

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

AGENDA

June 20, 2024
10:00 am – 12:35 pm

- 1. Welcome and Opening Items**
- 2. Public Delegations**
- 3. CEO Report**
- 4. BC Rapid Transit Company**
- 5. Coast Mountain Bus Company**
- 6. Transit Police**
- 7. Finance and Audit Committee Chair Report**
- 8. Planning, Communities and Communication Committee Chair Report**
- 9. Human Resources and Governance Committee Chair Report**
- 10. IT Committee Chair Report**
- 11. Transportation Trends Q1 2024**
- 12. HandyDART Delivery Model Review**
- 13. Consent Agenda**
 - 13.1. Capital Project Approval Policy
 - 13.2. Review of Board Governance Manual and Articles
 - 13.3. Freedom of Information and Protection of Privacy Bylaw Amendment (FOIPPA)
 - 13.4. Response to Public Delegations
 - 13.5. TransLink Bridges – Operations, Maintenance and Rehabilitation Report
 - 13.6. Metro 2050 Regional Growth Strategy Proposed Amendment – Yennadon Lands, City of Maple Ridge
- 14. Conclusion of Public Board Meeting**



TO: Board of Directors

FROM: Kevin Quinn, CEO

DATE: June 14, 2024

SUBJECT: Q2 2024 CEO Report

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

TRANSLINK STRATEGIC PRIORITY: DELIVER TODAY

Phibbs Exchange



On May 6, the newly upgraded Phibbs Exchange was opened for customers, providing more space, improved access, expanded capacity, and better shelter for North Shore transit customers. Other improvements include 13 new bus bays, a new multi-use path, better lighting, new commercial retail space, and an improved design to accommodate the R2 RapidBus.

As part of the upgrades, public art is being installed by artists from the Skwxwú7mesh Úxwumixw (Squamish Nation) and səlílwətaʔ (Tsleil-Waututh Nation) to honour the Indigenous history of the land. The art is expected to

be installed later this year. Phibbs Exchange is a key transfer point for North Shore residents and Capilano University students. It is home to 13 bus routes, with over 5,000 customers who use the exchange on an average weekday.

As an access point for the R2 RapidBus and a future home for the Metrotown to North Shore BRT corridor, Phibbs Exchange is an incredibly important part of the transit network. This upgrade was made possible by capital investments in TransLink's 2018 Investment Plan. TransLink continues to work with all levels of government to identify sustainable funding sources that would allow for similar upgrades required on other parts of the transit system.



King George Station Closure

From April 27 to June 8, King George SkyTrain Station was closed to allow for the completion of essential maintenance work. During this time, there was no SkyTrain service to or from King George Station, with Expo Line service in Surrey ending at Surrey Central Station.

This essential work included the removal of parts of the rail to replace a turnout – a mechanical device that guides trains from one track to another. Multiple infrastructure upgrades in and around the station also took place, including cable installations, elevator inspections, asset repairs, and station cleaning. A full station closure was necessary to complete this important work as efficiently and safely as possible.



During the closure, TransLink adapted bus service around King George Station to fill any gaps in service and to ensure customers were able to get where they needed to go, and directional signage and staff were present to assist travellers. Completing important maintenance work like this helps to ensure the SkyTrain system remains in a state of good repair and reliable for customers. Customers' patience and understanding were greatly appreciated while this important work took place.

Summer Service Changes & the Bike Bus



On June 10, TransLink announced the return of the 900 Bike Bus as part of our [Summer Service Changes](#). The Bike Bus will provide extra capacity for bicycles between Bridgeport Station and the Tsawwassen Ferry Terminal to better connect cyclists with ferry sailing to Swartz Bay, Duke Point, and the Southern Gulf Islands. This year, TransLink added another interior rack on each Bike Bus, increasing the capacity for bike on each bus to 10.

Starting on June 28 and running until September 2, the Bike Bus will be in service on Fridays, weekends, and holidays from 8:00 a.m. to 11:00 p.m., departing every hour to align with ferry sailings. Although this service

continues to be in high demand, TransLink must secure a sustainable funding model to continue to deliver programs like this in the future.

Additionally, June 24 will mark the beginning of Summer Service Changes, where TransLink will begin offering summer seasonal services on 11 routes to improve access and convenience to popular seasonal destinations such as Stanley Park, White Pine Beach, and English Bay.



We are committed to providing service where it is needed most and will continue to allocate bus service to meet customer demand wherever possible. Fall Service Changes will take place in September.

Pattullo Bridge Replacement Project

The Pattullo Bridge, an 86-year-old structure, connects the cities of New Westminster and Surrey. The Province of BC is overseeing the [Pattullo Bridge Replacement Project](#) to replace the existing bridge with a new crossing. Recently, the Province announced that the new Pattullo Bridge won't open until fall 2025.

The existing bridge is equipped with an advanced warning and monitoring system to reduce risks during seismic and high wind events. TransLink performs regular monitoring and inspections to continue to maintain the bridge for operations. Ongoing maintenance and inspections include:

- Annual structural inspections using snooper trucks.
- Annual railing inspections and repairs.
- Bi-annual hydraulic surveys to monitor the impacts of changing river conditions on the bridge.

TransLink will continue this maintenance until the new bridge crossing is complete.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOMORROW

2024 Investment Plan Approval

The 2024 Investment Plan was approved on April 25 as a short-term plan to begin to meet Metro Vancouver's transit needs. It is a necessary first step in addressing overcrowding and will provide the first broad-based service expansions on TransLink's most overcrowded routes since before the pandemic. Beginning in September, TransLink will begin rolling out temporary service increases including better bus frequencies on approximately 60 routes, increased Canada Line frequencies during peak hours, an earlier first weekday SeaBus sailing, and enhanced late evening HandyDART service.

To fund these investments, TransLink is limited to the mechanisms allowed under provincial legislation, which are currently fare revenues and property taxes. The plan also includes \$300 million in capital funding from the Government of B.C. to support the purchase of new buses for future service increases.

While the 2024 Investment Plan is an important step in realizing the Access for Everyone plan, we still have a lot of work ahead of us. Work has already begun on a 2025 Investment Plan, which aims to provide longer-term solutions for Metro Vancouver. TransLink will continue to work closely with senior government partners to secure a long-term funding solution to bring more much needed transit service to our growing region as we prepare to deliver the first phase of the Access for Everyone plan.



Local Government Funding Program

TransLink's Local Government Funding Program supports our mission of building stronger and more vibrant communities by investing in walking, cycling, road and bridge projects, making it easier for people to move around the region safely and efficiently. These investments are also central to addressing some of the region's most pressing issues, serving as a catalyst for more connected communities, affordable housing, and a thriving economy.

This year, TransLink is contributing \$144 million to 60 walking, cycling, and multi-use path projects across the region, as well as 44 roads, structures, and bus speed and reliability upgrades. We're also supporting annual maintenance and pavement rehabilitation required for the 2,600 lane-kilometres of the Major Road Network TransLink oversees.

However, the future of this program is in jeopardy due to funding running out after 2025. It is crucial for TransLink to secure a new funding model to resolve our financial crisis and enable transportation investments that support growing communities for years to come. Without this, critical transportation improvements could come to a grinding halt, reducing quality of life, limiting access, and risking the region's long-term prosperity and resilience.



Bus Priority Vision Report



When buses are slowed by traffic, it costs TransLink more than \$80 million each year, and as congestion continues to worsen, we know that we need to act now to reduce these costs and get our customers where they need to go, faster.

The recently released [Bus Priority Vision Report](#) identifies 20 corridors that need more investment in bus priority measures to mitigate the impacts of growing traffic congestion, ultimately saving time and money. These corridors were determined by factoring in average bus delays, ridership volumes, and existing infrastructure.

Over the next decade, TransLink will work with municipalities to implement bus priority measures on the 20 identified corridors. While each corridor will have its own needs, some examples of improvements that TransLink will engage with municipalities on include dedicated bus lanes, queue jumps, turn restrictions, and traffic signal improvements and upgrades.



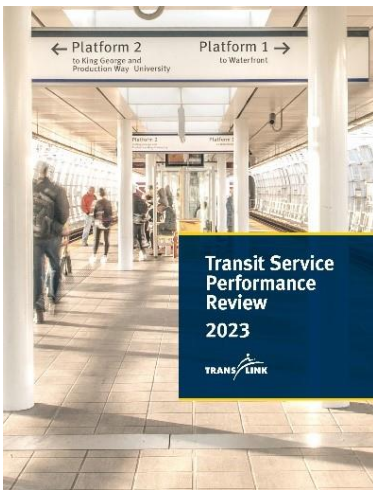
TransLink's next step is to secure funding for the Access for Everyone plan, through which municipalities will have the opportunity to apply for funding for expanded bus speed and reliability measures.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOGETHER

2023 Transit & HandyDART Service Performance Reviews

At the end of April, TransLink released the 2023 Transit Service Performance Review (TSPR) and the 2023 HandyDART Service Performance Review (HDSPR). These annual reports provide key information on how TransLink's customers used the transit network in the previous year, and how service was tailored to meet customer needs. A short summary of each report can be found below:

2023 TSPR



The 2023 TSPR reinforces what we already know – strong ridership and record-setting growth have led to overcrowding on the system. Systemwide annual journeys were up more than 20 per cent in 2023 as 900,000 people used the transit system each week. Meanwhile, new data from Stats Canada shows that Metro Vancouver welcomed 120,000 new residents in 2023, much more than the original estimate of 90,000. As a result of this unprecedented growth, customers are now experiencing some of the highest levels of overcrowding compared to any period over the last decade and in many parts of the region, overcrowding doubled in 2023 compared to 2022 levels.

The 2023 TSPR illustrates that while strong ridership numbers are encouraging, TransLink must maintain an unwavering dedication to ensure services align with the evolving needs of customers, now and into the future.

2023 HDSPR

In 2023, customers continued to trust HandyDART for high quality service. 91 per cent of HandyDART were delivered on time, and HandyDART customer satisfaction for overall service, on-time performance, and ease of booking remained high, with scores of 8.2 out of 10 or higher in each category. TransLink also saw a significant surge in demand for HandyDART in 2023, with a total of 1,175,900 HandyDART trips completed, marking a 22 per cent increase compared to 2022.

With a rapidly growing population, HandyDART demand is expected to increase even more in the coming years. To keep up with increased demand, TransLink is working to expand service as well as modernize and improve the HandyDART customer experience. The Access for Everyone plan proposes up to a 60 per cent increase in HandyDART service in addition to making trips available 24 hours a day. TransLink continues to work with senior levels of



government to achieve these goals and provide a service that will meet the needs of customers for years to come.

Compass for Developments Program



TransLink recently expanded its partnership with PCI Developments to provide 94 pre-loaded Compass Cards to tenants of the newly developed Yarrow East Village residential building in Vancouver. The project is part of TransLink's [Compass for Developments program](#), which enables developers to purchase transit passes for occupants and employees, while fulfilling municipal requirements for transit benefits.

The three-month project, which began in mid-April, will help TransLink better understand how developer-funded transit subsidies can increase public transit use. Participants' travel patterns are being tracked – with their permission – and they're being encouraged to provide feedback on the program's effectiveness. Once complete, the findings will be shared with developers and municipalities to demonstrate the benefits of property developers subsidizing transit in transit-oriented communities.

TransLink conducted a similar study in fall 2022 at PCI's King George Hub development in Surrey. The results found that such incentives encourage transit use among people living or working in transit-oriented developments, while also creating a new revenue stream for transit services.



PRESIDENT & GENERAL MANAGER 2024 Q1 REPORT June 2024 TRANSLINK BOARD MEETING

The first quarter of 2024 saw BCRTC continue to deliver excellent service while supporting our historic expansion program. We are also delivering major preventative maintenance projects to ensure reliability and resiliency, while minimizing service disruptions to our customers. Further details on our recent achievements, successes, and challenges are summarized below.

BCRTC Objective: Deliver Excellent Service

Service

In Q1, Expo and Millennium Line service delivery was 99.1%, with on-time performance (OTP) at 93.6%. While our service delivery performance met expectations, on-time performance has dipped to levels lower than our target of 95.5%. We were impacted by technical issues related to the aging Mark I fleet, winter weather, and passenger-caused events. Work by our Rolling Stock department has already improved train performance and we have seen OTP improvements in Q2.

The SkyTrain customer satisfaction survey score in Q1 was 8.0, close to our target of 8.2 out of 10. Improvements were noted in the 'Helpful Staff' category, improving 0.3 points to 8.6, which was the highest score recorded. The 'Delays Announced' category showed the most room for improvement.

Winter Storm Performance

The start of the quarter recorded one of the heaviest snowfalls in the region's history. Thanks to detailed planning and rigorous focus on readiness and execution, BCRTC's services performed in full accordance with our Winter Storm Plan. In the aftermath, the accountable teams held debrief sessions to reaffirm the Snow Plan playbook and record lessons learned. In addition, we are reviewing our response plans for wind, rain, flooding, heat, and air quality extreme conditions.

Ridership

For the quarter, SkyTrain ridership on the Expo and Millennium Lines was nearly 25.3M, which is over 2 million more passengers compared to Q1 2023. Increased Q1 2024 ridership was also recorded for Canada Line (9.7M) and West Coast Express (400K). Seasonal trends and improving weather will see even more boardings in the coming months.

Passenger Safety

In Q1 we recorded 33 mostly minor passenger injuries, with the largest category continuing to be slips, trips, and falls on platforms and near or on elevating devices. This resulted in an injury rate of 1.27 per million boarded passengers compared to the target of no more than 1.0. We continue to work with TransLink on promoting the "Keep Safety Simple" safety campaign to encourage

customers to slow down in the stations and hang on in the train. We have also noted a new trend in increased injuries due to intoxication.

State of Good Repair

Railway Infrastructure

In late March, our Railway Infrastructure team replaced two outdated switch machines in the Waterfront area of the Expo Line with more modern devices. This type of work on end-of-life assets improves the reliability and resiliency of vital system components. The durability of the new switch machines gives our Operations Scheduling team more flexibility to reroute trains across switches, which allows us to be more efficient with our timetables.

In Q1, the Guideway teams continued planning for the next phase of the Expo Line state of good repair Switch Replacement program, scheduled to start in April 2024 at King George station. This phase is planned for six weeks and requires the shutdown of King George station to ensure the safety of workers and shorten the project duration. Other maintenance projects will be occurring at King George to take advantage of the station closure. A comprehensive customer information campaign was launched in March to support the project.

Our annual Rail Grinding program successfully completed 61 km of rail maintenance this quarter. Rail grinding is an important part of our maintenance regime to reduce noise levels, improve ride quality, and ensure rail longevity. We have been utilizing our nightly maintenance windows for scheduled grinding, including targeting hotspots identified by staff inspections and our residential neighbours. Our grinding efforts have resulted in a decrease in noise complaints compared to this time last year.

SkyTrain Stations

A major milestone was achieved this quarter with the opening of the Brentwood Town Centre Station south entrance along Lougheed Highway. This included the installation of a new elevator and a new glass enclosed staircase to provide better weather protection, comfort, safety, and accessibility. With the re-opening of the south entrance, the project transitioned its focus to the north entrance, which will be closed until the end of summer 2024 to upgrade safety, connectivity, capacity, and accessibility elements.

The SkyTrain Station structural recoating project moved from successful completion at Rupert Station to New Westminster's 22nd Street Station. This project mobilized on March 11, 2024, and is expected to be completed by the end of Q4 2024.

Elevating devices once again delivered strong performance metrics with better than target availability scores. Escalator performance has been better than target for 32 consecutive months. The quarterly availability score was 96.9% against a target of 94.5% with no unplanned outages.

Similarity, elevator performance was strong to start 2024. Elevator availability was 99.3% for Q1 which is better than the target of 98.1%.

BCRTC Objectives: A Healthy, Motivated, and Fulfilled Team

Employee Safety

This quarter's Lost Time Injury (LTI) rate of 5.2 was above our target of no more than 4.0 lost-time injuries per 200,000 hours worked. Seven of the 14 recorded LTIs were related to mental health claims as a result of exposure to trauma on the system. All seven staff members were supported through our Critical Incident Stress Management program. We have reviewed our incident response protocols with a view to minimize unnecessary staff exposure to trauma.

Our injury prevention campaigns are yielding promising results. Several teams are currently recording extended periods without an injury: 140 days without a lost time injury in Rolling Stock, and 250 days in Support Shops.

Safety

BCRTC commemorated the National Day of Mourning with a ceremony and moment of silence. This day is dedicated to remembering those who have lost their lives or suffered injury or illness on the job. In a well-attended and somber joint management/union ceremony, we reflected on our safety responsibilities, workers' safety rights, the importance of following safety procedures, and looking out for our health and the health of our colleagues.

Control Operator Recruitment

The Train Operations department launched an internal promotion to recruit Control Operator applicants. As a result, Q1 2024's intake had 55 applicants, which is nearly double the previous recruitment round. Ensuring Control Operator positions are filled is critical for business continuity as the system expands and we anticipate a cluster of retirements.

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 V trains, and upgrades at OMC1. Some highlights from the past quarter include:

OMC1 Upgrades

We anticipate opening the new Guideway Shop at OMC1 by mid-year. Similarly, the extension of the Vehicle Cleaning and Inspection Facility (VCIF) at OMC1 is scheduled for completion by mid-year.

Mark V Trains

Testing and commissioning of Train 1 continued in Q1. This includes static and dynamic testing in our OMC1 maintenance yard and on the system during non-revenue hours. Training is underway for Field Operations and Rolling Stock staff ahead of the first Mark V train entering service in late Q4.

Train 2 continues its testing regime in Kingston with its 20,000 km endurance testing scheduled for May and June prior to being shipped to our Burnaby maintenance facility near the end of Q3. Teams continue to prioritize adequate track time to successfully test and commission Mark V trains without compromising service delivery and on-time performance.

New Operations Control Centre (OCC2)

OCC2 building construction reached 70% completion in Q1 and is expected to conclude by summer 2024. The project will then move into the systems installation phase. BCRTC teams continue to work closely with TransLink and TICorp to ensure the schedule remains on target to support the Broadway Subway Project launch.

OMC 4

The project reached an important milestone on February 25, 2024, with the start of construction of the flyover connecting the guideway to the new facility. This work requires single-tracking and a two-year change to the service pattern between Braid and Lougheed Stations. This work was supported by a comprehensive customer information campaign.

Broadway Subway Project (BSP)

BCRTC continues to support TI Corp's project delivery team. Both Tunnel Boring Machines (TBM) arrived at Cypress Street near the future Arbutus Station at the end of March, completing their journey from the future Great Northern Way-Emily Carr Station.

Surrey Langley SkyTrain (SLS)

The Surrey-Langley SkyTrain project is approaching the construction phase. The provincial government has announced the preferred partners to build the project in three contracts (guideway, stations, and systems), and our BCRTC teams continues to support all aspects of the project's progress.

Q1 Performance Indicators – SkyTrain

Key Performance Indicators – as of March 31, 2024	SkyTrain (Expo-Millennium Line)		
	Q1 Target	Q1 Actual	Q1 Last Year
Deliver Excellent Service			
Customer Service Performance Survey Results	8.3	8.0	8.5
Boarded Passengers (in thousands)	23,112	25,294	23,406
Major Passenger Injuries (per million boarded passengers)	1.00	1.27	1.07
On-Time Performance (OTP)	95.5%	93.6%	95.8%
Percentage of Scheduled Service Delivered	99.5%	99.1%	99.6%
Controllable Delay Events: Response Time 16 – 30 Minutes	11	16	7
Beyond Control Delay Events: Response Time 16-30 Minutes	-	4	8
Controllable Delay Events: Response Time over 30 Minutes	8	11	3
Beyond Control Delay Events: Response Time over 30 Minutes	-	16	6
Elevator availability	98.1%	99.3%	97.2%
Escalator availability	94.5%	96.9%	94.9%
Customer Complaints (per million boarded passengers)	15.3	12.3	12.5
A Healthy, Fulfilled and Motivated Workforce			
Employee Lost Time Frequency (per 200,000 hours worked)	4.0	5.2	7.2
Physical Assaults (per 200,000 hours worked)	1.2	1.5	0.0
Retention Rate (rolling 12 months)	-	93.7%	-
Finance			
Operating Cost per Service Hour	\$232.83	\$229.40	\$179.07
Operating Cost per Capacity km	\$0.0639	\$0.0624	\$0.050

Q1 Performance Indicators – West Coast Express

Key Performance Indicators – as of March 31, 2024	West Coast Express		
	Q1 Target	Q1 Actual	Q1 Last Year
Deliver Excellent Service			
Customer Service Performance Survey Results	8.6	8.8	8.7
Boarded Passengers (in thousands)	372	373	303
Major Passenger Injuries (per million boarded passengers)	0.00	0.00	0.00
On-Time Performance (OTP)	97.8%	91.6%	95.4%
Percentage of Scheduled Service Delivered	99.9%	99.7%	100.0%
Customer Complaints (per million boarded passengers)	118.9	126.1	132.2
A Healthy, Fulfilled and Motivated Workforce			
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
Finance			
Operating Cost per Service Hour	\$744.64	\$718.16	\$757.93
Operating Cost per Capacity km	\$0.134	\$0.129	\$0.136

Q1 Performance Indicators – Canada Line

Key Performance Indicators Based on Canada Line 28 Day Report Year 15 Period 6 to Year 15 Period 9 (4 periods) December 13, 2023 – April 2, 2024	Canada Line	
	Q1 Target	Q1 Actual
Safety (Year 15 Period 6-9)		
Major Passenger Injuries (Serious and Fatal)	-	22
Lost Time Accidents	-	3
Physical Assaults/Threats	-	5
Total Reportable Incidents	-	13
Service Performance (Year 15 Period 6-9)		
System Availability	98.0%	99.4%
Vehicle Availability	96.9%	99.4%
Station Availability	100%	100%
Operations (January 1 - March 31, 2024)		
Incidents with duration 16 – 30 Minutes	-	7
Incidents with duration over 30 Minutes	-	5
Escalator Availability	95.0%	98.1%
Elevator Availability	95.0%	97.3%
Customer Experience (January 1 - March 31, 2024)		
Customer Satisfaction Service Score (Based on TransLink Customer Service Performance Report)	-	8.3
Customer Complaints (Based on monthly Customer Information Data)	-	9.7
Ridership (in million) (January 1 - March 31, 2024)	9.68	9.62

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.

Phibbs Exchange Upgrade

- Phibbs Exchange is North Vancouver's largest bus loop and is a vital connection between the North Shore and the rest of the region's transit system. It was recently closed for renovation/expansion and officially reopened on May 6, 2024.
- The expansion includes 13 new bus bays, a new multi-use pathway for cyclists and pedestrians, improved lighting for safety, and improved bus stop shelters with more seating. An updated crew room for Transit Operators will open later this year.

Vaisakhi Parade

- On April 13 and 20, 2024, CMBC and other TransLink enterprise employees walked with a wrapped bus in the Vaisakhi Parades in Surrey and Vancouver. The bus wrap artwork was created by local visual artist Jag Nagra and will remain on the bus until the end of June.

Transit Service Changes

- Effective April 15, 2024, CMBC implemented Spring Service Changes, including seasonal adjustments to provide more service to parks and universities, upsizing Route 25 (Brentwood Station/UBC) to articulated buses, and permanent service increases and reductions to certain routes.
- Service increases were primarily concentrated in the rapidly growing Southeast subregion (Surrey/Langley), while reductions were focused on the Burrard Peninsula (Vancouver/Burnaby). These changes are consistent with ongoing efforts to minimize overcrowding and provide service where demand is strongest.

Michelin Grip-D Tire Testing

- After a limited test of the Michelin Grip-D tire model over the 2022/2023 winter, an expanded test began in November 2023 on approximately 500 buses, representing about one-third of CMBC's total bus fleet.
- Testing is expected to last about 12 months and will measure all-condition performance (wet, dry, snow, durability, and impact on fuel economy). Snow testing took place over the winter and wet weather testing was recently completed in April. Results so far are positive.

Customer Information Call Centre

- In Q1 2024, Customer Information Agents received 146,512 calls. Call volumes increased by 2% quarter-over-quarter and a decrease of 2% compared to the same period in 2023.
- The Lost Property team received 9,731 calls in Q1 2024 (down 12% quarter-over-quarter and down 6% compared to the same period in 2023). This decrease is consistent with the rate of lost items received. The team received 8,343 items in Q1 2024 and accomplished a return rate of 31% which is in line with previous quarters.

Access Transit Service Delivery

- HandyDART ridership (comprised of HandyDART and taxi) numbers continue to report a steady increase. In Q1 2024, the count of boarded passengers amounted to approximately 336,000 representing 93% of the pre-pandemic Q1 2019 figure of 362,000. In Q1 2024, 99% of requested trips were delivered, excluding client cancellations, which is flat with Q4 2023.
- The Q1 2024 taxi usage rate was 21% of total trips. This is a 3% decrease from Q4 2023. Access Transit Service Delivery continues to work closely with the contractor, Transdev, to manage taxi usage. With this collaboration, a continued downward trend in taxi usage is expected in 2024.
- In Q1 2024, on-time performance remained the same as Q4 2023 at 91%.

Wheelchair-Accessible Bus Stops

- As of April 18, 2024, CMBC had 6,928 accessible bus stops out of 8,268 total. Each year, we aim for a 2% increase in wheelchair-accessible bus stops which will amount to about 150 bus stops in 2024. This initiative is a collaboration between CMBC and the municipalities who own and maintain bus stops.

CMBC Strategic Priority: OPERATIONAL EXCELLENCE

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

Fleet Procurement

- CMBC has ongoing fleet procurement scheduled through 2025 including various bus types based on regularly scheduled replacements.

Fare Revenue

- For March 2024, total bills collected was \$3.14M which is a decrease from February 2024 (\$3.58M). Total coin collected for March was \$1.4M which is a decrease from February 2024 (\$1.5M). Both bills and coin were down in Q1 2024 (\$15.3M) when compared to Q4 2023 (\$16.0M) and Q1 2023 (\$16.6M). The 12-month rolling totals for both bills and coin have remained consistent over the past several months.

Financial Results

- For the first quarter ended March 31, 2024, CMBC costs (excluding allocated costs and including recoveries) were \$1.8M (0.8%) unfavourable to budget.
- The main factors driving this variance include:
 - *Unfavourable:* Salaries, wages, and benefits are unfavourable due to vacation along with overtime, but this is offset slightly by vacancies. Maintenance, materials, and utilities are unfavourable due to more salting/snow removal. Inflationary impacts continue to be higher than budgeted for parts, but to a lesser degree than previous years. Lastly, other Contractors (West Vancouver, Langley, and Bowen Island) is unfavourable due to higher labour, maintenance, and gas costs.
 - *Favourable:* Fuel and administration costs.

CMBC Strategic Priority: SAFETY AND SECURITY

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.

Transit Security Bike Patrol

- Transit Security Bike Patrol returned in April and will run through the summer. With the ability to reach areas restricted by cars, the Bike Patrol provides the public and our employees with another level of safety and customer service on the transit system, particularly in downtown Vancouver.

Employee Workplace Injuries / Accepted Lost Time Claims

- As of Q1 2024, CMBC recorded 90 accepted lost time claims at a rate of 8.0 per 200,000 hours worked, which is an improvement compared to the same period last year with 104 claims and a rate of 9.4. *Falls on the Same Level* are the leading accident type (23% of all claims), followed by *Acts of Violence* (17%), and *Motor Vehicle Collisions* (14%). In 2024 YTD, there were 158 claims registered which is flat with the same period last year.

Transit Operator Assaults

- CMBC recorded 12 Transit Operator assaults in 2024 YTD which is a decrease from 15 incidents in 2023. The 2024 rate of assaults per 1 million service hours improved from 11.5 last year to 9.1 this year. The assault rate per 1 million boardings also decreased from 0.26 last year to 0.21 this year.
- CMBC continues its efforts to eliminate assaults and keep Transit Operators safe through working groups and collaboration with Transit Security, Transit Police, and our Transit Operators.

Return-to-Work Program Update

- CMBC's updated "Recover at Work Program" was rolled out to employees in June 2023. Over the past 90 days, WorkSafeBC has become significantly more involved in the Return-to-Work process for our employees. WorkSafeBC is reaching out to CMBC's Workers Compensation team and our employees to ensure everyone is accountable to participate.

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) – Renewable Diesel

- CMBC has begun to introduce renewable diesel into our bus fleet as a cleaner fuel option to reduce greenhouse gas (GHG) emissions while we electrify. Renewable diesel comes from organic waste, such as used cooking oil or waste animal fats.
- Renewable diesel was rolled out to Surrey Transit Centre in December 2023 and Port Coquitlam Transit Centre in March 2024. To date, approximately 2,500 tonnes of carbon dioxide equivalent (CO₂e) have been avoided through the use of renewable diesel.
- The program team is working through deployment scenarios for the upcoming years to ensure we achieve our 2030 target of an overall 45% reduction in GHG emissions. Key areas to be resolved are financial aspects and fuel availability.

Zero-Emission SeaBus Transition Plan

- An application for funding was submitted to Transport Canada for the development of a Zero-Emission SeaBus Transition Plan. This plan would convert the SeaBus fleet to zero-emission propulsion technologies, align with sustainability goals, and contribute to regional climate action targets.

Burnaby Transit Centre Lighting Retrofit

- As part of the Energy Management Program created in 2010, CMBC regularly undertakes efficiency retrofits to eliminate energy waste and minimize environmental impacts.
- The most recent project was a lighting retrofit at Burnaby Transit Centre that included the removal of 1,939 metal halide, fluorescent, and incandescent fixtures, replacing them with modern LED lighting. Benefits of the retrofit included 1.32 GWh of electricity (equivalent to about 110 households) and \$113,000 saved annually, reduced maintenance costs, and electrical capacity freed up for future heat pumps and EV charging, among others.

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.
- CMBC reported 2.16 spills/Mkm in Q1 2024 and 1.25 spills/Mkm in Q4 2023. These values reflect spills over 1 litre, spills with more than 3 square feet affected, or spills that require more than 30 minutes of cleanup at garages. For comparison, in 2023, the total spill rate was 2.00 spills/Mkm.
- Maintenance Engineering continues to monitor new buses being introduced into the fleet for potential design issues which could lead to environmental spills. Older vehicles in the fleet continue to be monitored, as well.

CMBC Strategic Priority: EMPLOYEES

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

Equity, Diversity, and Inclusion

- The installation of gender-inclusive washroom signage across CMBC was completed in February 2024. To accompany the signage, educational resources as well as posters, slides on our internal TV screens, and intranet updates have been shared with employees.
- In addition to employee and union engagement that took place last year, CMBC's EDI Program Manager delivered three information sessions to all Operations and Maintenance leaders in April/May of this year and further engagement took place during Transit Operator Sign-up in late May. As we are now in the sustainment phase of this initiative, these engagement opportunities were aimed at providing continued support to employees.

Continuous Improvement – Fleet Overhaul Pilot

- Maintenance partnered with TransLink's Continuous Improvement team to launch a pilot program with Fleet Overhaul in April 2024. The program focuses on improving the part rebuild process and the internal inventory supply chain.

Mechanic Recruitment

- In addition to the mechanic recruitment campaign running on social media, radio, and billboards, an Open House took place on May 11. Approximately 28 pre-screened candidates were invited to attend. Following two rounds of interviews at the event, nine candidates passed to the next phase of the recruitment process.
- The goal in the 2024 budget is to hire 20 new Mechanics. Furthermore, the recently approved 2024 Investment Plan calls for an additional 14 Mechanics to be hired over and above the 2024 budget target of 20, for a total of 34.

Transit Operator Recruitment

- For 2024, to maintain staffing levels and plan for the future, CMBC's target is to hire 630 new Transit Operators (452 Conventional and 178 Community Shuttle). To date, we have hired 206 Transit Operators (148 Conventional and 58 Community Shuttle) which is 33% of the goal. Two Transit Operator Hiring Fairs have been held so far in 2024. A couple more fairs are planned for later this year and a healthy number of candidates are currently in the hiring pipeline.
- As the 2024 Investment Plan has been approved, CMBC will soon finalize next year's Transit Operator hiring target to support service expansion planned for 2025. Discussions are underway to ensure that CMBC will have sufficient resources to hire, onboard, and train the required Operators.

CMBC Strategic Priority: TECHNOLOGY

Prioritize technology enabling improvements to internal operations.

MyWork Launch

- MyWork, the new dispatch and payroll system for Transit Operators that replaces the Daily Operator Management System (DOMS), was successfully launched at Vancouver Transit Centre on April 14 and Surrey Transit Centre on May 14, 2024. MyWork is expected to launch at the other four depots between June and July.
- MyWork digitizes many of the paper-based processes such as tracking, scheduling, dispatching, and managing day-to-day activities at the depots.

KEY PERFORMANCE INDICATORS AS OF MARCH 31, 2024

KEY PERFORMANCE INDICATORS¹	2024 ANNUAL TARGET	2024 YTD TARGET	2024 YTD¹ ACTUAL	2023 YTD¹ ACTUAL
TransLink Customer Survey – Bus service overall ²	8.1	8.1	7.5	8.0
Scheduled Revenue Service Delivered	99.0	99.0	97.9 ³	99.0
Customer complaints per million boarded passengers	85	85	78	72
Validated HandyDART complaints per 1,000 trip requests	0.5	0.5	0.5	0.5
On-time Performance				
Bus Regularity – frequent service	80.0%	80.0%	79.3%	78.6%
Bus Punctuality – infrequent service	80.0%	80.0%	81.9%	82.2%
On-time Performance – HandyDART	90.0%	90.0%	91.4%	92.2%
Preventable collisions per million Km ⁴	9.5	9.5	10.7	8.4
Operator assaults (CUTA 1-4) per million boarded passengers ⁵	0.3	0.3	0.2	0.3
WorkSafe BC Accepted Lost Time Claims per 200,000 hours worked	8.3	8.3	8.0	9.4
Pedestrian incidents per million service hours	15.9	15.9	11.4	19.9
Cyclist incidents per million service hours	4.2	4.2	1.5	2.3
Injury claims – Passengers per million boarded passengers	3.8	3.8	2.9	3.8
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling ⁶	1,320	1,320	1,314	1,314
CMBC operating cost per service hour ⁷	\$149.75	\$149.54	\$154.33 ⁷	\$138.09
Access Transit operating cost per trip	\$48.58	\$48.57	\$56.48	\$55.75
METRICS				
Access Transit trips provided (thousands)				
HandyDART	1,297	313	237	217
Supplemental taxi service	152	36	64	61
Total Trips⁸	1,449	349	301	278

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 March 31, 2024, unless otherwise stated.

² TransLink Customer Survey is conducted every quarter. The 2024 and 2023 YTD Actuals represent the results for the first quarter.

³ The Scheduled Revenue Service Delivered for the first three months of 2024 were lower than budget due to the high cancellation rate in January mainly from winter weather conditions.

⁴ The 2024 YTD Actual data is subject to change due to the timing of adjudications.

⁵ CMBC recorded 12 Operator assaults in the first three months of 2024, which is slightly lower than the same period last year with 15.

⁶ The 2024 YTD data is 12 months rolling as of February 29, 2024. The 2023 YTD data is 12 months rolling as of March 31, 2023.

⁷ Excludes TransLink allocated costs. The CMBC operating cost per service hour for the first three months of 2024 is higher than the budget mainly due to the lower service hours attributed to the complete shutdown of CMBC SeaBus and Bus services for January 23 and 24, due to the Job action by CUPE Local 4500.

⁸ The number of Access Transit trips provided in the first three month of 2024 were 48.3 thousand lower than the 2024 budget due to lower than anticipated demand. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance. As such, budgeted 2024 service levels are aligned with the 2022 Investment Plan, approved on May 26, 2022. The Investment Plan service level was established to ensure that customers can continue to complete trips on this essential service as demand grows.



METRO VANCOUVER TRANSIT POLICE REPORT FOR JUNE 2024 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **Community Safety Officers ("CSOs")** – A third class of ten CSOs began their classroom training in April 2024. Graduates from Classes one and two are assigned to the four patrol squads and they are fully part of Transit Police service delivery model. They perform a wide range of duties and work in coordination with Transit Police Officers, jurisdictional police and transit partners. Once the third class completes their training, we will have achieved the 24 positions. Three CSOs from previous classes were recently successful in applying to be Transit Police Officer recruits and started at the Police Academy.
A photograph showing three people walking on a sidewalk. One person is wearing a dark uniform, likely a police officer, and is talking to two other people who are dressed in casual clothing.
- **Promotion of Unbiased Policing, Ongoing Mandatory and Special Training**
 - Indigenous Learning – In 2024 Q2, there were four one-day Experiential Indigenous Learning sessions held in partnership with the Kwantlen First Nation. This important and impactful training was taken by a combination of 209 Transit Police Officers, senior leaders, civilian professionals and Police Board members.
 - HealthIM – Transit Police began work to introduce the HealthIM App as a tool for Transit Police Officers. HealthIM is a software application that enables police and medical professionals to document interactions and have access to client-specific safety and de-escalation information when responding to mental health calls. Prior to responders interacting with a person in crisis, they can access relevant information generated from Brief Mental Health Screener ("BMHS") reports. Implementation is anticipated for fall 2024.

- Training – There are considerable mandatory training requirements applied to personnel within BC police agencies, many arising from the BC Provincial Policing Standards. Legislative changes, case law, emerging issues, public expectations and technological change also contribute to additional training identified for Transit Police personnel to deliver upon its mandate and to enhance safety of personnel and the public. 2024 Q1-Q2 examples include: drug based patrol investigations course; explosive detection dog training with USA counterparts; CORE Patrol Tactics; firearms and use of force tactical training and recertification, and ARWENs recertification and new user course; orientation to human trafficking; hate crimes workshop; supervisor training (i.e., critical incident response, breaches, PRIME, Crown Disclosure MOU, naming conventions, Digital Evidence Management System updates, and Section 490 seizures).



- **2022-2026 Strategic Plan - 2023 Year-End Update**

Throughout 2023, Transit Police made important progress against the 11 Strategic Plan Objectives, in support of Transit Police’s core purpose of ‘Safety for all transit users in Metro Vancouver’. To view the report:

<https://transitpolice.ca/news/strategic-plan-2022-2026/>

- **Operational Highlights**

Metrotown Project – In April 2024, Transit Police led a three-day project to address crime and safety in and around Metrotown SkyTrain Station. This project was in partnership with Metropolis at Metrotown security. Transit Police worked in uniform and plainclothes in the area surrounding Metrotown SkyTrain Station, including the adjacent bus loop, Metropolis at Metrotown shopping centre, and nearby businesses. The project resulted in:



- 26 arrests (i.e., outstanding warrants, weapons possession, theft, trafficking a controlled substance, and Motor Vehicle Act violations);
- 23 weapons, 142 grams of fentanyl and six grams of methamphetamine seized; and
- \$9,506 in stolen merchandise recovered.

This project was made possible through Provincial Special Investigation and Targeted Enforcement (“SITE”) Funding and demonstrates the way in which Transit Police utilizes intelligence reports, crime data and reports from the public in order to work with community partners and strategically focus police resources.

Distracted Driving – The Transit Police’s Targeted Mobile Enforcement Team (“TMET”), in support of ICBC’s traffic priority for March, conducted 35 distracted driving enforcement initiatives in and around major transit hubs in March 2024. Nearly 300 violation tickets were issued. Guided by a priority of increasing transit safety, TMET focused their efforts at targeting distracted drivers who posed a threat to pedestrians making their way to and from



transit stations, and bus loops throughout Metro Vancouver. TMET worked jointly with Richmond RCMP, Burnaby RCMP, BC Highway Patrol Integrated Road Safety Unit, and Commercial Vehicle Safety and Enforcement.

There were 216 violation tickets issued to people for using electronic devices while driving (\$79,488 in fines), and a further 83 violation tickets to drivers for a variety of offences, including: Drive Contrary to Restrictions, No Driver’s License, Drive without Insurance, and impaired driving. Countless other drivers were given warnings and educated about the dangers of distracted driving.

File Update on 2021 Assault on SkyTrain Attendant (“STA”) – A man has been sentenced for the 2021 assault of a STA. The STA was assaulted at Braid Station as she was leaving a room in the station, when the man shoved her back inside and violently attacked her. She fought him off while calling for help and she eventually escaped the room. The man was arrested at the scene by Transit Police and he remained in custody until his court date. In May 2024, the Judge found him guilty of one count of Assault causing Bodily Harm and one count of Forcible Confinement, and he was sentenced to 10 years in prison. The STA is to be commended for her strength and tenacity in fighting off her attacker, and for the bravery she showed by facing him in court.

TransLink Strategic Priority: State of Good Repair

- **Anti-terrorism and Critical Incident Readiness**

Anti-terror policing is a central element of the Transit Police daily policing and public safety practice. A range of obvious and discreet methods continue to be employed by the Transit Police to detect, deny and deter any activity that poses a security risk to the transit system. Planning and readiness for critical incidents is particularly important (including planning for FIFA).

- Table Top – In March 2024, Transit Police personnel (operations, media and OCC supervisor) participated in a TransLink Emergency Exercise Program that focused on two scenarios: guideway intrusions and sudden death incidents. Other participants were Coast Mountain Bus Company, BC Rapid Transit Company, Canada Line and TransLink Emergency Planning.



- Immediate Rapid Deployment (“IRD”) – During the first half of 2024, Transit Police Officers have participated in practical training scenarios to prepare officers for high risk arrests and response with IRD.
- Policies – Transit Police updated its Policy OA020 - Hostages and Barricaded Persons, which addresses when a Transit Police Officer is a first responder to situations involving hostages and barricaded persons. Such incidents are handled in coordination with the police of jurisdiction and protocols with transit operating companies when transit system service may be impacted. Further, Transit Police recently developed a new policy for preparedness to Active Deadly Threat (“ADT”) and Mass Casualty Events. This policy arises from BC Association of Chiefs of Police establishing of a common Code 1 response protocol, intended to assist jurisdictions with coordination and resource management during the outset of an ADT incident.

- **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, including reports on the Transit Police website. The following is a snapshot of key statistics for 2024 Q1 as compared to 2023 Q1. In 2024 Q1, Transit Police had 3,532 Police Files, which is a 1% decrease from 2023 Q1.

Metro Vancouver Transit Police Crime and Safety Statistics	2024 Q1	2023 Q1	% Change	Positive Monitoring Needs Action
Rate of Crimes Against Persons/100,000 Boarded Passengers	.37	.41	-8%	
<i>Actual Number of Crimes Against Persons (includes assists)</i>	356	357	-4%	
Rate of Crimes Against Property/100,000 Boarded Passengers	.44	.48	-9%	

<i>Actual Number of Crimes Against Property (includes assists)</i>	416	437	-5%	
Other Criminal Code Violations/100,000 Boarded Passengers¹	.22	.24	-8%	
<i>Actual Number of Criminal Code Violations (includes assists)</i>	211	221	-5%	
Provincial Violation Tickets ("VTs")	1823	1438	27%	
Arrests - Warrants Executed (All)	420	397	6%	
Arrests - New Charges²	142	107	33%	
Breaches (includes secondary offences and assists)	113	119	-5%	
Total S. 28 Mental Health Act Apprehension Files	62	45	38%	
<i># of S.28 MHA individuals committed, held, voluntary admitted</i>	85%	70%	15% points	
Rate of Sexual Offences/100,000 Boarded Passengers	0.4	0.4	0%	
<i>Actual Number of Sexual Offences (includes assists)</i>	36	35	-3%	
SCBCTA Fare Infraction Notices	2029	1234	64%	
Number of Unique SMS Text Conversations	1776	1437	24%	
Number of Police Files Generated from SMS Texts Conversations	622	633	-2%	

- o Ridership Boarded Passenger levels increased 4% when comparing 2024 Q1 to 2023 Q1 (95,303,928 versus 91,505,563), continuing to move towards the pre-pandemic level. The 2024 Q1 results show continued positive movement with decreases in the rates of Crimes Against Persons (down 8%) and Crimes Against Property per 100,000 Boarded Passengers (down 9%) when compared to 2023 Q1. These rate changes are due to the increase in ridership as well as small reductions in the actual number of crimes against persons and property files in the year.

iPhone Robberies – Over the span of one year, some individuals who had advertised a newer model iPhone for sale were contacted by someone who claimed to be interested in purchasing it. At the prospective purchaser’s request, the parties met at a transit hub in Burnaby. Once the seller arrived

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.

at the location, a young person would quickly grab the phone out of their hands and flee. An investigation by the Transit Police's Crime Suppression Team and patrol constables, found that the four iPhone robberies were linked to one youth offender. In April 2024, Crown Counsel approved four charges of Robbery.

- The number of sexual offence files for 2024 Q1 was similar to 2023 Q1, as well as the rate per 100,000 Boarded Passengers. Transit Police takes reports of sex offences seriously and investigates thoroughly. Transit Police recognizes there may be under-reporting of incidents and promotes reporting through a variety of initiatives, including texting 87 77 77 and anti-sex offending campaigns with community partners. A new anti-sexual offence campaign is being planned for fall 2024 – with a special focus on secondary school students.
- When comparing 2024 Q1 to 2023 Q1, Transit Police had a 38% increase in apprehensions of persons in mental health crisis under S. 28 of the *Mental Health Act* ("MHA"); 62 versus 45. Contributing to this increase may be the addition of our CSOs and their on-view observations (or interactions with transit staff) resulting in calls for Transit Police Officers to attend and assist the individual in crisis. These individuals were taken to hospital for assessment from medical practitioners and 85% were committed, held, or voluntary admitted once at hospital. This is above both the 2023 annual percentage and 2023 Q1 comparative rate. Transit Police continues to have some individuals/clients referred to the Transit Police Mental Health Liaison Officer, who will then work with the client and partner agencies to seek appropriate support services and resources to support that client moving forward.
- 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 24% increase in unique SMS Text conversations with the Transit Police - Operations Communication Centre when comparing 2024 Q1 to 2023 Q1. This increase is attributed to the impact from the expansive 2023 safety campaign on the bus system. 35% of conversations were converted to police files, with many of the other conversations redirected to transit customer service or other service providers.
- In 2024 Q1, Transit Police Officers made 420 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere. The number of warrant arrests³ in 2024 Q1

³ Warrant arrests and breaches may arise from on-view work of police officer, calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (i.e., misuse of a fare gates). Officers also familiarize themselves with criminals of concern or offenders wanted through law

was 6% higher than in 2023 Q1. The number of new charge arrests by Transit Police increased by 33% when comparing 2024 Q1 to 2023 Q1. However, the number of breach files⁴ decreased by 5% for the comparative periods.

- The increase in Fare Infraction Notices (“FINs”) and Provincial Violation Tickets from 2024 Q1 to 2023 Q1 is mostly attributed to the deployment of the new CSOs, whose duties include enforcement of the *Greater Vancouver Conduct and Safety Regulation* and issuance of FINs. The number of VTs in 2024 Q1 arising from the *Conduct and Safety Regulation* was 59% higher than 2023 Q1 – pre CSOs. CSOs prepared 45% of all FINs in this quarter.

Fare Check to Arrest – In May 2024, two Transit Police Officers and a CSO were conducting fare checks at the Marine Drive SkyTrain Station platform. The CSO was dealing with a person who provided false information. This person suddenly fled and pushed through the gate to exit. A foot pursuit followed and the person was taken to the ground. They were arrested by Transit Police Officers and a firearm was located in their waistband and second firearm also located (loaded antique semi auto pistol and antique revolver). The individual was transported to Vancouver Police cells to be held for court.

Canada-Wide Warrant - In March 2024, a Transit Police Officer observed a person push through a fare gate to exit the Main Street SkyTrain Station. The person was stopped under the provincial offence. A query on the police records system revealed an outstanding Canada-wide warrant from Vancouver Police for Arson. The person was arrest and lodged in Vancouver cells for court.

enforcement intelligence sharing, regional BOLFs (Be On Lookout For) and the Transit Police Offender Monitoring.

⁴ 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 files on/near the transit system not brought to the attention of Transit Police.

TO: Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning & Policy
Ilan Elgar, Director, Research & Analytics

DATE: June 12, 2024

SUBJECT: Transportation Trends Q1 2024

EXECUTIVE SUMMARY

Transit ridership in Q1 2024 was 4.7% higher than in Q1 2023. The number of unique weekly passengers exceeded 900,000 people and ridership frequently reached 90% of pre-COVID levels. The growth in ridership and increase in travel in other modes over the past year or so also resulted in more overcrowding and reduced bus service reliability, elements that our customers are keenly aware of. Transit user perceptions of the quality-of-service were especially low last quarter, potentially due to weather conditions (snow) and the job action in January. Some level of uncertainty is always associated with projections, however, while additional COVID-19 recovery is possible, growth of ridership over the last year suggests that going forward “normal” factors will likely be the main determinants of ridership growth. Regardless, maintaining good quality of service is essential to facilitating ridership growth.

PURPOSE

This report provides an update on ridership in the region and the factors affecting it. In addition, the report provides a first attempt at an overview of transit quality of service as well as usage and travel conditions of other modes. An attached slide deck (Attachment 1) provides visual representation of the information referenced in this report.

The report is for information purposes only.

BACKGROUND

Transit ridership in the region is driven by a range of factors, many of which are external to TransLink such as economic activity, population, and work from home trends. Other factors are internal and can be impacted by decisions made within the region (transit service expansion, fare rates, land use and development on the network).

TransLink evaluates certain key metrics to help determine how well the transportation system is responding to the travel demands in the region. Many of these metrics are available online in TransLink’s Accountability Centre, while others are being developed internally. As requested by the Board during its September 2023 meeting, TransLink will build on available data to make it easier to evaluate the transportation system’s performance. This report provides a first glance at findings from some of these metrics.

DISCUSSION

TransLink is developing metrics to monitor transit services and travel behavior beyond the ridership and overcrowding metrics traditionally reported to the Board. These metrics will provide a wider view of the quality of transit service as well as usage and travel conditions of other modes in line with TransLink's multimodal mandate and salient regional objectives such as goods movement and emissions reductions. Below are initial findings from this approach. Future updates are expected to include additional metrics and detail.

Ridership - Transit ridership in Q1 2024 was 4.7% higher than in Q1 2023. The number of unique weekly passengers exceeded 900,000 people and ridership frequently reached 90% of pre-COVID levels. This means the number of customers using transit is similar to that in 2019, but total ridership remains lower likely due to a portion of office workers commuting less often than before. Trends in ridership are a result of regional travel demand paired with TransLink's ability to accommodate the needs of customers. Ridership is impacted by a combination of changes in external factors, and TransLink's ability to accommodate changes in travel demand. Historically, the most important factors impacting ridership are population and economic activity. Future trends in the key factors that impact ridership are uncertain.

Recent government policies are expected to have varied impacts on regional population growth. Policies such as transit-oriented development near transit hubs are expected to boost ridership, while others like the federal cap on international student admissions may lead to a softening of ridership growth. As the region's population ages, per capita ridership may decline because seniors tend to travel less. Although the Canadian economy has, thus far, avoided a recession, this remains a possibility in the near-term. According to the major banks, Canadian economic indicators continue to signal slow economic growth. While additional COVID recovery is possible, growth of ridership over the last year suggests that going forward "normal" factors will likely be the main determinants of ridership growth.

Overcrowding - As ridership increased, overcrowding has worsened. Overcrowding is especially high in Vancouver/UEL and in the southeast area, where 27% and 22% of bus trips are overcrowded in the peak hour and peak direction, respectively. Customer ratings of overcrowding are also getting worse as after two years of relatively positive ratings in 2020 and 2021 overcrowding ratings, over the last two quarters, were down to levels like those reported in 2018 and 2019.

Transit Reliability - Transit reliability levels have been relatively consistent since 2016, with seasonal (and other) fluctuations throughout the period. The rail modes, SkyTrain and WCE, generally exhibit higher levels of reliability (95%+) but also experience large reliability drops from time to time. This is especially evident for WCE which had such reliability drop, due to weather, in Q1 2024. Bus reliability has been mostly stable over the years, with an improvement during the acute period of COVID when low traffic and ridership levels likely resulted in smaller variability in trip times. HandyDART reliability improved since the onset of COVID and is consistently over 90%. Customer perceptions of service reliability peaked in 2021 with a rating of 8.0 but have dipped since and in Q4 2023 were similar to the ratings recorded in 2018 and 2019, at about 7.5 (out of 10). The reliability ratings experienced a marked drop, to 7.1, in Q1 2024, likely due to a combination of snow conditions and perhaps the effect of the January job action.

Transit Service Perceptions – These metrics were generated by a new survey that included Frequent transit users (use the system at least once a month), Infrequent users (use the system between once a month and once a year) and Non-users (use transit less than once a year). Survey results indicate that Frequent and Infrequent users rate the service similarly on some specific aspects but Non-users have a much less positive perception of the transit service on all its elements. Regardless, most respondents in all frequency of usage groups, viewed the transit system as very important to the region (the results suggest that about 70% of Metro Vancouver residents think that the transit system is very important to the region and about 93% think that it is either very important or somewhat important).

Road Usage and Travel Conditions TransLink analyzes data from several vehicle counters in the region and uses Google Maps data to estimate travel times on the regional road network. According to these sources, road usage has been relatively stable, at levels similar to pre-COVID, since 2022. Interestingly, even the fairly large fuel price fluctuations in 2022 and the first half of 2023 seem to have had only marginal impact on traffic volumes. Road travel conditions (travel times and reliability) in 2023 were worse compared to 2022, given the drop in travel due to COVID, but seem to have stabilized as Q1 2024 had similar conditions to 2023.

Active Transit Modes – TransLink has active mode counters in several locations throughout the region. While the number of locations is limited, the counters allow us to monitor the number of bicycles and pedestrians that use the active mode infrastructure at those places (TransLink plans to add counters in additional locations to increase the quality of results). Counts indicate that the number of bikes riding through these locations increased by more than 10% between 2022 and 2023, though the number of pedestrians stayed about the same. The counts also indicate large fluctuations stemming mostly from strong seasonality effect in particularly on cycling – number of counted bikes have been as much as **7 times** higher in the peak of summer travel compared to the low of winter (pedestrian numbers are up to 3 times higher in the summer compared to the winter).

CONCLUSION

TransLink's analysis indicates that as population grew and the economy settled from COVID, transit ridership recovered to close to 90% of pre-COVID levels. The growth in ridership and increase in travel in other modes also resulted in more overcrowding and reduced bus service reliability, elements that our customers are keenly aware of. Some level of uncertainty is always associated with projections, however, maintaining good quality of service is essential to facilitating ridership growth. TransLink will keep monitoring and report back on transportation system performance.

ATTACHMENTS

Attachment 1: Transportation Trends Q1 2024

TO: TransLink Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Matt Craig, Director, System Planning

DATE: May 27, 2024

SUBJECT: HandyDART Delivery Model Review

EXECUTIVE SUMMARY

TransLink last reviewed policies and delivery model for HandyDART in 2017, through the Custom Transit Service Delivery Review. Since that time, new opportunities and challenges in custom transit delivery have emerged. In light of this, and with the current service contract expiring by mid-2026, staff are undertaking a HandyDART Delivery Model Review. This review intends to examine the strategic and financial aspects of custom transit offerings, including dedicated and non-dedicated fleet utilization, service delivery mechanisms, technology infrastructure, and an analysis of market trends. A recommended approach to the long-term delivery of custom transit will be brought forward to the Board for approval by the end of 2024.

PURPOSE

This report provides the approach to identifying and assessing options for future delivery of custom transit services, and ensuring stakeholder and customer input, through the HandyDART Delivery Model Review. This report is for input and information.

BACKGROUND

HandyDART is a door-to-door, shared ride service for people with disabilities who are unable to navigate the conventional public transit system without assistance. Trips are provided by either dedicated HandyDART vehicle or Supplemental Taxi. Since its inception in 1981, HandyDART service has been delivered by contractors under the oversight of the transit authority. Prior to 2009 HandyDART was provided under 8 separate contracts. The service areas were consolidated into 2 contracts in 2009, and when one company was the successful proponent for both, the service was amalgamated under one contract. This is the current operational model, with HandyDART delivered by a single contractor. The latest service contract was awarded to First Transit Canada (now TransDev) in July 2018, with the contract expiring in June 2026.

TransLink last examined all aspects of custom transit service delivery in 2016 - 2017, through the Custom Transit Service Delivery Review (CTSDR), which had two areas of focus:

1. Review of HandyDART policies that influence customer experience and availability of trips.
2. Review of the service delivery model (e.g. whether elements of the service are contracted out or provided by TransLink), including a Public Sector Comparator financial analysis.

In March 2017, the Board endorsed 19 recommendations to improve the customer experience and delivery of HandyDART service, which TransLink and CMBC have been working to implement. Since 2017, a series of reports on the status of these recommendations has been provided to the Board. Recommendations covered policy changes, such as extending the reservation window and developing taxi driver training and developing an implementation strategy for a Family of Services approach, which is the use of a combination of accessible conventional services and custom transit services to provide trips that correspond with a customer's needs and abilities. The CTSDR also recommended undertaking a procurement process for HandyDART service, based on the Public Sector Comparator analysis that it was more costly for the TransLink enterprise to provide most service delivery functions.

DISCUSSION

With the current service contract coming to an end in 2026, there is an opportunity to assess potential changes to how custom transit is delivered.

As the current service contract nears its conclusion in 2026, there's an opportunity to evaluate how the HandyDART service is delivered, and who is best positioned to deliver it. Factors like an aging population, blending conventional and custom transit via Family of Services strategies, and the growing use of non-dedicated vehicles (like taxis) all impact or will impact HandyDART. Additionally, emerging options like on-demand transit, transportation network companies, and enhanced booking and service software are reshaping the custom transit industry and may provide improved benefit to customers.

The review is intended to help answer:

- What is the best delivery mechanism for custom transit services in Metro Vancouver?
- What is the most appropriate mix of trips to be delivered by dedicated vehicles vs non-dedicated vehicles?
- Can we leverage the emergence of new services such as microtransit and transportation network companies to benefit our customers?
- Which components should be operated by the TransLink enterprise, and which, if any should be operated as a contracted service?

This review is not intended to repeat the work of the Custom Transit Service Delivery Review, but rather focus on the strategic and financial aspects of the custom transit service delivery functions, and evaluate long-term service delivery options to continue to deliver a high-quality service and customer experience and move us closer to Transport 2050's vision of Access for Everyone.

Analysis will be based on the development and assessment of a range of custom transit delivery models

This Review will describe a recommended approach to long-term HandyDART delivery by developing different custom transit delivery models and assessing them through a multiple account evaluation. The delivery models will be derived from peer review and an industry scan of practices, and are anticipated to include innovative or new approaches to delivering custom transit that have emerged in recent years.

Criteria for the multiple account evaluation will be developed in consultation with stakeholders. It will likely include accounts such as customer experience, service quality, and service levels/availability

of trips. A financial analysis that identifies and assesses the costs and risks associated with each option will be included within the Multiple Account Evaluation.

Hearing from customers and stakeholders will be critical in developing a path forward for custom transit services

There is considerable interest in the outcomes of this review, and staff are developing a detailed stakeholder and public affairs strategy to guide our engagement. Engaging with customers and stakeholders will be an important component of the review, which is anticipated to include customers who ride HandyDART and a broad range of stakeholders who work with or represent HandyDART riders.

The primary stakeholder group will be the HandyDART Users' Advisory Committee (HDUAC), which was established in 2019 to provide advice on HandyDART service. HDUAC membership consists of HandyDART customers and caregivers, a representative of the HandyDART Riders' Alliance, and the Chair of the Access Transit Users' Advisory Committee. The HDUAC will be engaged throughout the process to support the development and assessment of options.

Broader engagement is anticipated to include surveys to understand what customers value most in custom transit service; and stakeholder workshops or focus groups to identify any gaps in the criteria for the Multiple Account Evaluation.

This review may result in changes to how we deliver HandyDART

Given the scope and scale of this review, the Board will be updated throughout the process, and engaged on key dimensions such as service delivery objectives, business requirements and options for service delivery.

The resulting recommendations may lead to changes in how TransLink delivers custom transit. Management anticipates completing the HandyDART Delivery Model Review by the end of 2024, to provide sufficient time to assess recommendations, engage stakeholders and decision-makers (including the Board) on the implementation, and prepare for any changes before the end of the current service agreement in 2026.

CONCLUSION

With the current HandyDART service contract ending in July 2026, TransLink is taking the opportunity to review how we deliver custom transit to our customers. This review will evaluate HandyDART's long-term service delivery options to understand how we respond to changes across the custom transit sector and continue to deliver the high-quality service HandyDART customers expect now and well into the future.

TO: Board of Directors

FROM: Olga Kuznetsova, Vice-President, Financial Services
Kelly Wheeler, Director, Corporate Treasury, Capital and Investment Plan
Jason Minarto, Senior Manager, Capital Assets & Government Funding

DATE: May 1, 2024

SUBJECT: Capital Project Approval Policy

PROPOSED RESOLUTION:

That the TransLink Board of Directors approves the proposed changes to the Capital Project Approval Policy, as set out in Attachment B.

EXECUTIVE SUMMARY

In April 2024, the TransLink executive governance structure was amended. As a result, the Executive Capital Oversight Group (“ECOG”) was dissolved and its responsibilities have been transferred to the Senior Executive Committee (“SEC”).

The attached Capital Project Approval Policy has been updated to reflect the new governance structure. Minor cosmetic changes were also made to reflect current processes and practices.

The Capital Project Approval Policy is a Board policy. Management is providing this updated policy for approval by the TransLink Board.

PURPOSE

The purpose of this report is to seek Board approval for the Capital Project Approval Policy which defines capital assets and provides a framework for authorizations, reporting and management of capital projects.

BACKGROUND

In April 2024, TransLink re-defined its internal management and executive committees structure to better support decision making and implemented a new decision-making framework. Under the updated governance structure, SEC became the forum for discussing Category 4 decisions of the highest strategic significance to the Enterprise.

DISCUSSION

Under the updated governance structure, functions previously carried out by ECOG were transitioned to SEC. There are no changes to the functions that are preformed. Changes were made to the Capital Project Approval Policy to reflect that the functions previously carried out by ECOG are now carried out by SEC.

In addition, in Section 3 Reporting, a change was made to reflect the executives currently accountable for reporting, and changes in their respective titles.

ATTACHMENTS

Attachment A: Capital Project Approval Policy (blacklined)

Attachment B: Capital Project Approval Policy (clean)

Appendix 1- Capital Expenditures Approval Controls (blacklined)

Appendix 2- Capital Expenditures Approval Controls (clean)



CAPITAL PROJECT APPROVAL POLICY - BOARD POLICY -

Issued By:	Capital Assets and Government Funding
Approved By:	Board of Directors
Meeting Date:	June 20 1 , 20 24 ¹⁸
CEO Signature:	_____

1. PURPOSE

To specify TransLink policy for the approval of capital projects incurred on behalf of the South Coast British Columbia Transportation Authority and define allowable capital cost inclusions.

2. AUTHORIZATIONS

Appendix 1 outlines the various levels of approvals.

a) Approval in Principle (AiP)

The Board of Directors Approves in Principle capital projects through the annual Capital Program on the recommendation of the Senior Executive Committee ("SEC") Executive Capital Oversight Group ("ECOG")—who received previous recommendation from the Capital Management Committee ("CMC"). The AiP budget determines the overall Capital Program for the year.

b) Specific Project Approval (SPA)

Projects approved within the Capital Program (i.e. with Approval in Principle) are brought forward to the CMC for Specific Project Approval supported by businesses cases and work plans. SPA includes approval of the project scope, schedule, risk and budget. Projects with a high risk profile are recommended by the CMC to SECECOG for SPA approval.

c) Ad Hoc Requests

For projects brought forward for SPA that are not included in the AiP budget, the CMC can recommend the project to SECECOG for approval. However, if the project is high risk then SECECOG must recommend the project to the Board for approval.

d) Project Change Authorization (PCA)

Project Change Authorizations may occur during or before project delivery. Based on professional judgement from the CMC, PCA's exceptions are determined to be high risk or low risk based on the significance of the variance from the project's original approved scope, schedule, budget and risk. Depending on the significance of the variance and the overall risk of the project; the CMC, SECECOG or Board can approve PCA's.





e) Capital Program Spending ¹

The authority to approve goods, services and capital contracts is established through the following separate policies and procedures:

- Board Policy: Procurement
- Corporate Policy and Procedures: Procurement
- Corporate Policy and Procedures: Requisitioning Authority and Signing Officers

¹ Project budgets include estimated property acquisition costs, but property acquisitions are approved in accordance to TransLink's Requisitioning Authority and Signing Officer Policy through a separate process, and the cost is then allocated to the capital project.

3. REPORTING

The Vice President of ~~Infrastructure Management and~~ Engineering will report to the Finance and Audit Committee on the status of major capital projects and expenditures. The ~~Chief Financial Officer and Executive~~ Vice President, ~~Financial and Corporate~~ Services will report on the status of all capital projects and expenditures on a quarterly basis.

4. PROJECT MANAGEMENT

The Infrastructure and Technology Project Management Offices (PMOs) are responsible for supporting, monitoring, and reporting on project development and delivery. Steering Committees are project-specific committees typically consisting of Directors and VPs representing project stakeholders, including the Project Sponsor. Steering Committees closely monitor project progress and provide guidance to the Project Manager, and approve contingency spending.

5. APPLICATION

Any project that meets the definition of a capital asset and has an estimated minimum cost to TransLink of \$50,000 is subject to this policy. All vehicle purchases below \$50,000 are included as a capital asset.

Any grouped or bulk purchase that meets the definition of capital asset and has an estimated minimum cost to TransLink of \$50,000 is subject to this policy, provided that all of the following conditions are met:

1. Grouped items can reasonably be considered a single or discrete capital asset; and
2. Justification for each item is the same; and
3. Grouping of items is justified for reasons of schedule, timing, cost or technical efficiencies.

6. ACCOUNTING STANDARDS

TransLink defines and records costs of tangible capital assets in accordance with the Canadian Public Sector Accounting Board (PSAB) Standards.





CAPITAL PROJECT APPROVAL POLICY - BOARD POLICY -

Issued By:	Capital Assets and Government Funding
Approved By:	Board of Directors
Meeting Date:	June 20, 2024
CEO Signature:	_____

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Capital Expenditure Approval Controls

Item	Capital Management Committee	Executive Capital Oversight Group Senior Executive Committee	Board (through Finance & Audit Committee)	
10 Year Capital Program	Prepare and Recommend	Review and Recommend	Review and Approve	
Annual Capital Budget with Project Categorizations	Prepare and Recommend	Review and Recommend	Review and Approve	
Categories 1 and 2: Routine Maintenance; Low Profile Projects	Approval-in-Principle (AIP) to include in Budget	Prepare and Recommend	Review and Recommend	Review and Approve
	Specific Project Approval (SPA) to initiate project	Review and Approve	Provide Quarterly Oversight	Receive in Quarterly Report
	Any exceptions during delivery	Review and Approve	Provide Quarterly Oversight	Receive in Quarterly Report
Category 3: Moderate Profile Projects	Approval-in-Principle (AIP) to include in Budget	Prepare and Recommend	Review and Recommend	Review and Approve
	Specific Project Approval (SPA) to initiate project	Review and Approve	Provide Quarterly Oversight	Receive in Quarterly Report
	Low risk exceptions (minor relative variance in approved scope/schedule/budget/risk)	Review and Approve	Provide Quarterly Oversight	Receive in Quarterly Report
	Higher risk exceptions (significant relative variance in approved scope/schedule/budget/risk)	Review and Recommend	Review and Approve	Receive in Quarterly Report
Category 4: High Profile Projects	Approval-in-Principle (AIP) to include in Budget	Prepare and Recommend	Review and Recommend	Review and Approve
	Specific Project Approval (SPA) to initiate project	Review and Recommend	Review and Approve	Receive in Quarterly Report
	Low risk exceptions (minor relative variance in approved scope/schedule/budget/risk)	Review and Approve	Provide Quarterly Oversight	Receive in Quarterly Report
	Higher risk exceptions (significant relative variance in approved scope/schedule/budget/risk)	Review and Recommend	Review and Recommend	Review and Approve
In-Year Ad Hoc Requests: for Projects Not in Capital Budget	Categories 1 to 3: Approval-In-Principle and Specific Project Approval	Review and Recommend	Review and Approve	Receive in Quarterly Report
	Category 4: Approval-In-Principle and Specific Project Approval	Review and Recommend	Review and Recommend	Review and Approve

Capital Expenditure Approval Controls

Item		Capital Management Committee	Senior Executive Committee	Board (through Finance & Audit Committee)
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	Higher risk exceptions (significant relative variance in approved scope/schedule/budget/risk)	Review and Recommend	Review and Recommend	Review and Approve
In-Year Ad Hoc Requests: for Projects Not in Capital Budget	Categories 1 to 3: Approval-In-Principle and Specific Project Approval	Review and Recommend	Review and Approve	Receive in Quarterly Report
	Category 4: Approval-In-Principle and Specific Project Approval	Review and Recommend	Review and Recommend	Review and Approve

To: Board of Directors

From: Jennifer Breeze, General Counsel & Corporate Secretary

Date: May 28, 2024

Subject: Review of Board Governance Manual and Articles

PROPOSED RESOLUTION:

That the TransLink Board of Directors approves the amendments to the Board Governance Manual, as set out in Attachment 1 to the report dated May 28, 2024 titled “Review of Board Governance Manual and Articles”.

EXECUTIVE SUMMARY

The purpose of this report is to seek the Board’s approval of amendments to the Board Governance Manual as proposed in this report. The amendments update the Board Governance Manual in line with the changes that were made to the Director and Employee Code of Conduct and approved by the Board in March 2024.

In addition, the Board reviews annually the Articles of the South Coast British Columbia Transportation Authority (the “Articles”). No amendments are recommended to the Articles at this time.

BACKGROUND

The Articles and Board Governance Manual were first approved by the Board when the current governance framework was implemented in 2008. The Board Governance Manual is reviewed and updated on a regular basis. The most recent update to the Board Governance Manual was approved at the June 2023 Board meeting, and the current version can be accessed online at <https://www.translink.ca/about-us/about-transLink/board-of-directors#board-manual-and-articles>.

TransLink’s Articles are posted on TransLink’s public website at: <https://www.translink.ca/about-us/about-transLink/board-of-directors#board-manual-and-articles>

The Articles were last amended in 2023 to make housekeeping updates and also to include amendments to the Skills and Experience Profile for Directors of the Board.

DISCUSSION

Articles

On an annual basis, the Board of Directors reviews the Articles, including the Board Skills and Experience Profile set out in Section 13 of the Articles. Should the Board wish to make any

changes to the Articles, the *South Coast British Columbia Transportation Authority Act* requires TransLink to publish the amendments on our website, and in another manner that the Board is satisfied will bring the proposed amendments to the attention of the public, for 30 days prior to the amendments taking effect.

No amendments are being proposed to the Articles.

Board Governance Manual

Changes to the Board Governance Manual, to be effective June 21, 2024, are identified in the blacklined in Attachment 2 to this report. The changes:

- provide additional clarity; and
- amend reporting requirements, including those that deal with conflicts of interest and ethical issues,

for consistency with recent updates approved by the Board to TransLink's Director and Employee Code of Conduct.

It is recommended that the Board of Directors approved the proposed amendments to the Board Governance Manual.

ATTACHMENTS

Attachment 1 - Articles of the South Coast British Columbia Transportation Authority

Attachment 2 - Board of Governance Manual, blackline

**ARTICLES OF THE
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

These Articles are established by the Board of Directors of the South Coast British Columbia Transportation Authority (TransLink) pursuant to Section 190(3) (f) of the *South Coast British Columbia Transportation Authority Act*.

1. BOARD CHAIR

- 1.1 The Board Chair or their designate will preside at all meetings.
- 1.2 If the Board Chair or their designate is not present within fifteen (15) minutes of the time appointed for holding the meeting or if the Board Chair or their designate has advised the Corporate Secretary that they will not be present at the meeting, the directors present at the meeting shall choose one of their number to chair the meeting.

2. MEETINGS

- 2.1 In accordance with Section 9, the board will allot one hour on the day of a regular board meeting to receive input from the public.
- 2.2 Except as specified in Section 2.1, board meetings will be held in the absence of the public unless the board, in its sole discretion, invites others to attend for all or part of the meeting.
- 2.3 The directors may meet together for the dispatch of business as they think fit.

3. NOTICES OF MEETINGS

- 3.1 A director may, by making a request to the Board Chair or the Corporate Secretary, call a meeting of the board at any time.
- 3.2 Upon receiving a request to call a meeting, the Board Chair or the Corporate Secretary shall give reasonable notice of the meeting specifying the place, day and hour of such meeting by mail or by electronic means to the address provided by each director.
- 3.3 Accidental omission to give notice of a meeting to, or the non-receipt of notice of a meeting by, any director shall not invalidate the proceedings at the meeting.

4. QUORUM

- 4.1 The quorum necessary for the transaction of the business of the board shall be a majority of the board members.

5. VOTING

- 5.1 Questions arising at any meeting shall be decided by a majority of votes of those directors present.
- 5.2 The Board Chair is entitled to vote on all business coming before a meeting of the board.

- 5.3 In the case of an equal number of votes for and against a question, including the vote of the Board Chair, the question shall be defeated.

6. TELECONFERENCING/VIRTUAL MEETINGS

- 6.1 A director may participate in a meeting of the board by means of virtual meeting technology, conference telephones or other communications facilities by means of which all directors participating in the meeting can hear, and if in person or on virtual meeting technology see, each other and provided that the Chair agrees to such participation.
- 6.2 A director participating in a meeting in accordance with this section shall be deemed to be present at the meeting and shall be included in the determination of quorum and be entitled to speak and vote.

7. CONSENT RESOLUTIONS

- 7.1 A resolution consented to in writing by all the directors, whether by e-mail, facsimile or other electronic transmission, shall be as valid and effectual as if it had been passed at a meeting of the directors duly called and held.
- 7.2 Such resolution may be in two or more counterparts which together shall be deemed to constitute one resolution in writing. Such resolution shall be filed with the minutes of the proceedings of the directors and shall be effective on the date stated thereon or on the latest date stated on any counterpart.

8. PUBLICATION OF BOARD MATERIAL

- 8.1 The Corporate Secretary will publish a list of the items being considered by the board at an upcoming meeting on the TransLink website, five days in advance of the meeting. Decisions on matters that are deemed confidential by the Board Chair will not be published.
- 8.2 The Corporate Secretary will post a summary of any decisions made by the board and management reports of financial results considered by the board to the TransLink website, within seven days of the conclusion of a board meeting. Decisions on matters that are deemed confidential by the Board Chair will not be published.
- 8.3 The Corporate Secretary will publish the Chief Executive Officer's report, excluding the content that is deemed confidential by the Chief Executive Officer, on the TransLink website within seven days of the conclusion of the board meeting.

9. PUBLIC INPUT

- 9.1 The board will allot one hour on the day of a regular board meeting to receive public input.

- 9.2 Any person or organization wishing to appear before the board must submit an application to the Corporate Secretary no later than 8:00 am, two business days prior to the scheduled board meeting.
- 9.3 The application must indicate the agenda item or issue the applicant wishes to address, the name of the designated speaker and the specific action that is being requested of the board. The agenda item or issue must pertain to TransLink's business or matters within the board's responsibility or purview. The board will receive only those applications and applicants who interact with the board and/or staff in a respectful and courteous manner.
- 9.4 The board will receive one representative from an organization at each meeting. If an organization wishes to provide input to the board, one person should be selected as a designated speaker for the organization. If more than one individual from an organization submits an application, the individual who registered first with the Corporate Secretary will be deemed to be the designated speaker for the organization. Additional representatives from the organizations will be received, time permitting within the time allotted to receiving public input (in accordance with Item 9.6 c.).
- 9.5 The Corporate Secretary shall, no later than noon on the business day prior to the scheduled meeting, advise the individual whether they are scheduled to appear before the board.
- 9.6 Applications to provide input to the board will be prioritized in accordance with the following process:
- a. Those individuals or organizations (in accordance with Item 9.4) speaking on an agenda item to be considered at the meeting will be received first. Priority will be given to those individuals or organizations that have not previously addressed the board on the agenda item of interest.
 - b. Those individuals or organizations (in accordance with Item 9.4) speaking on issues not included on the agenda for the meeting will be received next. Priority will be given to those individuals or organizations that have not previously addressed the board on the issue of interest.
 - c. Representatives, other than the designated speaker of an organization that has already been heard at the meeting, will be received next in the order in which they register with the Corporate Secretary (subject to Item 9.7), if time permits within the time allotted by the board to receiving public input.
- 9.7 Where the number of applications exceeds the time allotted by the board to receive public input, a maximum of two presentations on each agenda item or issue will be received. The Corporate Secretary will attempt to provide a balance of perspectives on the action being requested of the Board on a specific agenda item or issue.
- 9.8 Where the number of applicants exceeds the time allotted to receiving public input, the applicants that are not accepted will be invited to submit written input to the board.

9.9 Each presentation will be a maximum of five minutes.

9.10 Where circumstances warrant, the board, in its sole discretion, may extend the length of time allotted to receiving public input.

10. COMMITTEE MEETINGS

10.1 Sections 1, 2, 3, 5, 6, 7, 11 and 12 shall apply to meetings of any committees established by the board except that, where applicable, the term “Committee Chair” will be substituted for the term “Board Chair” and the term “committee meeting” will be substituted for the term “board meeting”.

10.2 Sections 4, 8 and 9 shall not apply to committee meetings.

10.3 The quorum necessary for the transaction of the business at a committee meeting shall be a majority of the committee members.

11. REMUNERATION

11.1 The remuneration to the TransLink Board of Directors shall be established as follows:

- Chair Annual Retainer: \$100,000 flat fee
- Director Annual Retainer: \$25,000
- Audit Committee Chair Annual Retainer: \$8,000
- Other Committee Chair Annual Retainer: \$5,000
- Committee Member Annual Retainer: \$3,000
- Meeting Fee: \$1,200

11.2 The payment of the remuneration will be governed by the following guidelines:

- a. Only one meeting fee will be payable for each 24 hour period, regardless of the number of meetings.
- b. No distinction will be made between participation in person and participation by video that permits a director to hear and see, and be heard and seen by, all other participants, or if authorized by telephone or such other mode that permits a director to hear, and be heard by, all other participants.
- c. Directors will be compensated for all reasonable expenses incurred in connection with board-related service. Directors incurring transportation, accommodation, meal and out of pocket expenses in the course of their duties as members of the board will be reimbursed in accordance with limits and policies established by the TransLink board.
- d. Directors will not be compensated for travel to and from a board meeting unless incurred by a director who resides more than thirty-two kilometres from the meeting location. If a director spent time traveling to the board meeting in addition to the day

of the meeting, the director will receive a per diem for the additional time spent traveling (half day (up to 4 hours) or whole day).

- e. If a director is requested by the Board Chair to conduct specific business on behalf of the board or attend a specific function or speaking engagement on behalf of the board, other than educational or social functions, the Board Chair may authorize a per diem payment to the director equivalent to the meeting fee.
- f. Directors will not be entitled to compensation for time spent attending educational or social events although directors will be reimbursed for expenses incurred in connection with relevant professional development opportunities (e.g. conference fees and associated travel, meal expenses, etc.). All such expense reimbursements must be authorized in advance by the Board Chair.
- g. TransLink will provide Directors' and Officers' liability insurance and indemnification for each director.

12. VALIDITY OF PROCEEDINGS

12.1 All acts done by any meeting of the directors shall, notwithstanding that it be afterwards discovered that there was some defect in the qualification, election or appointment of any such director be as valid as if every such person had been duly elected or appointed and was qualified to be a director.

13. BOARD SKILLS AND EXPERIENCE PROFILE

The Board Skills and Experience Profile sets out the combination of skills and experience that must be represented on the TransLink Board of Directors. Overall, Directors should have the skills and experience to effectively oversee the operation of TransLink in an efficient and cost effective manner, monitor the performance of TransLink and the Chief Executive Officer and add value and provide support for management in establishing strategy and reviewing risks and opportunities and account to the public.

13.1 Personal Characteristics

Directors should possess the following personal characteristics:

- Integrity and accountability
- Demonstrated high ethical standards and integrity in their personal and professional dealings, and who are willing to act on, and remain accountable for, their Boardroom decisions
- Appreciation for the board's responsibility to the public
- Informed judgment
- Ability to provide wise, thoughtful counsel on a broad range of issues
- Ability to be adaptable and flexible
- Ability to understand and exercise due diligence with regard to the statutory obligations of TransLink as a corporation

- Mature confidence
- Preference for Board and team performance over individual performance
- Respect for others
- High performance standards
- A history of achievements that reflect high standards for themselves and others
- Ability to commit to time required to fulfil duties
- Ability to provide advice and make decisions in the best interest of the organization without regard to partisan politics
- No real or perceived conflicts

13.2 Additional Considerations

Within the context of the required board skills requirements, emphasis should be given to diversity, as broadly defined, which reflects the community throughout TransLink's transportation service region, including gender identity/sexual orientation, cultural heritage, generational/age, persons with disabilities, mobility, visible minorities/Indigenous peoples) and regional representation.

13.3 Specific Skills and Experience

The Board's strategic priorities, and therefore the required skills and experience, change from time to time. However, given the Board's current near and long-term strategic priorities, and the associated challenges and opportunities, the Board members, as a group, should possess the following skills and experience, with each Director contributing knowledge, experience, and skills in at least two domains.

- Previous Board experience
- Corporate leadership
- Strategic planning
- Policy experience surrounding the establishment and delivery of a wide variety of road and transit services and the public environment of transportation
- Transportation operations similar in scope to TransLink's operations
- Capital project oversight
- Complex procurement processes
- Real estate development
- Community engagement and leadership
- Regular transit user
- Knowledge of the federal, provincial, and local government environments as well as treaty, unceded and non land-based Nations
- Finance
- Audit and internal controls
- Risk management
- Information technology, cyber security
- Legal
- Safety

- Sustainability
- Environmental strategies
- Marketing and communications
- Human resource processes

The Board of Directors may, from time to time, approve by resolution Board Competencies Guidelines which are supplemental to this Section 13.2 of the Articles for reference by the Screening Panel as a tool to provide additional background and guidance for the Skills and Experience requirements for prospective Board members as set out in Section 13.2 of the Articles.

AMENDED by resolution of the Board passed at the June 22, 2023 meeting.

Original signed by Lorraine Cunningham

Original signed by Jennifer Breeze

Lorraine Cunningham, Board Chair

Jennifer Breeze, General Counsel &
Corporate Secretary

Effective: July 28, 2023



Style Definition: TOC 1, TABLE OF CONTENTS

Board Governance Manual

June ~~2020~~, 2024~~3~~

Requirements	Action	Status
Review with TransLink's General Counsel on at least an annual basis any legal matters that could have a significant impact on TransLink's financial statements, to ensure compliance with legal and regulatory requirements.	Review	
Review the evaluation of internal controls by the external auditor, including any recommendations for improvement of TransLink's accounting procedures and internal controls, together with management's response.	Review	
Direct the external auditor's examinations to particular areas of concerns.	Direct	
Internal Audit		
In consultation with the CEO, review and approve the terms of the internal auditor's engagement or termination.	Approve/Decline	
Review and approve the internal audit plan.	Approve/Decline	
Ensure the internal auditor's approach to risk and internal control is appropriate.	Review	
Determine whether the performance of the internal audit is satisfactory, effective and meets the requirements of TransLink.	Review	
Ensure there are adequate resources for the internal control function.	Review	
Review problems experienced by internal audit in performing its function, including any restriction imposed by management and all significant difficulties or disagreements with management.	Review	
The Committee will hold regular in camera meetings with the internal auditor.	Perform	
Chief Financial Officer and Internal Auditor		
On the recommendation of the CEO, the Committee will review and endorse the appointment and termination of the Chief Financial Officer and internal auditor and the terms of their engagement or termination.	Review and endorse	
Code of Conduct		
Ensure that TransLink has in place adequate procedures to address issues raised by employees or other parties concerning the receipt, retention and treatment of complaints received by TransLink regarding alleged irregularities in respect of Code of Conduct, accounting, financial reporting, internal control or auditing matters; and the confidential, anonymous submission by employees of TransLink of concerns arising in connection to the Code of Conduct.	Review	
Receive semi-annual reports regarding any complaints made by Directors, and Officers and employees under the Code of Conduct or Directors under the Directors' Code of Conduct.	Review	
Sustainability and Corporate Social Responsibility		
Assume oversight of the corporate Sustainability Policy, including plans, initiatives and reporting.	Oversee	
Receive reports on the implementation of the corporate sustainability plan, including the development of and progress against key performance indicators.	Review	
Risk Management		
Understand the material risks to TransLink.	Review	

4.0 CONDUCT

4.1 ~~CODE OF CONDUCT~~ DIRECTORS' CODE OF CONDUCT

4.1.1 Introduction

Within TransLink, there is a Code of Conduct relating to conduct of employees and the reporting of alleged breaches in respect of the Code of Conduct. The purpose of the Code of Conduct is to promote honest and ethical conduct, focus the Directors and employees of TransLink on areas of ethical risk, provide guidance to Directors and employees to help them recognize and deal with conflicts of interest and ethical issues, provide mechanisms to report unethical conduct, and help preserve the culture of honesty and accountability at TransLink and its subsidiaries. The Code of Conduct is reviewed and approved by the Board and applies to the Directors and employees of TransLink.

In addition, this section of the Board Governance Manual contains a Code of Conduct. The purpose of the Directors and Officers Code of Conduct and Conflict of Interest Guidelines (the "Directors' Code of Conduct") that sets out principles that Directors are expected to follow, which principles align with the Code of Conduct and is to promote honest and ethical conduct, focus the Directors and Officers of TransLink on areas of ethical risk, provide guidance to Directors and Officers to help them recognize and deal with conflicts of interest and ethical issues, provide mechanisms to report unethical conduct and help preserve the culture of honesty and accountability at TransLink and its subsidiaries.

The Code of Conduct provides general guidance on the standards of conduct expected of Directors and Officers, including guidelines on conflicts of interest. Within TransLink, there is an Employee Code of Conduct relating to conduct of employees and the reporting of alleged breaches in respect of the Employee Code of Conduct. The Employee Code of Conduct, which also applies to Directors and Officers, is reviewed and approved by the Board.

4.1.2 Definitions

Throughout this ~~Code of Conduct~~ Directors' Code and in any related or referenced documents:

- **"Associate"** means:
 - a) a spouse of the Director;
 - b) a child of a Director or of the spouse of a Director if the child is under 19 years of age or is living in the family residence of the Director;
 - c) a relative of the Director who is living in the family residence of the Director;
 - d) a corporation of which the Director beneficially owns, directly or indirectly, more than 10% of the voting rights attached to all outstanding voting securities of the corporation; or
 - e) a trust of estate in which the Director has a substantial beneficial interest or for which the Director services as trustee;

- ~~“Conduct Review Advisor” means the independent contractor appointed by the Board to provide a neutral and independent expert interpretation of the standards of business conduct and guidelines for conflict of interest set out in the Code of Conduct;~~
- **“confidential information”** includes proprietary, technical, business, financial, legal, personal, third party or any other information which TransLink treats as confidential;
- **“Conflict of Interest Registry”** means a registry maintained by TransLink holding the disclosure records filed by Directors and Officers and the Disclosure Statements filed by Directors;
- **“disclosing person”** means a person who reports or discloses circumstances to the Conduct Review Advisor which the person believes are a breach or possible breach of the Code of Conduct or the Directors’ Code;
- **“disclosure record”** means a record filed with the Corporate Secretary by a Director or Officer disclosing a real, perceived or potential conflict of interest pursuant to sections 4.1.9.2 and 4.1.9.3 of the Directors’ Code;
- **“Disclosure Statement”** means the statement filed by a Director upon their appointment, annually thereafter or as required by changed circumstances in the form set out in the Appendix to the ~~Directors’ Code~~ Code of Conduct;
- **“friend”** includes an individual with whom the Director ~~or Officer~~ is connected by frequent or close ~~or long standing~~ association;
- **“private interest”** means a pecuniary or economic interest or advantage and includes any real or tangible benefit that personally benefits the Director ~~or Officer~~ or their Associate but does not include an interest arising from the performance of the Director’s ~~or Officer’s~~ official duty or function that applies to the public, affects an individual as one of a broad class of the public, or concerns the Director’s remuneration and benefits received in that capacity;
- **“relative”** means a relative by blood, adoption or marriage;
- **“substantial private interest”** means a private interest that is substantial enough in the particular circumstances to benefit materially from a decision of TransLink;
- **“spouse”** means a person the Director ~~or Officer~~ is married to or with whom the Director ~~or Officer~~ is living in a marriage-like relationship, including a person of the same gender, but does not include a person from whom the Director ~~or Officer~~ is separated or living apart and with whom the Director ~~or Officer~~ has entered into an agreement to live apart or who is the subject of an order of a court recognizing the separation.

4.1.3 Conduct Review Advisor

TransLink has engaged a Conduct Review Advisor who reports through the Board Chair’s office.

The Conduct Review Advisor is a neutral and independent resource to provide a clear interpretation of its standards of business conduct and guidelines for conflict of interest.

The Conduct Review Advisor provides independent expert advice, receives disclosures and issues written opinions or directives to Directors or Officers on Code of Conduct and conflict of interest matters that they may encounter when fulfilling their respective responsibilities.

4.1.4 Individual Responsibility

TransLink is determined to behave, and to be perceived, as an ethical corporation. Each Director ~~and Officer~~ must adhere to the standards described in the Code of Conduct and this the Code of Conduct Directors' Code, and to the standards set out in applicable policies, guidelines or legislation. While TransLink respects the privacy and autonomy of its Directors in their personal lives, the actions of Directors, both in the workplace and outside of it, have the ability to negatively affect TransLink's reputation and work environment. Directors are accountable for those actions.

A Director's failure to adhere to these standards could result in a recommendation by the Board Chair to the Board for removal from office.

~~An Officer's failure to adhere to these standards could lead to termination of appointment as Officer and/or disciplinary action, up to and including termination of employment.~~

Integrity, honesty, and trust are essential elements of our business success. Any Director ~~or Officer~~ who knows or suspects that ~~the~~ is Code of Conduct or the Directors' Code has been or is likely to be breached ~~has a responsibility to~~ should report it.

4.1.5 Where to Seek Clarification

Directors should seek clarification with respect to any aspect of the ~~Code of Conduct~~ Directors' Code from the Board Chair or the Corporate Secretary. If the Director is not comfortable seeking clarification from the Board Chair or the Corporate Secretary, the Director should seek clarification from the Conduct Review Advisor. If needed, the Board Chair or the Conduct Review Advisor should contact the Corporate Secretary for assistance.

~~Officers should seek clarification with respect to any aspect of the Code of Conduct from the CEO. If the Officer is not comfortable seeking clarification from the CEO, the Officer should seek clarification from the Conduct Review Advisor.~~

~~The Board Chair may, at their discretion or at the request of a Director, seek the advice of the Conduct Review Advisor.~~

4.1.6 General Compliance with the Law

~~Directors and Officers~~ must act at all times in full compliance with both the letter and the spirit of all applicable laws.

In their relationship with TransLink, ~~no Director or Officer will~~ not engage in, commit or condone an unethical or illegal act, or instruct, direct or encourage another Director, Officer, employee, or supplier to do so. If a Director is aware of any action or practice that they think is in violation of the law, they must raise this concern with the Board Chair or the Corporate Secretary without delay.

Directors ~~and Officers~~ are expected to be sufficiently familiar with any legislation that applies to their work to recognize potential liabilities and to know when to seek legal advice.

No Director ~~or Officer~~ should create or condone the creation of a false record. No Director ~~or Officer~~ should destroy or condone the destruction of a record, except in accordance with TransLink policies.

TransLink is continually under public scrutiny. Therefore, Directors ~~and Officers~~ must not only comply fully with the law, but must also avoid any situation which could be perceived as improper or indicate a casual attitude towards compliance.

Directors ~~and Officers~~ must not engage in, or give the appearance of being engaged in, any illegal or improper conduct that is in violation of this Code of Conduct.

4.1.7 Conflicts of Interest – General Provisions

4.1.7.1 General

Directors ~~and Officers~~ will perform their duties conscientiously and will not put themselves in a position in which their ~~private~~ are responsible for making business decisions in the best interests ~~or the private interest~~ of their friends, relatives or Associates and those of TransLink. might be in a ~~Actual or perceived~~ apparent conflicts of interest raise doubts about the integrity of TransLink and the impartiality of TransLink's decisions and actions. Directors must avoid any situation which may give rise to an actual or perceived conflict of interest.

A Director ~~or Officer~~ has an actual conflict of interest when the Director ~~or Officer~~ is performing a duty or function of the position and in the performance of that duty or function has the opportunity to further their private interests or the private interests of their friends, relatives or Associates.

There is a perceived conflict of interest when a reasonably well-informed person could perceive that a Director's ~~or Officer's~~ ability to perform a duty or function of the position was, or will be, affected by the Director's ~~or Officer's~~ private interests.

Every Director ~~and Officer~~ must avoid any situation in which there is an actual or perceived conflict of interest that could interfere, or could be perceived to interfere, with the Director's ~~or Officer's~~ judgment in making decisions in TransLink's best interest.

TransLink depends on the integrity of all Directors ~~and Officers~~ who have knowledge of a decision or activity of TransLink that involves or might involve a conflict of interest to disclose the circumstances.

Some conflicts are quite clear, but others are less obvious. TransLink recognizes that its Directors ~~and Officers~~ have perfectly legitimate outside interests; however, there may also be situations which could be perceived as a conflict of interest, no matter how innocent the intentions of the Director ~~or Officer~~.

The following are examples of circumstances where a Director's ~~or Officer's~~ private interests would be in conflict with the interests of TransLink:

- a) influencing a TransLink staff member to lease equipment from a business owned by a Director's ~~or Officer's~~ friend, relative or Associate's spouse;
- b) influencing the Board to provide funding to a society where the Director ~~or Officer~~, or their friend, relative or Associate, serves on the board of that society;
- c) disclosing confidential information about future TransLink real estate sales or developments to a ~~close personal~~ friend, relative, Associate or business colleague;
- d) being aware of a significant contract being negotiated between a public company and TransLink, purchasing shares in the public company before the contract is announced publicly; and
- e) obtaining confidential TransLink information at a Board meeting concerning the alignment of a rapid transit project which could affect the value of real estate owned by the Director ~~or Officer~~ or their friend, relative or Associate.

Directors who find themselves in an actual or potential conflict of interest must disclose the conflict in accordance with ~~the provisions of the Code of Conflict~~ 4.1.9. If a Director is unsure whether a reasonably well-informed person would conclude that the Directors interest could give rise to an actual or perceived conflict of interest under the Directors' Code, the Director should seek clarification in accordance with 4.1.11.1. Full disclosure enables Directors to resolve unclear situations and gives an opportunity to dispose of, or appropriately address, conflicting interests before any difficulty can arise.

The following provides a more detailed discussion of circumstances where a conflict of interest could arise and how TransLink expects its Directors ~~and Officers~~ to behave.

4.1.7.2 Outside Business Interests

No Director ~~or Officer~~ should hold a substantial private interest, directly or indirectly, through a relative, friend or Associate, or hold or accept a position as an Officer ~~or Director~~, in an entity where, by virtue of their position in TransLink, the Director ~~or Officer~~ could in any way benefit the entity by influencing the decisions of TransLink or could interfere with their ability to perform their functions for TransLink.

4.1.7.3 Confidential Information

Directors ~~and Officers~~ must at all times maintain the confidentiality of all confidential or sensitive information and records obtained by the Directors ~~and Officers~~ by reason of TransLink and must not make

use of or reveal such information or records except in the course of performance of their duties or as required by law, or unless the documents or information become a matter of general public knowledge (other than through disclosure by the Director ~~or Officer~~).

Directors ~~and Officers~~ must take the precautions necessary and appropriate to maintain the confidentiality of the confidential information and must not directly or indirectly disclose, allow access to, transit or transfer the confidential information to any person.

Similarly, Directors ~~and Officers~~ may not use confidential or sensitive information obtained through their association with TransLink to further their private interests or the private interests of their friends, relatives or Associates.

It is expected that where Directors handle confidential or sensitive customer, supplier or employee information as part of their role, that they use such information only for legitimate business purposes and that they not disclose or use such information except with consent, as permitted by applicable agreements with the third party or as required by law.

If business reasons require a Director to share confidential or sensitive corporate information with anyone outside of TransLink, they must first ensure that they have proper documentation or permissions to protect this information. When in doubt, the Director should seek assistance from the Corporate Secretary.

The obligation to maintain confidentiality over confidential or sensitive information obtained during the course of a Director's appointment continues after their appointment with TransLink ceases.

4.1.7.4 Non-Profit and Professional Associations

From time to time, a Director ~~or Officer~~ may ~~reach~~ hold a position of leadership in a non-profit association or professional association where they may be viewed as a spokesperson for that group. In such situations, the Director ~~or Officer~~ should ensure that when speaking on behalf of such an association they are seen as speaking for the organization and not as a spokesperson of TransLink.

4.1.7.5 Entertainment, Gifts and Benefits

In this discussion, "gifts or benefits" include cash, ~~preferred~~ loans, securities or secret commissions and "entertainment" includes invitations to attend events or functions.

It is essential to efficient business practices that all those who do business with TransLink, as suppliers or customers, have equal access to TransLink on equal terms. Directors and their Associates should not accept entertainment, gifts or benefits which grant or appear to grant preferential treatment to a potential or actual supplier of TransLink. Similarly, no Director should offer entertainment, gifts or benefits to secure preferential treatment for TransLink.

Gifts, entertainment and benefits ~~may~~ should only be accepted or offered by a Director ~~or Officer~~ in the normal exchanges common to business relationships. The following criteria will guide their judgment:

- a) the gift, entertainment or benefit would be considered by the business community to be within the bounds of propriety taking into account all the circumstances of the occasion;
- ~~a) b)~~ the gift does not exceed \$100 in value;
- ~~b) c)~~ the exchange does not nor is it expected to create an obligation;
- ~~c) d)~~ it occurs infrequently.

Inappropriate gifts that are received by a Director ~~or Officer~~ should be returned to the donor, subject to this section. If desired, the Director can choose to send, and may be accompanied by a copy of the relevant part of the Code of Conduct. Inappropriate ~~perishable~~ gifts can be donated to a charity and the donor notified. ~~Inappropriate invitations should be refused.~~

In some cultures or business settings, the return of a gift or refusal of a favour, benefit or entertainment would be offensive. In these cases, a Director ~~or Officer~~ should refer the circumstances to the Board Chair ~~or CEO, as appropriate~~, for guidance.

The key is to act with integrity and use good judgement before accepting any entertainment, gifts or benefits given the perception that this offer was made with an expectation of preferential treatment. If a Director is unsure of whether they should accept a gift, benefit or invitation, they should ask the Board Chair ~~or Corporate Secretary~~ for guidance.

Full and immediate disclosure of borderline cases will always be taken as good-faith compliance with the Code of Conduct.

4.1.7.6 Business Relationships ~~with Contractors~~

No Director ~~or Officer~~ ~~may~~ should benefit directly or indirectly from TransLink's business relationships unless the benefit is an ancillary benefit that TransLink intends its Directors ~~or Officers~~ to enjoy, such as a reduced rate for a service that is offered to all TransLink Directors and employees.

The exception is that relationship-building events where the Director attends an event together with a third party for the purpose of building or maintaining a business relationship are acceptable to attend if they are offered or accepted in the ordinary course of business, do not exceed \$100 in value, do not or are not expected to create an obligation, and occur infrequently. If a Director is unsure whether it is appropriate to attend a relationship-building event, they should ask the Board Chair ~~or Corporate Secretary~~ for guidance.

4.1.7.7 Professional Development

TransLink encourages and supports the professional development of its employees, including Officers. Where Officers are members of a recognized profession, they are expected:

- a) to keep abreast of professional developments in their field;
 - b) to perform their duties in accordance with the recognized standards of that profession; and
- to abide by any code of ethics adopted by their professional association.

4.1.7.8.1.7.7 Use of Corporate Property

As a general guideline, TransLink assets ~~should~~ must not be ~~used~~ misappropriated for personal use by Directors or Officers, ~~unless identified in other applicable TransLink policies.~~

Directors ~~and Officers~~ are entrusted with the care, management and cost-effective use of TransLink's property, including the use of TransLink's name, and should not make significant use of these resources for their own personal benefit or purposes.

~~A Director or Officer must also comply with the policies regarding use of corporate property (including use of using TransLink's computer database or electronic mail systems, internet services, printers, photocopiers, cellular phones, office telephone systems, and pool vehicles) as contained in applicable TransLink policies will be expected to comply with any internal policies and procedures that guide the storage, use and transmission of information through this medium.~~

Directors ~~and Officers~~ should ensure that any TransLink property assigned to them is maintained in good condition and should be able to account for such property.

Directors ~~and Officers~~ ~~may~~ must not dispose of TransLink property except in accordance with the guidelines established by TransLink ~~or other applicable procedures.~~

4.1.7.8.1.7.8 Political Participation

Directors ~~and Officers~~ engaging in the political process should do so on their own time and must take care to separate their personal activities from their association with TransLink.

4.1.8 Conflict of Interest – Statutory Provisions for Directors

4.1.8.1 General

In addition to the General Provisions regarding conflict of interest outlined in Section 4.1.7 -above ~~and in the Code of Conduct~~, the SCBCTA Act sets out minimum standards with respect to conflicts of interest (s. 183 of the SCBCTA Act).

In all cases where Directors have a conflict of interest as defined in the SCBCTA Act, the Director must disclose the conflict immediately upon becoming aware of it. With respect to certain types of conflict, the Director must eliminate the conflict or resign from the Board whereas in other cases, the Director must refrain from participating or voting in a meeting where the subject matter is being discussed, not communicate with other Directors on the subject and not attempt to influence others with respect to the subject matter.

Directors are expected to know, understand and comply with the SCBCTA Act's conflict of interest provisions.

4.1.8.2 Commercial Passenger Vehicles, Transit, Parking and Transportation

A Director who, in any way, directly or indirectly:

- a) has a significant beneficial interest in an operation, whether that operation is for profit or not, or in a person, or in a share, stock, bond, debenture or other security of a person, that
 - i) owns or manages the operation of one or more commercial passenger vehicles or directly or indirectly has a significant beneficial interest in person who owns or manages the operation of one or more commercial passenger vehicles;
 - ii) provides, or directly or indirectly has a significant beneficial interest in a person who provides, independent transit service; or
 - iii) provides parking services in the transportation service region or directly or indirectly has a significant beneficial interest in a person who provides parking services in the transportation service; or
- b) has a significant beneficial interest in a contract for the provision of transportation services, including, without limitation, independent transit services, in the transportation service region;

must make a disclosure as described in section 4.1.9.2, and must:

- c) immediately after becoming aware of the fact, refrain from:
 - i) exercising any of their powers or duties under the SCBCTA Act, including, without limitation, participating in or voting at any Board or Committee meeting;
 - ii) communicating to any of the other Directors in relation to the matter in relation to which the interest exists; and
 - iii) influencing in any way a decision or action to be made by TransLink in relation to the matter in relation to which the interest exists;until they have complied with subparagraph 4.1.8.2(d), and
- d) promptly after becoming aware of the fact:
 - i) eliminate the circumstances that resulted in them having that interest; or
 - ii) resign as Director.

If a Director does not comply with subparagraph 4.1.8.2 (d) within three months after becoming aware of having that interest, the other Directors must remove that Director from office.

4.1.8.3 Devices, Patents and Contracts

A Director who, in any way, directly or indirectly, has:

a) a significant beneficial interest in a device, appliance, machine, article, patent or patented process, or a part of it, that is material to the provision of transportation services in the transportation service region; or

b) a significant beneficial interest in any contract, other than a Director indemnity agreement or a contract of insurance for Director and Officer liability, to which TransLink or its subsidiary is a party;

must make a disclosure as described in section 4.1.9.2, and must, immediately after becoming aware of that fact, refrain from:

- i) participating in or voting at any meeting of the Board or a Committee in relation to the matter in relation to which the interest exist;
- ii) communicating to any of the other Directors in relation to the matter in relation to which the interest exists; and
- iii) influencing in any way a decision or action to be made by TransLink in relation to the matter in relation to which the interest exists.

4.1.8.4 Exceptions

Notwithstanding sections 4.1.8.2 and 4.1.8.3 of this Policy:

a) the use or purchase in the transportation service region by a Director, for personal or domestic purposes, of parking services or a means of conveyance is not a contravention of this policy and does not disqualify the Director from acting; and

b) a Director who has a beneficial interest in a publicly held mutual fund or pension fund that contains any of the investments referred to in subparagraph 4.1.8.2(a) is not, merely because of that interest;

- i) required to disclose that interest under section 4.1.9.2; and
- ii) subject to section 4.1.8.2;

unless those investments make up more than 30% of the total mutual fund or pension fund holdings.

4.1.9 Conflict of Interest Disclosure Process

4.1.9.1 Disclosure Statement (Directors)

Every Director must file a Disclosure Statement with the Corporate Secretary, in the form attached as Appendix "A" to the ~~Code of Conduct~~ Directors' Code, upon their appointment, by January 15th of each year thereafter, and at any time as required by changed circumstances.

4.1.9.2 Disclosure Record – Statutory Requirements (Directors)

Any Director who has any interest described in Section 4.1.8.2 or 4.1.8.3 must, promptly after they become aware that they have such an interest, disclose the nature and extent of the interest by a disclosure record:

- a) the original of which provided to the Corporate Secretary for deposit at TransLink's head office; and
- b) a copy of which is provided to each of the other Directors.

Such disclosure record will be made available for public inspection at TransLink's head office.

4.1.9.3 Disclosure Record – Other (Directors and Officers)

Any Director or Officer who, directly or indirectly:

- a) holds property;
- b) holds an office;
- c) owes a fiduciary obligation to any other entity;
- d) has an interest in a contract or proposed contract with TransLink or its subsidiary; or
- e) has any other interest which could give rise to an actual or perceived conflict of interest;

must disclose the relevant details by a disclosure record to the Corporate Secretary.

4.1.9.4 Registry of Director Statements and Disclosure Records (Directors)

The Corporate Secretary will retain the disclosure records and Disclosure Statements at TransLink's head office, ensure they are circulated promptly to each of the Directors, and record the disclosures in TransLink's Conflict of Interest Registry.

4.1.9.5 Indirect Significant Beneficial Interest

Under the Code of Conduct, a Director will be considered to have an indirect significant beneficial interest if their Associate has a significant beneficial interest. (This does not prevent a Director from having an indirect significant beneficial interest in a manner other than through an Associate.)

4.1.10 Protocol for Dealing with Conflicts of Interest

4.1.10.1 Circulation of Disclosure

If a Director or Officer has disclosed an actual, perceived or potential conflict of interest pursuant to a disclosure record or a Disclosure Statement:

- a) the Corporate Secretary will circulate a copy of the disclosure to all Directors and the CEO; and
- b) the disclosure and plans to manage the actual, perceived or potential conflict will be included as an agenda item at the next Board meeting.

4.1.10.2 Potential Conflicts of Interest Related to Board and Committee Meeting Agenda Items

Relying on information that has been made available to the Corporate Secretary through the Disclosure Statements and disclosure records and otherwise, the Corporate Secretary will monitor the subject matter of Board or Committee agendas for potential conflicts of interest for individual Directors.

If the Corporate Secretary has reason to believe that an agenda item could result in a conflict of interest for a Director, the Corporate Secretary will make reasonable efforts to discuss the issue generally with the Director before circulating background information to that Director on that subject matter.

If a Director identifies a conflict of interest in an agenda item, the Director will:

- a) refrain from reviewing the materials in respect of that agenda item;
- b) return the materials in respect of that agenda item to the Corporate Secretary;
- c) advise the Corporate Secretary that they should not be sent the materials in respect of that agenda item in the future; and
- d) only be provided with minutes of the meeting that record the decision made respecting that agenda item and not minutes that reflect the details of any discussion that took place.

4.1.10.3 Declaration at Meeting

The Director will declare to the Board or the Committee, as the case may be, the general nature of the conflict of interest when the subject matter arises on the agenda of the Board or Committee meeting and will leave the meeting until the discussion on that item is completed and a decision, if any, has been made.

If a Director makes a declaration of conflict of interest and leaves the meeting, the Corporate Secretary will record these facts in the minutes of the meeting.

If a Director has made a declaration in respect of certain subject matter, the Director will only be provided minutes of the meeting that record the decision made respecting that subject matter but not minutes that reflect the details of any discussion that took place.

4.1.10.4 Potential Conflicts of Interest Unrelated to Board/Committee Meeting Agenda Items

If TransLink has entered into a contract in which a Director or Officer has declared a conflict of interest, the CEO will ensure that the details concerning such a contract are presented to the Board at the next Board meeting.

If TransLink proposes to enter into a contract in which a Director or Officer has declared a conflict of interest, the CEO will ensure that the details concerning such a contract are presented to the Board and Board approval is sought. Such contracts will be brought before the Board for approval even if they are not of the type or dollar value that would normally require Board approval.

4.1.11 Procedures for Disclosure to the Conduct Review Advisor

4.1.11.1 Guidance and Disclosure

A Director ~~or Officer~~ who believes that there has been a breach or possible breach of the Code of Conduct ~~or the Directors' Code~~ (by themselves or another Director or Officer) that has not been reported to the Board Chair or CEO, as appropriate, may seek guidance from the Board Chair, the Corporate Secretary or the ~~disclose the circumstances to the~~ Conduct Review Advisor.

4.1.11.2 Encouragement to Report

If a Director seeks guidance from the Conduct Review Advisor and the Conduct Review Advisor is of the opinion that the circumstances related are a breach or possible breach of the Code of Conduct, the Conduct Review Advisor ~~will encourage the disclosing person:~~

~~who is an Officer, to report the circumstances to the CEO; or~~

~~who is a Director, to report the circumstances to the Board Chair and/or the Corporate Secretary.~~

If the disclosing person is reluctant to report the circumstances, the Conduct Review Advisor will offer to provide assistance in making this report by attending with the person, by reporting the circumstances on that person's behalf or by any other means the Conduct Review Advisor considers appropriate in the circumstances.

~~4.1.11.3 Officer Concern about Reprisals~~

~~If the disclosing person is an Officer and is concerned about possible reprisals for reporting the circumstances to the CEO, the Conduct Review Advisor will offer to monitor the circumstances and will report these concerns to the Board Chair on a confidential basis. The Board Chair will ensure that no Officer is subject to reprisals as a result of reports made in good faith and based upon reasonable belief.~~

~~4.1.11.4~~ 4.1.11.3 **Advisor Conclusion on Potential Harm**

If the disclosing person has indicated an intention to **not** report the circumstances to the CEO or Board Chair as appropriate, the Conduct Review Advisor:

- a) will record the advice and offers of assistance given and provide a copy to the disclosing person; and
- b) will assess whether the disclosed circumstances are likely to cause serious harm to a member of the public or to TransLink or its employees.

For these purposes “serious harm” includes physical injury, significant financial loss, significant damage to or loss of property, significant damage to corporate or personal reputation, or significant loss of public confidence in TransLink.

~~4.1.11.5~~ 4.1.11.4 **No Serious Harm**

If the Conduct Review Advisor concludes that the disclosed circumstances are not likely to cause serious harm, both the fact of the disclosure and the Conduct Review Advisor’s advice to the disclosing person will be kept confidential by the Conduct Review Advisor, to the extent permitted by law.

The Conduct Review Advisor will not take any further steps in respect of the specific disclosure but may refer to the circumstances in a general way in any subsequent reports given to the Board Chair or the Board.

~~4.1.11.6~~ 4.1.11.5 **Serious Harm**

If the Conduct Review Advisor concludes that the disclosed circumstances are likely to cause serious harm, the Conduct Review Advisor will advise the disclosing person of this conclusion and that the Conduct Review Advisor intends to discuss the disclosed circumstances with the CEO or Board Chair as appropriate.

If the Conduct Review Advisor discusses these disclosed circumstances with the CEO and is not satisfied that the disclosure will be or has been dealt with appropriately, the Conduct Review Advisor will make a report to the Board Chair.

~~4.1.11.7~~ 4.1.11.6 **Protection of Privacy**

If the Conduct Review Advisor discusses these disclosed circumstances with the CEO or the Board Chair, the Conduct Review Advisor, the CEO and the Board Chair will make reasonable efforts to protect the privacy of the disclosing person. However, this privacy may not be protected if:

- a) the disclosing person has reported their own breach of the Code of Conduct to the Conduct Review Advisor and, contrary to the specific advice of the Advisor, has refused to report the circumstances to the CEO or Board Chair;
- b) the disclosing person appears to have deliberately misrepresented the disclosed circumstances;

- c) disclosure is necessary in order for the matter to be properly investigated and dealt with; or
- d) disclosure is required by law.

~~4.1.11.84.1.11.7~~ Investigation

The Conduct Review Advisor may recommend to the Board Chair that an investigation be conducted into these disclosed circumstances. If so, the Board may cause an investigation to be conducted.

~~4.1.11.94.1.11.8~~ Opportunity to Respond

If it has been alleged that a person has breached or may have breached the Code of Conduct and these circumstances have been reported to the CEO or the Board Chair, as appropriate, the person in respect of whom the allegations have been made, should be informed of the allegations and give the opportunity:

- a) to respond to them; and
- b) where appropriate, to contribute to the discussions on how the breach could be remedied.

~~4.1.11.104.1.11.9~~ Reporting

The Conduct Report Advisor will provide a report to the Human Resources and Governance Committee, at least once each year, summarizing the number and nature of consultations and discussions held with the Conduct Review Advisor under this Code of Conduct.

4.1.12 Exemption from Code of Conduct Requirements

In extraordinary circumstances and where it is clearly in the best interests of TransLink to do so, the Board Chair may exempt a Director from a requirement of this Code of Conduct following full and detailed disclosure by the Director of all material and relevant circumstances respecting the matter. Conditions may be attached to an exemption.

If a Director is exempted from a requirement of this Code of Conduct for the continuation of circumstances that would otherwise be considered an actual or perceived conflict of interest, the Director must refrain from participating in any way in any decision-making respecting the subject matter of the conflict of interest except to the extent specifically authorized in the decision granting the exemption.

4.1.13 Provisions of Code of Conduct Not Exclusive

The provisions of this Code of Conduct are in addition to, and not in substitution for, any obligation to TransLink imposed upon a Director by common law, equity or statute. Compliance with the Code of Conduct will not relieve a Director from any such obligations.



TRANSLINK DIRECTOR DISCLOSURE STATEMENT

To: TransLink Board of Directors and Corporate Secretary

Name of Director: _____

This Statement discloses information as of _____, 20__

I have read and understood the Directors' and Officers Code of Conduct and Conflict of Interest Guidelines (the "DOCCDirectors' Code") and the statutory provisions of the South Coast British Columbia Transportation Authority Act governing Director conflict of interest.

In order to comply with the DOCCDirectors' Code, I disclose:

A. The following interests (e.g. more than 5% of the shares in a company, partnership interest, joint venture, proprietorship), held directly or indirectly.

B. Existing or proposed contracts with TransLink or its subsidiaries.

C. Offices held.

D. Properties held within TransLink’s service region.

E. Existing or proposed business or opportunity outside of TransLink that may be competitive or conflict with any business or opportunity of TransLink.

F. Other fiduciary interests owed.

~~E-G.~~ Any other interest.

I, _____ (print name) declare that:

- 1. Other than disclosed above, I do not have any relationships or interests that could compromise, or be perceived to compromise, my ability to exercise judgment with a view to the best interests of TransLink.

2. I have read and considered the ~~DOCC~~Directors' Code and the TransLink Director and Employee Code of Conduct and agree to conduct myself in accordance with the ~~DOCC~~Directors' Code and the TransLink Director and Employee Code of Conduct.
3. I agree to promptly provide an updated Disclosure Statement, as may be required by changed circumstances.
4. I am not aware of any breach of the ~~DOCC~~Directors' Code and the TransLink Director and Employee Code of Conduct by other Directors and Officers, except as already reported in compliance with the ~~DOCC~~Directors' Code and the TransLink Director and Employee Code of Conduct.

Signature

Date

5.0 BOARD POLICIES

5.1 PLANNING

5.1.1 SCBCTA Act Planning Provisions

The SCBCTA Act sets out the Board's responsibilities in relation to the Long Term Strategy and Investment Plans. Directors should refer to the SCBCTA Act or consult the CEO or General Counsel if they have any questions regarding such responsibilities.

5.1.2 Corporate Strategy

Management will, with the Board, develop a common enterprise-wide Vision, Mission and Values. The Board will be responsible for approving the Vision, Mission and Values for TransLink and its subsidiaries. Management will, with the Board, develop a multi-year Corporate Strategy that will move the enterprise toward its Vision, Mission, and Year Long Term Strategy goals. The Board will be responsible for approving the Corporate Strategy for TransLink and its subsidiaries.

Management will, with the Board, annually develop the Business Plan that will further TransLink's achievement of the Corporate Strategy. The Board will be responsible for approving the Business Plan.

5.1.3 Business Performance Reporting

Management will report to the board on an ongoing basis on the performance of TransLink, whether it is achieving its targets as identified in the strategic and business planning process and any actions planned for areas that are not meeting business targets.

5.1.4 Financial Performance

TransLink will report its financial performance by providing a copy of its financial statements to the public at the Annual General Meeting and by posting them on TransLink's website.

5.1.5 Roles and Responsibilities

Management, led by the CEO, is responsible for the development of the Corporate Strategy and the Business Plan.

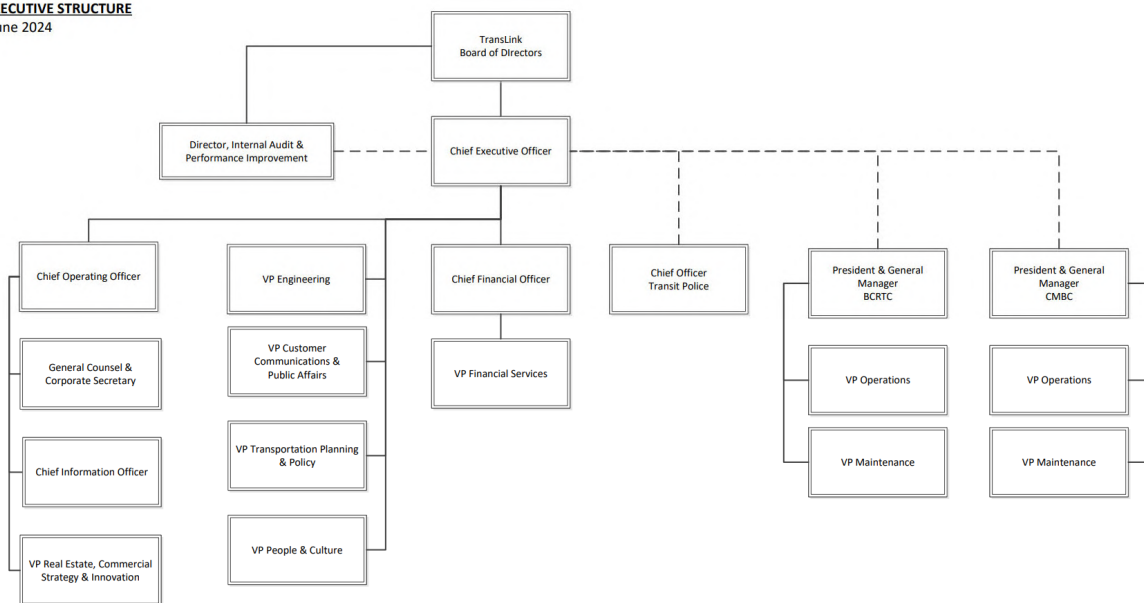
The Board's role is to ensure there is an appropriate planning process in place and to review, question, offer advice, validate and ultimately endorse the plans for TransLink and monitor their implementation. At various stages of development of the Corporate Strategy and Business Plans, the Board will be briefed on the status of the planning process and may be asked to review draft elements of the plans. The Corporate Strategy and Business Plans will be approved by the Board.

The CEO has the responsibility to ensure that all employees are aware of the Corporate Strategy and Business Plans and understand how the functions they perform fit within the strategic direction of TransLink.

7.0 LEGAL FRAMEWORK

7.1 CORPORATE ORGANIZATION CHART

TRANSLINK EXECUTIVE STRUCTURE
June 2024



8.2 DEFINITIONS

In this Board Manual, unless the context otherwise requires, the following definitions apply:

- **“Appointed Director”** means a Director appointed by the Mayors’ Council.
- **“Articles”** means the Articles of TransLink, as established by the Board and amended from time to time.
- **“Annual Meeting”** means the annual meeting of TransLink held pursuant to Section 13.1 of the SCBCTA Act.
- **“Annual Report”** means the annual report for TransLink prepared in accordance with Section 13.4 of the SCBCTA Act.
- **“Board”** means TransLink’s Board of Directors.
- **“Board Skills and Experience Profile”** means the Board skills and experience profile prepared by the Board from time to time, and incorporated into the Articles and shared with the Screening Panel.
- **“Business Plan”** means TransLink’s annual operating, capital and service plans, based on the approved Corporate Strategy.
- **“CEO”** means the Chief Executive Officer of TransLink.
- **“CFO”** means the Chief Financial Officer of TransLink.
- **“Code of Conduct”** means TransLink’s [Director and Employee Code of Conduct policy](#).
- **“Conduct Review Advisor”** means an independent contractor engaged by the Board, ~~and who is sometimes also engaged by Officers,~~ to provide ~~a neutral and independent advice~~ expert interpretation of the standards of business conduct and guidelines for conflict of interest set out in ~~receive disclosures and provide recommendations or directives pursuant to~~ the Code of Conduct and the Directors’ Code.
- **“Committees”** means committees of the Board.
- **“Corporate Strategy”** means the multi-year strategic platform that describes how TransLink will achieve the objectives of the Long Term Strategy and Strategic Plan.
- **“Director”** means a member of the Board, including an Appointed Director, Statutory Director or Minister-Appointed Director.
- **“Director Recruitment Profile”** means the profile of skills and experience sought in new Director candidates.
- **“Investment Plan”** means the 10-year investment plan prepared by the authority in accordance with the SCBCTA Act.
- **“Long Term Strategy”** means the 30+ year long term strategy prepared pursuant to s. 193 of the SCBCTA Act.
- **“material”** means significant or important.

TO: Board of Directors

FROM: Jennifer Breeze, General Counsel and Corporate Secretary
Jennifer Johnston, Privacy Officer

DATE: May 30, 2024

SUBJECT: Revised *Freedom of Information and Protection of Privacy Act* Bylaw

PROPOSED RESOLUTION:

That the Board of Directors approves the revised *Freedom of Information and Protection of Privacy Act* Bylaw attached as Attachment 1 to this report dated May 30, 2024 titled “Revised *Freedom of Information and Protection of Privacy Act* Bylaw”.

EXECUTIVE SUMMARY

The *Freedom of Information and Protection of Privacy Act (FOIPPA) Bylaw* has been revised and is being brought forward for approval of the Board of Directors pursuant to Section 6.0: Corporate Policies of the Board Governance Manual. Item 4 of the current *FOIPPA Bylaw* is proposed to be updated to confirm that TransLink will adhere to the Schedule of Maximum Fees as established by the Freedom of Information & Protection of Privacy Regulation, B.C. Reg. 155/2012, consistent with current practice. Accordingly, Schedule 1 (*Schedule of Maximum Fees*) to TransLink’s current *FOIPPA Bylaw* will be eliminated.

PURPOSE

The purpose of this report is to propose revisions to the *FOIPPA Bylaw* for the Board of Directors’ approval pursuant to Section 6.0: Corporate Policies of the Board Governance Manual.

BACKGROUND

TransLink is subject to BC’s *Freedom of Information & Protection of Privacy Act* (“the Act”). TransLink is recognized as a “local public body” under the Act. Section 77 of the Act grants a local public body the power to make bylaws to designate a person as the “head” of the local public body for purposes of the Act, and to set any fees the local public body requires to be paid for processing information access requests.

The current *FOIPPA Bylaw Number 133-2020*, attached as *Appendix 2* to this report, was introduced in March 2020 and has not been updated since that time. Item 3 of the current *FOIPPA Bylaw* designates the CEO of TransLink as the head for purposes of the Act. Item 4 of the current *FOIPPA Bylaw* and the corresponding Schedule 1 to the current *FOIPPA Bylaw* set out the maximum fees TransLink may charge for processing information access requests.

To allow for more streamlined alignment with the provincial Schedule of Maximum Fees and to avoid the need to update TransLink's FOIPPA Bylaw should the provincial regulation change, the revised *FOIPPA Bylaw Number 156-2024*, attached as *Attachment 1* to this report, will amend item 4 of the current *FOIPPA Bylaw* to identify that TransLink will adhere to the Schedule of Maximum Fees as established by Schedule 1 to the *Freedom of Information & Protection of Privacy Regulation*, B.C. Reg. 155/2012 ("FOIPP Regulation"), as amended from time to time. Accordingly, Schedule 1 (Schedule of Maximum Fees) to the current *FOIPPA Bylaw* will be eliminated.

A copy of Schedule 1 to the FOIPP Regulation is attached as *Appendix 3* to this report for reference.

There are no material changes to the practices of TransLink's Information Access team, which already adheres to Schedule 1 to the FOIPP Regulation for setting maximum fees. This revision simply brings the *FOIPPA Bylaw* in line with current practice.

RECOMMENDATION

It is recommended that the Board of Directors approve the revised *FOIPPA Bylaw* attached as *Appendix 1* to this report. The current version of the *FOIPPA Bylaw Number 133-2020* dated March 26, 2020, is attached as *Appendix 2* for reference.

APPENDICES

Attachment 1 – Revised *FOIPPA Bylaw Number 156-2024* for approval

Attachment 2 – Current *FOIPPA Bylaw Number 133-2020*, dated March 26, 2020

Attachment 3 – Freedom of Information & Protection of Privacy Regulation, B.C. Reg. 155/2012, Schedule 1

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 156-2024

A Bylaw related to the *Freedom of Information and Protection of Privacy Act* (British Columbia).

WHEREAS the *Freedom of Information and Protection of Privacy Act* (British Columbia) (the “Act”) applies to local public bodies;

AND WHEREAS the South Coast British Columbia Transportation Authority is a local public body for the purposes of the Act;

AND WHEREAS the Act requires a local public body to designate a person or group of persons as the head of the local public body for the purposes of the Act (the “Head”);

AND WHEREAS the Act enables a local public body to set any fees the local public body requires to be paid under section 75 of the Act;

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. South Coast British Columbia Transportation Authority Bylaw Number 133-2020 is hereby replaced by this Bylaw.
2. This Bylaw shall be cited as “South Coast British Columbia Transportation Authority Freedom of Information and Protection of Privacy Bylaw Number 156-2024.”
3. The Chief Executive Officer of the South Coast British Columbia Transportation Authority is designated as the Head for the purposes of the Act.
4. The Schedule of Maximum Fees as established by Schedule 1 of the Freedom of Information and Protection of Privacy Regulation, B.C. Reg. 155/2012, as amended from time to time, shall be the maximum fees charged by the South Coast British Columbia Transportation Authority.
5. This Bylaw comes into force and takes effect on **XXX XX, 2024**.

READ A FIRST, SECOND, AND THIRD TIME this **XX day of XXX, 2024**.

RECONSIDERED, PASSED AND FINALLY ADOPTED this **XX day of XXX, 2024**.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 133-2020

***A Bylaw related to the Freedom of Information and Protection of
Privacy Act (British Columbia)***

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 133-2020

A Bylaw related to the *Freedom of Information and Protection of Privacy Act* (British Columbia).

WHEREAS the *Freedom of Information and Protection of Privacy Act (British Columbia)* (the "Act") applies to local public bodies;

AND WHEREAS the South Coast British Columbia Transportation Authority is a local public body for the purposes of the Act;

AND WHEREAS the Act requires a local public body to designate a person or group of persons as the head of the local public body for the purposes of the Act (the "Head");

AND WHEREAS the Act enables a local public body to set any fees the local public body requires to be paid under section 75 of the Act;

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. South Coast British Columbia Transportation Authority Bylaw Number 20, 2001 is hereby replaced by this Bylaw.
2. This Bylaw shall be cited as "South Coast British Columbia Transportation Authority Freedom of Information and Protection of Privacy Bylaw Number 133-2020."
3. The Chief Executive Officer of the South Coast British Columbia Transportation Authority is designated as the Head for the purposes of the Act.
4. Fees for services rendered in providing information to an applicant making a request for the purposes of the Act shall be in accordance with Schedule 1 attached hereto.
5. This Bylaw comes into force and takes effect on March 26, 2020.

READ A FIRST, SECOND, AND THIRD TIME this 26th day of March, 2020.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 26th day of March, 2020.



Tony Gugliotta, Chair



Jennifer Breeze, Corporate Secretary

**SCHEDULE 1 attached to and forming part of
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 133-2020**

SCHEDULE OF MAXIMUM FEES

1. For applicants other than commercial applicants:	
(a) for locating and retrieving a record.....	\$7.50 per ¼ hour after the first 3 hours,
(b) for producing a record manually.....	\$7.50 per ¼ hour,
(c) for producing a record from a machine readable record.....	\$16.50 per minute for cost of use of central mainframe processor and all locally attached devices plus \$7.50 per ¼ hour for developing a computer program to produce the record,
(d) for preparing a record for disclosure and handling a record....	\$7.50 per ¼ hour,
(e) for shipping copies.....	actual costs of shipping method chosen by applicant,
(f) for copying records	
(i) photocopies of computer printouts.....	\$0.25 per page (8.5" x 11" - 8.5" x 14") \$0.30 per page (11" x 17"),
(ii) floppy disks.....	\$10.00 per disk,
(iii) Computer tapes.....	\$40.00 per tape, up to 2400 feet, \$10.00 per fiche,
(iv) microfiche.....	\$25.00 per roll,
(v) 16 mm microfilm duplication.....	\$40.00 per roll,
(vi) 35 mm microfilm duplication.....	\$0.50 per page,
(vii) microfilm to paper duplication.....	\$5.00 to produce negative
(viii) photographs - (colour or black and white).....	\$12.00 each for 16" x 20" \$9.00 each for 11" x 14" \$4.00 each for 8" x 10" \$3.00 each for 5" x 7",
(ix) photographic print of textual, graphic or cartographic record (8" x 10" black and white).....	\$12.50 each,
(x) hard copy laser print, B/W, 300 dots per inch.....	\$0.25 each,
(xi) hard copy laser print, B/W, 1200 dots per inch.....	\$0.40 each,
(xii) hard copy laser print, colour.....	\$1.65 each,
(xiii) Photomechanical reproduction of 105 mm cartographic record/plan.....	\$3.00 each,
(xiv) slide duplication.....	\$0.95 each,
(xv) plans.....	\$1.00 per square metre,
(xvi) audio cassette duplication.....	\$10.00 plus \$7.00 per ¼ hour of recording
(xvii) video cassette (1/4" or 8mm) duplication.....	\$11.00 per 60 minute cassette plus \$7.00 per ¼ hour of recording; \$20.00 per 120 minute cassette plus \$7.00 per ¼ hour of recording,
(xviii) video cassette (1/2") duplication.....	\$15.00 per cassette plus \$11.00 per ¼ hour of recording, and
(xix) video cassette (3/4") duplication.....	\$40.00 per cassette plus \$11.00 per ¼ hour of recording.
2. For commercial applicants	
for each service listed in item 1.....	actual cost of providing that service.

APPENDIX 3

Schedule 1 of the Freedom of Information and Protection of Privacy Regulation, B.C. Reg. 155/2012

Schedule 1
Schedule of Maximum Fees

Item	COLUMN 1 Description of Services	COLUMN 2 Management Fees
1	For applicants other than commercial applicants:	
	(a) for locating and retrieving a record	\$7.50 per 1/4 hour after the first 3 hours
	(b) for producing a record manually	\$7.50 per 1/4 hour
	(c) for producing a record from a machine readable record from a server or computer	\$7.50 per 1/4 hour for developing a computer program to produce the record
	(d) for preparing a record for disclosure and handling a record	\$7.50 per 1/4 hour
	(e) for shipping copies	actual costs of shipping method chosen by applicant
	(f) for copying records	
	(i) floppy disks	\$2 per disk
	(ii) CDs and DVDs, recordable or rewritable	\$4 per disk
	(iii) computer tapes	\$40 per tape, up to 2,400 feet
	(iv) microfiche	\$3 per fiche
	(v) microfilm duplication	\$25 per roll for 16 mm microfilm, \$40 per roll for 35 mm microfilm
	(vi) microfiche or microfilm to paper duplication	\$0.50 per page (8.5" x 11")
	(vii) photographs, colour or black and white	\$5 to produce a negative
		\$12 each for 16" x 20" photograph
		\$9 each for 11" x 14" photograph
		\$4 each for 8" x 10" photograph
		\$3 each for 5" x 7" photograph
	(viii) photographic print of textual, graphic or cartographic record, black and white	\$12.50 each (8" x 10")
	(ix) dot matrix, ink jet, laser print or photocopy, black and white	\$0.25 per page (8.5" x 11", 8.5" x 14" or 11" x 17")
	(x) dot matrix, ink jet, laser print or photocopy, colour	\$1.65 per page (8.5" x 11", 8.5" x 14" or 11" x 17")
	(xi) scanned electronic copy of a paper record	\$0.10 per page
	(xii) photomechanical reproduction of 105 mm cartographic record/plan	\$3 each
	(xiii) slide duplication	\$0.95 each
	(xiv) audio cassette tape (90 minutes or fewer) duplication	\$5 per cassette plus \$7 per 1/4 hour of recording
	(xv) video cassette recorder (VHS) tape (120 minutes or fewer) duplication	\$5 per cassette plus \$7 per 1/4 hour of recording
2	For commercial applicants for each service listed in Item 1	the actual cost to the public body of providing that service

TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: June 10, 2024

SUBJECT: Public Delegations at the March 27, 2024 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received five public delegations at its March 27, 2024 public Board meeting.

Five public delegations were received by the Board at the March 27, 2024 public Board meeting on the following topics:

- **HandyDART Services**
 - Two public delegates advocated for TransLink to provide HandyDART services as an in-house service, rather than delivering it as a contracted service. One delegates also requested that TransLink's upcoming HandyDART Service Delivery Model review include a multi-assessment evaluation and that the results be made public once complete.
 - Management wrote to the public delegates to thank them for their input and to share information on the upcoming review in 2024 of HandyDART service delivery and the objectives of the review.
- **Bus Service to Capilano University**
 - The Board received a public delegate who asked that TransLink consider increasing transit services to Capilano University and shared some of the challenges experienced by students based on the current service.
 - Management received the input for consideration for bus service planning.
- **Fare Policy**
 - A public delegate recommended to TransLink that it eliminate its fare zone system and that it move to a distance-based system.
 - The Board of Directors thanked the public delegate for their input and feedback for the Board's consideration.
- **BC Bus Pass**
 - The Board received a public delegate who requested that BC Bus Passes be delivered on generic Compass Cards rather than the program cards currently used. The delegate also shared an experience of a family member.
 - The Board of Directors followed up with the delegate after the meeting in writing and expressed their appreciation to the delegate for speaking to these issues with the Board and the input provided by the delegate.

TO: Board of Directors

FROM: Shezana Hassko, Vice President, Engineering

DATE: May 27, 2024

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

EXECUTIVE SUMMARY

This report provides information on operations, maintenance, and rehabilitation activities on TransLink's bridges between Q1 and Q2 2024. Significant inspection or rehabilitation works are planned on the Pattullo, Knight Street, Westham Island, 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 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.

With the exception of the Golden Ears Bridge, which is operated and maintained by the Golden Crossing General Partnership 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 that occurred between Q1 and Q2 2024 is the focus of this report.

DISCUSSION

Significant inspection, maintenance and rehabilitation activities by bridge are summarized below:

1) Pattullo Bridge

The Pattullo Bridge connects the Cities of New Westminster and Surrey and is 86 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 delivering the Pattullo Bridge Replacement Project, which will replace the existing bridge with a new crossing. Fraser Crossing Partners is contracted for construction of the new bridge, which is expected to open to traffic in 2025. While the latest schedule has not been made public, the Province has announced that the opening of the new crossing will be fall 2025.

TransLink was not anticipating to operate the existing Pattullo Bridge beyond December 31, 2023. However, as construction of the new crossing has not been completed, the existing Pattullo Bridge needs to remain operational until it is replaced. To offset the costs of operating the Pattullo Bridge, the Province has agreed to reimburse TransLink for all costs incurred for the operations, maintenance, and rehabilitation of the Pattullo Bridge.

To ensure the existing Pattullo Bridge is operational until it is replaced, TransLink regularly monitors and inspects the condition of the bridge. As the Bridge will be replaced, the objective of the various inspections is to assess the progression of deterioration since the previous years' inspections and to identify any new areas of required critical repair. Activities that have occurred since Q1 2024 include:

a) Annual Structural Inspection

TransLink has retained Mott Macdonald Canada Limited (Mott) to conduct annual visual and snoopers inspections of the bridge since 2020. The 2023 Inspection Report, which was completed in November 2023, did not find any structural element needing rehabilitation in the near-term.

To ensure the Bridge is safe and operational until the replacement bridge is completed, annual inspections will be continued to monitor the progressive deterioration of the structure and to identify any items requiring urgent repair. The 2024 inspection is currently being scheduled and will involve:

- General inspection on-foot from the sidewalk and from below the bridge; and,
- Close-proximity inspection of truss members and concrete components using a snooper truck and lane closures to ensure safety.

b) Railing Inspection

TransLink has retained the services of Mott to perform annual inspections of the pedestrian railings on the Pattullo Bridge since 2020. Each year, the condition of the railings is compared to the observations from the previous year to monitor the progression of deterioration year to year. Due to the imminent replacement of the bridge, only defects that are considered a safety concern are identified for repair.

The 2023 railing inspection was completed in November 2023, and the repairs that were identified were completed over two weeks in January 2024. As the railings will continue to

deteriorate over the remaining service life of the bridge, Mott will continue to monitor the progression of deterioration on an annual basis until the bridge is no longer operational. The 2024 inspection is currently being scheduled. Railing inspection will be carried out as follows:

- The west railing inspection will be undertaken from the sidewalk; and,
- The east railing inspection will be undertaken from the roadway with lane closures to ensure safety.

c) Hydraulic Monitoring by Northwest Hydraulic Consultants

Northwest Hydraulic Consultants Ltd. monitors changing river hydraulics under contract with TransLink and the Province. In addition to the Pattullo Bridge and the Skybridge, Northwest Hydraulic Consultants also monitors the condition of the scour protection at the Canadian National Rail Bridge. Due to the proximity of the Canadian National Rail Bridge to the Pattullo Bridge, the impacts of one on the other are interlinked.

During the Winter 2023 survey, lowering of the riverbed at Canadian National Rail Bridge Pier 5 was observed to extend beyond the limits of the scour protection at the pier. To protect that pier, work (under the management of the Province) is currently underway to upgrade the scour protection. As Canadian National Rail Bridge Pier 5 is closest to Pattullo Pier 4, TransLink will review the proposed design with NHC to ensure the hydraulic effects of the work on Pattullo Pier 4 are minimized.

In addition to Pattullo Pier 4, other piers that are susceptible to bed lowering include Pattullo Piers 2, 5 and 6, and SkyBridge Piers S1 and N1. Management continues to work closely with the Province and Fraser Crossing Partners to monitor the area. If required, plans are in place to make emergency repairs to the riprap protection of the piers.

d) Pattullo Replacement Project Interface

The Province is delivering the Pattullo Bridge Replacement Project with construction occurring close to the Pattullo Bridge, the SkyBridge and other SkyTrain infrastructure. The Province and Fraser Crossing Partners work closely with TransLink and BCRTC staff to proactively manage impacts on TransLink's 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 piling, girder erection, deck panel erection and retaining wall works are continuing. Depending on the proximity of the work to the Pattullo Bridge, lane closures and directional closures on weekends and evening hours can be expected on an ongoing basis.

2) Knight Street Bridge

The Knight Street Bridge connects the Cities of Vancouver and Richmond and is one of the busiest crossings in the Lower Mainland. The bridge opened to traffic in 1974 and is 50 years old. It was designed for a service life of 75 years and most of its components are in generally good condition.

a) Deck Preservation and Bearing Replacement Project

In 2023, a contract was awarded to Kingston Construction Ltd. (Kingston) to perform deck preservation and bearing replacement work on the Knight Street Bridge. The work included:

- 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. Over a period of 10 months, Kingston completed all scope items, including the following added scope items:

- replacement of a deck joint at Pier S9; and,
- replacement of all the center medians barriers along the bridge.

In December 2023, the project was substantially completed. Since then, a series of inspections have occurred to identify any deficient items related to the work. All deficiencies have now been addressed and Kingston has demobilized from the site. The Certificate of Total Performance for the Contractor will be issued before the end of Q2 2024.

b) BC Hydro Power Cable Upgrades

Power to Mitchell Island is provided by power cables that are supported by cable trays that run below the North Bridge of the Knight Street Bridge. These power cables are owned by BC Hydro.

BC Hydro has recently informed TransLink that both the power cables and the cable trays need to be upgraded. To define the scope of their work, BC Hydro has requested access onto the North Bridge maintenance catwalk. This site inspection is expected to occur before the end of Q2 2024 and is not expected to have any impacts on the public.

Based on the findings of the site inspection, BC Hydro will then inform TransLink on the extent of the repair/upgrades required. Management will work with BC Hydro to support the construction work and minimize any impacts on the public.

c) Mitchell Island Pedestrian and Cyclist Crossing Review

Safety concerns regarding pedestrian and cyclist crossings at the Mitchell Island Interchange were raised by the public. Based on the recommendations of a road safety study completed by G. Ho Engineering Consultants, Mott, with PBX Engineering as their sub-consultant, was retained to provide design services for the improvements. The improvements consist of:

- installing signage and repainting the marked crosswalks at the crosswalk locations;
- installing rapid flashing beacons at the crosswalk locations;
- repairing the deteriorated curbs and concrete islands; and
- providing electrical connections to allow future upgrades to the existing northbound and southbound bus stops.

The design work for the crosswalk improvements was 50% complete in Q1 2024. However, as design progressed, it became apparent that further sidewalk improvements and bus stop improvements would be necessary. Mainroad has also identified additional operational items, such as barrier alignment, that could be addressed as part of this work. These additional items have now been added to the scope of the design work. Detailed design of all items is expected to be completed by end of Q2 2024. It should be noted that the implementation phase of this work is not funded at this time.

d) 10-Year Rehabilitation Plan

In 2016, Mott McDonald conducted a condition assessment and developed the Knight Street Bridge Rehabilitation Plan based on the findings of the assessment. Since 2016, the following rehabilitation works have occurred (in phases) to address deterioration:

- In 2019, structural rehabilitation was completed to address the most deteriorated bearings and repair select areas of concrete delamination;
- In 2020, additional bearing replacement occurred; and,
- In 2024, deck rehabilitation, installation of a new bicycle railing, and replacement of additional bearings was completed.

Management will continue to focus its efforts to monitor, assess, and periodically rehabilitate structural components as required. To proactively manage the bridge, Management has requested Mott to prepare a new Rehabilitation Plan to outline the anticipated rehabilitation items and timelines for the next 10 years.

e) Annual Structural Inspection

The last structural inspection on the Knight Street Bridge was performed in 2021. The 2022 and 2023 inspections were deferred due to the ongoing rehabilitation works.

With the completion of the Deck Preservation and Bearing Replacement Project, Management has requested for Mott to undertake a structural inspection in 2024. The inspection is currently scheduled for the week of July 14 and will involve:

- General inspection on-foot from the sidewalk and from below the bridge;
- Close-proximity inspection of the deck to evaluate the performance of the recently completed deck rehabilitation in time to make repairs within the 1-year warranty period; and,
- Close-proximity inspection using a snoopier truck with appropriate lane closures in place for safety.

f) Knight Street Bridge Climate Action Plan

Climate change projections for the Lower Mainland include an increase in precipitation, storms, and sea level rise. TransLink's Climate Action Plan calls for risk assessment of the climate change impacts to be assessed for TransLink's bridges. This assessment will be completed in phases, starting with the Knight Street Bridge.

In Q1 2024, Jacobs was retained to develop a *Climate Action Plan* for the Knight Street Bridge to understand the impact climate change has on our bridge infrastructure. The work involves:

- Task 1: collecting information on the structure and on climate projections;
- Task 2: determining the hazards/level of risks that certain climate events may have on the structure; and,
- Task 3: developing mitigation measures to reduce risk and improve resiliency.

Jacobs has completed Task 1 and Task 2 and will be sharing the findings with TransLink before the end of Q2. These findings will be shared in subsequent Board reports.

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 114 years old. Most of the bridge's components have exceeded their intended service lives.

a) Deck Plank Replacement and Deck Watering

The replacement of deck planks is an ongoing initiative at the Westham Island Bridge. Due to the high usage of the structure by heavy farm vehicles and trucks, the deck planks are subject to more wear and tear than would be expected of other similar bridges. The dry summer months also accelerate the rate of deterioration by causing cracking and splitting of the deck planks.

In March 2024, Mainroad replaced approximately 175 deteriorated deck planks from the Westham Island Bridge. While no bridge closures were required, the work required temporary traffic holds of up to 15 minutes. To minimize any disruptions to the community, all deck work was completed overnight between 8pm and 5am. The work took approximately two weeks to complete.

As the dry summer months are approaching, Mainroad will be starting the deck watering program to prevent the deck planks from drying and cracking. This program started in 2021 and has occurred annually between the months of June and September.

b) 10-Year Rehabilitation Plan

In 2016, Mott McDonald conducted a condition assessment and developed a Westham Island Bridge Rehabilitation Plan based on the findings of the assessment. Since 2016, the following rehabilitation works have occurred (in phases) to address deterioration:

- In 2017, urgent repairs to replace four floorbeams that had severe corrosion was completed;
- In 2019, structural rehabilitation was completed to address deteriorated items;
- In 2020, urgent repairs to replace a timber cap with internal decay at Pier P7 was completed;

- In 2020, scour protection upgrades were completed to address the poor condition of the riprap protection and the localized scouring and erosion that was occurring at the west approach; and,
- In 2023, swing span rehabilitation was completed to replace the slew bearing and its associated components.

To proactively manage the bridge, Management has requested Mott to prepare a new Rehabilitation Plan to outline the rehabilitation items and timelines for the next 10 years.

c) Summer Traffic Control

During the summer months, farming and other activities on the Island, such as visits to the bird sanctuary and to the U-Pick farms, generate a major influx of traffic across the bridge. To alleviate congestion, TransLink has provided summer weekend traffic control services at the Westham Island Bridge since 2020.

Based on previous years, traffic control services can be expected from the first weekend of June to mid-August. Management has reached out to the Delta Farmers' Institute (DFI) to confirm the start and end dates for the 2024 Season.

d) Annual Structural Inspection

TransLink has retained Mott Macdonald to conduct structural inspections of the bridge since 2020. The 2024 annual inspection is currently being scheduled. In addition to the typical inspection program which involves inspection on foot and by boat, the 2024 inspection will also include underwater inspections to view the piles at Pier P3.

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, an Asset Management Plan is updated based on the most recent inspections to identify required preventative maintenance and rehabilitation work.

In addition to operations, maintenance, and rehabilitation activities, Management also supports third party developments and requests on TransLink's Lands in proximity to Golden Ears Way and Golden Ears Bridge. These activities include:

a) AutoCanada

AutoCanada is constructing a new car dealership at the Lougheed Highway and Golden Ears Way Interchange. The construction of the dealership involves fully building out the intersection and adding a new access along Golden Ears Way. The work had varying levels of lane and intersection closures. The dealership opened for business in Q2 2024. Except for minor deficient items, all works for the dealership are completed.

5) Canada Line Bike and Pedestrian Bridge

The Canada Line Pedestrian Bridge opened in 2009 and is attached to the North Arm Bridge, which carries the Canada Line over the Fraser River, between the City of Vancouver and the City of Richmond. Generally, maintenance activities are routine in nature with no significant repairs required.

a) Lighting Replacement

In Q4 2023, planning work started for the replacement of lighting and wiring on the bridge, which experienced intermittent outages in the last several years.

TransLink's contractor Mainroad identified that the cause of these failures is deterioration of the wiring at the approach ramps and recommends that the wiring be replaced to achieve a more reliable lighting system. Mainroad will also replace the lighting fixtures along the Bridge to proactively address deterioration of components and obsolescence of non-LED lighting. As the replacement work will be close to the Canada Line tracks, Mainroad has worked closely with ProTrans, the operator of the Canada Line, to ensure the replacement work will not impact the Canada Line infrastructure. In Q2 2024, the conceptual design of the scaffold for work in close proximity to the Canada Line was accepted by the ProTrans. The replacement work is anticipated to start in early Q3 2024.

b) Joint Rehabilitation

TransLink has received reports from the public about discontinuity of the riding surface at the joints of the Canada Line Bike and Pedestrian Bridge. TransLink has retained Mott to review possible rehabilitation options for the joints. The work will begin in late Q2 and complete in Q3. In Q3, Mott will continue with detailed design of the preferred option.

TO: Planning, Communities and Communication Committee

FROM: Sarah Ross, VP, Transportation Planning & Policy
Susan Lightfoot, Senior Planner, Transit-Oriented Communities Planning

DATE: May 17, 2024

SUBJECT: Metro 2050 Regional Growth Strategy Proposed Amendment – Yennadon Lands, City of Maple Ridge

EXECUTIVE SUMMARY

Metro Vancouver recently requested TransLink comments on a proposed amendment to the Metro 2050 Regional Growth Strategy (RGS) for properties located in the City of Maple Ridge at the intersection of 232 Street and 128 Avenue.

The amendment proposes adjusting the region's Urban Containment Boundary to include two properties, as well as changing the existing regional land use designation for the properties from 'General Urban' and 'Agricultural' to 'Industrial' and 'Conservation and Recreation', to allow for future industrial uses and protect a portion of the site for nature.

TransLink's role in reviewing and commenting on proposed RGS amendments is to advise on the implications to the regional transportation system. Comments provided by TransLink staff to Metro Vancouver note that the amendment is generally consistent with regional transportation objectives, provided that the land uses permitted within the Industrial designation are limited to uses that generate a low number of trips.

PURPOSE

The purpose of this report is to inform the Board of (1) the City of Maple Ridge's proposed amendment to Metro Vancouver's Metro 2050 Regional Growth Strategy (RGS), and (2) TransLink comments provided to Metro Vancouver in response to the proposed amendment.

BACKGROUND

TransLink is mandated under the *South Coast British Columbia Transportation Authority Act* to provide a regional transportation system that supports the RGS, and to review and advise Metro Vancouver regarding the regional transportation system implications of proposed RGS amendments. TransLink is considered by the *Local Government Act* to be an "affected local government" for the RGS and is therefore required to be notified and invited to comment on proposed amendments. While Metro Vancouver's comment deadline for the proposed RGS amendment discussed in this report did not allow sufficient time to seek a Board-approved response, TransLink management reviewed the amendment and formally advised Metro Vancouver on the regional transportation system implications of the proposal (Attachment 1). TransLink staff typically seek Board responses to RGS amendment requests and will continue to do so going forward, as Metro Vancouver deadlines permit.

DISCUSSION

Proposed adjustment of Urban Containment Boundary and redesignation of 13 properties from ‘General Urban’ and ‘Agricultural’ to ‘Industrial’ and ‘Conservation and Recreation’

TransLink recently received a request from Metro Vancouver for comment on a proposed RGS amendment advanced by the Metro Vancouver Regional District (MVRD) Board (Attachment 2). The location of the subject properties for the proposed amendment are shown in the context map below; more detailed maps provided by Metro Vancouver showing existing and proposed regional land use designations can be found in Attachment 3. At the writing of this report, the amendment had yet to be given final consideration by the MVRD Board.

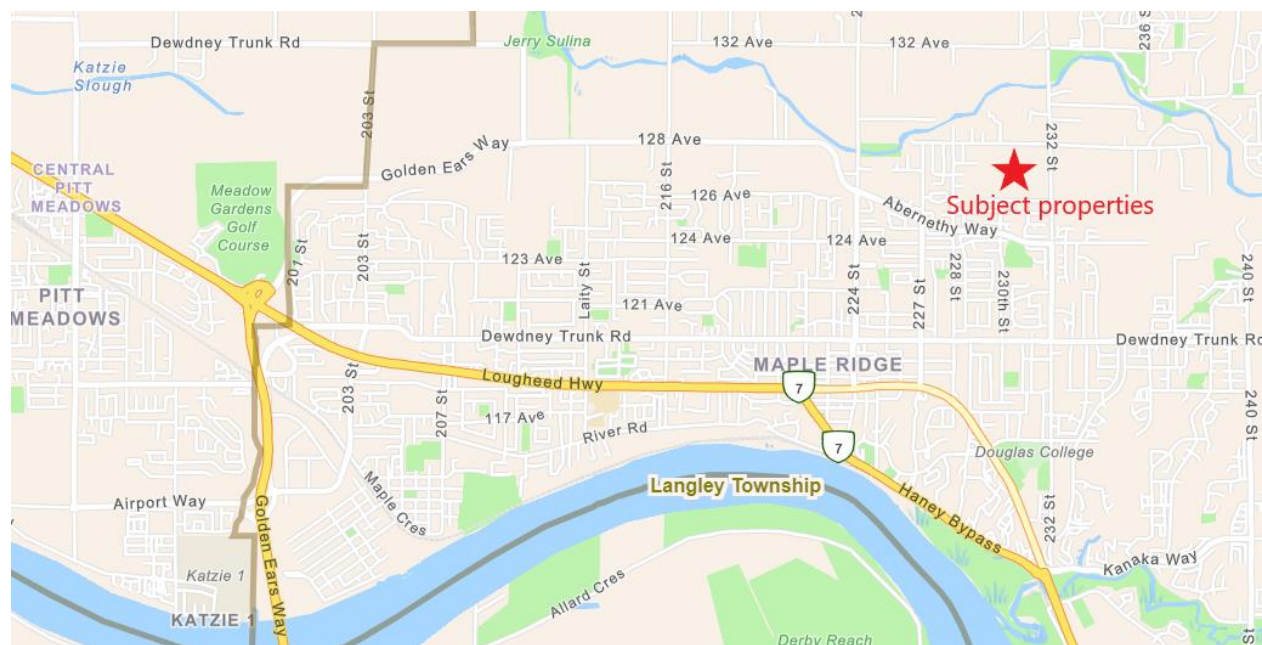


Figure 1: Yennadon Lands Context Map

Proposed amendment generally aligned with regional goals, strategies, & policies

Transport 2050 was developed to align with and support Metro 2050. Strategies 2.2 and 5.1 in Transport 2050 support coordinating industrial land uses and the transportation needs of the freight sector, to increase the reliability of goods movement and support economic prosperity. The proposed RGS amendment aligns with these Transport 2050 directions, in terms of locating Industrial designated lands along the Major Road Network (MRN) and Truck Route Network (232 Street).

TransLink's Access for Everyone plan does not identify 128 Avenue or 232 Street as future Major Transit Network corridors. However, the plan includes a doubling of existing bus service in the region and expansion of service in new areas. In the future, TransLink would evaluate the area for potential new transit service through our investment plan prioritization process, as funding for transit expansion allows. For the subject properties today, existing bus services along 128 Avenue and 232 Street operate every 30-45 minutes. The City of Maple Ridge's staff report notes that there are plans for active transportation facilities on both 128 Avenue and 232 Street, though it is unclear if they would be 'Comfortable for Most'. Given the limited active transportation connections, transit service, and sidewalk infrastructure, it can be expected that most trips to and from this location will be made by private vehicle. People unable to access the site using a private vehicle would face unsafe and

uncomfortable pedestrian and bikeway connections, should the existing connecting facilities remain in their current state.

The RGS Industrial designation proposed for the subject properties is “intended for heavy and light industrial activities”. If this RGS amendment is approved, the City of Maple Ridge’s zoning bylaw amendment would designate the properties as “M-7 Employment Park Zone” and permit uses including (but not limited to): civic; educational and training facilities, including industrial trade schools, and indoor commercial recreation opportunities (i.e. gymnastics, rock climbing gyms, etc.). Some of these uses can be expected to generate higher numbers of trips than envisioned for a site of this nature, based on Strategy 1.2 of Transport 2050 which outlines a ‘location-efficiency framework’ for siting major trip-generating developments. According to this framework, locations with poor transit and excellent car/truck accessibility are suitable for uses like logistics, warehousing and other industry, as these uses tend to generate a significant number of truck trips and have the lowest densities of employees or visitors. While TransLink supports the provision of industrial land in the region, there is the risk that if the proposed ‘Industrial’ regional designation leads to zoned permitted uses which are non-industrial in nature and incur higher trip generation, this would result in a misalignment with the goals of Transport 2050, given that the subject properties are located outside of regionally planned growth areas and are lacking in active transportation and transit service connections.

Alignment with regional transportation policy conditional on City minimizing trips generation

TransLink’s assessment that the proposed amendment is generally aligned with regional transportation goals is therefore conditional on the City permitting only those uses that would generate a low number of trips. To minimize potential higher trips generation, TransLink staff comments to Metro Vancouver (Attachment 1) include the recommendation that, should the amendment be approved, the zoning designations be structured so that higher trip generating uses are not permitted (e.g. civic, educational and training facilities, indoor commercial recreation opportunities).

TransLink staff are working on internal process changes to allow for more direct engagement with municipal staff for Metro 2050 amendments moving forward, with the aim of encouraging major trip-generating developments to be located in areas of the region with excellent transit accessibility.

ATTACHMENTS

Attachment 1: TransLink Response Letter to Metro 2050 Type 2 Proposed Amendment – City of Maple Ridge (Yennadon Lands), dated April 18, 2024

Attachment 2: Metro Vancouver Letter to TransLink – Metro 2050 Type 2 Proposed Amendment City of Maple Ridge (Yennadon Lands), dated March 1, 2024

Attachment 3: Metro Vancouver Maps: Figure 2. ‘Existing Regional Land Use Designations’, and Figure 3. ‘Proposed Regional Land Use Designations’


TransLink

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South Coast British Columbia
 Transportation Authority

April 18, 2024

George Harvie
 Chair, Metro Vancouver Board
 4515 Central Boulevard,
 Burnaby, BC VB5H 0C6

Dear Chair Harvie,

RE: Metro 2050 Type 2 Proposed Amendment – City of Maple Ridge (Yennadon Lands)

Thank you for your correspondence and the opportunity for TransLink to provide input on the City of Maple Ridge's requested amendment to the *Metro 2050* Regional Growth Strategy (RGS) for the Yennadon Lands. Consistent with policy in [Transport 2050](#), the Regional Transportation Strategy (RTS), TransLink supports the location of major trip generating land uses within Urban Centres and Frequent Transit Development Areas (FTDAs), and other significant trip generating uses along the Frequent Transit Network (FTN). We also support maximizing the intensification of growth to the greatest degree possible within the existing Urban Containment Boundary (UCB). Our [Transit-Oriented Communities Design Guidelines](#) and summary [primer](#) speak further to how communities can be designed to be as supportive of transit and active transportation as possible.

TransLink has reviewed the proposed RGS amendment and finds that it is generally consistent with the RTS, with that assessment being conditional on permitted uses being limited to those that generate a low number of trips and align with the RGS regional 'Industrial' land use designation description. The application materials note that the City of Maple Ridge's Zoning Bylaw amendment would designate the properties as "M-7 Employment Park Zone". The proposed M-7 zone allows some uses that have potential to become significant trip generators. If the City were to permit these higher trip generating uses on the subject properties, the potential trips generation would result in an inconsistency with the goals of the RTS.

Should the MVRD Board approve this amendment, we strongly recommend that the City of Maple Ridge:

- Structure the zoning for the properties so that higher trip generating uses are not permitted; this would include (as examples) but not be limited to civic, educational and training facilities, and indoor commercial recreation opportunities, all of which appear to be permitted under the proposed M-7 Employment Park Industrial Zone.
- Work with the applicant to identify opportunities to integrate active transportation facilities into the site design.

- Improve active transportation connections from the site to (1) the West Coast Express at Port Haney Station, and (2) the FTN, Major Transit Network (MTN) and future Langley-Haney Place Bus Rapid Transit (BRT) corridor at Haney Place bus exchange.
 - Reach out to TransLink at jpme@translink.ca to discuss potential cost sharing opportunities to provide safer connections to the Major Bikeway Network (MBN) along Abernethy Way. Road, cycling, and walking upgrades could be eligible for cost share funding through [TransLink's Municipal Funding Program](#).
- Refer to TransLink's [TDM Guidelines for Development in Metro Vancouver](#) to inform Transportation Demand Management (TDM) policies in new developments.
 - Reach out to TransLink to explore opportunities for TDM options for future commuters to and from the site. If seeking support on TDM planning, fill out the intake form on the [TransLink for Organizations](#) page to work directly with TransLink's TDM team.

Conclusion

TransLink's key comments discussed above are provided based on our legislated mandate to review requested RGS amendments and advise Metro Vancouver on implications to the regional transportation system, and to provide a regional transportation system that supports the RGS. The RTS further directs TransLink to work with partner agencies toward aligned transportation and land use, with the RGS being of critical importance for regional transportation and land use alignment. Should you have any questions or wish to discuss our feedback, please contact Matt Craig, Director, System Planning, at Matt.Craig@translink.ca.

Regards,



Sarah Ross

VP, Transportation Planning and Policy, TransLink

cc: Kevin Quinn, CEO, TransLink
Matt Craig, Director, System Planning, TransLink
Jerry W. Dobrovolny, Commissioner/Chief Administrative Officer, Metro Vancouver
Heather McNell, Deputy Chief Administrative Officer, Policy and Planning, Metro Vancouver
Jonathan Cote, Deputy General Manager, Regional Planning & Housing Development, Metro Vancouver
Amanda Grochowich, Manager of Community Planning, City of Maple Ridge

Office of the Chair
Tel. 604-432-6215 or via Email
CAOAdministration@metrovancover.org

March 1, 2024

File: CR-12-01
Ref: RD 2026 01 26

Kevin Quinn, Chief Executive Officer and Board of Directors
TransLink
400 - 287 Nelson's Crt
New Westminister, BC V3L 0E7
VIA EMAIL: kevin.quinn@translink.ca; board@translink.ca

Dear Kevin Quinn and Board of Directors:

**Metro 2050 Type 2 Proposed Amendment
City of Maple Ridge (Yennadon Lands)**

Metro 2050, the regional growth strategy, is the regional federation's plan for managing growth coming to Metro Vancouver in a way that: protects important lands like agriculture, ecologically important and industrial lands; contains growth within an urban containment boundary and directs it to transit oriented locations; and supports the efficient provision of utilities and transit. *Metro 2050* contains six regional and parcel based land use designations that support those objectives. By signing on to *Metro 2050*, if a member jurisdiction aspires to change the land use designation for a site then, as a first step, they have agreed to have the Metro Vancouver Board consider regional implications of the proposed amendment. *Metro 2050* outlines the process for proposed amendments.

The City of Maple Ridge is requesting a Type 2 Amendment to *Metro 2050* for a 25.4-hectare site comprising 13 properties located south-west of the intersection of 232 Street and 128 Avenue. The proposed amendment would adjust the Urban Containment Boundary to include 23154 128 Avenue and 12791 232 Street (approximately 2 hectares in total), as well as redesignate the regional land uses from General Urban and Agricultural to Industrial (18ha) and Conservation and Recreation (7.4ha) to accommodate future industrial uses and protect a portion of the site for nature.

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At its January 26, 2024, regular meeting, the Board of Directors of the Metro Vancouver Regional District (MVRD) adopted the following resolution:

That the MVRD Board:

- a) initiate the Metro 2050 amendment process for the City of Maple Ridge’s requested regional land use designation amendment from General Urban and Agricultural to Industrial and Conservation and Recreation for the lands located at 22913 127 Avenue, 22992 127 Avenue, 22870 127 Place, 22948 128 Avenue, 22990 128 Avenue, 23008 128 Avenue, 23154 128 Avenue, 12640 228 Street, 12639 232 Street, 12685 232 Street, 12759 232 Street, 12761 232 Street, and 12791 232 Street;*
- b) give first, second, and third readings to Metro Vancouver Regional District Regional Growth Strategy Amendment Bylaw No. 1376, 2024; and*
- c) direct staff to notify affected local governments as per section 6.4.2 of Metro 2050.*

As required by both the *Local Government Act* and *Metro 2050*, the regional growth strategy amendment process requires a minimum 45-day notification period to allow all affected local governments, First Nations, and members of the public to provide comment on the proposed amendment. Following the comment period, the MVRD Board will review all comments received and consider adoption of the amendment bylaw.

The proposed amendment is a Type 2 amendment to *Metro 2050*, which requires that an amendment bylaw be passed by the MVRD Board by a two-thirds weighted vote. For more information on regional growth strategy amendment procedures, please refer to Sections 6.3 and 6.4 in *Metro 2050*. Enclosed is a Metro Vancouver staff report dated January 3, 2024, titled “Metro 2050 Type 2 Proposed Amendment – City of Maple Ridge (Yennadon Lands)” providing background information and an assessment of the proposed amendment regarding its consistency with *Metro 2050*.

You are invited to provide written comments on the proposed amendment. If you have any questions or wish to comment with respect to the proposed amendment, please contact Jonathan Cote, Deputy General Manager, Regional Planning and Housing Development, by phone at 604-432-6391, or by email at jonathan.cote@metrovancover.org by **April 18, 2024**.

Yours sincerely,



George V. Harvie
Chair, Metro Vancouver Board

GVH/JWD/hm

cc: Sarah Ross, Vice-President, Transportation Planning and Policy, TransLink
Jerry W. Dobrowolny, Commissioner/Chief Administrative Officer, Metro Vancouver
Heather McNell, Deputy Chief Administrative Officer, Policy and Planning, Metro Vancouver
Jonathan Cote, Deputy General Manager, Regional Planning and Housing Development, Metro Vancouver

Encl: [MVRD Board report dated January 3, 2024, titled "Metro 2050 Type 2 Proposed Amendment – City of Maple Ridge \(Yennadon Lands\)" \(pg. 462\)](#)

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Metro Vancouver Maps

Figure 2. Existing Regional Land Use Designations

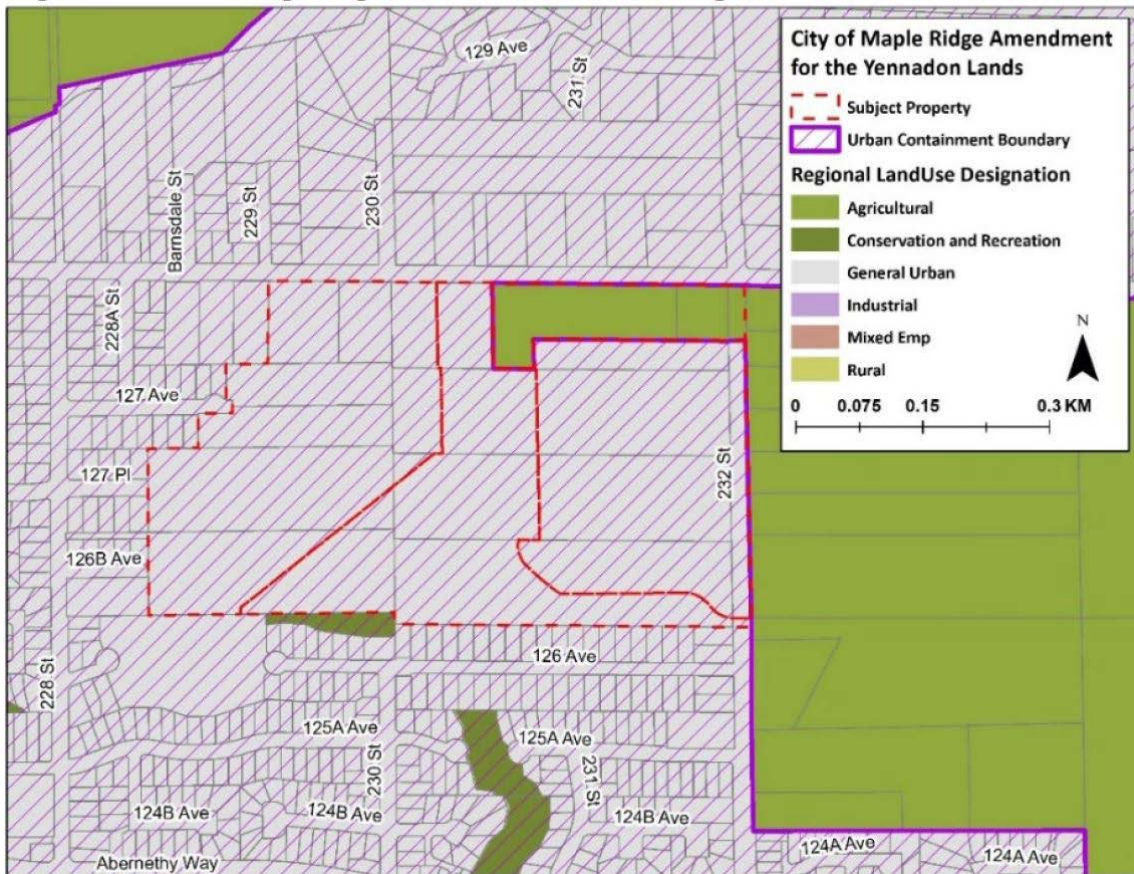


Figure 3. Proposed Regional Land Use Designations

