to Q1 2023. Midweek ridership recorded levels between 71% and 86% of pre-COVID numbers.

Safety

Passenger injuries were lower than what was experienced at the start of the year. 27 incidents were reported by our customers during the quarter, and over half were slip, trips, and falls on elevating devices. We continue to track customer safety trends to inform upcoming safety campaigns.

Over a period of three months (April-June), the employee Lost Time Injury rate showed a lower trend, with June being our lowest month for injuries since September 2021. Six worker injuries were reported in Q2, representing 11 fewer incidents compared to the previous quarter. Every worker injury incident is investigated to identify corrective measures, with learnings looped back to reduce the risk of repeats. We recently enhanced Safety Advisor presence and communications during critical and high-risk tasks to further reduce injury risks.

We are harmonizing safety management systems with internationally recognized standards. Nine safety initiatives are projected to reach completion by year-end, including delivering a Rail Safety Management System to Technical Safety BC as required by new regulations. The Zero Harm and Just Culture campaigns are being refreshed with a focus on employee onboarding, to ensure new staff are engaged early with the company's safety culture.

State of Good Repair

We successfully completed the Gateway Station track turnout (switch) replacement project. This was a major collaborative effort involving several departments across all divisions. Work was planned for 45 days of 24/7 shifts, including the most complex alternative service and single-tracking patterns in SkyTrain's history to minimize customer impacts. The work was safely completed eight days ahead of schedule. Additional replacements of aging turnouts are planned for future years.

Our annual Rail Grinding Program commenced in Q2. Contracted heavy-duty grinders completed 80 kilometres of running rail covering both the Expo and Millennium lines. A further 40 kilometres will be completed by our crews and equipment focussing on hot spots identified through scheduled inspections and neighbour reporting.

Escalator replacement work continues at Burrard Station. Two escalators have now been replaced, two are under replacement, and work on the fifth is expected to start later this Fall. The project is on target for a Summer 2024 completion date. Overall on the system, escalator availability continues to be better than target with 95% availability. Elevator availability for Q2 was 97.3%, within 1% of target.

The fully refurbished West Coast Express locomotive 907 was officially placed into service near the end of Q2. This enabled the return of five train service for the first time since the start of the COVID-19 pandemic. Locomotive 903 has also completed refurbishment and will begin testing and commissioning in Q3 2023.

BCRTC Objectives: A Healthy, Motivated, and Fulfilled Team

Bargaining

Our new 5-year collective agreement with CUPE 7000 was ratified by both parties and communicated to BCRTC staff on July 26th. The agreement's base financial terms were consistent with other public sector agreements in British Columbia, and the five-year term provides labour stability as we deliver the largest expansion program in BCRTC's history. Successfully concluding this agreement was one of our key objectives for 2023.

Recruitment

Field Operations, BCRTC People Services and TransLink Talent Acquisition partnered in June to host a SkyTrain Attendant recruitment fair. Over 400 candidates were invited and approximately 90 passed the initial screening process. They will enter training classes over the coming months to enhance our recruitment talent pool.

Recover at Work

The Recover at Work program for Field Operations was revamped in coordination with the Union and Occupational Health. The updates will help employees with temporary limitations begin gradual return to work sooner.

Employee Engagement

Employee engagement events in the past few months included celebrating Canadian Multicultural Day; hosting multiple staff appreciation events; improving outdoor summer-season amenities at OMC1; and leadership actions to improve two-way communications and recognition.

Field Operations began supporting a TransLink community outreach program initiative designed to assist new Canadians. Partnering with SUCCESS Burnaby's Newcomer Program, STAs and Supervisors met groups of newcomers and helped them navigate our SkyTrain system, paying particular attention to safety and fares.

BCRTC Objective: Achieve Future Readiness

BCRTC continues to plan, support, and help deliver the rail system's major expansion program. This includes supporting the Broadway Subway and Surrey-Langley SkyTrain (SLS) projects, plus the new Operations Control Centre (OCC2), the new Operations and Maintenance Centre (OMC4), the new Mark 5 trains, and upgrades at OMC1. BCRTC's focus is on requirements-setting, design reviews, system integration, quality management, operational readiness, and testing/commissioning.

Our team is continuously reviewing resourcing requirements in all departments to support system growth and to inform TransLink's Investment Plan process. Some highlights from the past quarter include:

OMC1 Upgrades: New Guideway and Vehicle Maintenance Shops (VMS3)

The new Guideway maintenance shop at OMC1 is on schedule for substantial completion, with a move-in day in December 2023. Affected teams are preparing for the move with tours and work back plans. The new Vehicle Maintenance Shop (VMS3) is scheduled to start construction in Q1 2024.

Mark 5 Trains

The Mark 5 manufacturing process achieved a major milestone in June with dynamic testing of Train 1 at Alstom's Kingston test track. We anticipate delivery of the first Mk5 train to Vancouver by January 2024, followed by an extensive testing and commissioning program.

New Operation Control Centre (OCC2)

OCC2 reached the 50% mark of construction completion. The BCRTC team worked closely with TransLink and TI Corp to develop and enable a schedule acceleration plan, and the project is on-target to be operational in time for the Broadway Subway Project launch in 2026.

Broadway Subway Project (BSP)

BCRTC continues to support TI Corp's project delivery team. Tunnel boring along the corridor continued through the summer, and one tunnel boring machine reached Oak Street/VGH station. Excavation near Broadway-City Hall station continued below Cambie Street, which will be the site of the new platform connection between the Canada and Millennium Lines. The project remains on schedule to open in 2026.

New Operations and Maintenance Centre (OMC4)

Our team is currently planning the implementation of major track work to support the construction of OMC4. It is anticipated this work will begin in November 2023 and continue for approximately two years. The current project schedule anticipates OMC4 opening in 2027.

Q2 Key Performance Indicators - SkyTrain

Key Performance Indicators – as of June 30, 2023	SkyTrain (excluding Canada Line)			SkyTrain (excluding Canada Line)		
	Q2 Target	Q2 Actual	Q2 Last Year	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Last Year
Customer Experience						
Customer Service Performance Survey – SkyTrain Service Overall	8.3	8.3	8.3	8.3	8.4	8.3
Boarded Passengers (in thousands)	23,747	25,009	20,834	46,412	48,416	37,607
Customer Complaints (per million boarded passengers)	15.1	15.5	13.7	15.1	14	15.4
Safety						
Major Passenger Injuries (per million boarded passengers)	0.95	1.08	1.15	0.95	1.07	1.04
Employee Lost Time Frequency (per 200,000 hours worked)	4.0	2.3	3.5	4.0	4.7	5.1
Physical Assaults (per 200,000 hours worked)	0.8	0.8	0.9	0.8	0.6	0.4
Total Recordable Incident Frequency	-	17.35	23.6	-	30.4	29.7
WSBC Inspections / Orders	-	4/3	2/0	-	8/3	7/0
Operations						
On-Time Performance (OTP)	96.0%	95.5%	95.6%	96.0%	95.6%	95.8%
Percentage of Scheduled Service Delivered	99.0%	99.6%	99.6%	99.0%	99.6%	99.3%
Incidents with duration 16 – 30 Minutes "Controllable"	13	14	19	26	22	30
Incidents with duration 16 – 30 Minutes "Beyond our Control"	-	4	13	-	11	21
Incidents with duration over 30 Minutes "Controllable"	8	6	14	16	8	26
Incidents with duration over 30 Minutes "Beyond our Control"	-	6	10	-	13	15
Finance						
Operating Cost per Vehicle km	\$4.88	\$5.01	\$4.05	\$4.74	\$4.72	\$3.99
Operating Cost per Capacity km	\$0.056	\$0.054	\$0.044	\$0.054	\$0.053	\$0.046

Q2 Key Performance Indicators – West Coast Express

Key Performance Indicators – as of June 30, 2023	West Coast Express			West Coast Express		
	Q2 Target	Q2 Actual	Q2 Last Year	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Last Year
Customer Experience						
Customer Service Performance Survey – SkyTrain Service Overall	-	8.7	-	-	8.7	-
Boarded Passengers (in thousands)	347	323	225	691	626	394
Customer Complaints (per million boarded passengers)	139	120.7	120.0	139	126	170.2
Safety						
Major Passenger Injuries (per million boarded passengers)	0	0	0	0	0	0
Employee Lost Time Frequency (per 200,000 hours worked)	0	0	0	0	0	0
Physical Assaults (per 200,000 hours worked)	0	0	0	0	0	0
Operations						
On-Time Performance (OTP)	97.8%	96.0%	97.6%	97.8%	95.7%	93.5%
Percentage of Scheduled Service Delivered	99.9%	100%	98.8%	99.9%	100%	99.0%
Finance						
Operating Cost per Vehicle km	\$23.80	\$20.32	\$28.72	\$23.51	\$20.18	\$28.87
Operating Cost per Capacity km	\$0.161	\$0.138	\$0.182	\$0.159	\$0.137	\$0.196



PRESIDENT & GENERAL MANAGER'S REPORT SEPTEMBER 27, 2023 TRANSLINK BOARD MEETING

CMBC Strategic Priority: CUSTOMER JOURNEY AND SERVICE

Build on service reliability, ensure customers are informed, safe, and comfortable, prior to, during, and after bus service. Focus on customer needs within service design to drive ridership while balancing customization with operational efficiency.

Fall Service Changes

- Fall service changes took effect on September 4. Service was increased on 22 routes across the Greater Vancouver Area. As students returned to schools across the region, service was also increased on four routes serving UBC, SFU, and Capilano University.
- As of July 2023, bus ridership continued to show an upward trend. Compared to July 2022, both weekday and weekend boardings increased by approximately 17%.

Route 80 (Marine Drive Station/River District)

- Route 80 came into effect in April, providing service to customers in Vancouver's River District and connecting them with the Canada Line at Marine Drive Station. The new route is a peak-only weekday express with service every 30 minutes.
- From April to June, Route 80 has averaged nearly 500 boardings per day, with 93% on-time performance.

Phibbs Exchange

- Phibbs Exchange is North Vancouver's largest bus loop and connects the North Shore to the rest of the region's transit system.
- Construction at Phibbs Exchange continues and the loop was fully closed as of July 24. Current bus service and associated bus bays are temporarily relocated near the existing exchange, specifically on Main, Orwell, and Oxford Streets.
- The project is currently ahead of schedule with anticipated re-opening of the new loop targeted for spring 2024.

Vancouver Pride Parade

- On August 6, CMBC and other TransLink enterprise employees marched with the Pride Bus in the Vancouver Pride Parade to celebrate and support the 2SLGBTQIA+ community.
- This year's bus wrap was designed by local artist Joe Average. In celebration of Pride, he created a wrap featuring his iconic piece, *Bee Line*. The Pride Bus provided regular service from July 31 to August 31.

75th Anniversary of Trolley Buses

- On August 16, Metro Vancouver celebrated 75 years of the trolley bus. To celebrate this special milestone, a media event was held at Vancouver Transit Centre on August 15. The event was covered by several media outlets and speakers included CMBC and TransLink leaders, members of the federal and local government, and a retired Transit Operator, among others. The following day, employee celebrations were held across CMBC.

- In addition, TransLink unveiled a Compass Mini in the shape of a trolley bus and the Transit Museum Society offered rides to the public on a vintage trolley bus.

Customer Information Call Centre

- Customer Information (CI) received approximately 162,000 calls in Q2 2023. Call volumes increased by 9% versus the previous quarter but saw a minor decrease of 1% versus the same period in 2022.
- In Q2 2023, CI received 8,155 customer feedback items in the form of complaints, commendations, inquiries, requests, and suggestions. This was an increase of 7% versus the previous quarter and an 18% increase year-over-year compared to Q2 2022.
- Customer Information has begun to explore options to restore the Live Chat service. It has not been available since the December 2020 cyberattack and technical issues have prevented its reinstatement.

Access Transit Service Delivery

- HandyDART ridership has been steadily increasing. In June 2023, 98% of requested trips were delivered, excluding client cancellations. This percentage is flat with Q1 2023.
- In June 2023, taxi usage accounted for 23% of all trips which is a 1% increase from Q1 2023. The remaining 77% of trips were delivered by HandyDART. Access Transit Service Delivery continues to collaborate closely with the contractor, TransDev, to ensure taxi usage is managed within budget and that root causes are appropriately addressed. Currently, the primary root cause is a lack of HandyDART Operators. TransDev is focused on filling open positions as quickly as possible. TransDev held an Operator hiring fair in February, and year-to-date, 40 new Operators have been hired. They expect to hire 40 more by December.
- The amount of taxi complaints in Q2 2023 decreased by 5% versus the previous quarter.
- In June 2023, on-time performance was 91% which was a decrease of 1% from Q1 2023. This decrease was primarily due to increased demand.

Wheelchair-Accessible Bus Stops

- As of July 27, CMBC had 6,839 accessible bus stops out of approx. 8,265 total. Each year, we aim for a 2% increase. This initiative is a collaboration between CMBC and the municipalities who own and maintain bus stops. Many remaining stops that are not wheelchair accessible present challenges such as steep slopes, deep ditches, or property line issues.

CMBC Strategic Priority: OPERATIONAL EXCELLENCE

Drive excellence and operational leadership in current modes while maintaining flexibility to link to future mobility.

Bike Bus

- The Bike Bus (Route 900) returned this year after a successful pilot last summer. The service was developed to accommodate increasing summer demand for bicycle trips between Bridgeport Station and the Tsawwassen Ferry Terminal.
- The Bike Bus ran Friday–Sunday and on holidays from June 30 to September 4 with service extended by three hours each day to better align with ferry sailings.
- During the service period this year, the Bike Bus transported an average of 300 customers per day which is almost triple the average from last year.

Fare Revenue

- As of July, total bills collected was \$4.9M. This is compared to \$3.4M in July 2022.

Financial Results

- For the quarter ended June 30, 2023, CMBC costs (excluding allocated costs and including recoveries) were \$2.0M (0.5%) favourable to budget. The main factors driving this variance:
 - Favourable: Access Transit, insurance.
 - Unfavourable: Salaries, wages, and benefits; maintenance, materials, and utilities; other contractors.

CMBC Strategic Priority: SAFETY AND SECURITY

The cornerstone of all that we do.

Infection Control Initiative: Copper in Transit Study

- Results of the successfully concluded Copper in Transit Study were published on May 18, 2023. A first of its kind collaborative study involving medical infection researchers and transit authorities demonstrated copper products can eliminate 99.99% of bacteria on public transit and 99.9% of viruses in a laboratory setting within two hours of contact.
- Due to the positive findings for improving sanitization on transit, CMBC technical specifications for new bus orders will contain an option for installing antimicrobial surfaces.
- CMBC is sharing the knowledge gained from this study via a Canadian Urban Transit Association (CUTA) white paper and abstract submission for the 2023 CUTA fall conference and an American Public Transportation Association Innovation Award nomination.

Wildfire Smoke Response Plan

- CMBC's Wildfire Smoke Response Plan was recently updated to include distribution of non-medical face masks to employees working outside for sustained periods when Metro Vancouver reaches an Air Quality Health Index of 8+ (high risk) as they provide some protection against wildfire smoke. The Wildfire Smoke Response Plan is expected to evolve over time and will be tested at a CMBC tabletop exercise in spring 2024.

Heat Exposure Control Plan

- With the unusual heat levels in summer 2023, CMBC's Heat Exposure Control Plan was activated numerous times.
- Additionally, as trolley buses do not have air conditioning, it was identified that a fan could be installed to improve air flow and reduce heat in each Operator cabin area. CMBC Maintenance has completed the installation of these fans.
- The Operator-facing fans are one aspect of the overall Heat Exposure Control Plan which also includes education on heat stress prevention, bottled water availability, and maximizing the use of the air-conditioned bus fleet on high-temperature days.

Transit Security Presence and Visibility

- Transit Security continues to focus on security presence, patrols, and response to calls for service throughout the transit system. In particular, they have committed to maintaining a high-visibility presence along the Hastings Corridor and at Main Street-Science World SkyTrain Station. In addition to responding to calls, between April and July, Transit Security

Officers made pro-active visits to the Hastings Corridor 197 times spending approx. 160 hours.

- In addition, Transit Security has been conducting fare compliance checks on West Coast Express and providing an increased proactive presence and patrols onboard the trains since June. West Coast Express employees and customers have provided positive feedback on the support and assistance received from Transit Security.

Employee Days Lost Reduction Plan

- CMBC's updated Recover at Work Program was rolled out on June 26. To help meet the goal of reducing days lost to workplace injuries, the following process changes were made:
 - CMBC's Recover at Work Policy now formalizes the requirement for management and workers to participate in the program, including maintaining communication throughout the recovery period, meeting the requirements of Bill 41, an amendment to the *Workers Compensation Act*
 - The CMBC Safety team will now manage the return-to-work process for *work-related injuries* and the Occupational Health team will manage the return-to-work process for all *non-work-related injuries*
 - Safety and Occupational Health will work together to manage the return-to-work process for all *complex and psychological claims*
- To support the updated policy and strategy, significant engagement has been completed with managers, employees, as well as WorkSafeBC, Unifor 111, Unifor 2200, CUPE 4500, MoveUP, and other key stakeholders.

Employee Workplace Injuries / Accepted Lost Time Claims

- In 2023 YTD, CMBC recorded 199 accepted lost time claims at a rate of 8.7, which is higher than Q2 2022 with 174 claims and a rate of 8.2.
- Leading incident types causing worker injuries are Falls on the Same Level (25% of all incidents), followed by MVI Collisions (22%) and Acts of Violence (11%).
- CMBC recorded 352 claims registered during the first six months of 2023. This was an increase from 317 claims registered for the same period in 2022.

Transit Operator Assaults

- To the end of Q2 2023, CMBC recorded 35 assaults on Transit Operators. This is slightly more than the 32 assaults recorded in the same period last year. When normalized against ridership, the rate of assaults per 1 million boardings has dropped from 0.32 to 0.30, meeting our reduction target of 0.30.
- Via various working groups, collaborations, and initiatives with Transit Security and Transit Police, CMBC continues its efforts to eliminate assaults and keep Transit Operators safe.

CMBC-designed Operator Protection Barriers

- To help mitigate the serious issue of Operator Assaults, in Q2 2023, CMBC Maintenance began installing an in-house designed Operator Protection Barrier. The barriers, designed by CMBC's Maintenance Engineering team, will replace approximately 400 temporary vinyl barriers installed on pre-2012 buses during the pandemic. As of mid-August, approx. 170 barriers have been installed. The project is on schedule to finish by the end of 2023.
- When installations are complete, 6.5% of the conventional fleet will have temporary barriers. All of these buses will be retired within the next year, meaning that by 2025, 100%

of the conventional fleet will have permanent barriers.

Emergency Management Update

- *Emergency Supply Trailer Pilot Project* – CMBC is undertaking a pilot project to utilize a cargo trailer for storage of incident command and emergency supplies to meet our business continuity and emergency management needs in the event of a disaster. The trailer will be parked at a transit centre, giving access to emergency supplies even if the building cannot be occupied due to emergencies such as fires, floods, or earthquakes. The pilot project is scheduled for roll-out in Q4 2023.
- *Annual Fire Drills* – CMBC Emergency Management recently conducted fire drills at all CMBC properties for regulatory compliance and training purposes. Deficiencies identified will be compiled and discussed with management to ensure building evacuations are efficient and safety is maximized.

Winter Weather Preparedness

- CMBC is beginning to prepare for the upcoming winter season. A pre-winter awareness program for Transit Operators is underway with topics including:
 - Best practices during snow events to help mitigate stuck buses
 - Communications options
 - Personal preparedness considerations
 - Responding to stranded passengers onboard our service

CMBC Strategic Priority: ENVIRONMENTAL SUSTAINABILITY

Focus on leadership in sustainable service delivery and building organizational resiliency and adaptability to climate events.

Low Carbon Fleet Program (LCFP)

- The Zero-emission Fleet Transition Plan (ZEFTP) project in partnership with the Canadian Urban Transit Research and Innovation Consortium (CUTRIC) is underway. The market study report and preliminary financial analysis of available technologies was completed and will be updated based on reviews and feedback from CMBC. Route and energy modelling work has also been completed for the bus network. Validation and reporting efforts are progressing and are expected to be finalized before the end of summer 2023.
- Preliminary discussions on BC's newly proposed regulations for transit and ZEV MHD (Zero-emission Vehicles – Medium and Heavy Duty) have been completed. TransLink and CMBC are actively awaiting further consultation.

Energy Management Program

- At Burnaby Transit Centre, a LED lighting retrofit project expected to save over 1 GWh of electricity annually (equivalent to about 110 households) has completed the design phase and is expected to commence implementation in the fall. The project was approved for over \$400,000 in BC Hydro capital incentives (approximately 33% of the project cost).
- At Hamilton Transit Centre, CMBC implemented several energy-conservation measures under BC Hydro's Continuous Optimization Program. The measures implemented include the installation of destratification fans in the bus wash facility, changes to control setpoints, and practices to decrease natural gas and GHGs. Energy savings are in the range of 0.5% for electricity (23,000 kWh) and 1.4% for natural gas (176 GJ) with 9 tonnes of GHGs reduced

each year.

Water Conservation

- Each summer, CMBC reduces the washing of buses to help conserve water and limit our impact on the region's water reservoir system. Between June 1 and September 30 each year, bus washing is reduced by 50%. Further, when Metro Vancouver increased water restrictions to Stage 2, CMBC ceased bus washing entirely except for situations where windshields, lights, mirrors, or licence plates are obscured. This practice places CMBC ahead of Metro Vancouver requirements and minimizes our environmental impact.

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 defect issues are discovered to be at fault.
- In Q2 2023, CMBC reported 2.44 spills/Mkm (target is 2.5 spills/Mkm) and 2.41 spills/Mkm in Q1 2023. In comparison, in Q4 2022 there were 2.04 spills/Mkm. The spill rate increased due to mechanical challenges with specific portions of the newer bus fleet. It's common practice to work through issues of this nature with recently arrived vehicles.
- In Q2 2023, four spills were reported to the Provincial Emergency Program. None of these spills are expected to result in liability or environmental damage. In comparison, no spills were reported in Q4 2022 and one spill in Q1 2023.

CMBC Strategic Priority: EMPLOYEES

Tailor approaches different employee groups and focus on development and growth.

Collective Bargaining

- MoveUP (COPE local 378) represents approximately 405 office, support, and security staff. Collective bargaining with MoveUP began on June 27 and the parties reached a tentative agreement on July 28. The Collective Agreement changes were ratified on August 10. The agreement is effective for three years (April 1, 2023 to March 31, 2026).
- CUPE local 4500 represents approximately 172 Maintenance Supervisors, Transit Supervisors, and TComm Supervisors. The Collective Agreement between CMBC and CUPE local 4500 expired on December 31, 2022. Although CUPE has not yet requested to begin collective bargaining, CMBC anticipates bargaining will take place in Q4 2023.

Employee Experience: Team CMBC

- After a successful pilot, the "Team CMBC" peer employee recognition program formally launched on June 6. Through the program, CMBC employees may nominate peers for recognition based on specific criteria. So far, the response to the program has been very positive and presentations well received. To date, 21 employees have been recognized.

Equity, Diversity, and Inclusion

- CMBC's EDI Program Manager continues to conduct introductory EDI workshops across the organization. Since Q4 2022, 23 EDI workshops have been delivered to approximately 665 participants. EDI workshops and presentations have also been included in virtual meetings and other company gatherings.

- After taking an intentional pause on our gender-inclusive washrooms initiative, CMBC engaged with employees and key stakeholders on this topic in July and will continue through October. The engagement focuses on both in-person and virtual outreach to ensure all employees have an opportunity to get information and share feedback. The goal of this work – and all our work around equity, diversity, and inclusion – is to help our employees feel safe, informed, and a sense of belonging in their work environment.

Resource Guide for Women-Identifying Transit Operators

- CMBC recognizes that women-identifying individuals can face unique challenges in the transit industry. Between 2021 and 2022, focus groups were conducted with women-identifying Transit Operators to better understand their experiences on the job and to seek recommendations for increasing the inclusivity of our workplace.
- One outcome of the focus groups was the development of a new resource guide specifically designed for women-identifying Operators. The guide provides information to help them succeed in their role and improve their workplace experience.
- On July 11, the guide was officially launched, and hard copies were distributed to all women-identifying Operators.

Employee Referral Bonus Program

- CMBC's first-ever Employee Referral Bonus Program is being piloted to help recruit for the most challenging-to-fill roles. An employee's successful referral of an external candidate for one of the selected roles will be awarded 500 points (approx. \$500 value) through CMBC's PEAK Rewards and Recognition program. The bonus program is open to all CMBC employees (exempt and unionized) as the referrer, but at this point, applies only to the roles identified as part of the pilot.

Transit Operator Recruitment

- To maintain staffing levels and plan for the future, the target for 2023 is to hire 606 new Transit Operators (446 Conventional and 160 Community Shuttle). In 2023, CMBC has now held a total of four Transit Operator Hiring Fairs and hired 324 Transit Operators (221 Conventional and 103 Community Shuttle), reaching 53% of our target.

New Operator and Refresher Training

- Operator & Technical Training continues to focus on its goal of providing increased instructor-led driving time for newer Conventional Operators in 2023. The first step was completed earlier this year with the refresher-style Probationary Return to Training program increasing from one to two days. The next step will see an additional seven hours of drive time added to the Conventional New Operator Training program. The new syllabus is scheduled to launch in Q4 2023.
- Transit Operators are continuing to complete the Safe Driving Tune-Up refresher-style online course that was launched in November 2022. The course covers topics such as pedestrian and cyclist safety, distracted driving, and driving in bad weather/low light conditions.

Maintenance Training

- The first session of Nova Bus battery-electric bus Maintenance training is targeted to start in late September 2023 at Vancouver Transit Centre. A second session is being planned for mid-October. The courses will provide detailed training to Maintenance staff.

Mechanic Recruitment Campaign

- A recruitment campaign focused on Mechanics will take place in the fall. The campaign will include digital ads, radio, Spotify, and bus back ads. Following the campaign, an in-person hiring event will be held for pre-screened candidates. The hiring target for 2023-2026 is 175 Mechanics.

CMBC Strategic Priority: TECHNOLOGY

Prioritize technology enabling improvements to internal operations.

Health and Safety Software Project

- The Health and Safety software, now branded as MyHSE (Health, Safety, Environment), is intended to modernize safety processes, incident management, return-to-work management, corrective actions, and performance reporting, with a goal of decreasing the number of safety incidents.
- The project team continues engagement sessions with the vendor. In addition, change management planning is underway to ensure a successful roll-out to employees.

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, which will occur in Q3 2024.

Fleet Procurement (through 2024)

- CMBC is receiving new bus orders as follows:

Bus Type	Total	Accepted	Remaining	Timeline
60' articulated hybrid buses	46	0	15	Q3 2023
			15	Q3 - Q4 2023
			16	Q4 2023 - Q1 2024
40' battery-electric buses	15	1	14	Q4 2023 - Q1 2024
40' CNG (RNG) buses (pending award)	50	0	15	Q1 2024
			35	Q2 2024
Community Shuttles	168	0	6	Q4 2023
			15	Q4 2023 - Q1 2024
			48	Q2 2024
			34	Q3 2024
			65	Q4 2024 - Q1 2025
Double-decker buses	25	25	0	N/A
HandyDART minibuses	144	113	31	Q3 2023 - Q4 2023
HandyDART midibuses	40	25	15	Q1 2024

KEY PERFORMANCE INDICATORS AS OF JUNE 30, 2023

KEY PERFORMANCE INDICATORS ¹	2023 ANNUAL TARGET	2023 YTD TARGET	2023 YTD ² ACTUAL	2022 YTD ² ACTUAL
TransLink Customer Survey – Bus service overall ²	8.2	8.2	8.0	8.1
Scheduled Revenue Service Delivered	98.0	98.0	99.0	98.4
Customer complaints per million boarded passengers	95	95	73	78
Validated HandyDART complaints per 1,000 trip requests	0.5	0.5	0.5	0.7
On-time Performance				
Bus Regularity – frequent service	81.0%	81.0%	78.0%	80.1%
Bus Punctuality – infrequent service	82.0%	82.0%	80.7%	83.2%
On-time Performance – HandyDART	90.0%	90.0%	91.5%	92.9%
Preventable collisions per million Km ³	10	10	8.8	9.3
Operator assaults (CUTA 1-4) per million boarded passengers ⁴	0.3	0.3	0.3	0.3
WorkSafe BC Accepted Lost Time Claims per 200,000 hours worked	8.2	8.2	8.9	8.2
Pedestrian incidents per million service hours ⁵	13.1	13.1	15.2	10.4
Cyclist incidents per million service hours	5.0	5.0	1.5	4.2
Injury claims – Passengers per million boarded passengers	4.1	4.1	3.7	4.0
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling ⁶	1,325	1,325	1,303	1,237
CMBC operating cost per service hour ⁷	\$141.05	\$141.01	\$142.56	\$133.73
Access Transit operating cost per trip	\$46.91	\$46.57	\$55.36	\$56.99
METRICS				
Access Transit trips provided (thousands)				
HandyDART	1,297	652	443	403
Supplemental taxi service	152	76	131	60
Total Trips ⁸	1,449	728	574	463

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus and exclude contracted conventional transit and contracted Community Shuttle as of June 30, 2023 unless otherwise stated.

² TransLink Customer Survey is conducted every quarter. The 2022 and 2023 YTD Actuals represent the average results for the first and second quarter.

³ The 2023 YTD Actual data is subject to change due to the timing of adjudications.

⁴ CMBC recorded 35 Operator assaults in the first six months of 2023, which is higher than the same period last year (32).

⁵ CMBC recorded 40 Pedestrian Incidents in the first six months of 2023, which is 13 incidents more than the same period last year. Out of the 40 incidents, 12 were adjudicated as 'preventable,' 14 were adjudicated as 'non-preventable,' 2 did not involve contact with the bus, and 12 incidents are classified as 'alleged' due to no evidence available (and CMBC is not able to prove or disprove). Compared to the same period over the last five years, this is the first year where there is a significant number of incidents in the 'alleged' category (Q2 2019 – 3, Q2 2020 – 8, Q2 2021 – 7, Q2 2022 – 6, Q2 2023 – 12).

⁶ The 2023 YTD data is 12 months rolling as of June 30, 2023. The 2022 YTD data is 12 months rolling as of June 30, 2022.

⁷ Excludes TransLink allocated costs.

⁸ The number of Access Transit trips provided in 2023 was higher compared to the same period in 2022 and lower compared to budget. Trips were significantly lower since March 2020 due to the COVID-19 pandemic which is continuing to impact service delivery in 2023. 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 JUNE 2023 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- ***Community Safety Officers (“CSOs”)***



Over Q1-Q2 2023, Transit Police was working hard on the recruitment and selection of qualified CSO candidates. Our first class of ten CSOs started their Block I training on June 26th and they will finish that block on September 8th (a total of 11 weeks). The CSOs will commence Block II (field training) during the week of

September 11th and that Block will run for eight weeks. We are planning a graduation ceremony around November 2nd for this class. We are currently in the process of hiring another 14 CSOs for the second class to start their Block I in November.

- ***Special Events Policing***

The Operational Planning Sergeant was very busy in 2023 Q2/Q3 with the continued return of large public celebrations and sporting/arts/culture events in the region (e.g., Canada Day and Celebration of Lights), as well as performing the operational planning necessary to ensure safety for transit riders and staff when there are civil disturbances/protests occurring. Unique to the Transit Police is how one day of celebration may bring multiple events across the Transportation Service Region, thus requiring Transit Police to deploy sufficient resources in different cities at the same time.



The objective of such special event policing includes ensuring public safety in and around transit infrastructure, protecting transit staff and property, providing a reassuring police presence, maintaining public order and enforcing the Liquor Control

and Licencing Act and other public order related statutes, and restoring the public peace as expeditiously as possible in the event that it is breached. Even when there are no known specific threats to our transit system, recent world events have highlighted the vulnerability of large crowds of pedestrians; therefore, Transit Police maintain a state of heightened vigilance and sensitivity to the risks associated with public congregation.



In 2023, there were numerous events celebrating Canada Day within the Transportation Service Region. Downtown Vancouver (~40K), Central Park Baseball Field in Burnaby (~16K), Rocky Point Park in Port Moody (~10K-20K), and Town Centre Park in Coquitlam (~60K-80K) were assessed as having the greatest impact on the transit system, due to their size and proximity to SkyTrain stations.

For Canada Day and other such large events, Transit Police deploys extra police resources as well as involving specialty teams. For example, for Canada Day, this included the Targeted Mobile Enforcement Team ("TMET") and nearly all of the Explosive Detection Dog Teams (who conduct preparatory sweeps of transit



infrastructure and are prepared to respond to threats and suspicious and unattended item incidents). The volunteers from the Transit Police Waterfront Community Policing Centre were also on duty and engaging with transit riders. Further, the Transit Police operational plan included having Transit Police representatives at the emergency operations center or

operational command centres in a number of locations, in the event of an emergency or critical incident coordination being needed. The Communications Team was on duty to assist with communication to the public. Public Order emergency planning/contingencies were in place by Transit Police, with staging locations and additional personal safety and response equipment ready.

- **Persons in Mental Health Crisis**

Strengthening support for persons in vulnerable circumstances is a Strategic Objective within the Transit Police Strategic Plan, in particular providing support to those experiencing a mental health crisis. Transit Police training includes the Mental Health

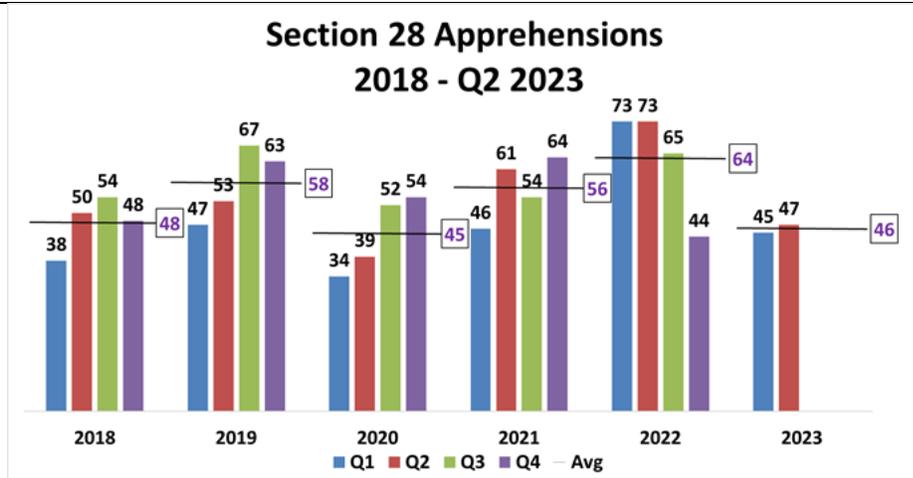
Act (“MHA”), crisis de-escalation and Trauma Informed Practice. Transit Police works closely with the TransLink operating companies, community and health care partners, and Jurisdictional Police to:

- Support persons in vulnerable circumstances and those in a mental health crisis on transit;
- Prevent suicide occurring on the transit system;
- Effectively manage the impacts of suicide on the train operations; and
- Effectively support staff impacted from operational response to suicide and sudden death calls.

The chart below shows the number of events during the 2023 Q1-Q2 period that the Transit Police handled in relation to disturbed persons, suicide and S. 28 apprehensions under the MHA. (Under S. 28 of the MHA, a police officer may apprehend and immediately take a person to a physician for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person's own safety or the safety of others, and is apparently a person with a mental disorder.)

<i>Metro Vancouver Transit Police Disturbed Persons / Section 28 MHA / Suicide</i>			
	2023 Q1-Q2	2022 Q1-Q2	% Change
<i>Disturbed Person</i>	104	151	-31%
<i>Section 28 MHA</i>	92	146	-37%
<i>Suicide</i>	2	0	--

For 2023 Q1-Q2, there was a 37% decrease in the number of Transit Police S. 28 apprehensions when compared to the same period in 2022. The quarterly average is back within the range prior to 2022, as shown on the chart below.



Transit Police and other transit staff do watch out for persons in vulnerable circumstances and check on wellness. In addition, transit riders are encouraged to report disorder or issues of safety/concern. Upon assessment at hospital, in 2023 Q1-Q2, 80% of the individuals apprehended by Transit Police under S. 28 of the MHA were committed, held, or self-admitted at hospital. Some examples of incidents follow.

Mental Health Crisis Response

Guideway Intrusion – In June 2023, a person was at a SkyTrain Station after spending the previous night consuming illicit drugs. With the effects of the drugs dissipating and being upset over personal issues, the person did not wish to live any further. They entered into the inbound tracks and laid down. The SkyTrain Operating Maintenance Centre was alerted, Station Attendants advised, trains stopped and the station powered down. Transit Police attended and they were able to establish a rapport with the person and persuade them to exit the tracks and climb back onto the platform. The person was apprehended under S. 28 of the MHA and transported by the Officers to hospital, following which the person was certified by the attending physician.

Mental Health Crisis and Stolen Bus – In July, a person was reported to possibly be having a mental health episode, acting erratically on board the Canada Line in Richmond. Transit Police intercepted the train at Bridgeport Station and located the person, who was experiencing mental health issues and without needed medication. The person was voluntarily taken by Transit Police back to hospital and placed in care of hospital staff. The evening of the next day, Vancouver Police responded to a report of a transit bus that had been stolen from the Vancouver Transit Centre on Hudson Street. The bus was in the yard being painted when the person managed to enter the facility undetected. The person drove the stolen bus about 10 -12 blocks before coming to a stop and then fled on foot. The person was arrested shortly after by Vancouver Police – it was the same person that

Transit Police dealt with the day prior. Several parked vehicles were damaged during the incident but there are no reported injuries. Transit Police assumed conduct of the investigation and then apprehended the person under S. 28 of the MHA.

Transit Police, station attendants, bus operators and support staff (i.e., Transit Police communications, T-COMM, SkyTrain operations) all work cooperatively to play an important role in helping identify persons with suicidal ideations on the transit system and notifying the Transit Police or taking initial action. Unfortunately, there were two suicides on the transit system in 2023 Q1-Q2, in addition to two sudden deaths from medical issues in this period.

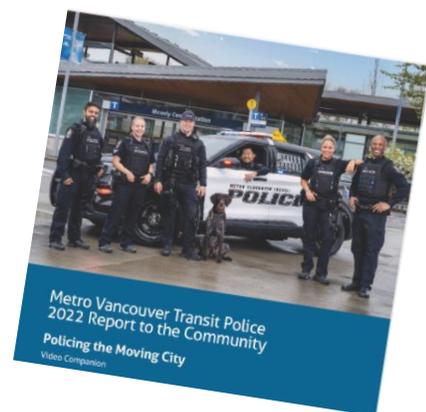
With sudden death incidents, it can require Transit Police to administer Naloxone and/or administer other forms of first aid (i.e., CPR) until such time as BC Ambulance attends and the individual is pronounced deceased. The Transit Police also must follow investigation and policing response protocols with the BC Coroner's Service and assist as required, including notification of Next of Kin and ensuring families receive information on Victim Services and available support services. Such incidents are extremely stressful/traumatic for the responding Police Officers and there often is psychological trauma to customers and staff witnessing such incidents. Transit Police has a Critical Incident Stress Management ("CISM") Team in place to provide support following such incidents, along with a variety of other forms of support being made available to the impacted Transit Police personnel. In Q2 2023, Transit Police trained additional personnel in CISM, the first training session delivered since COVID-19 pandemic.

- **2022 Report to the Community**

Transit Police released its 2022 annual report to the community in June 2023. The video and written video companion is available via the [Transit Police Website](#).

In 2022, Transit Police continued to advance its purpose of "Safety for all transit users in Metro Vancouver" and made important progress against the 11 Plan Objectives. Some highlights of 2022 achievements were:

- Provincial Government approval for the Community Safety Officers ("CSOs") Program;
- Enhanced safety campaign messaging began to be placed on the transit system, with posters highlighting the Transit Police text service and contact information;
- Advancement of Equity, Diversity and Inclusion ("EDI") initiatives such as the creation of new EDI Policy and EDI Training provided to Transit Police staff;



- New Operational Planning Sergeant position to oversee planning logistics and resourcing for special events/protests/demonstrations that may result in increased public safety risk and traffic/crowding on the transit system;
- Expansion of the Blue Eagle Community Cadet program into Surrey;
- Continued work on the Digital Evidence Management System ("DEMS") project; and
- Conducted Employee Pulse Check (done in alternate years of the Employee Morale Survey).



TransLink Strategic Priority: State of Good Repair

- **Transit Police Explosive Detection Dog Program**



In Q2/Q3 2023, various Transit Police dog teams were trained in New York, Washington and regionally to imprint our explosive dogs on very volatile homemade explosives and large hides in a variety of environments. This training was done with handlers from NYPD, FBI, ATF (Dept. of Justice - Bureau of Alcohol/Tobacco/Firearms and Explosives) and state law enforcement.

Good relationships are also developed and maintained through this type of training, which has many benefits. This enhanced training is important for readiness for calls for service related to explosive/bomb threats and when threat levels are heightened for transit systems.

- **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 2023 Q1-Q2 as compared to 2022 Q1-Q2. In 2023 Q1-Q2, Transit Police had 6,878 Police Files, which is a 9% decrease from 2022Q1-Q2 (7,547).

<i>Metro Vancouver Transit Police Crime and Safety Statistics</i>	<i>2023 Q1-Q2</i>	<i>2022 Q1-Q2</i>	<i>% Change</i>
Rate of Crimes Against Persons/100,000 Boarded Passengers	.41	.54	-24%
Actual Number of Crimes Against Persons (includes assists)	767	799	-4%

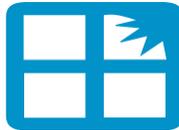
Rate of Crimes Against Property/100,000 Boarded Passengers	.43	.67	-36%
Actual Number of Crimes Against Property (includes assists)	820	1005	-18%
Other Criminal Code Violations/100,000 Boarded Passengers¹	.23	.27	-17%
Actual Number of Criminal Code Violations (includes assists)	431	409	5.4%
Provincial Violation Tickets ("VTs")	2686	2356	14%
Arrests - Warrants Executed (All)	480	451	6%
Arrests - New Charges²	236	279	-15%
Total S. 28 Mental Health Act Apprehension Files	92	146	-37%
# of S.28 MHA individuals committed, held, voluntary admitted	80%	81%	-1%
Sexual Offences (includes assists)	91	66	38%
SCBCTA Fare Infraction Notices	2435	2346	4%
Number of Unique SMS Text Conversations	2994	2381	26%
Number of Police Files Generated from SMS Texts Conversations	1187	1181	1%

- o Ridership levels increased 27% in 2023 Q1-Q2 when compared to 2022 Q1-Q2 (188,990,344 versus 149,065,810), continuing to move towards pre-pandemic level. The 2023 Q1-Q2 results show encouraging movement with decreases in the rates of Crimes Against Persons (dropped 24%) and Crimes Against Property (dropped 36%) per 100,000 Board Passengers, as compared to 2022 Q1-Q2. These rate changes are largely due to the increase in ridership. However, the actual volume of files also decreased for both Crimes Against Persons and Crimes Against Property.



↓ **4%**

**Crimes
Against Persons**



↓ **18%**

**Crimes
Against Property**

- o In relation to Crimes Against Persons, 'common assaults' represent the majority of the assaults; however, there has also been an increase in 'assault with a weapon' in 2023 Q1-Q2 as compared to 2022 Q1-Q2.

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.

Assault – In July, a passenger was on SkyTrain travelling from Scott Road to Gateway Station, when another rider began assaulting the passenger without provocation. The passenger was punched numerous times. The victim pressed the yellow strip for assistance and departed the train at Gateway Station. The other party then boarded a westbound train. The victim also reported the incident to a SkyTrain Attendant, who called Transit Police. One Officer met with the victim and obtained a statement, while others Officers located the suspect on the train at New Westminster Station and arrested them for assault. Another passenger also exited the train at New Westminster Station and reported that the same person had just pushed them on the train. The investigation determined that the arrested person had no medication for their mental health issues and that this may have been a contributing factor to the incidents.

- The number of sexual offence files (includes assists) for 2023 Q1-Q2 was up 38% from 2022 Q1-Q2. While Transit Police had experienced a reduction in reports of sexual offences during the pandemic, the volume of files has now returned to within the pre-pandemic range. Transit Police takes all reports of sex offences seriously and investigates thoroughly. Transit Police continues to be concerned with possible under-reporting of incidents and promotes reporting through a variety of initiatives, including texting 87 77 77.
- When comparing 2023 Q1-Q2 to 2022 Q1-Q2, Transit Police made 37% fewer apprehensions of persons in mental health crisis under S. 28 of the Mental Health Act (“MHA”). This follows a significant decline in apprehensions that had occurred in 2022 Q4. Of those persons apprehended under S. 28 of the MHA, 80% were committed, held, or voluntary admitted once at hospital.
- 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. There was a 26% increase in unique SMS Text conversations with the Transit Police - Operations Communication Centre when comparing 2023 Q1-Q2 to 2022 Q1-Q2. The 2023 safety campaign included expansive promotion of the text number on the bus system and this may have promoted increased use. The conversion of SMS calls to a police file dropped from 40% from 50% when comparing 2023 Q1-Q2 to 2022 Q1-Q2.
- **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 2023 Q1-Q2, Transit Police Officers made 480 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 2023 Q1-Q2 was 6% higher than 2022 Q1-Q2. The number of new charge arrests by Transit Police decreased by 15% in 2023 Q1-Q2 as compared to 2022 Q1-Q2.

However, the number of breach files³ increased by 13% when comparing 2023 Q1-Q2 (216) to 2022 Q1-Q2 (191).

Many warrant arrests and breaches 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 BOLF's (Be on Look Out For), and the Transit Police Offender Monitoring Program.

Canada Wide Warrant – In June 2023, a Transit Police Officer checked a person who was seen urinating and consuming liquor in public at Scott Road Station. The person initially lied about their identity; however, the Officer was eventually able to convince the person to properly identify themselves, as required. The Police records check revealed an outstanding warrant from Surrey RCMP and a Canada Wide immigration warrant. The person was arrested and taken to Surrey cells.

Wanted Offender – In July 2023, a Transit Police Officer observed a person entering into a taxi at the King George Station Taxi-Stand and the Officer was aware that the person was subject to an outstanding unendorsed warrant. The search incidental to arrest revealed a BB gun, prepackaged Fentanyl weighing over 13 grams, scales, score sheets, bear spray, baton and tools. The person was arrested for the outstanding warrant and breach of probation order.

Warrant Arrest – In April 2023, Transit Police received a call from a SkyTrain Attendant advising of a person with a gun at Gateway Station. The person was not threatening anyone but had it out showing to another individual. The person then put it in their waistband. The Surrey RCMP and Transit Police attended and all trains were held in place. The person was taken into custody on the platform and a knife was located in the shape of a gun. It was found that the person was on Bail out of Prince George on seven firearms related charges and they had conditions not to possess a knife or be outside of their recovery house. The person was arrested and transported to Surrey cells.

Misuse of Fare Gates and Provincial Violation Tickets ("VTs")

³ The total of breach files now includes assists, as it represents a more accurate count of those offenders removed from the transit system, even if Transit Police was in an assist capacity and not the lead. Currently, these numbers are limited to the files that are reported to Transit Police; there may be other breach related files on or near the transit system that are not brought to the attention of Transit Police. (Note: A future data extraction service may facilitate analysis of other police agency activity moving forward.)

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 2023 Q1-Q2 to 2022 Q1-Q2, there was a 14% increase in the number of VTs issued. Of critical importance to the safety of transit customers/staff and public is how the process of confirming an offender’s identity for the violation, 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.

Breach – No Contact Order – In July 2023, Transit Police were conducting on-board fare checks on a bus at Surrey Central Bus Loop and they checked a number of passengers, including a number of youth seated at the back of the bus. During the process of trying to identify two of the youth for the purposes of issuing a Fare Infraction Notice, it was determined that these two youth had coinciding no contact orders, stemming from a previous Vancouver Police file. Further, one of the youth was also found to be in possession of a large ‘fixed blade bowie’ style knife. Both of these youth were arrested and transported to police cells for the breaches.

Drug Trafficking – In June 2023, Transit Police were conducting fare enforcement at Surrey Central SkyTrain Station when they observed, near the east fare gate, a group of persons who were unhoused. One person stood out, who appeared separate from the group, who walked toward and hid between the fare gate and a wall. The Officers observed that person with an open and clear vial container containing a large white rock, (possibly methamphetamine) in their hands. The person was observed removing the white rock from the container and presenting it to an individual who was unhoused. Transit Police arrested the person for possession for the purpose of drug trafficking. Search incidental to the arrest revealed over 20 grams of drugs, a knife and cash in the arrested person’s possession.

Periodically, Transit Police Officers may encounter a person in vulnerable circumstances who does not have 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 Fare Infraction Notice.

Disturbance and Check Well-Being – In May 2023, a SkyTrain Attendant (“STA”) reported a disheveled person screaming outside Holdom Station, having problems standing and generally not doing well. The STA requested police to check the well-being of the person, who had then entered the station and boarded a train. A Transit Police Officer located the person on a train at Production Way Station. The person was hunched over and mumbling. The Officer was able to speak with the person and learned that the person had not slept for days and was hungry. The

Officer escorted the person off the train and took them to a convenience store at the base of the station. The Officer purchased a hot drink and pastries for the person. After consuming the food and drink, the person felt much better and promised to control their behavior. The Officer then provided the person with a service recovery ticket so they could reach their destination without having a problem.



TO: Board of Directors

FROM: Jeffrey Busby, Vice President, Engineering

DATE: August 28, 2023

SUBJECT: TransLink Bridges – Operations, Maintenance, and Rehabilitation Report

EXECUTIVE SUMMARY

This report provides information on operations, maintenance, and rehabilitation activities on TransLink's bridges as of Q3 2023. Significant inspection or rehabilitation works are planned on the Pattullo, Knight Street, Westham Island Bridges, and Golden Ears Bridge 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, Management 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, Management 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 Q3 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 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 Q3 2023 are described below.

a) Additional Structural Inspections

In April 2023, a targeted inspection of approximately 25% of the above deck truss components was conducted by Pacific Ropes, a specialized rope access inspection team. Based on the inspections, the components that were inspected are in fair to good condition with no areas requiring immediate maintenance within the next year. The findings suggest that it is unlikely that there are significant differences in the condition of the uninspected components.

Management also intended for Pacific Ropes to inspect the in-river piers in April 2023. However, due to falcons nesting on the bridge, all below deck inspections and work was deferred to protect the falcons and for the safety of inspection personnel. On August 1, 2023, a survey was completed and confirmed that the nests were no longer at the bridge and inspections can resume. The inspection of the in-river piers will occur in September 2023.

b) Hydraulic Monitoring by Northwest Hydraulic Consultants

Northwest Hydraulic Consultants Ltd. (NHC) to monitor changing river hydraulics under contract to TransLink and Fraser Crossing Partners (FCP). Risks to the Pattullo Bridge detected by surveys are reported to TransLink. Scouring of the riverbed at Pattullo Pier 4 has been observed and monitored since fall of 2021. Other piers that are affected by bed lowering and are also closely monitored include Pattullo Pier 5 and Pier 6, and Skybridge Piers S1 and N1. Management is continuing to work closely with the Province and with FCP to monitor the area. If required, plans are in place to make emergency repairs to the riprap protection.

c) Pattullo Replacement Project Interface

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 infrastructure and customers.

Varying levels of temporary closures are necessary to enable work on the replacement bridge. Recent and upcoming work requiring these closures include:

- In August, the Pattullo Bridge was fully closed to facilitate works required on the new bridge, including drainage work, removal of the temporary Royal Avenue Pedestrian Overpass, and relocation of overhead guide sign structures on King George Boulevard.
- Piling, girder erection, and retaining wall works are continuing. Depending on the proximity of the work to the Pattullo Bridge, lane closures on weekends and in the evening hours can be expected on an ongoing basis.

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, Management is undertaking the following to improve the longevity of the infrastructure:

a) Deck Preservation and Bearing Replacement

An Asset Management Plan for the bridge was completed in 2016 and Management is implementing 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) to:

- rehabilitate the deck to ensure a good state of repair and prolong its service life;
- continue phased replacement of original bearings; and
- replace the railing between the sidewalk and the travel lane to enhance the separation between cyclists/pedestrians and vehicle traffic.

Kingston mobilized to site on February 21, 2023. Bearing replacement at select piers started in early April and was complete in August 2023. During the bearing replacement work, patch repairs for delaminated concrete at select pier-caps was performed to respond to observed conditions.

Pavement rehabilitation work started the first week of May and will be completed by end of Q3 2023. To take advantage of the traffic control provided for the deck work, the Contractor will also be replacing the center median barriers along the bridge, which have deteriorated over time due to general wear and tear and from vehicle impacts. This work is scheduled for October, after the pavement rehabilitation work is completed.

The final component of the work is to install new railing between the sidewalk and the travel lane on both sides of the bridge. The work has commenced and is substantially complete on the North Bridge structure. To date, the railing work has not required any sidewalk closures. Going forward, if sidewalk closures will be required, cyclists and pedestrians will be detoured to the opposite side of the bridge during the works.

To minimize impacts on the travelling public, work disrupting traffic on the deck has been completed after 9 pm, with all lanes reopening to traffic by 5 am on weekdays and by 9 am on weekends. From time to time, ramp closures at the Mitchell Island and SE Marine Drive Interchange Ramps have been required. A robust communications plan has been implemented

to inform the public and nearby businesses in advance of closures including information about detour routes.

Total completion of the project is anticipated in late December 2023.

b) Mitchell Island Pedestrian and Cyclist Crossing Review

Pedestrian and cyclist crossing safety concerns at the Mitchell Island Interchange were raised by the public. Management commissioned a road safety study by G. Ho Engineering Consultants, which was completed in April. The study recommended that the crosswalks be enhanced with rapid flashing beacons.

In Q3, Mott, with PBX Engineering was retained to provide design services for the improvements. In addition to implementing flashing beacons, planned works include:

- repairing the deteriorated curbs and concrete islands at the interchange; and,
- providing electrical connections to allow future upgrades to the existing northbound and southbound bus stops.

The design work is expected to be completed by December 2023.

c) Box Girder Inspection

The river sections of the North Bridge and South Bridge structures are comprised of twin box girders, which were last inspected in 2005 by Associated Engineering. At the time, the South Bridge boxes and North Bridge boxes were found to be in excellent and fair condition respectively. Mott recommended that the boxes be inspected again. Due to confined space entry requirements, a specialized inspection team, Pacific Ropes, was retained to perform the inspection in late August 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 conducted 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 deterioration.

Rehabilitation work will be required until the end of the bridge's service life due to ongoing progression of deterioration. Currently, work is underway on Swing Span and Electrical Rehabilitation Projects.

a) Swing Span Rehabilitation

The mechanism responsible for swinging the bridge for marine passage is in poor condition and needs 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 temporary piles to support the bridge and allow it to be open to traffic throughout construction. All structural rehabilitation work was planned to be complete by June 2023.

However, on June 7, the bridge was hit by a truck. After the impact, project work had to be put on hold until the truck damages were assessed and repaired. After a one-month delay to address the impact damages, project work resumed on July 10 and all structural work was completed by July 21.

Work continues on the electrical and mechanical components to enable the bridge to swing. Since the end of July, crews have been testing the swing span but have not yet been able to fully swing the bridge. The cause of this is unknown, but it is likely that there is misalignment of the bridge and its components because of the truck impact. Work continues to restore the swing operations so that use of the marine channel can resume.

Once swing operation resumes, the marine channel can be partially re-opened with restricted widths for vessels. Full use of the marine channel is only possible after all temporary piles are removed -- the final component of the project. Removing the temporary piles will require daytime closure of the bridge. Transport Canada, the authority responsible for work disrupting the marine channel, agrees to defer the pile removal work until the fall, when daytime closures of the bridge are less impactful to the farming community on the island.

b) Electrical Rehabilitation

Power supply to the swing span is provided by three submarine cables. 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 damage assessment, Management learned that most of the electrical system is showing signs of aging and corrosion. Given the remaining service life of the bridge is anticipated to be less than 15 years, TransLink plans to reinstate the cable system in its current configuration. In Q2 2023, electrical and marine-civil engineering services were retained to design the replacement. In July 2023, a new cable was attached to the bridge and connected to power junction boxes.

4) Golden Ears Bridge

The Golden Ears Bridge opened to traffic in 2009 and connects the cities of Surrey and Langley with Maple Ridge and Pitt Meadows. The bridge was constructed as part of the Golden Ears Bridge Project, which also includes Golden Ears Way that connects the bridge to the surrounding road network. The bridge and approach roads are operated and maintained by the Golden Crossing General Partnership (GCGP) under a 32-year Concession Agreement.

At the end of the Concession term in 2041, the project assets will be handed back to TransLink in a condition that does not require further rehabilitation works for a minimum period of five years. Each year, the Asset Management Plan is updated based on the most recent inspections to identify required preventative maintenance and rehabilitation work.

a) Golden Ears Way Pavement Rehabilitation

To preserve the condition of the pavement on Golden Ears Way, the GCGP identified pavement rehabilitation works for the summer of 2023. The rehabilitation works commenced in June 2023 and cover the area from 176th Street to approximately 500 metres north of the Golden Ears Way and Lougheed Highway Intersection.

The contract for the works was awarded to Winvan Paving Ltd. Pavement works on the south side of the Fraser River has been completed except for the 201 St on-ramp. The remaining works, including the 201 St on-ramp and Golden Ears Way on the north side of the Fraser River, are targeted for completion by the end of August 2023 subject to weather. To minimize impacts on the public, all works was performed outside of the morning and afternoon peak hours, and a robust communications plan was implemented to inform the public.

5) Canada Line Bike and Pedestrian Bridge

Routine operations and maintenance activities on the bridge continue with no significant activities anticipated in this reporting period.

Climate Action Plan

Climate change projections for the Lower Mainland include an increase in precipitation, storms, and sea level rise. As part of TransLink's Climate Action Plan to become more resilient to these climate changes, risk assessment of the impacts of climate change on TransLink's bridges are needed.

The Climate Action Plan for TransLink's bridges will be undertaken in phases, starting with the Knight Street Bridge. In Q3 2023, a scope of work was developed to define the requirements for the Project. The work to develop a Climate Action Plan for the Knight Street Bridge is expected to start in Q4 2023 and continue into Q1 2024.

TO: Board of Directors

FROM: Gigi Chen-Kuo, Chief Operating Officer
Sarah Ross, Vice President, Transportation Planning and Policy

DATE: August 21, 2023

SUBJECT: Accessibility Plan

EXECUTIVE SUMMARY

The Accessible British Columbia Act requires all public sector organizations to establish an accessibility committee, to have an accessibility plan, and to have a tool to receive feedback on accessibility. The regulation established pursuant to the Act specifies that TransLink must meet the requirements by September 1, 2023. TransLink was largely in compliance with requirements for internal and customer-facing initiatives prior to enactment of the September 2022 regulation under the legislation. The only additional requirement from the Act and its regulation was the development of an Accessibility Plan. With the Accessibility Plan now complete and published, TransLink is in compliance with all current requirements in the Act.

PURPOSE

This report is for information. It provides an update on initiatives required under the *Accessible British Columbia Act* and its corresponding regulation, and how TransLink now fulfills these requirements with the development of its 2023 Accessibility Plan.

BACKGROUND

The *Accessible British Columbia Act* (the "Act"), passed in 2021, allows government to develop new accessibility standards in a range of areas such as employment, transportation, and buildings.

The Province of British Columbia enacted the first regulation of the Act in September 2022. This Regulation specifies which public sector organizations, must have the following initiatives in place by September 1, 2023:

- an accessibility committee
- an accessibility plan, and
- a tool to receive feedback on accessibility.

TransLink is amongst the organizations listed that had to meet these requirements by September 1, 2023.

DISCUSSION

Further work has been underway to build on existing initiatives and to ensure compliance with the requirements of the Act. A revised table of legislative requirements and corresponding TransLink programs/supports can be found in Appendix 1.

Accessibility Employee Resource Group established

The AccessAbility + Allies Employee Resource Group (ERG) is the sixth employee resource group within the TransLink Enterprise. The first meeting was held on April 21 with 15 people in attendance. The Vision and Mission for the ERG will be developed over the next few months. The aim of the ERG is to gather people with a diverse array of lived experiences as it relates to disabilities, to create a safe space for dialogue, and evolve into a group that will provide the Equity, Diversity and Inclusion team with input and advice on current and upcoming TransLink accessibility initiatives.

External Accessibility Plan complete

The Act requires that organizations must develop an Accessibility Plan to identify, remove and prevent barriers to individuals in or interacting with the organization. In addition, an organization must review and update its accessibility plan at least once every 3 years.

The 2023 Accessibility Plan brings together existing accessibility commitments developed through public planning processes, building on the foundation of Transport 2050's vision of Access for Everyone, and highlights accessibility commitments made through existing enterprise workplans, the current Investment Plan, and the 10-Year Priorities. The plan lists 32 existing and committed accessibility-related actions over a three-year period, to be updated at the end of the three-year cycle in accordance with the Act. The plan has been published to TransLink's public-facing website.

Engagement

The Act requires that TransLink consult with its accessibility committee on the development the Accessibility Plan. In June 2023, members of the Access Transit User's Advisory Committee (UAC) and the HandyDART Users' Advisory Committee (HDUAC) reviewed the draft plan. Feedback was collected through committee meetings and through committee members communicating directly to staff.

Some examples of feedback received on the draft plan included:

- Making the plan more broadly accessible by using plain language.
- Emphasizing TransLink's work with other public sector partners.
- Adding an action relating to prioritizing accessibility into service disruption protocols, emergency planning, and maintenance.
- Adding an action relating to investigating opportunities to modernize the TaxiSaver program.

Feedback on the Plan

The Act requires that organizations must establish a process for receiving comments from the public on the organization's accessibility plan, and barriers to individuals in or interacting with the organization. Alongside traditional channels of communication available to the public, there is now a dedicated webpage on the accessibility plan where feedback on the plan can be communicated to staff directly.

Conclusion

With the development and publication of the 2023 Accessibility Plan, TransLink now meets all requirements of the Accessible BC Act.

ATTACHMENTS

Attachment 1: Table of Legislative Requirements and TransLink Programs/Supports

Attachment 2: 2023 Accessibility Plan

Attachment 1: Table of Legislative Requirements and TransLink Programs/Supports

Text in *italics* indicates changes from the table provided in March, 2023

Required by Sept 1, 2023		TransLink external programs/supports	TransLink internal programs/supports
Accessibility Committee	<p>An organization must establish a committee to</p> <p>(a) assist the organization to identify barriers to individuals in or interacting with the organization, and</p> <p>(b) advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization.</p>	<ul style="list-style-type: none"> • Access Transit Users Advisory Committee (UAC) (primary) • HandyDART Users' Advisory Committee (H DUAC) 	<ul style="list-style-type: none"> • Equity Diversity Inclusion Taskforce • Accessibility Employee Resource Group (ERG)
	<p>An accessibility committee must, to the extent possible, have members who are selected in accordance with the following goals:</p> <p>(a) at least half of the members are</p> <p>(i) persons with disabilities, or</p> <p>(ii) individuals who support, or are from organizations that support, persons with disabilities;</p> <p>(b) the members described in paragraph (a) reflect the diversity of persons with disabilities in British Columbia;</p> <p>€ at least one of the members is an Indigenous person;</p> <p>(d) the committee reflects the diversity of persons in British Columbia.</p>	<ul style="list-style-type: none"> • The UAC is comprised of persons with disabilities, seniors, or their representatives. • The HDUAC is comprised of HandyDART customers, caregivers, individuals with direct experience working with HandyDART customers. • For both committees, we strive to represent a diversity of disability sectors, municipal and regional districts, age groups, genders, and cultures. • We currently do not have any committee members who identify as Indigenous, and are working with TL Indigenous Relations to promote the opportunity directly to First Nations groups. 	<ul style="list-style-type: none"> • The EDI taskforce is comprised of people from diverse backgrounds, abilities and ethnicities, as well as representatives from across the enterprise. • The Accessibility ERG was established in 2023 and is composed of those who identify as having a visible or invisible disability, or caregivers of those who have disabilities. • For both committees, we strive to represent a diversity of disability, age, gender, and cultures, to name a few. • We currently do not have any committee members who identify as Indigenous and are working with TL Indigenous Relations to promote the opportunity directly to those who identify as so.
Accessibility Plan	<p>An organization must develop a plan to identify, remove and prevent barriers to individuals in or interacting with the organization. An organization must review and update its accessibility plan at least once every 3 years.</p> <p>(3) In developing and updating its accessibility plan, an organization must consider the following principles:</p> <p>(a) inclusion;</p> <p>(b) adaptability;</p> <p>(c) diversity;</p> <p>(d) collaboration;</p> <p>(e) self-determination;</p> <p>(f) universal design.</p> <p>(4) In developing its accessibility plan, an organization must consult with its accessibility committee.</p> <p>(5) In updating its accessibility plan, an organization must</p> <p>(a) consider any comments received under section 12 [public feedback], and</p> <p>(b) consult with its accessibility committee.</p>	<ul style="list-style-type: none"> • <i>TransLink's 2023 Accessibility Plan was developed with consideration to the principles outlined in the Act</i> • <i>The plan outlines accessibility related priorities and work over a three-year period, to be updated at the end of the three-year cycle in accordance with the Regulation</i> • <i>TransLink consulted with UAC and HDUAC on the development of the plan</i> • TransLink has developed an internal Workplace Accessibility Strategy (2022-2025) focussing on increasing accessibility for its employees through: communications, technology, education, the physical space, and HR processes. These focusses follow the list of guiding principles identified in the Act. 	<p>TransLink developed an internal Workplace Accessibility Strategy (2022-2025) focussing on increasing accessibility for its employees through: communications, technology, education, the physical space, and HR processes. These focusses follow the list of guiding principles identified in the Act.</p> <p>In developing this plan, the EDI team consulted with the following groups: EDI Task Force, Access Transit Planning (ATP), Business Technology Services (BTS), President's Group, Open Door Group, as well as a few employees with visible and/or invisible disabilities.</p> <p>In addition, BC Partners in Workforce Innovation (BC WiN) conducted an internal assessment of what they term the four pillars to accessible employment: commitment, readiness, recruitment and retention. This assessment was used to guide the strategy. The strategy will be shared across the enterprise and housed on the intranet as a way to gather employee feedback.</p>

Accessibility Plan

August 21, 2023

Page 4 of 4

Public Feedback	An organization must establish a process for receiving comments from the public on (a) the organization's accessibility plan, and (b) barriers to individuals in or interacting with the organization	Multiple channels for customer feedback from members of the public: <ul style="list-style-type: none">• Transit information/customer feedback online feedback form & phone line• Access Transit Customer Care• Access Transit inbox• <i>Accessibility Plan webpage</i>	Multiple channels for feedback from employees: <ul style="list-style-type: none">• EDI inbox (EDI@translink.ca)• EDI Taskforce• Accessibility ERG• EDI mid-year and end of year progress updates for all enterprise employees
-----------------	---	---	--



2023

Accessibility Plan



24/70



Table of Contents

Land Acknowledgment	4
Summary	5
Message from Leadership	6
Message from Committee Chairs	7
Introduction	8
About TransLink	10
Recognition of Indigenous Nations and Indigenous Peoples.....	11
Our Accessibility Story	12
Context of the 2023 Accessibility Plan	13
Metro Vancouver	14
TransLink’s Accessibility Programs.....	14
HandyDART	14
HandyCard	15
TaxiSaver	15
Accessibility Advisory Committees	15
Assistive Devices Program	15
Accessible BC Act	16
Accessibility Committee	16
Accessibility Plan.....	17
Tool to receive feedback on Accessibility	17
TransLink’s Plans and Guidelines	18
Transport 2050	18
Accessibility in Transport 2050	18
Transport 2050: 10-Year Priorities	19
Investment Plans	20
2022-2027 Customer Experience Action Plan	20
Guidelines	20

Actions and Strategies	21
Development of Actions	22
Areas of Action.....	23
Actions and Strategies	23
An Accessible Workplace	27
Foundation (2022-2023).....	27
Advancement (2023-2025)	27
Customer Accessibility Advisory Committees ...	29
About our Committees	30
Access Transit Users’ Advisory Committee	30
A Brief History of ComPACT	30
HandyDART Users’ Advisory Committee	31
Membership	31
The COVID-19 Pandemic	31
Committee Consultation	32
Key Discussion Themes	33
Transportation Barriers	33
Accessibility of Document	34
Monitoring and Evaluation	35
Monitoring.....	36
Evaluation.....	36
How to give us feedback.....	37
Appendices	38
Appendix A: Glossary of Terms	39
Appendix B: Committee Identified Barriers	42
Appendix C: Actions from Transport 2050	44



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 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 role to play in supporting reconciliation with Indigenous Peoples.

Summary

Accessibility means making a place or service useful for people of all abilities. This is TransLink's 2023 Accessibility Plan. This plan helps us identify barriers to accessibility and actions to remove them.

This plan is part of how we will fulfill the promise of Access for All from our Transport 2050 strategy. The Transport 2050 strategy has many long-term actions to make transportation more accessible, and where every person in Metro Vancouver can easily connect to the opportunities they need to thrive. You can read more about the long-term actions in Appendix C and find out more about Transport 2050 at transport2050.ca.

This plan documents 32 actions to remove barriers to accessibility. These actions are short-term, medium-term, or they are ongoing in duration. Short term actions will occur in three years. Medium-term actions will take longer than three years. Ongoing actions are things we will continue to put into practice. We have organized these actions into four categories:

- Transportation
- Information and communications
- Service design and delivery
- Built environment

There are things in each of these categories people use every day when they take the transit system. You can read about the actions starting on page 23 of this plan. On page 27 you can find a plan to make our workplace more accessible.

TransLink follows the value of “nothing about us without us.” This means we talk to people who rely on our transit system's accessibility. To do this, we work closely with two customer accessibility advisory committees: The Access Transit Users' Advisory Committee provides input on the conventional transit system, while the HandyDART Users' Advisory Committee advises on our HandyDART service.

We will update this plan every three years and provide information on how we are fulfilling it. In the meantime, we want to hear from you about accessibility and how we can continue to improve this plan. You can share your feedback by emailing us at access.transit@translink.ca.

A Message from Our CEO

At TransLink, we play a critical role in making our region more accessible, striving to make it easier for people of all abilities to move through Metro Vancouver. That's why we're proud to share our 2023 Accessibility Plan – a roadmap that embodies our dedication to inclusivity and removing barriers for all.

We have a longstanding history of adapting, innovating, and evolving to meet the needs of our customers – from early adoption of low floor buses to improving on-system navigation with braille signage and tactile walking surfaces. We remain steadfast in our commitment to ensuring our services are readily available for everyone.

Inclusivity is not just a checkbox; it's the cornerstone of our mission to create a better region for every member of our community. Our strategy focuses on four critical areas: Service Design & Delivery, Built Environment, Information & Communications, and Transportation. Through actions in these areas, we will ensure that our services, facilities, and communication channels meet the diverse needs of customers and employees.

The TransLink team is mindful that this strategy is not a destination, but one step on our ongoing journey towards inclusivity. We value feedback from our advisory committees, customers, employees, and stakeholders as it guides us in effectively enhancing accessibility.

Together, our collective efforts will unlock a more inclusive, empowered, and connected region that reflects the diversity of our people and the communities we serve.

Sincerely,



Kevin Quinn
CEO, TransLink

Message from Committee Chairs

We are pleased to introduce TransLink's 2023 Accessibility Plan. Both the Access Transit Users' Advisory Committee (UAC) and HandyDART Users' Advisory Committee (HDUAC) were established years prior to the development of this plan and have been important avenues for advocacy and advice on TransLink's transportation system. We would like to acknowledge the hard work of advocates, including past and present committee members as well as members of the public, who have championed accessibility for people with disabilities and seniors.

Recently, the HDUAC has provided valuable input on changes to the HandyDART application process, including encouragement that staff ensure the updated process is inclusive, accessible, and dignified for all applicants. HDUAC members have also expressed strong support for online HandyDART booking and recently requested more frequent updates from staff on this project as it unfolds.

The UAC has also provided input on a variety of topics related to the fixed-route transit system, including prototypes of multi-stall washrooms, potential accessibility improvements at on-street bus stops. Some members have participated in site visits, including an evaluation of dual format braille and tactile signage.

On behalf of both committees, we appreciate TransLink's commitment to accessibility, while recognizing that there is still work to be done. The committees look forward to playing an active role in continuing to help identify barriers experienced by people using the transportation system, and to monitoring the progress of this plan. We are hopeful that a formal Accessibility Plan in combination with forthcoming, provincial Accessibility Standards, will help establish a more accessible British Columbia for generations to come.

Sherry Baker
Chair of the UAC

Laura Mackenrot
Chair of the HDUAC

Introduction



As the transportation authority for Metro Vancouver, TransLink knows how important it is to make sure everyone can easily access our services. We want to connect residents and visitors to all the places where we live, work, and have fun. Making our system more accessible and inclusive is something all of us can benefit from.

We are working hard to make sure our workplace, services, and the places we build are easy and welcoming for people of all ages and abilities. We also want to make sure you know what we are doing. That is why the 2023 TransLink Accessibility Plan is important.

This plan talks about actions that will find, remove, and prevent barriers that might make it difficult for people to use our services. It allows us to figure out what needs to be done and allow you to tell us what is missing. You can think of this plan as a list of improvements we want to make in the next three years and beyond. This plan also looks to the future and the goals of our long-term plans, like the Transport 2050 strategy for the next 30 years.

We will also work with other organizations to make our region more accessible. This includes cities, Metro Vancouver, the province, local post-secondary institutions, and private companies. We look forward to sharing our Accessibility Plan with these partners. By working together, we can remove barriers to mobility across the region.



About TransLink

The South Coast BC Transportation Authority, also known as TransLink, plans and manages Metro Vancouver’s regional transportation system, which includes public transit, major roads, active transportation, and some bridges. We make sure that people who live here and those visiting can easily reach the places and opportunities that matter most to them.

To provide transit services, we work with different operating companies owned by TransLink and private contractors. For example, the British Columbia Rapid Transit Company (BCRTC) runs SkyTrain and West Coast Express. The Coast Mountain Bus Company (CMBC) manages the SeaBus and handles the bus services in the region, and oversees contracted services including HandyDART, which is a special door-to-door transit service. The West Coast Express is a rail service for commuters traveling from Vancouver to Mission. Transit Police ensure safety and security on and around our system.

We have a Board of Directors and the Mayors’ Council on Regional Transportation who work together to lead and guide us.

Recognition of Indigenous Nations and Indigenous Peoples

TransLink operates on the traditional, unceded territories and treaty territory of the following Indigenous Nations:

- ǫ́ícəy (Katzie First Nation)
- ǫ́wɑ:ńǫ́ ǎn' (Kwantlen First Nation)
- kwikwǎǫ́ ǎm (Kwikwetlem First Nation)
- máthxwi (Matsqui First Nation)
- xwmǎθkwəyǎm (Musqueam Nation)
- qiqéyt (Qayqayt First Nation)
- se'mya'me (Semiahmoo First Nation)
- Skwxwú7mesh Úxwumixw (Squamish Nation)
- scǎ waθǎn mǎsteyǎxw (Tsawwassen First Nation)
- sǎ́lilwǎtaʔt (Tsleil-Waututh Nation)

It should be noted that Tsawwassen First Nation negotiated a modern treaty with a formalized role in decision-making processes through the TransLink Mayors' Council on Regional Transportation as per the South Coast British Columbia Transportation Authority Act.

Our Accessibility Story

Making our transit system more accessible is something we are always working on. We have made a lot of progress so far, but there is still room for improvement. Here are some of the things we have accomplished:

- 1981** HandyDART takes over from multiple non-profit providers to serve door-to-door transportation for people who are unable to use conventional transit
- 1986** SkyTrain opens, creating the foundation for a fully accessible rapid transit network across the region
- 1990** The first buses accessible to people using mobility devices are put into service
- 1996** The first low floor buses arrive for service
- 1999** TransLink takes over from BC Transit as the transit provider in metro Vancouver
- 2007** TransLink publishes the Access Transit Strategy. This strategy creates a permanent Users' Advisory Committee to provide advice and input from people with disabilities, seniors, and their advocates
- 2008** TransLink's entire transit fleet becomes accessible to people using mobility devices, one of the first in North America
- 2008** Audible stop announcements introduced on fixed route buses
- 2016** TransLink launches the Compass Card system which allows people to pay for trips on a reloadable card
- 2017** The Universal Fare Gate Access Program provides a means for accessing SkyTrain and SeaBus for people who cannot tap their Compass card at fare gates
- 2019** TransLink creates the HandyDART Users' Advisory Committee to provide advice and input from users of HandyDART
- 2021** The Compass Card system is launched on HandyDART
- 2022** Dual-format braille and tactile signage is rolled out at 8,600 bus stops across the region
- 2023** TransLink pilots a smartphone-based wayfinding technology for customers with sight loss, known as the Accessible Navigation Pilot Project

Context of the 2023 Accessibility Plan

Metro Vancouver

In 2017, over 410,000 people living in Metro Vancouver said they have a disability. As our region gets older and more people live here, this number will go up even more. These are important things for our organization to think about as we work with the public to find and remove barriers to our services.

TransLink's Accessibility Programs

We want to ensure that services are accessible to everyone. We offer different ways to help people get around easily on our transit network, like priority seating on all types of transportation, buses and shuttles with lifts and ramps, and elevators and escalators at SkyTrain and Canada Line stations. We also have partnerships with the Province of BC and the CNIB to offer special transit passes.

Our accessibility programs make traveling in Metro Vancouver simple and convenient. These include HandyDART, HandyCard, TaxiSavers and others. We also listen to our community's needs through two accessibility advisory committees that give us valuable advice on how to improve our programs, projects, and initiatives for both regular transit and HandyDART.

HandyDART

HandyDART is a door-to-door shared ride service. It is used by registered customers who need assistance to travel because they can't use regular transit alone, either for part of their trip or the whole journey. HandyDART is an essential option for people with disabilities all over the region, providing a reliable alternative to the conventional transit system. In 2022, we provided almost 1 million HandyDART trips.

To make sure we meet our customers' needs, we have made significant investments in expanding and improving HandyDART over time. This includes ongoing investments through our Investment Plans, introducing Compass and concession fares for HandyDART, and continuously upgrading our fleet and facilities.

TransLink regularly shares reports on how HandyDART is doing through the HandyDART Transit Service Performance Review. We also conduct an annual customer survey, the HandyDART Customer Service Performance Report, to ensure we provide transparency on how our customers experience and view the service.

HandyCard

A photo-identity card called HandyCard is available for people who have a permanent physical and/or cognitive disability that is significant enough that they cannot use regular transit without help.

HandyCard allows people to access reduced fares when travelling on TransLink buses, SkyTrain, SeaBus, and West Coast Express. They can also take along an attendant, who can ride for free. HandyCard holders can buy half-priced TaxiSaver vouchers to use as payment at specific taxi companies.

TaxiSaver

Customers with a HandyCard can buy taxi fare discount vouchers called TaxiSavers at a reduced price. These vouchers can be used when they book a taxi ride on their own. They are like coupons that work as payment with certain taxi companies, and TransLink covers 50% of the cost to make it more affordable for customers.

Accessibility Advisory Committees

TransLink has two public accessibility advisory committees. The Access Transit Users' Advisory Committee (UAC) advises on the conventional transit system. The HandyDART Users' Advisory Committee (H DUAC) advises on HandyDART services.

Assistive Devices Program

This program helps customers with disabilities who cannot tap a Compass Card to enter at SkyTrain stations or SeaBus terminals. The type of assistive device offered depends on each person's specific needs and abilities. Some may be eligible for TransLink's Universal Fare Gate Access Program, which provides a special card with radiofrequency identification (RFID) technology. This card automatically opens accessible fare gates when they get close to them.

Travel Training

TransLink works together with community groups all over the region to offer informative workshops for seniors and people with disabilities. These workshops help them learn how to travel independently.

Station Assistance Program

This program offers a helpful attendant to meet and assist customers with sight loss at stations. The attendant is there to assist customers with disabilities at stations and enable remote gate opening.

Accessible BC Act

The Accessible BC Act (“the Act”) was enacted in June 2021. The Act’s intent is to make the province more inclusive, including for persons with disabilities. This law allows for the development of accessibility related regulations for public sector organizations. The first regulation of this Act, the Accessible British Columbia Regulation, came into force on September 1, 2022 and identified TransLink as an accessible organization. As an accessible organization, TransLink is required to have the following by September 1, 2023:

1. An accessibility committee;
2. An accessibility plan; and,
3. A tool to receive feedback on accessibility

Additional regulations will be incorporated into TransLink’s plans and operations as they are developed and enacted by the Act.

Accessibility Committee

The Act prescribes an Accessibility Committee focused on assisting the organization to identify barriers as well as advise on their prevention and removal.

TransLink meets this requirement with its established HandyDART Users’ Advisory Committee (H DUAC) and Access Transit Users’ Advisory Committee (UAC).

Accessibility Plan

The Act requires that organizations must develop a plan to identify, remove and prevent barriers to individuals in or interacting with the organization. In addition, an organization must review and update its accessibility plan at least once every 3 years.

This Accessibility Plan is intended to meet this requirement of the Act.

Tool to receive feedback on accessibility

The Act requires that organizations must establish a process for receiving comments from the public on the organization's accessibility plan, and barriers to individuals in or interacting with the organization.

TransLink meets this requirement by providing a wide range of mechanisms for feedback from customers on accessibility and services. TransLink will be refining its website and processes to improve clarity and accessibility.

TransLink's Plans and Guidelines

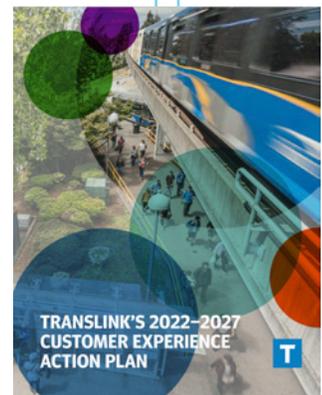
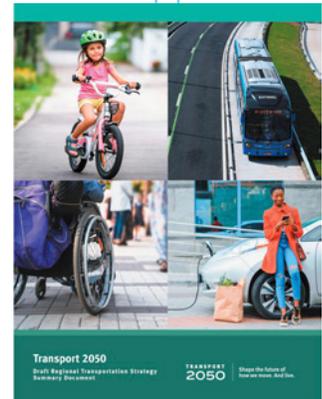
Transport 2050

Transport 2050 is the current 30-year Regional Transportation Strategy for Metro Vancouver. It describes a long-range vision for the region and guides transportation decisions. It outlines over 100 actions or strategies to make transportation options more accessible, convenient, reliable, affordable, safe, comfortable, and environmentally sustainable. It recognizes that there are disadvantaged individuals or groups in the region, including people with disabilities and seniors, who often face systemic discrimination or barriers.

The vision of Transport 2050 is “Access for Everyone,” where every person in Metro Vancouver, no matter who they are, where they live, or how they choose to get around, can easily connect to the opportunities they need to thrive.

Transport 2050 was developed through TransLink’s largest-ever public engagement – a three-phase process that began in 2019. In that time, TransLink hosted more than 350 in-person or virtual events that resulted in over 160,000 conversations, 38,000 surveys, and 4,000 ideas. TransLink engaged directly with over 500 stakeholder groups, including seniors and people with disabilities, across 27 different municipalities. TransLink also engaged with Indigenous Nations and urban Indigenous organizations through individual engagement meetings and the establishment of an Indigenous Advisory Committee.

More information on Transport 2050 can be found online at transport2050.ca.



Accessibility in Transport 2050

Transport 2050 includes many actions to improve accessibility. You can find these actions in Appendix C. They are organized based on the different areas we want to work on in this plan (see Areas of Action). Achieving the long-term goals and actions in Transport 2050 is a key driver for the near-term and medium-term actions outlined in this Accessibility Plan.

Transport 2050: 10-Year Priorities

The Transport 2050 10-year Priorities is a plan that outlines what we want to achieve in the next 10 years. It helps us figure out how much money we need to fund the goals and actions in Transport 2050 . We plan to invest about \$20 billion in new projects to improve transportation, and as we get things up and running, it will cost about 50% more each year to operate everything.

This plan also helps us know where to spend money to make transportation better for everyone. It guides us in making decisions to improve accessibility for our customers over the medium to long term, including the actions of this Accessibility Plan.

Some of highlights from the Transport 2050 10-Year Priorities that influence or fund the actions of this Accessibility Plan include:

- Accelerated investments for bus stop improvements, transit exchange upgrades, and station upgrades
- Doubling bus service over current levels
- Investments in RapidBus, Bus Priority Infrastructure, SkyTrain, SeaBus, and West Coast Express
- Reliable & Fast Transit Network Expansion (up to 11 new rapid transit corridors; up to 8 new express transit corridors; additional major planning studies)
- Funding for expanded walkway and bikeway networks
- Increasing available HandyDART trips by 60% and planning for late evening and 24-hour HandyDART service

While our 10-Year Priorities sets out things we want to do and how much they might cost, they need to be funded through an Investment Plan, which is described on the next page.

More information on the investments proposed in the Transport 2050 10-year Priorities can be found online.

Investment Plans

TransLink’s investment plans outline what projects we will deliver and how we will fund them. Investment plans are fully funded over ten years by revenue sources. They must be guided by a 30-year strategy – currently Transport 2050. These plans identify funding sources to deliver on actions that will remove barriers and improve accessibility.

2022–2027 Customer Experience Action Plan

This five-year action plan is a roadmap for making the experience better for all customers. It builds on what we learned from Transport 2050 and the first Customer Experience Action Plan. It will support us in putting the customer first as we continue to deliver new transportation projects.

Guidelines

TransLink often works with different groups like governments, Indigenous Nations, private companies, and operating companies to get projects done. To make sure everything goes smoothly and consistently, we follow laws, standards, and our own guidelines. These guidelines aim for the best quality for our customers and our service. Doing this helps us build things in a way that is accessible to everyone.

A lot of our guidelines have technical details about how to make places easy to use for everyone. Many of these are informed by the Canadian Standards Association and Universal Design principles. For example, we have guidelines for designing bus stops that include things like wheelchair landing pads, tactile surface indicators, and routes that are easy for people of all ages and abilities to use.

We also have guidelines that think about the bigger picture. One example is our Transit Oriented Communities Design Guidelines. This tool helps plan and build neighborhoods and streets around transit, making it easier for people with disabilities and seniors to get around. It talks about things like good sidewalks and having amenities, jobs, and services close to where people live. By following these guidelines, we are working with our partners to create a consistent and accessible experience for all our customers.

Actions & Strategies



Development of Actions

This Accessibility Plan was created to bring together all our ongoing efforts to make TransLink more accessible and remove barriers to our services. It includes actions that are part of important documents like Transport 2050, Transport 2050: 10-Year Priorities, and the 2022 Customer Experience Action Plan. We gathered actions from different parts of TransLink, Coast Mountain Bus Company, and BC Rapid Transit Company. The main focus was to bring together actions that directly impact customers and are planned for the near future.

We also wanted to make sure we gathered actions from our accessibility advisory committees. We examined minutes from meetings of the UAC and HDUAC to look for discussion on barriers and actions. You can find a summary of what we found in Appendix B. From these, we developed or enhanced more actions for this plan. We also asked the Committees to give us feedback on this plan and help identify anything we missed.

Areas of Action

There are four main areas for our actions. These areas match the needs of people with disabilities and where the public comes into contact with TransLink. We made sure these areas also align with the Accessible Canada Act and the standards in the Accessible BC Act. The four areas are:

- Service Design and Delivery
- Built Environment
- Information and Communications
- Transportation

Actions and Strategies

Now we will talk about the actions that will go into the four areas. You will find them starting on the next page. These are the actions we are going to do to make things more accessible. We divide them into three groups based on how long they will take to finish.

First, we have the **near-term actions**. These are projects or actions that are already in progress, and we have money set aside for them in a budget or investment plan.

Next, we have the **medium-term actions**. These are ideas that we are still working on and are in the early stages of development. We do not have the funding for them yet, but we want to fund them later on.

Lastly, we have the **ongoing actions**. These are projects or actions that take a long time to finish or might never be finished. They include things we have to keep doing over and over, or they involve working with others on an ongoing basis.

By doing these actions, we will get closer to achieving our long-term goals for Transport 2050 and its overall goal of Access for Everyone. Long term goals and actions in Transport 2050 are in **Appendix C**.

Table One: Service Design and Delivery Actions

Label	Action	Timeline
A1	Create a new HandyDART application process that includes an in-person consultation option, faster processing, conditional eligibility, appeals process, and improved travel training for using regular transit, which will move the service towards a Family of Services model.	Near-term
A2	Allow HandyDART customers to book online as well as by telephone.	Near-term
A3	Expand real-time information displays at bus stops.	Near-term
A4	Explore opportunities to highlight courtesy seating on vehicles.	Near-term
A5	Share the results of the six-month trial of smartphone-based wayfinding technology known as the Accessible Navigation Pilot Project.	Near-term
A6	Investigate opportunities to modernize the TaxiSaver program.	Near-term
A7	Consider conducting regular audits of accessibility features.	Medium-term
A8	Improve the quality of audio announcements on SkyTrain for better communication with customers.	Medium-term
A9	Investigate more advanced information displays on buses.	Medium-term
A10	Engage with UAC and HDUAC on replacements technologies or components that are customer facing.	On-going

Table Two: Built Environment Actions

Label	Action	Timeline
B1	Build, operate, and maintain multi-stall, accessible and gender-neutral washrooms at key transit hubs.	Near-term
B2	Provide \$19.2 million to local governments for pedestrian infrastructure to transit between 2022 and 2024 through the “Walking Infrastructure to Transit” cost-share program.	Near-term
B3	Monitor and report on customer feedback on Tactile Walking Surface Indicators installed at select TransLink properties and rapid bus stops to UAC and relevant staff.	Near-term
B4	TransLink and the BC Ministry of Transportation and Infrastructure to develop guidelines for cycling infrastructure adjacent to bus stops. The guidelines will incorporate feedback provided by UAC and participants with disabilities.	Near-term
B5	Replace escalators on the Expo Line and at some West Coast Express stations to make them more reliable and accessible.	Medium-term
B6	Work with municipalities and private organizations to improve and increase bus shelters in the region.	On-going
B7	Upgrade SkyTrain stations to increase capacity, reduce crowding, improve accessibility and amenities, and integrate better with surrounding neighborhoods.	On-going
B8	Enhance amenities at bus exchanges, including accessible shelters, seating, lighting, and customer information.	On-going
B9	Continue to improve mobility device accessibility of bus stops on network.	On-going
B10	Ensure that new SkyTrain stations and trains are accessible, including ensuring adequate space for HandyDART loading zones.	On-going

Table Three: Information and Communications Actions

Label	Action	Timeline
C1	Investigate opportunities to incorporate accessible communications into a language access policy.	Near-term
C2	Investigate options to improve customer experience and communications for people who are deaf or hard of hearing.	Medium-term
C3	Seek opportunities to prioritize accessibility into service disruption protocols, emergency planning, maintenance, and road safety.	Medium-term

Table Four: Transportation

Label	Action	Timeline
D1	Increase HandyDART service by 3% in 2023 to offer more trips for customers.	Near-term
D2	Reallocate service to prioritize high-urgency projects from the 2018 Investment Plan starting in 2023, which includes increasing bus services.	Near-term
D3	Explore new trends and offerings in custom transit to consider for future service delivery.	Medium-term
D4	Pilot late-night services to support expansion to 24-hour HandyDART service.	Medium-term
D5	Refurbish mid-life trains and replace older trains to improve capacity and customer amenities.	Medium-term
D6	Replace older HandyDART vehicles and expand the fleet.	On-going
D7	Continue to develop education opportunities for HandyDART and bus operators, transit police, and any front-line staff to better serve customers with disabilities.	On-going
D8	Strengthen driver training for taxi operators serving HandyDART trips.	On-going
D9	Continue to seek senior government support for HandyDART operations.	On-going

An Accessible Workplace

We also want to remove barriers for our employees. That's why in 2022, TransLink created its first ever Workplace Accessibility Strategic Plan. This internal plan starts the changes that will embed accessibility and inclusion within the culture of our organization and operating companies. To support our efforts, we have created an internal email address for employees to provide direct feedback on accessibility, in addition to an employee resource group on accessibility.

For our Workplace Accessibility Strategic Plan, two core goals have been established to inform accessibility within TransLink between 2022 and 2025: Foundation and Advancement.

Foundation (2022–2023)

The first goal is to set the foundation by enhancing company-wide commitment to accessibility through the following actions:

- Drafting an internal accessibility strategy and policy for the company.
- Securing executive level joint sponsorship for accessibility initiatives.
- Collaborating with internal groups to build a roadmap for accessibility goals related to communications and IT systems.
- Establishing an Accessibility Employee Resource Group and/or a Champions and Allies group.

Advancement (2023–2025)

The second goal is to get departments across the company to work together to learn about accessibility and make it part of our culture. The strategies are grouped into the following categories:

Education

- Disability inclusion and awareness trainings for all employees.
- Tools for managers and leaders to hire and manage those with accommodation needs.
- Hire external consultants for accessibility specific training for communications and IT systems.

Software & Communications

- Identify employee’s software-specific and communications-specific accessibility barriers and needs.
- Collect demographic data during recruitment.
- Build a Workplace Accessibility Guide.

Built Environment

- Renew Rick Hansen Certification for Sapperton head office and explore certification for other TransLink office facilities

Customer Accessibility Advisory Committees

About our Committees

“Nothing about us, without us.” This means that when we talk about people who rely on the accessibility of our services, we need to include them. TransLink takes this commitment seriously, and that is why we have two advisory committees: the Access Transit Users’ Advisory Committee and the HandyDART Users’ Advisory Committee.

These committees are made up of members from the public who use our transit services. Many members are people with disabilities or their advocates. Their role is essential - they review both big and small projects, give us helpful feedback on how we can make transit more accessible for everyone, and alert us to systemic barriers.

Involving these committees helps us keep our promise to make sure accessibility is a priority. We value their input and collaboration as we deliver an inclusive transit system for our region.

Access Transit Users’ Advisory Committee

In 2007, TransLink established the Access Transit Users’ Advisory Committee (UAC) as the advisory committee for accessibility on conventional and custom transit (HandyDART) systems. Later, we would create a separate committee to advise on HandyDART.

Today, the purpose of the UAC is to advise TransLink on improvements to the accessibility of our conventional transit. The Committee provides advice on TransLink plans, programs and other initiatives.

A Brief History of ComPACT

Our accessibility advisory committees came about because of a group called the Committee to Promote Accessible Conventional Transit (ComPACT). They started in the 1980s as a non-profit society. Their goal was to advise BC Transit, and later TransLink, on how to make the transit network easier to use for everyone.

ComPACT’s hard work and advocacy led to some of the first accessibility features we have in our transit system today. Their efforts were important in making transit more accessible.

Now, the Access Transit Users’ Advisory Committee carries on ComPACT’s legacy. They continue to give advice on how to make the transit system accessible for all users. They play a big role in helping TransLink make sure everyone can use the transit system with ease.

HandyDART Users' Advisory Committee

In 2019, TransLink created the HandyDART Users' Advisory Committee (HDUAC) as the advisory committee for HandyDART, TransLink's door-to-door shared ride service for those unable to use the conventional transit system without assistance.

The purpose of the HDUAC is to provide advice and guidance on HandyDART plans, programs, and other initiatives. It also advises TransLink, Coast Mountain Bus Company and service contractors on matters to improve HandyDART service for customers.

Membership

Members of both Committees are appointed by the TransLink Board of Directors after a public recruitment process. We try to make sure that at least half of the voting committee members are people with disabilities or from groups that work with people with disabilities. We also want to include at least one member who is Indigenous or represents an Indigenous organization. The members of these Committees should reflect the diverse people living in British Columbia.

The COVID-19 Pandemic

Over the course of the pandemic, TransLink developed a multi-faceted approach to keep our customers safe on transit, including:

- Developing cleaning and sanitizing protocols.
- Limiting vehicle capacity on HandyDART to keep social distancing.
- Installing new vents for air circulation on HandyDART vehicles
- Recommending physical distancing measures.
- Using spare HandyDART service hours to provide food hampers to those in need.

Both UAC and HDUAC played a crucial role in advising TransLink on the difficulties seniors and people with disabilities faced during the pandemic.

Committee Consultation

In June 2023, both committees got a draft version of the Accessibility Plan to review. The committee members could share their feedback by email or during virtual committee meetings.

Key Discussion Themes

Feedback received was evenly split between positive reaction and recommended changes to highlight barriers and actions or improve the accessibility of the plan.

Transportation Barriers

Committee members provided the following feedback on transportation barriers:

- Current payment options for TaxiSavers are a barrier to usage.
- Reliance on verbal communication is a barrier to passengers who are deaf, hard of hearing, or with speech-related disabilities.
- Accessibility protocols around emergencies or service disruption are unclear and a potential risk to people with disabilities.
- Coordination between TransLink and other public sector organizations on accessibility could be improved.
- The plan should highlight maintenance of accessibility features, including but not limited to elevators, lifts, audio information, and accessible signage.
- Regular accessibility audits should be conducted to ensure the accessibility of the system.

This feedback led to the addition of the following actions:

Action A6: Investigate opportunities to modernize TaxiSaver program.

Action C3: Seek opportunities to prioritize accessibility into service disruption protocols, emergency planning, maintenance, and road safety.

Action A7: Consider conducting regular audits of accessibility features.

The plan was also revised to clarify TransLink's role as a transportation agency and how we collaborate with other public sector organizations.



Accessibility of Document

Committee members provided the following feedback on the accessibility of a draft version of the plan:

- It was difficult to read and understand the plan as a member of the public.
- Some tables were difficult to navigate with a screen reader.
- The plan needed a definition of accessibility.

Based on this feedback, we made the plan easier to read and made it more accessible for a screen reader. The plan also includes a glossary of terms in Appendix A.

Monitoring & Evaluation



Monitoring

TransLink will monitor the Accessibility Plan. Staff will present progress on near-term actions identified in the Plan to both the UAC and HDUAC on a regular basis. Monitoring progress on this plan will help us with budgeting, funding and planning.

Evaluating

The plan contains action items that TransLink will monitor and evaluate over time. We will assess actions according to their level of completion in the near-term, medium-term, or as ongoing efforts.

We anticipate substantially completing near-term actions within the next three years. For medium-term actions, we will actively develop them or secure funding during the same three-year cycle. As for ongoing items, we will regularly report on their progress as we track them over time.



How to give us feedback

To provide feedback on this plan, email us at access.transit@translink.ca.

Printed copies and alternate formats of the Accessibility Plan can be provided upon request.

You may also send your feedback via mail addressed to:

Access Transit Planning
TransLink
400 – 287 Nelson’s Court
New Westminster, BC V3L 0E7

Appendices

Appendix A:

Glossary

Accessibility	When the needs of people with all types of disabilities are specifically considered, and products, services, and facilities are built or modified so that they can be used by people of all abilities.	Sourced from CDC
ASL	American Sign Language (ASL) is a complete, natural language that has the same linguistic properties as spoken languages, with grammar that differs from English. ASL is expressed by movements of the hands and face.	Sourced from NIDCD
Barrier	Anything that hinders the full and equal participation in society. It can be caused by environments, attitudes, practices, policies, information, communications or technologies, and is affected by intersecting forms of oppression.	Sourced from the Accessible British Columbia Act
British Columbia Rapid Transit Company (BCRTC)	An operating company of TransLink, BCRTC manages and runs two SkyTrain lines in Metro Vancouver: the Expo Line and the Millennium Line. They also manage the West Coast Express commuter rail service and oversee the service contract to operate and maintain the Canada Line.	
Braille	Braille is a system of tactile reading and writing utilized by those who are blind (or who have very low vision). Braille is not a language, per se: it is a means of representing characters in a tactile manner.	Adapted from Braille Literacy Canada
Coast Mountain Bus Company (CMBC)	CMBC runs most of the bus service in our region, about 96%. They also operate the SeaBus, which takes passengers across Burrard Inlet. The other 4% of bus service is provided through contracts with other companies.	

Compass Card	Reloadable fare cards that can be used when taking transit within Metro Vancouver.	
COVID-19	An infectious disease caused by a coronavirus discovered in 2019.	
Conventional services	Conventional transit services include bus, ferry (SeaBus), and rail (SkyTrain, Canada Line, and West Coast Express). Other services, such as demand-responsive Access Transit services, are not included in this definition.	
Custom Transit	Door-to-door transit services, such as HandyDART, for people whose mobility needs make it difficult for them to use conventional transit.	
Disadvantaged individuals or groups	Groups or individuals who face unearned disadvantages because of race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.	Sourced from Government of BC – BC Laws
Family of services	Refers to a collection of transit services that work together. Typically refers to the opportunity for people with disabilities to use a combination of fixed-route transit (e.g., SkyTrain, bus) and custom transit services (e.g., HandyDART) to meet their travel needs.	
Inclusion	The practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as disadvantaged groups (see “Disadvantaged individuals or groups”).	Adapted from Dictionary.com
Mayors’ Council on Regional Transportation	The Mayors’ Council on Regional Transportation is composed of 23 members — the Mayors from all 21 municipalities within the transportation service region and a representative from the Tsawwassen First Nation and Electoral Area A. The Mayors’ Council provides direction on regional transportation policy, investment, and funding through developing, updating, and approving the 10-Year Investment Plans and the 30-Year Regional Transportation Strategy	

Metro Vancouver	A geographic region on BC's South Coast that includes 21 municipalities, one Electoral Area, one Treaty Nation, and nine Indigenous nations.	
Micromobility	Micromobility includes both human-powered mobility devices (bikes, kick scooters, etc.) and electric-assisted mobility devices, such as electric bikes and scooters, which can be personally owned or used in shared fleets.	
Ride-hailing	Ride-hailing is booking rides and paying for car service through a smartphone app with a transportation network service provider	Adapted from City of Vancouver
Systemic barriers	Policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation.	Sourced from the Council of Ontario Universities
Systemic discrimination	Systemic discrimination can be described as patterns of behaviour, policies, or practices that are part of the structure of an organization, and that create or perpetuate disadvantage for racialized persons or other disadvantaged groups.	Sourced from the Ontario Human Rights Commission
Tactile Walking Surface Indicators	A system of textured ground surfaces used to convey information to pedestrians who are blind, DeafBlind, or partially sighted. TWSI are detected underfoot or through use of a long white cane.	
Universal Design	The design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability, or disability.	Source from the Centre for Excellence in Universal Design

Appendix B:

Committee Identified Barriers

The barriers below were taken from UAC and HDUAC meeting minutes from January 2019 to March 2023, as well as during committee feedback period in June and July 2023. They were provided by committee members who shared their lived experience as users of conventional transit and HandyDART. Barriers outside TransLink control were not included.

HandyDART Barriers:

- HandyDART Customer Performance Survey does not include customers who are non-verbal.
 - » **Action taken:** Survey protocol updated to allow caregivers to respond on behalf of a HandyDART customer.
- Taxi trips delivered by HandyDART are inconsistent in level of support for customers.
 - » **Action taken:** A Taxi Working Group was created to improve taxi services to HandyDART clients.
- Phone-only HandyDART booking option a barrier to some people with disabilities.
 - » **Action taken:** Online Booking project in development.
- HandyDART hours do not align with conventional service.
 - » **Action taken:** Extended hours pilot project in development.
- HandyDART passengers travelling long distances may experience multiple transfers, creating a lengthy trip.
 - » **Action taken:** Coast Mountain Bus Company is working with TransDev to improve availability of cross-boundary trips.

Conventional System Barriers:

- Audio announcements on buses are sometimes wrong. This is a barrier to people who need audio announcements for their trip.
 - » **Action taken:** TransLink communicated issue with CMBC. CMBC seeks to provide accurate, clear messaging on buses.
- Emergency evacuation procedures at TransLink head office not accessible.
 - » **Action taken:** Emergency exit procedures described at in-person meeting. Staff undertook evacuation training for people with disabilities.

- Accessible washroom at SeaBus sometimes not available due to safety issues.
 - » **Action taken:** Customer washroom unlocked to maintain access.
- Lack of accessible washroom facilities on the transit network.
 - » **Action taken:** Funding for six washrooms across the network is in the 2022 Investment Plan.
- Bus stops that are next to a bike lane are a barrier.
 - » **Action taken:** UAC to advise ‘Inclusive Design Adjacent to Cycling Facilities’ project team.
- Elevator or lift breakdowns and maintenance.
 - » **Action taken:** Work is underway to replace elevators at all SkyTrain stations on the Expo Line and at West Coast Express stations.
 - » Transit Alert subscriptions now include station access information.
- Limited seating at bus stops across network.
- Station Assistance Program delivered inconsistently at Canada Line stations.
 - » Canada Line updated policy and attendants now escort passengers with sight loss to fare gates or desired destination within station.
- Temporary bus stop signage not accessible to people with vision loss.
- ‘Bus stop balancing’ project removed some closely spaced bus stops, resulting in longer distances between some stops.
 - » **Action taken:** Some relocated bus stops were reinstated based on customer feedback.
- Street furniture and snow clearing practices create barriers to accessing bus stops.
 - » **Action taken:** The UAC formed a working group to identify the barriers associated with on-street bus stops and to share recommendations with TransLink, CMBC, and relevant municipal and institutional staff.
- Height difference between SkyTrain platform and train floor can create an edge that hinders mobility device users.
 - » **Action taken:** Newer (Mark V) trains will be closer to the platform.
- High passenger volumes create additional demand for accessible seating on crowded vehicles.
 - » **Action taken:** Operators are provided with training on who should use accessible seating. Awareness campaigns are also run on a regular basis.

Appendix C: Actions from Transport 2050

In Transport 2050, TransLink identified five goals for regional transportation: convenient, reliable, affordable, safe & comfortable, and carbon-free. The strategy also identifies over 100 actions to improve transportation across all modes.

The central theme of Transport 2050 is Access for Everyone. As the guiding document for the next 30 years of Metro Vancouver’s transportation network, Transport 2050 contains many long-term actions that will be key in making our region more accessible.

The actions below were drawn from Transport 2050’s thematic index for persons with disabilities and categorized according to the Action Areas of this plan.

More information on these actions can be found on the Transport 2050 website at transport2050.ca.

Table 1: T2050 Long-term Service Design and Delivery Actions

T2050 Reference	Description
2.1.5	When planning and designing transit priority, carefully consider how marginalized and disadvantaged populations may be positively or negatively impacted, and work towards achieving an optimal balance between accessibility, convenient access, and reliable and fast service
4.2.4	Ensure that everyone, including marginalized or disadvantaged individuals and groups, feels welcome and secure when getting around
4.2.6	Provide walking, cycling, and transit skills training, resources, and support programs that improve safety and confidence
6.2.3	Prototype, experiment, pilot, and innovate with purpose
6.3.2	Develop a Regional Social Equity Strategy, through engagement with marginalized and disadvantaged groups and in partnership with local and regional governments, that establishes principles, objectives, strategies, and measures of success to advance a more just, equitable, and inclusive region by considering the factors that impact an individual’s experience of social equity
6.4.2	Incorporate an equity lens into decision-making processes that asks not just whether a policy or investment works, but also who it works for, and who it doesn’t work for
6.7.6	Pursue a people-first technology approach for transportation system elements
8.2.1	Work collaboratively and within public agencies to increase social equity, diversity, and inclusion in areas

Table 2: T2050 Long-term Built Environment Actions

T2050 Reference	Description
1.1.3	Rapidly complete a network of walkways so that walking can be the most direct, and the most convenient, travel option for most short trips (e.g., a distance of less than one kilometre)
4.1.4	Prioritize protection for those road users with the least physical protection and who are most easily injured or killed in car-dominated environments (i.e., people walking, biking, and rolling; on motorized two-wheelers or horseback; children, seniors, and people with disabilities; and roadwork crews)
4.1.7	Make streets vibrant, comfortable, inviting, and inclusive public spaces for everyone, especially in Urban Centres and Frequent Transit Development Areas
6.8.1	For areas of the street dedicated to mobility, apply specific space allocation and prioritization principles when people using multiple different modes of transportation — including walking, rolling, cycling, transit, light-duty personal cars, and commercial vehicles of all sizes — are vying for space on a particular street that is too narrow to accommodate all interests at all times
6.8.2	Develop a more detailed streets management framework that considers land use and different modal networks — including walkways, bikeways, transit, and driving people and freight — and assess relative modal priorities for each street segment in the region in ways consistent with the goals of Transport 2050. This framework will help to reconcile overlapping priorities where specific street segments have both limited space in the right-of-way and high importance for multiple networks

Table 3: T2050 Long-term Information and Communications Actions

T2050 Reference	Description
4.2.1	Improve wayfinding to make it easier, less stressful, and more intuitive to move around the region
6.3.3	Update engagement practices and establish guidelines for social equity-based engagement approaches to make them more equitable and inclusive of everyone
6.4.1	Collect data essential to planning, monitoring, and evaluating against the desired outcomes of Transport 2050
6.5.1	Publish an annual progress report and public dashboard on the implementation status of Transport 2050

Table 4: T2050 Long-term Transportation Actions

T2050 Reference	Description
1.1.5	Improve access to shared micromobility by enabling convenient, safe, accessible, and interoperable services that are well distributed throughout the urban parts of the region, such that they can support short local trips within Urban Centres as well as longer trips between Urban Centres
1.2.2	Provide a transit system that is accessible and barrier-free for everyone across the region
3.2.5	Make micromobility devices such as bicycles, and mobility aids such as walkers, wheelchairs, and scooters, more widely available to more people at low cost
4.1.5	Make active transportation facilities comfortable and enjoyable for people of all ages, abilities, and backgrounds, consistent with the British Columbia Active Transportation Design Guide
4.2.2	Ensure transit passengers have room to move around and room to sit if they require it
5.1.3	Support carriers specializing in smaller, zero-emission freight vehicles. This includes supporting cargo bicycles and small-scale automated neighbourhood delivery pods for last-mile freight applications in low-speed and pedestrianized zones in the urban parts of the region



TO: Board of Directors

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

DATE: August 21, 2023

SUBJECT: Annual Update of TransLink Corporate Safety and Health Policy

PROPOSED RESOLUTION

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

EXECUTIVE SUMMARY

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

In 2021, the TransLink Board adopted a TransLink Corporate Safety and Health Policy and it was updated in 2022 to align with the enterprise safety commitment which establishes our goals for a safe and reliable transportation system. The policy is reviewed annually and Management is recommending that an updated TransLink Corporate Safety and Health Policy be adopted.

PURPOSE

This report provides the background on the requirement for safety policies and seeks Board approval to adopt the amended TransLink Corporate Safety and Health Policy, which has been updated to better clarify our focus on safety as well as some restructuring for better readability.

BACKGROUND

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

The TransLink Enterprise is composed of the TransLink parent company (TransLink Corporate) and its operating subsidiaries, including British Columbia Rapid Transit Company Ltd. (BCRTC) and Coast Mountain Bus Company Ltd. (CMBC). In March 2020, the TransLink Board endorsed an Enterprise safety commitment which established the guiding principles for safety throughout the TransLink enterprise (see Attachment 1). BCRTC, CMBC and TransLink Corporate each have operating company specific safety policies that further identify their roles and responsibilities in creating a safe working environment. TransLink Corporate's policy was initially adopted by the Board in October 2021 and was subsequently updated in 2022 to more effectively align with the enterprise safety commitment.

DISCUSSION

TransLink Corporate's operations are largely administrative in nature. The Enterprise has adopted a clear safety commitment, and a formal TransLink Corporate Safety and Health Policy was adopted by the Board in October 2021 and updated in October 2022. This formal Corporate Safety and Health Policy defines TransLink's commitment to a safe and healthy workplace and establishes the roles and responsibilities of the employer, supervisors and employees. It can be used by managers and supervisors to communicate with employees around the requirements for a safe workplace.

It is a best practice to review and update the TransLink Corporate Safety and Health Policy on an annual basis and the Board requested that updates be brought forward for consideration. The nature of the proposed updates are primarily formatting (i.e., addition of a 'scope' section at the beginning of the document), moving some content for better readability (i.e., moving the 3 key elements of the enterprise safety commitment from the application section to the definitions section), and adding verbiage to further develop the focus on safety (i.e., addition of information within the policy section). The proposed amendments to the Policy are set out in Attachment 2 to this report.

ATTACHMENTS

Attachment 1 – TransLink Enterprise Safety Commitment

Attachment 2 – TransLink Corporate Safety and Health Policy - Blackline

Attachment 1. TransLink Enterprise Safety Commitment



TransLink Enterprise Safety Commitment

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

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

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

SETTING GOALS

Our Enterprise Safety Commitment includes three guiding principles:

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

THE PATH FORWARD

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

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

To **eliminate injuries**, we will:

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

To **empower employees**, we will:

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

To **influence others**, we will:

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



Attachment 2. Draft Updated TransLink Corporate Safety and Health Policy - Blackline



SAFETY AND HEALTH - TRANSLINK CORPORATE POLICY -

Issued By:	Safety, Environment and Emergency Management Department
Approved By:	Executive Committee
Initial Signature Date:	October 8 th , 2021
Annual Review Date:	September 28 th , 20222023
CEO Signature:	_____

1. PURPOSE SCOPE

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

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

2. PURPOSE

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

23. POLICY

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

TransLink will maintain a Safety Management System to identify, quantify and mitigate safety risks in the workplace for our employees and customers, to meet regulatory requirements, and to support the journey towards achieving the TransLink Enterprise Safety Commitment. Officially documented programs, procedures, training and safety communications established as part of the SMS will be considered de facto safety policy.

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



34. APPLICATION

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

To eliminate injuries, we will:

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

To empower employees, we will:

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

To influence others, we will:

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

SAFETY AND HEALTH RESPONSIBILITIES

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





- TL will annually identify hazards and perform a risk assessment, and set health and safety objectives and targets to prioritize and mitigate risks.

4.5. DEFINITIONS

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

For clarity, the term "supervisor" is independent of the *title* "Supervisor". Within the policy, as well as legislation, a supervisor is a person who is directly overseeing the work of another employee. Examples include: a director is the supervisor of directly reporting managers; a manager is the supervisor of directly reporting persons with the title supervisor; a unionized employee who is providing another new unionized employee with a job site orientation is the new employee's supervisor while providing the orientation, and within the limits of the ability to control the new employee's actions. Supervisors are in the best position to ensure the safety of directly reporting employees and accordingly, under legislation, are assigned the greatest responsibility for ensuring the safety of employees.

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

"Safety Commitment" refers to the TransLink Enterprise Safety Commitment adopted by the TransLink Board of Directors in March 2020 and subsequent revisions thereof: including the following three key elements:

To eliminate injuries, we will:

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

To empower employees, we will:

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

To influence others, we will:

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





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

56. REFERENCES

- TransLink Enterprise Safety Commitment
- [Psychological Health and Safety Policy - Enterprise Policy](#)
- BC Workers' Compensation Act
- BC Occupational Health and Safety Regulation
- International Safety Management Code
- ISO 45001: [2018 Occupational Health and Safety Management Systems](#)



TO: Board of Directors

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

DATE: September 14, 2023

SUBJECT: TransLink Emergency Management Overview

EXECUTIVE SUMMARY

TransLink and its Operating Companies are committed to a resilient and safe transportation system for our customers, employees, and the public. Each Operating Company is engaged in preparing for emergencies and disasters and the enterprise comes together during response and recovery with a focus of saving lives and reducing infrastructure damage. This report provides an overview of identified hazards, response structure, and planning and response activities that support our ultimate goal to be a disaster resilient TransLink.

PURPOSE

This report provides an overview of TransLink and its Operating Companies emergency management programs and activities and is provided for information to the TransLink Board.

BACKGROUND

TransLink and its Operating Companies are committed to the safety of customers, employees and the public. Our role in community prosperity, recovery and resiliency is a key factor in ensuring that we have transportation systems available to support our communities at all times. We support our communities when they are experiencing emergencies by providing shelter buses for evacuees. Our commitment for a resilient system can be found within TransLink's Mission, Vision and Values, our Corporate Priorities, and in the Transport 2050 plan.

DISCUSSION

TransLink and its Operating Companies have dedicated employees who build and continually improve emergency management programs, thereby helping increase our resilience to emergencies and disasters. Figure 1 shows the top 12 hazards; we will conduct a high-level review of the hazards, risks and vulnerabilities later in 2023 to better reflect impacts of climate change (e.g., extreme heat, flooding) and other aspects of human based hazards (i.e., active assailants and mass gatherings). During an emergency, TransLink activates an Emergency Coordination Centre (ECC) to support response and recovery activities and a senior executive policy group is activated to guide strategic decision making. TransLink works closely with external partners and integrates into the provincial emergency structure. The following information provides highlights of emergency management planning and response activities occurring throughout the enterprise in 2023.

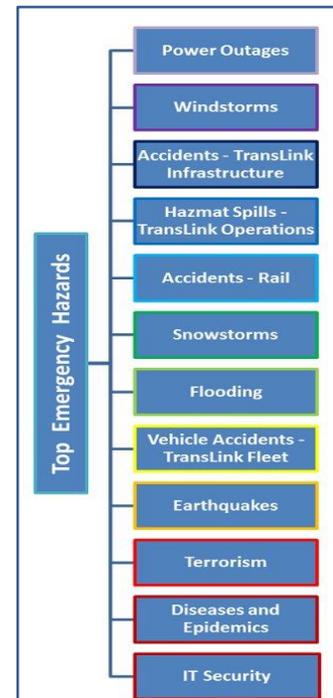


Figure 1. TransLink's Top Identified Hazards.
Note: A high-level update is planned for Q4 2023.

Planning Activities

Business Continuity Management (BCM)

TransLink, together with its Operating Companies, has established an Enterprise BCM framework using a four-step approach ranging from identification of critical services and maximum allowable outages, strategies for service resumption, to regular testing and maintenance activities. BCRTC, CMBC, and TL Corporate have identified critical business areas that require business continuity planning (Transit Police have completed their planning). As determined by Senior Leadership, planning activities are focused on priority areas to reduce the risk to service delivery from a disruption.

Planned Public Mass Gathering Events

The Operating Companies worked together to plan for Canada Day events and the Honda Celebration of Lights fireworks; service plans, customer communication plans, and incident response plans were created and implemented. We also tested an incident command post concept and participated in Vancouver's Emergency Operations Centre during the fireworks.

The Fédération Internationale de Football Association (FIFA) World Cup planning is underway with TransLink participating in the Vancouver Integrated Services Security Unit and FIFA Secretariat. Preparation for this worldwide event will become a priority leading up to June 2026.

Enterprise Integrated Security

TransLink has an Integrated Security Services Committee (ISSC) which brings together Transit Police, BCRTC and CMBC to effectively respond to intentional human based threats. Respecting each organizations' jurisdictional roles and responsibilities, we use a 'whole of enterprise' approach to align planning and response activities to support better safety and security results throughout our service area.

Enterprise Projects

Emergency management personnel participate in enterprise initiatives (i.e., climate action plan, seismic preparedness program) by bringing their Operating Company lens and subject matter expertise. These cross divisional projects help move us towards a *disaster resilient TransLink*.

Training and Exercises

To prepare staff to respond to emergencies and disasters, we concentrate on training that delivers skills and knowledge and exercises that enable practice in a safe learning environment. A key focus is Incident Command System (ICS) training as ICS is the framework for all our integrated emergency responses. Examples of exercises include a BCRTC flood tabletop, CMBC SeaBus security exercise with the RCMP, Transit Police system safety tabletop exercises, cybersecurity exercise, business continuity tabletop exercise, and participation in the Province's Coastal Response seismic exercise.

Response Activities

In 2023, we responded to several snowstorms and Operating Companies activated their snow plans, the ECC was on standby for the Fraser River annual freshet flood, and heat exposure control plans were implemented during the heat events. Lessons learned are incorporated into plans to better prepare us for future events of these types.

TransLink Emergency Management

Overview for the TransLink Board

Kevin Quinn, CEO

Dorit Mason, Director, Safety, Environment & Emergency Management

September 15, 2023





We identify, monitor and respond to hazards

- Annually conduct a corporate risk review
- Develop and activate emergency and business continuity plans, our Emergency Coordination Centre and trained internal teams when required





We maintain a resilient enterprise that plans, trains, practices, and learns from events

- Dedicated internal committees and teams that focus on emergency management, climate adaptation, seismic standards and resiliency
- Conduct training and exercises
- Implement communications redundancies
- Conduct after action reviews and incorporate learnings





Enterprise Integrated Security Program

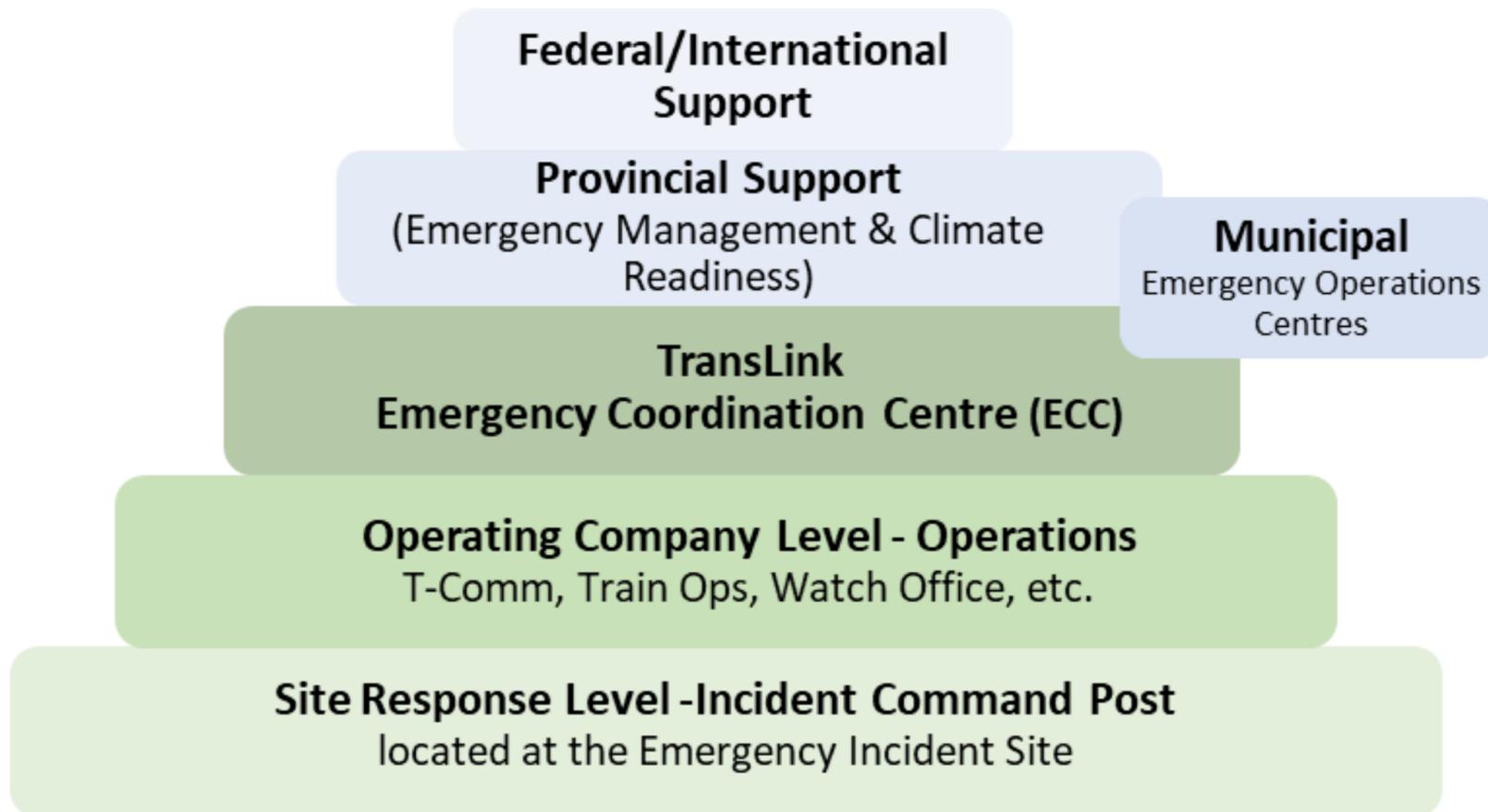
- Focused on the security and safety of customers and employees throughout the system every day
- Extra planning occurs for large events (i.e., Celebration of Lights Fireworks)

We work with external partners

- Engage municipalities and provincial and federal ministries
- In Metro Vancouver we are a member of the:
 - Regional Emergency Planning Committee
 - Integrated Partnership for Regional Emergency Management



TransLink is integrated into Provincial Emergency Response & Recovery



Goals

- Provide for the safety and health of all responders
- Save lives
- Reduce suffering
- Protect public health
- Protect government infrastructure
- Protect property
- Protect the environment
- Reduce economic and social losses



We support communities in times of need

- Shelter buses for evacuees provided to municipal Emergency Support Services
- Vaccine Bus during COVID-19



Safety is everyone's responsibility

Make sure you're personally prepared



Make a plan



Build a kit



Stay informed



Together, we ensure a safe and disaster resilient TransLink



TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: August 30, 2023

SUBJECT: Public Delegations at the June 22, 2023 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received six public delegations at its June 22, 2023 public Board meeting.

Six public delegations were received by the Board at the June 22, 2023 public Board meeting on the following topics:

- **Route 480 Bus Service**
 - A public delegate addressed the Board on the impact of discontinuation of bus Route 480 on the local UBC community and requested that TransLink consider re-instating this route.
 - Management wrote to provide information about efforts being made to distribute services across the region to meet demand in light of existing financial constraints and that there are no current plans to reinstate the bus route. Management also offered to meet with the delegate to discuss their ideas on serving the local community's needs.
- **Bus Stop Location**
 - A public delegate spoke to the Board regarding the location of a bus stop in front of their home and discussed the impact of the location of the stop on their home and family. The delegate asked TransLink to consider moving the stop to another location
 - Management followed up with the delegate to provide the them with background information on the movement of the bus stop as part of recent construction, on bus stop location considerations, and also the role of TransLink and the municipality in locating the stop.
- **BC Bus Pass Program Benefits**
 - The Board received a public delegate who advocated for West Coast Express benefits to be added to the Province's BC Bus Pass program benefits. The delegate also requested that passes be available on generic adult compass cards.
 - Management responded to the delegate in writing after the meeting to provide background information on the program card designation, noting that the card is non-transferrable and cannot be used by any person other than the program recipient, unlike a generic adult compass card. TransLink also confirmed it would raise their request to add West Coast Express to the program transit benefits for future consideration.
- **TransLink's Fare Structure**
 - A review of TransLink's fare structure, with a view to other public agency transit fare structures, was requested by a public delegate.

- Management wrote to the public delegate to share information on the fare review undertaken in 2018, and the comparator information used by TransLink in evaluating its fares on an ongoing basis.
- **Marpole Transit Center Project**
 - The Board received two public delegates who spoke about the Marpole Transit Center Project. The delegates spoke in favour of the project and requested additional public engagement. Environmental assessments and concerns were noted.
 - Management contacted the delegate in writing after the meeting and confirmed that plans for the project include a trail allowance, and also the status of permitting and environmental reviews for the project. The delegate was provided with information on how to request access to information relating to the project from TransLink if desired.