

**TRANSLINK BOARD OF DIRECTORS  
PUBLIC BOARD MEETING**

**AGENDA**

September 25, 2024  
9:00 – 11:15 am  
Virtual Meeting

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- 1. Welcome and Opening Items**
  - 1.1. Call to Order and Land Acknowledgement**
  - 1.2. Opening Remarks**
  - 1.3. Safety Minutes**
- 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. Annual Update of TransLink Corporate Safety and Health Policy**
- 12. Consent Agenda**
  - 12.1. Meeting Minutes of June 20, 2024**
  - 12.2. Metro 2050 Regional Growth Strategy Proposed Amendment – City of Surrey (7880 – 128 Street)**
  - 12.3. Response to Public Delegations**
  - 12.4. TransLink Bridges – Operations, Maintenance and Rehabilitation Report**
- 13. Conclusion of Public Board Meeting**



TO: Board of Directors

FROM: Kevin Quinn, CEO

DATE: September 25, 2024

SUBJECT: Q3 2024 CEO Report

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

### TRANSLINK STRATEGIC PRIORITY: DELIVER TODAY

#### *Fall Service Changes*

September 2 marked the beginning of [Fall Service Changes](#), where TransLink implemented modest frequency increases on 47 routes across Metro Vancouver. These short-term improvements were made possible through the [2024 Investment Plan](#) and will begin to address overcrowding and improve how people move around the region. Other changes include increased service on five routes serving post-secondary institutions, improving access for UBC, SFU, and Capilano University students.

TransLink also extended route 609 from Tsawwassen First Nation to Ladner Exchange, providing more efficient connections to Richmond and Surrey as well as increased service frequencies for customers travelling to and from Tsawwassen First Nation. This service change demonstrates TransLink's ongoing commitment to reconciliation and providing more equitable access to on-reserve communities and treaty lands.

While these Fall Service Changes have increased service frequencies in some areas, these changes do not address the rapid ridership growth and increased demand being seen across Metro Vancouver. TransLink will continue working with government partners to secure a new funding model that support long-term regional transportation growth.





### *Job Action Updates*

#### Canada Pacific Kansas City Job Action

In August, Canada Pacific Kansas City (CPKC), who own the tracks on which West Coast Express (WCE) operates, and their employee union, Teamsters Rail Conference Canada, experienced a labour dispute that led to a two-day WCE shutdown on August 22 and 23. During the two-day shutdown, bus service was provided to connect the 3,000 daily WCE customers to SkyTrain during peak hours.

#### HandyDART Job Action

The latest information will be provided during the CEO Report at the Public Board Meeting on Wednesday, September 25.

### *Fare Enforcement Program*



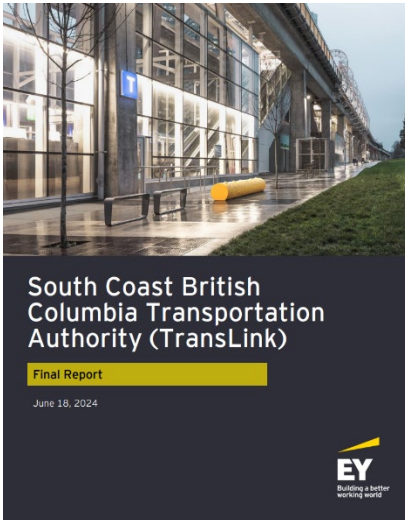
In August, TransLink launched a [fare enforcement program](#) to reduce fare evasion, educate riders about fare payments, and improve safety across the transit system. Part of TransLink's \$90 million cost-efficiency measures announced in June, these efforts aim to reduce fare evasion by \$5 million each year.

The program is designed to deter people from using the system without paying or not paying the appropriate fare amount. Those who still choose to evade or use improper fare products may be issued an infraction ticket of \$173.

Customers can expect more high-visibility fare enforcement patrols at transit hubs, including on board vehicles, officers asking for and scanning proof of payment for verification, and increased safety on the system with a higher police and security presence. Customers will also be provided education on how to pay, which fare products to use, and how to access free or discounted passes for those who qualify. The increased patrols will continue to ramp up in the coming months and will be spread throughout Metro Vancouver, with enforcement locations changing regularly.

### TRANSLINK STRATEGIC PRIORITY: DELIVER TOMORROW

#### Efficiency Review and Management Action Plan



At the end of June, TransLink released an Independent Efficiency Review, conducted by Ernst and Young, which found TransLink has a culture focused on responsibility to taxpayers. It also underscored that there are limited opportunities for the enterprise to cut costs without reducing transit service, given 85 per cent of costs are directly tied to frontline service.

At the same time, TransLink [unveiled a series of efficiency measures](#), totalling around \$90 million per year, including corporate cost-cutting and revenue generation initiatives aimed at urgently addressing the growing funding gap and safeguarding transit services as long as possible.

These measures are critical but will only partially address an impending annual funding gap of around \$600 million starting in 2026, after provincial relief funding runs out.

Specific initiatives include eliminating unfilled corporate roles, increasing fare evasion enforcement, and reducing IT-related expenses – some of which are already underway to mitigate financial challenges brought on by TransLink’s current funding model.

#### Potential Transit Impacts Report

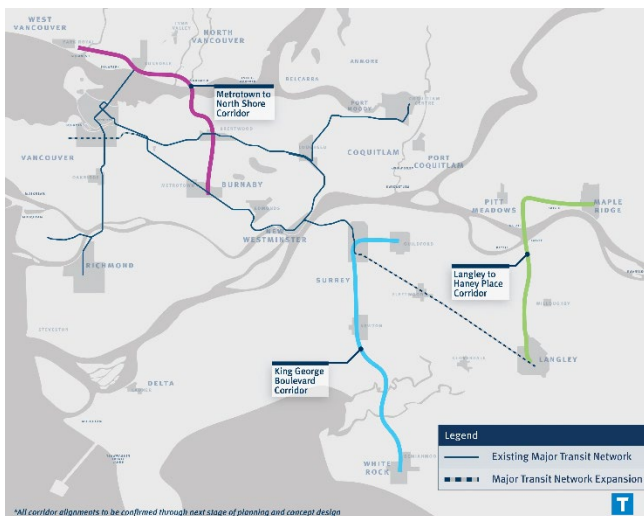
At the end of July, TransLink released a report detailing potential future transit service cuts that would be necessary if a new funding model is not established by the end of 2025. [The Potential Transit Impacts Report](#), developed at the request of the Mayors’ Council, illustrates that TransLink’s approximately \$600 million annual operating shortfall would result in significant cuts to all transit services. This includes cutting bus service in half, reducing SkyTrain and SeaBus trips by up to one-third, and potentially eliminating the West Coast Express. With these cuts, transit services would no longer be within walking distance for 675,000 people, limiting access to healthcare, schools, jobsites, and recreational activities.



The scenarios outlined in the report are ones TransLink hopes to never actualize, but we have a responsibility to be transparent with the public and provide a clear, honest assessment of the potential future realities that must be considered should a new funding model not be secured.

Relief funding from the Government of BC has been crucial in protecting service levels since the pandemic, which has resulted in TransLink being a leader in ridership recovery for major transit agencies in Canada and the United States. With relief funding coming to an end in 2025, a new solution is required to address this gap. TransLink and the Mayors' Council continue to work with all levels of government to find a new sustainable funding model to avoid any potential service cuts.

### BRT Engagement



Earlier this summer, TransLink invited the public to share their priorities for Metro Vancouver's first Bus Rapid Transit (BRT) service. This engagement will ensure customer feedback is considered as part of ongoing BRT planning.

Open until the end of September, [the survey](#) engages participants on their understanding of BRT service, which features and amenities are most important for a BRT system, and the likelihood of using BRT routes once they're operational.

Work continues with local municipalities to analyze the three prioritized corridors and develop business cases for potential BRT routes in the future.

## TRANSLINK STRATEGIC PRIORITY: DELIVER TOGETHER

### Summer 2024 Wrap-up

As part of the [Take Transit summer campaign](#), TransLink was proud to present eight Car Free Day Festivals this summer in Surrey, New Westminster, Vancouver, Port Coquitlam, Port Moody, North Vancouver, and Maple Ridge. These exciting events bring together residents, businesses, and organizations for a day of celebration and





community spirit. They also serve as a great opportunity to encourage people to get out of their cars and experience what the region has to offer by walking, cycling, and taking transit. It is estimated that 650,000 people attended Car Free Days this summer.

On Sunday, August 4, more than 50 TransLink employees marched in the 46th annual Vancouver Pride Parade to celebrate and support 2SLGBTQIA+ communities and the Pride Society. After joining employees in the parade, the popular and uniquely designed PrideBus entered service on route 99 until the end of the summer. To ensure customers in Downtown Vancouver had safe and reliable transportation options, TransLink increased Expo and Millennium Line service on the day of the Pride Parade. Thank you to Board members Jennifer Chan and Andrea Reimer for joining us at the Parade.

TransLink was also proud to partner with the PNE Fair – which ran from August 17 to September 2 – to offer discounted admissions on Fridays for the first 5,000 customers to show their Compass products at the entrance gate. This year, the Fair included two TransLink exhibits, which featured an Outreach bus with access to discounts and special offers at local businesses, a tour inside a popular double-decker bus, a vintage 1957 bus preserved by the Transit Museum Society, and a Car-Free Pledge Wall with chances to win daily PNE concert tickets. To make it easier for customers to travel to and from the PNE, TransLink provided a special express bus in addition to regular bus service.

### *Real Estate Development Program*



At the end of July, TransLink took another important step towards building a new mixed-use development near the future Arbutus SkyTrain Station, with the project's rezoning application being approved by Vancouver City Council. The project is being delivered in partnership with PCI Developments and is the first development under TransLink's [Real Estate Development Program](#).

Once complete, revenues from this project will be invested back into the transit system to support future expansion and the

region's growing population. This program is one way TransLink is generating much-needed long-term revenues for transit service which will help reduce the funding gap.

Located next to the future terminus of the Broadway Subway, an incoming bus loop, and the Arbutus Greenway mixed-use walking and cycling path, this development will also increase access to sustainable transportation and increase the housing supply in our rapidly growing region.

The next step for this project is to finalize development and building permits before construction, which is projected to begin in late 2025. TransLink and PCI are targeting 2029 for the development's completion.

The second quarter of 2024 saw BCRTC continue to deliver our rail services while supporting our historic expansion program and state of good repair works. We operationalized the relevant recommendations from the independent Efficiency Review in the maintenance and operational readiness areas. Our maintenance teams have focused efforts on rolling stock and railway infrastructure renewal projects to ensure reliability and resiliency, while minimizing service disruptions to our customers. Our expansion readiness teams responded to project schedule changes with updated readiness plans. Further details on our recent achievements, successes, and challenges are summarized below.

### **BCRTC Objective: Deliver Excellent Service**

#### **Service**

In Q2, Expo and Millennium Line service delivery was 99.7%, with on-time performance (OTP) at 93.6%. While our service delivery performance exceeds expectations, OTP is lower than our target of 95.5%. We are conducting deep dives into causes and mitigations. Causes include passenger-caused events, mandatory SkyTrain Attendant manual driving training, mechanical issues with our aging fleet, and complex train routing in the single-tracking area between Lougheed and Braid stations due to OMC4 construction. We are evaluating mitigation measures including operational adjustments targeted to safeguarding on-time performance.

The SkyTrain customer satisfaction survey score in Q2 was 8.1, an improvement from Q1 and close to our target of 8.2 out of 10. Improvements were noted in the 'Reliable Service' and 'Staff Availability' categories. 'Helpful Staff' (8.7) was the highest scoring attribute with 'Delays Announced' (6.1) showing the greatest room for improvement.

SkyTrain Attendants are participating in a pilot project to improve inclusiveness and accessibility for our diverse customer base. 21 SkyTrain Attendants have volunteered to wear a special language pin displaying 'hello' in one of 26 different languages, to help non-English speaking riders easily identify frontline staff who can assist them in their own language.

In Q2, the Operations team implemented the final version of our updated SkyTrain Customer Operations Telecommunications (SCOT) system, which is responsible for all automated public address messaging and display information. The new SCOT system reduces a significant operational risk from our legacy system, which was past end of life. This is also another step in our readiness to launch the Mark V trains into revenue service.

## **Ridership**

For the quarter, SkyTrain ridership on the Expo and Millennium Lines was over 27M, which is 1.6 million more passengers compared to Q1. With an average monthly ridership of 9M, we are approaching the record levels of passenger experienced in 2019. Large events like the Sun Run, concerts, and the Canucks playoff run contributed to the increases. Increases in Q2 2024 ridership were also recorded for Canada Line (10.6M) and West Coast Express (400K).

## **Passenger Safety**

In Q2, there were 41 passenger injuries recorded on our system, with 46% (19) of these incidents occurring due to slips, trips, and falls on trains, platforms and near or on elevating devices. This resulted in an injury rate of 1.52 incidents per million boarded passengers compared to the target of no more than 1.0. Our Passenger Safety Committee continues to support TransLink with their safety campaigns heading into the second half of 2024. Focus will be on elevating device safety targeting known risk areas.

We have also noted an increase in incidents due to intoxication and mental health crisis. Frontline staff have intervened in numerous instances where they have observed passengers in a possible mental health crisis. We are conducting refresher training for STAs on QPR (Question, Persuade, Refer) self-harm prevention, and adding signage directing customers to available mental health services.

## **State of Good Repair**

We are following through on the recommendations of the Efficiency Review to continue our evolution towards a preventive maintenance culture. In Q2 this included improving our focus on rolling stock maintenance to ensure we are meeting target service levels. Other state of good repair initiatives from the quarter include:

### *Railway Infrastructure*

In Q2, the Railway Infrastructure team successfully completed two replacements as part of the Expo Line state of good repair Switch Replacement program. This work occurred near King George Station and completed within the six-week schedule. The replaced section of track had been in use since the station first opened 30 years ago. To ensure the safety of workers and shorten the project duration, King George Station was closed to all train traffic. This closure allowed other teams to complete multiple infrastructure upgrades during including:

- Cable installations
- Elevator and escalator repairs
- Electrical and lighting upgrades
- Power rail work
- Station cleaning



Our annual Rail Grinding program successfully completed 50 km of rail maintenance from April to June. 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.

### SkyTrain Stations

Renovation work continued on the north side entrance to Brentwood Town Centre station to upgrade safety, connectivity, capacity, and accessibility elements. This is the first major upgrade for a Millennium Line station since the line opened 22 years ago.

The SkyTrain Station structural recoating project continued at New Westminster's 22<sup>nd</sup> Street Station. This project mobilized on March 11, 2024, and has targeted completion by the end of 2024. Planning for 2025 includes structural recoating at three Expo Line stations and one Millennium Line station.

Elevating devices once again delivered impressive performance metrics with better than target availability scores. Escalator performance has been better than target for 36 consecutive months. The quarterly availability score was 96.0% against a target of 94.5% with four unplanned outages. Elevator availability remained the same as Q1 with a score of 99.3% for Q2 which is better than the target of 98.1%. There were five unplanned outages across the system. Unplanned outages are generally maintenance repairs that are discovered through routine inspections.

## **BCRTC Objectives: A Healthy, Motivated, and Fulfilled Team**

### **Employee Onboarding**

Our People Services (HR) team is in the final stages of implementing a refreshed new employee orientation day. This enhanced "First Mile - Day 1 New Hire Orientation" will be more interactive and leverage our new media capabilities for a more efficient and engaging welcome experience. New onboarding features will include executive messaging, our key priorities, information about BCRTC's Zero Harm and Just Culture philosophy, an introduction to our SkyTrain Expansion Program, and instructor-led tours of our different sites.

### **Recruitment**

Talent Acquisition continues to expand our recruitment scope by reaching out to under-represented groups. This includes participation in the YWCA Indigenous Career Fair, the UBC Indigenous Career Fair, the Vancouver Aboriginal Friendship Centre, and the Vancouver Police Department Indigenous Fair.

The team has also participated in an Immigrant Women Initiative event and the Career Paths Immigrant Professional Job Fair, as well as Women in Tech, the Systems Fair, and the BCIT Heavy Mechanical Trades Career Fair.

## **Employee Safety**

This quarter's Lost Time Injury (LTI) rate was above our target with a score of 7.5 lost-time injuries per 200,000 hours worked. Of the 21 recorded injuries, 12 were related to sprains and 7 for 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. In response to the increase in sprain incidents the Safety Department will be launching an ergonomic safety campaign in Q4 to raise awareness and provide staff with techniques and behaviours to minimize these types of injuries in all areas of our business.

Work continues on our new enterprise health and safety reporting software. This modernization project (known as MyHSE) will make reporting health and safety incidents more efficient and accessible by replacing paper forms with digital entries, and capturing near misses, safety concerns, and hazards. MyHSE will improve record keeping, incident tracking, and our ability to analyze trends and emerging risks.

## **BCRTC Objective: Achieve Future Readiness**

BCRTC continues to plan, support, and help deliver the rail system's major expansion program. We are following through on the Efficiency Review recommendations to improve the resiliency and renewal frequency of our operational readiness plans. This includes supporting the updated schedules of 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***

The new Guideway and Railborne Equipment shop officially opened in June. This state-of-the-art maintenance facility at our Edmonds yard is a significant milestone and the first facility completed under the SkyTrain Expansion Program (STEP). The new Guideway Shop includes expanded space for our mechanics, expanded and improved pit areas, improved air circulation and filtering, modernized workstations, and improved training, collaboration, health and safety, and meeting facilities. The new Guideway Shop building also meets all modern ergonomic, environmental, and safety standards.

### ***Mark V Trains***

Testing and commissioning of Train 1 continued in Q2 with increased in-system testing during non-revenue hours. Multiple qualification tests have been completed on Train 1, including the Vehicle On-Board Computer (VOBC) Automatic Speed Control, Onboard Communication System, and Train Management System. Test results are showing reliable performance, indicating that the systems and equipment are operating as expected.

Train 2 was nearing completion of its 20,000 km endurance testing at the Kingston test facility. This trainset is on schedule to be shipped to our Burnaby maintenance yard in Q3 where the team will receive the train and prepare it for testing and commissioning. Teams continue to prioritize adequate track time to successfully test and commission Mark V trains.

Train 3 is undergoing routine and dynamic testing in Kingston and remains on scheduled to be shipped to Burnaby towards end of Q3 2024.

According to the latest Mark V testing results, we expect the first train to enter service either late in 2024 or early in 2025. By the end of 2025, current projections indicate we will have 12 Mark V trains in-service. This will be subject to continued testing and monitoring of performance.

### ***New Operations Control Centre (OCC2)***

This quarter construction focused on civil works which include curbing and paving around the building. Work inside the building involved, including tiling, electrical and fiber cable install, flooring, lighting, and installation of elevators. In addition, work with BC Hydro involved a cut over of power to energize the future OCC2. This took careful coordination between the project and BC Hydro to avoid interrupting regular operations at OMC2.

OCC2 remains on track to open in 2026 and in time to support the Broadway Subway Project launch.

### ***OMC 4***

Work continued on the construction of the flyover connecting the guideway to the new facility with demolition work beginning in the Trans Canada Pocket (TCP) track near the OMC4 site. Additionally, work to remove the walkway structures along the guideway began and Phase I of the critical cable relocation was completed. Design of OMC4 is nearing its final stages.

### ***Broadway Subway Project (BSP)***

BCRTC continues to support TI Corp's project delivery team. This quarter, the Province announced a new opening date of fall 2027 for BSP. Our teams continue to support TransLink and Transportation Infrastructure Corp (TI Corp) through the new delivery schedule and we remain agile and responsive with our BSP readiness activities. Now that tunnelling is complete, decommissioning work began to remove the conveyor belt system and other infrastructure that supported the two Tunnel Boring Machines.

### ***Surrey Langley SkyTrain (SLS)***

The Surrey-Langley SkyTrain project is fast approaching the construction phase. To prepare for the construction works, scheduled to begin in late 2024, pre-condition surveys, demolition of structures, and tree removal works are being conducted. 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.

## Q2 Performance Indicators – SkyTrain

Key Performance Indicators – as of June 30, 2024	SkyTrain (Expo-Millennium Line)					
	Q2 Target	Q2 Actual	Q2 Last Year	YTD Target	YTD Actual	YTD Last Year
<b>Deliver Excellent Service</b>						
Customer Service Performance Survey Results	8.2	8.1	8.3	8.2	8.1	8.4
Boarded Passengers (in thousands)	24,199	26,996	25,009	46,412	52,290	48,415
Major Passenger Injuries (per million boarded passengers)	1.00	1.52	1.08	1.00	1.57	1.07
On-Time Performance (OTP)	95.5%	93.6%	96.0%	95.5%	93.6%	95.6%
Percentage of Scheduled Service Delivered	99.5%	99.7%	99.8%	99.5%	99.4%	99.7%
Controllable Delay Events: Response Time 16 – 30 Minutes	11	13	14	22	29	21
Beyond Control Delay Events: Response Time 16-30 Minutes	-	10	8	-	14	12
Controllable Delay Events: Response Time over 30 Minutes	8	13	6	16	24	9
Beyond Control Delay Events: Response Time over 30 Minutes	-	6	6	-	22	12
Elevator availability	98.1%	99.3%	97.5%	1.0	99.3%	97.4%
Escalator availability	94.5%	96.0%	94.4%	0.9	96.4%	94.7%
Customer Complaints (per million boarded passengers)	15.3	14.5	15.4	15.3	13.4	14.0
<b>A Healthy, Fulfilled and Motivated Workforce</b>						
Employee Lost Time Frequency (per 200,000 hours worked)	4.0	7.5	2.3	4.0	6.4	4.7
Physical Assaults (per 200,000 hours worked)	1.2	2.1	0.8	1.2	1.8	0.6
Retention Rate (rolling 12 months)*	-	94.5%	-	-	-	-
<b>Finance</b>						
Operating Cost per Service Hour	\$240.34	\$239.02	\$201.75	\$236.59	\$234.20	\$190.42
Operating Cost per Capacity km	\$0.0657	\$0.0645	\$0.0556	\$0.0648	\$0.0634	\$0.0526

\* We only have Retention Rate related data from Jan 2023

## Q2 Performance Indicators – West Coast Express

Key Performance Indicators – as of June 30, 2024	West Coast Express					
	Q2 Target	Q2 Actual	Q2 Last Year	YTD Target	YTD Actual	YTD Last Year
<b>Deliver Excellent Service</b>						
Customer Service Performance Survey Results	-	-	-	8.6	8.8	8.9
Boarded Passengers (in thousands)	389	407	323	761	780	626
Major Passenger Injuries (per million boarded passengers)	0.0	0.0	0.0	0.0	0.0	0.0
On-Time Performance (OTP)	97.8%	96.5%	96.0%	97.8%	94.1%	95.7%
Percentage of Scheduled Service Delivered	99.9%	100.0%	100.0%	99.9%	99.8%	100.0%
Customer Complaints (per million boarded passengers)	118.9	74.8	121.4	118.9	98.8	126.3
<b>A Healthy, Fulfilled and Motivated Workforce</b>						
Employee Lost Time Frequency (per 200,000 hours worked)	0.0	0.0	0.0	0.0	0.0	0.0

Physical Assaults (per 200,000 hours worked)	0.0	0.0	0.0	0.0	0.0	0.0
<b>Finance</b>						
Operating Cost per Service Hour	\$745.51	\$604.41	\$769.78	\$745.08	\$658.33	\$764.21
Operating Cost per Capacity km	\$0.1340	\$0.1087	\$0.1384	\$0.1340	\$0.1184	\$0.1373

## Q2 Performance Indicators – Canada Line

Key Performance Indicators Based on Canada Line 28 Day Report Year 15 Period 10 to Year 15 Period 12 April 1, 2024 – June 30, 2024	Canada Line			
	Q2 Target	Q2 Actual	YTD Target	YTD Actual
<b>Safety (Year 15 Period 10-12)</b>				
Major Passenger Injuries (per million boarded passengers)	-	0.75	-	0.59
Lost Time Accidents	-	1	-	4
Physical Assaults/Threats	-	1	-	6
Total Reportable Incidents	-	2	-	13
<b>Service Performance (Year 15 Period 10-12)</b>				
System Availability	98%	100%	98%	99.7%
Vehicle Availability	96.9%	100%	96.9%	99.7%
Station Availability	100%	100%	100%	100%
<b>Operations (April 1 - June 30, 2024)</b>				
Incidents with duration 16 – 30 Minutes	-	8	-	15
Incidents with duration over 30 Minutes	-	1	-	6
Escalator Availability	95%	99.1%	95%	98.6%
Elevator Availability	95%	99.2%	95%	98.2%
<b>Customer Experience (April 1 - June 30, 2024)</b>				
Customer Satisfaction Service Score (Based on TransLink Customer Service Performance Report)	-	8.6	-	8.5
Customer Complaints (Based on monthly Customer Information Data)	-	6.8	-	9.6
Ridership (in million) (April 1 - June 30, 2024) (10)	10.1	10.6	19.7	20.3

## **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.*

### **Vancouver Pride Parade**

- On August 4, CMBC and other enterprise employees marched with the wrapped Pride Bus in the Vancouver Pride Parade to celebrate and support the 2SLGBTQIA+ community.

### **Transit Service Changes**

- CMBC implemented Summer Service Changes on June 24 which included the usual seasonal changes intended to address increased ridership to parks and outdoor destinations and lower ridership to post-secondary schools. No permanent changes were included in the Summer Service Changes. The rollout at CMBC of the 2024 Investment Plan began with the addition of approximately 70,000 service hours as part of Fall Service Changes on September 2.

### **Customer Information Call Centre**

- In Q2 2024, Customer Information call volumes decreased by 3% compared to the previous quarter and 13% compared to the same period last year.
- Call volumes have generally remained at a consistent level over the past three quarters with a spike in Q1 due to weather events and job action uncertainties.
- The Lost Property team received 10,788 calls in Q2 which is a 7% decrease from the same period in 2023. Although there was a decrease in calls, the number of items received by Lost Property increased 6% year-over-year and the return rate of 32% was consistent with prior quarters.

### **Access Transit Service Delivery**

- On June 9, Transdev moved into their new HandyDART facility, "Norland," in Burnaby. It is one of five HandyDART depots in Metro Vancouver. Norland replaces the former locations at North Road, Skeena, and the temporary Aberdeen facility, consolidating into one central hub.
- In Q2 2024, 98% of requested trips were delivered, excluding client cancellations, which is flat with Q1 2024.
- In Q2 2024, on-time performance was 91% which is flat with Q1 2024.
- The Q2 2024 taxi usage rate was 23% of total trips. This is a 2% increase from Q1 2024. CMBC continues to work closely with Transdev to manage taxi usage and has recently introduced new measures including pilot projects to increase productivity.

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

- As of July 19, CMBC had 6,919 accessible bus stops out of 8,238 total. Each year, CMBC aims 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.*

### **Bike Bus**

- The Bike Bus (Route 900) returned this year complete with one more internal bike rack bringing the total bike capacity to 10. The service was developed to accommodate increasing summer demand for bicycle trips between Bridgeport Station and the Tsawwassen Ferry Terminal.
- The Bike Bus ran Friday–Sunday and on holidays from June 28 to September 2.

### **Fare Revenue**

- For June 2024, total bills collected was \$3.8M which is an increase from May 2024 (\$3.4M). Total coin collected for June was \$1.8M which remains consistent versus the previous month. Both bills and coin were up in Q2 2024 (\$16.6M) when compared to Q1 2024 (\$15.3M) and Q2 2023 (\$16.5M). The 12-month rolling totals for both bills and coin have remained consistent over the past several months.

### **Financial Results**

- For the second quarter ended June 30, CMBC costs (excluding allocated costs and including recoveries) were \$2M (0.4%) favourable to budget.
- The main factors driving this variance include:
  - *Favourable:* Salaries, wages, and benefits are favourable due to vacancies and savings in sick time, but this is partially offset by overtime and timing of vacations. Maintenance, materials, and utilities are favourable due to changes in timing of maintenance work. Lastly, Administration and other costs are also favourable related to lower usage of professional fees.
  - *Unfavourable:* Access Transit and Contracted Services due to higher labour, maintenance, and fuel 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.*

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

- As of Q2 2024, CMBC recorded 170 accepted lost time claims at a rate of 7.4 per 200,000 hours worked which is an improvement compared to the same period last year with 199 claims and a rate of 9.0. *Falls on the Same Level* are the leading accident type (representing 19% of all claims), followed by *Motor Vehicle Collisions* (15%), and *Acts of Violence* (14%).

### **Transit Operator Assaults**

- CMBC recorded 28 Transit Operator assaults year-to-date in 2024 which is a decrease from 35 incidents in 2023. The 2024 rate of assaults per 1 million service hours improved from

13.3 last year to 10.4 this year. The assault rate per 1 million boardings also decreased from 0.30 last year to 0.23 this year.

- CMBC continues its efforts to eliminate assaults and keep Transit Operators safe through working groups and collaboration with Operators themselves, as well as Transit Security and Transit Police.
- In 2017, CMBC committed to supplying all new conventional buses with Operator Protection Barriers and retrofitting 450 buses with aftermarket barriers. Following the pandemic, CMBC retrofitted an additional 522 buses with barriers designed and installed in-house. CMBC's conventional bus fleet is now fully fitted with Operator Protection Barriers, save a few Training vehicles and buses very close to retirement.
- Over the period of barrier implementation, there has been a substantial reduction in physical assaults on Transit Operators. Physical assaults dropped from an average of 54 assaults per year (2016-2018) to 21 assaults in 2023, and an estimated 30 assaults in 2024. This represents a 44-61% drop.
- When looking at physical assaults against Operators who are in the driver's seat (behind the barrier), assaults dropped from an average of 42 per year (2016-2018) to 10 in 2023, and an estimated 12 in 2024 (6 between January and June 2024). This represents a 71-76% drop in physical assaults when the Operator is seated.

#### **Return-to-Work Program Update**

- CMBC's updated Recover at Work Program was rolled out in June 2023. In Q1 and Q2 2024, CMBC noted that 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 for participating. WorkSafeBC will intervene if a worker declines CMBC's modified work offers and/or does not cooperate in the process.
- In June, CMBC increased the number of modified work options available to Transit Operators, adding roles such as Interior Cleaner (cleaning the interiors of buses), Building Service Worker (janitorial work at our facilities), and Customer Service Ambassador (providing information and assistance to customers at bus loops/exchanges). This increase is due to the efforts of the Days Lost Committee, a cross-functional group with members from across CMBC. The wider range of modified work options ensures CMBC is offering safe and appropriate duties and meeting regulatory compliance. Maintenance employees also have several options available for modified and alternate work tasks.
- **Transit Security Initiative on Fare Evasion** Transit Security recently created a dedicated Fare Enforcement Team focusing primarily on fare compliance efforts on the bus network. This team works alongside their fellow Transit Security Officers who perform fare checks as part of their regular duties.

With an enhanced focus on fare enforcement, Officer presence and visibility on the transit system increased, with an overall strategy to reduce fare evasion while also enhancing the sense of safety and security on the system for customers and employees.

#### **Naloxone Rollout to Transit Supervisors**

- Following the successful addition of Naloxone reversal drug kits to Transit Security Officers' equipment last year, Transit Supervisors also started carrying the kits earlier this year. Before being issued the kits, they received training on how to recognize an opioid overdose and how to administer Naloxone.



- Shortly after receiving the kit, in July, a Transit Supervisor put it to good use when he found an unresponsive person, administered Naloxone, and was able to revive them.

### **Winter Weather Preparedness**

- CMBC is beginning to prepare for the upcoming winter season. A pre-winter awareness program for Transit Operators is underway covering topics such as:
  - Best practices during snow events to help mitigate stuck buses
  - Communications options
  - Personal preparedness considerations
  - Responding to stranded passengers onboard our service
- CMBC has completed approximately 12 months of testing of the Michelin Grip-D tire model, measuring all-condition performance (wet, dry, snow, durability, and impact on fuel economy). Results are currently being reviewed and will inform future tire decisions.

## **CMBC Strategic Priority: ENVIRONMENTAL SUSTAINABILITY**

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

### **Expansion of Battery-electric Bus Fleet**

- Two new battery-electric buses were added to the CMBC fleet in the week of August 16. Both are Nova LFSe+ buses and they join the lead bus which arrived in February 2023. They are part of an order of 15 with the remaining 12 expected to arrive and be in service by the end of this year.

### **Renewable Diesel**

- CMBC is introducing renewable diesel, providing a cleaner fuel option to reduce greenhouse gas emissions. 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, Port Coquitlam Transit Centre in March 2024, and just recently, to Vancouver Transit Centre in July 2024. Year to date, approximately 5,300 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) have been avoided using renewable diesel. Future expansion to CMBC's remaining three transit centres will depend on funding and supply.

### **Zero-Emission SeaBus Transition Plan**

- The procurement process has been initiated for the design of the next-generation SeaBus, a fully electric vessel that will replace the 47-year-old *Burrard Beaver*.

### **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 maintenance campaigns initiated to prevent recurrences.
- CMBC reported 2.16 spills/Mkm in Q1 2024 and 1.64 spills/Mkm in Q2 2024, both well below the target spill rate of 2.40 spills/Mkm. For comparison, in 2023, the total spill rate was 2.00 spills/Mkm and in 2022, 2.37 spills/Mkm. The spill rate decreased in 2024 due to the commitment of our Maintenance and Engineering teams, consistently working through issues that have been found to cause spills.

- In Q2 2024, three spills related to coolant and refrigerator leaks were reported to the Ministry of Emergency Management and Climate Readiness as per regulatory requirements. None are expected to cause environmental harm or regulatory actions.

## **CMBC Strategic Priority: EMPLOYEES**

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

### **Apprenticeship Program**

- Prior to the COVID-19 pandemic, CMBC had 50 Apprentices enrolled in our Apprenticeship Program. During the pandemic, the program was scaled down and the number dropped to 25. The Maintenance Training team is working to rebuild the program and currently have 39 Apprentices. They expect to achieve their goal of reaching 50 again by the end of 2025.
- In addition, earlier this year, Partsperson Apprenticeships were introduced to the program. There are currently two Partsperson Apprentices in year one of the three-year program.

### **Transit Operator Recruitment**

- To maintain staffing levels and plan for future expansion, CMBC's target is to hire 630 new Transit Operators (452 Conventional and 178 Community Shuttle) in 2024. To date, we have hired 433 Transit Operators (326 Conventional and 107 Community Shuttle) which is 69% of the goal. Three Transit Operator Hiring Fairs have been held to date in 2024. A couple more fairs are planned for later this year and a healthy number of candidates are currently in the hiring pipeline.
- Given the 2024 Investment Plan has now 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 CMBC will have sufficient resources to hire, onboard, and train the required Operators.

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

- CMBC's EDI Program Manager and CMBC HR Services team is working on a Women in Trades initiative to create alternate hiring pathways for applicants who identify as women, transgendered, and/or non-binary individuals. The aim is to diversify CMBC's workforce, with a particular focus on Trades positions. This initiative involves collaboration with several community partnerships including high schools, colleges, and trade schools, and organizations focused on supporting women, youth, and underrepresented groups.
- CMBC's *Resource Guide for Women-Identifying Transit Operators* that was created and distributed last year is undergoing an annual review. The EDI team is supporting this review through updating language, adding resources, and including information on initiatives implemented at CMBC in the last year to support our increasingly diversifying workforce (e.g. gender-inclusive washrooms, online resources).
- Since Q3 2022, CMBC's EDI Program Manager has been delivering in-person introductory EDI training to all new employees in Transit Security and Customer Information as part of their onboarding. To date, five cohorts of new recruits in Transit Security and four cohorts of new hires in Customer Information have completed this training.

## **CMBC Strategic Priority: TECHNOLOGY**

*Prioritize technology enabling improvements to internal operations.*

### **MyWork Dispatch and Payroll System for Transit Operators**

- MyWork, the new dispatch and payroll system for Transit Operators that replaces the Daily Operator Management System (DOMS), is now in place across all six depots. MyWork digitizes many of the paper-based processes such as tracking, scheduling, dispatching, and managing day-to-day activities at the depots.
- It took approximately 10 weeks of a collaborative effort to roll out MyWork. The project team provided extensive on-site support and depot staff quickly became proficient in the new system to support Transit Operators.
- As of July 31, all Transit Operators across all depots are tapping into the MyWork kiosks to report for work and more than 90% have logged in and used the functions in the “self-serve” portal to request vacation time, sign up for overtime, research work, etc. Positive feedback has been received from depot staff and Transit Operators.
- The project team is now planning for Phase 2 of MyWork which will include several items including the ability for Transit Operators to access MyWork from personal devices.

### **Enterprise Resource Planning – Enterprise Asset Management Project**

- CMBC’s Enterprise Asset Management (EAM) project is part of TransLink’s Enterprise Resource Program (ERP) and aims to develop an integrated software system for tracking financial and physical assets (e.g. buses, infrastructure elements). The project approach includes two distinct streams (cloud migration and key improvement design/implementation). Cloud migration is expected to be complete by Q1 2025.
- Cloud migration encompasses moving EAM data from on-site servers to the cloud. Moving to the cloud provides improved security with stronger security tools and allows for easier maintenance (e.g. software upgrades, fixes, updates).

**KEY PERFORMANCE INDICATORS AS OF JUNE 30, 2024**

<b>KEY PERFORMANCE INDICATORS<sup>1</sup></b>	<b>2024 ANNUAL TARGET</b>	<b>2024 YTD TARGET</b>	<b>2024 YTD<sup>1</sup> ACTUAL</b>	<b>2023 YTD<sup>1</sup> ACTUAL</b>
TransLink Customer Survey – Bus service overall <sup>2</sup>	8.1	8.1	7.7	8.0
Scheduled Revenue Service Delivered	99.0	99.0	98.5 <sup>3</sup>	99.0
Customer complaints per million boarded passengers	85	85	77	73
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%	78.7%	78.0%
Bus Punctuality – infrequent service	80.0%	80.0%	80.3%	80.7%
On-time Performance – HandyDART	90.0%	90.0%	90.9%	91.5%
Preventable collisions per million Km <sup>4</sup>	9.5	9.5	11.5	9.1
Operator assaults (CUTA 1-4) per million boarded passengers <sup>5</sup>	0.3	0.3	0.2	0.3
WorkSafe BC Accepted Lost Time Claims per 200,000 hours worked	8.3	8.3	7.4	9.0
Pedestrian incidents per million service hours	15.9	15.9	14.9	18.6
Cyclist incidents per million service hours	4.2	4.2	1.5	1.9
Injury claims – Passengers per million boarded passengers	3.8	3.8	3.4	4.0
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling <sup>6</sup>	1,320	1,320	1,313	1,311
CMBC operating cost per service hour <sup>7</sup>	\$149.75	\$149.85	\$151.44 <sup>7</sup>	\$142.56
Access Transit operating cost per trip	\$48.58	\$48.40	\$55.34	\$55.36
<b>METRICS</b>				
Access Transit trips provided (thousands)				
HandyDART	1,297	645	494	443
Supplemental taxi service	152	75	140	131
Total Trips <sup>8</sup>	1,449	720	634	574

<sup>1</sup> Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus and exclude contracted conventional transit and contracted Community Shuttle as of June 30, 2024, unless otherwise stated.

<sup>2</sup> TransLink Customer Survey is conducted every quarter. The 2024 and 2023 YTD Actuals represent the average results of the first quarter and the second quarter.

<sup>3</sup> The Scheduled Revenue Service Delivered for the first six months of 2024 were lower than budget due to a high cancellation rate in January due to winter weather.

<sup>4</sup> The 2024 YTD Actual data is subject to change due to the timing of adjudications. The 2024 YTD data includes preliminary numbers for June which is also subject to change.

<sup>5</sup> CMBC recorded 28 Transit Operator assaults in the first six months of 2024 which is lower than the same period last year with 35.

<sup>6</sup> The 2024 YTD data is 12 months rolling as of May 31, 2024. The 2023 YTD data is 12 months rolling as of June 30, 2023.

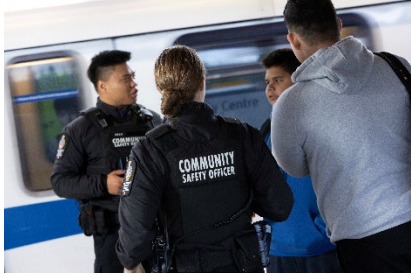
<sup>7</sup> Excludes TransLink allocated costs. The CMBC operating cost per service hour for the first six months of 2024 is higher than budget mainly due to lower service hours attributed to the comp shutdown of CMBC SeaBus and Bus services on January 23 and 24 due to CUPE Local 4500 job action.

<sup>8</sup> The number of Access Transit trips provided in the first six months of 2024 were lower than the 2024 budget due to lower than anticipated demand. TransLink remains committed to ensure 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. 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 SEPTEMBER 2024 TRANSLINK BOARD MEETING

### TransLink Strategic Priority: Customer First



Mobile Enforcement Unit. Part of their duties does include fare enforcement and enforcement of the *Greater Vancouver Transit Conduct and Safety Regulation*.

- **Community Safety Officers (“CSOs”)** – The third class of CSOs will graduate at the end of September 2024. They will begin deployment in October, joining the graduates from Classes one and two (thus fulfilling the full CSO Pilot Program complement of 24). The CSOs are part of the regular police service delivery and assigned to the four patrol squads and may assist the Targeted
- **Neurodiversity Decals** – The BC Association of Chiefs of Police and the BC Law Enforcement Diversity Network are working to promote safety for individuals living with autism and those who are neurodiverse. One initiative is the Autism Decal. The decal project aims to improve interactions between police officers and neurodiverse/autistic individuals by using decals to signal the presence of such individuals. When displayed on houses or vehicles, decals prompt police to adapt their approach, expectations, and communication styles to accommodate the unique needs and sensitivities of neurodiverse/autistic individuals. The decal promotes safety and reassurance that individuals are likely to receive appropriate and empathetic responses from first responders.



Transit Police has been helping to promote the decal program through attendance at events and distribution of decals to transit riders. One such pop-up event was held at Waterfront Station on July 24. Decals have additionally been distributed at community events throughout July and August.



Metro Vancouver Transit Police

August 8 at 3:23 PM · 🌐

Thanks to training provided by [Pacific Autism Family Network](#), Transit Police officers Sgt. Bunderla, Cst. Dhillon, Cst. Turner and Mental Health Liaison Officer Cst. Hayward were able to help a lost child self-regulate and address the external factors contributing to his unsafe behaviour after recognizing indicators of Autism Spectrum Disorder. The child and his family members, from whom he'd made his getaway, were soon reunited. Transit Police officers participate in training on an ongoing basis, and it's gratifying to find opportunities to put new skills and knowledge into use.

- **Persons in Crisis**

Strengthening support for persons in vulnerable circumstances is a Strategic Objective within the Transit Police Strategic Plan, in particular providing support to those experiencing a mental health crisis. Transit Police training includes the *Mental Health Act* ("MHA"), crisis de-escalation and trauma informed practice. Transit Police works closely with TransLink operating companies, community and health care partners, and Jurisdictional Police to support persons in vulnerable circumstances and those experiencing a mental health crisis on transit, and to help prevent persons losing their life to suicide.

Transit Police has a Mental Health Liaison Officer and their assistance is usually initiated upon request of Transit Police Officers. Work includes, for example:

- Identifying community based programs for a client by working in collaboration with Fraser and Vancouver Coastal Health Authorities;
- Safety planning for the client as well as transit staff;
- Seeking community support resources to assist the client, such as Assertive Community Treatment ("ACT") teams, Community Mental Health Nurses attached to some JPDs (i.e., Car 87/Vancouver and Car 67/Surrey), and detox; and
- Informing Transit Police Officers of appropriate response or protocols when dealing with a client to enhance outcomes.

Transit Police Officers receive a variety of training related to persons in crisis, such as trauma informed practice, crisis de-escalation and suicide prevention. Over Q2 2024, Transit Police Officers were given a presentation from the New Westminster Peer Assisted Care Team ("PACT") on their service and resources. PACT is a mobile, community-led team that offers support to individuals experiencing a mental health and/or substance use crisis. It is an alternative or auxiliary response to police intervention, providing crisis support that focuses on prevention, health and well-being. PACT is operated by the Lower Mainland Purpose Society. Each team is comprised of a Mental Health Worker and a Peer Support Worker (someone with lived or living experience), who attend to crisis calls during set service hours. This

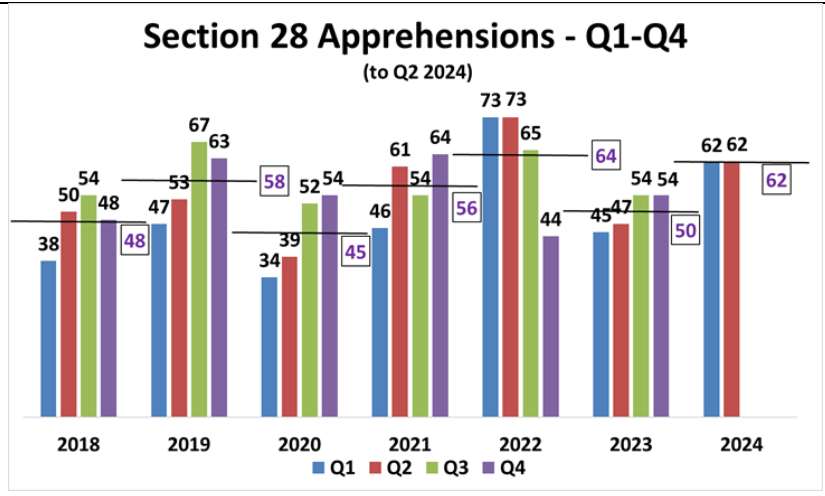
initiative is to help respond to the needs of individuals most impacted by mental health and substance use, and provide trauma-informed, culturally safe support to youth and adults. Transit Police will be able to link individuals to this resource, which can:

- Offer support to an individual over the phone or in-person;
- Provide crisis counselling and de-escalation;
- Facilitate connections to the appropriate resources, services and supports in the community to meet an individual’s underlying needs; and
- Provide advocacy and accompaniment to emergency departments, police stations, or community organizations.

The chart that follows shows the number of events during the 2024 Q1-Q2 period that the Transit Police handled in relation to disturbed persons, suicide and Section 28 MHA apprehensions. *(Under Section 28 MHA, a police officer may apprehend and immediately take a person to a physician for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person's own safety or the safety of others, and is apparently a person with a mental illness in crisis.)*

METRO VANCOUVER TRANSIT POLICE			
	2023 Q1-Q2	2024 Q1-Q2	% Change
<b>Disturbed Person</b>	127	144	13%
<b>Section 28 MHA</b>	92	124	35%
<b>Died by Suicide</b>	2	2	0%
<i>Sudden Death</i>	11	10	-9%

For 2024 Q1-Q2, there was a 35% increase in the number of Transit Police Section 28 MHA apprehensions when compared to the same period in 2023. The historical quarterly comparisons are shown on the chart that follows.



For all persons apprehended under Section 28 *MHA* in 2024 Q1-Q2, 48 of the 124 persons (39%) had more than one Section 28 file with Transit Police (going back to 2018).

- Reporting Sexual Assaults** – A new webpage was added to the Transit Police website to promote reporting of sexual assaults and to help inform victims of the investigation process and victim supports available. Click [Sexual Assault – Transit Police](#) to view.

## Reporting a Sexual Assault

### What is a sexual assault?

A sexual assault is any sexual contact that you do not consent to. This includes unwanted kissing, touching, penetration or attempted penetration. It may happen once or multiple times, and just because you agreed to sexual contact in the past does not mean you consent to it every time. You can be sexually assaulted by a stranger, a friend, a family member, or your relationship partner. Anyone can be a victim of sexual assault regardless of gender, sexual orientation, age, race and cultural background.



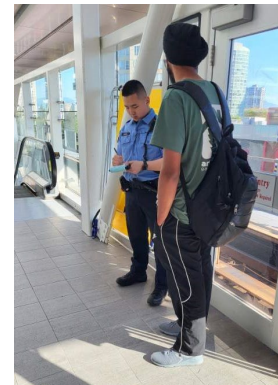
- Saving Lives** – Transit Police Officers and CSOs (as well as many of our Transit Police volunteers) are trained and carry Naloxone so that they can administer it when overdose events occur on the transit system and in the community. During the January to July 2024 period, sworn members and volunteers administered Naloxone to 45 individuals. Unfortunately, the number of events continues to increase every year. Given the critical opioid crisis in BC, it is important that the police service provides this valuable tool to its sworn members and volunteers to help save lives.

**Naloxone Event** – On an August evening, a Transit Police Officer and their police dog were conducting an explosive dog sweep of the Main Street SkyTrain Station. The Officer observed four individuals tending to a person and pouring



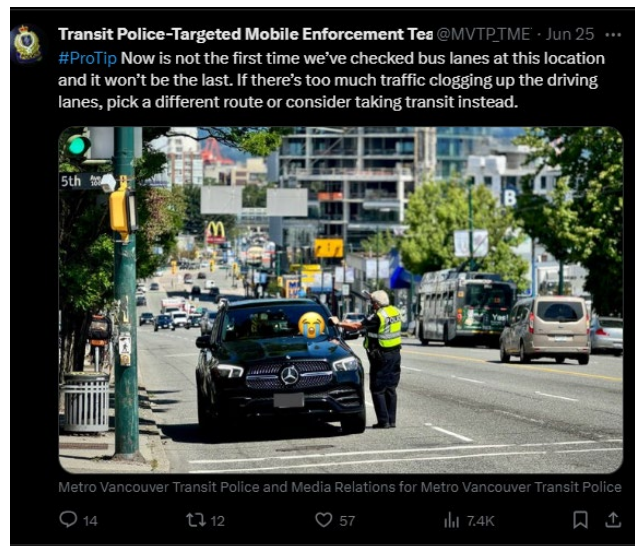
water on this person's head in an attempt to wake them up. The Officer approached and conducted checks, and found the individual to be unresponsive and their lips starting to turn blue. The Officer administered two Naloxone doses and the person began to have slow shallow breaths and faint pulse. BC Ambulance Service attended and transported the person to Vancouver General Hospital.

- **Patrol Squad Project** – On two days in July, a patrol squad launched a proactive project to address fare evasion and criminal activity at four targeted SkyTrain stations. Day 1 was at Main Street and Commercial/Broadway stations and Day 2 at Surrey Central and Metrotown stations. A mixture of plain-clothes and uniformed Transit Police Officers, and CSOs were utilized.



Over the two days, 125 Fare Infraction Notices and 53 Violation Tickets were issued, and 13 Compass Cards were seized for misuse. Five fare passes were provided to enable continuation of travel. Further, six arrests were made – Warrant x5, Form 21 Director's Warrant (return of a patient to hospital) and Breach Conditions, Theft Under, Obstruction and Assault Police Officer, and Obstruction (2) related to enforcement of the *Greater Vancouver Transit Conduct and Safety Regulation*.

- **Bus Lane Enforcement** – In June, in response to complaints received from the bus operators and the public (via social media and Email), the Transit Police's Targeted Mobile Enforcement Team ("TMET") launched a project that focused on vehicles that were improperly using bus lanes to bypass traffic congestion. The project ran for four non-consecutive weekdays in Delta, Pitt Meadows, Richmond, Surrey and Vancouver. The project resulted in 334 Violation Tickets



("VTs") being issued (268 VTs for bus lane misuse and another 66 VTs for secondary offences such as distracted driving, driving without a license, and speeding).

- Stolen Merchandise from Theft Ring** – In July 2024, Transit Police arrested two men in connection with an alleged organized theft operation after a search warrant was executed on a Burnaby residence. Seized were over 800 stolen items from lululemon, with a retail value of nearly \$100,000, as well as CDN \$17,638 and US \$1,700 in currency. The investigation commenced in April by Transit Police patrol officers arising from a 'Theft Over \$5,000' arrest at the Metrotown SkyTrain Station.



The lululemon Asset Protection Officers had alerted Transit Police to the suspect's alleged shoplifting routine and dependence on using SkyTrain. Plain-clothes Transit Police Officers intercepted the suspect. During the course of the Transit Police subsequent investigation, it was found that there was a large scale, organized theft operation, targeting lululemon stores across the Lower Mainland, which led to the additional July arrests.

**TransLink Strategic Priority: State of Good Repair**

- Transit Police 2023 Report to the Community**  
 Transit Police and the Police Board have released the 2023 Transit Police Report to the Community. Click here for the [video](#) and [written video companion](#).



- 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 2023 Q1-Q2 as compared to 2024 Q1-Q2.

In 2024 Q1-Q2, Transit Police had 6,869 Police Files, which is a 0.4% decrease from 2023 Q1-Q2.

Metro Vancouver Transit Police Crime and Safety Statistics	2023 Q1-Q2	2024 Q1-Q2	% Change	Positive Monitoring Needs Action
<b>Rate of Crimes Against Persons/100,000 Boarded Passengers</b>	.41	.36	-11%	
<i>Actual Number of Crimes Against Persons (includes assists)</i>	771	722	-6%	

<b>Rate of Crimes Against Property/100,000 Boarded Passengers</b>	.43	.38	-13%	
<i>Actual Number of Crimes Against Property (includes assists)</i>	820	750	-9%	
<b>Other Criminal Code Violations/100,000 Boarded Passengers<sup>1</sup></b>	.22	.21	-4%	
<i>Actual Number of Criminal Code Violations (includes assists)</i>	412	415	1%	
<b>Provincial Violation Tickets (“VTs”)</b>	2699	4088	51%	
<b>Arrests - Warrants Executed (All)</b>	482	556	15%	
<b>Arrests - New Charges<sup>2</sup></b>	226	266	18%	
<b>Breaches</b> <i>(includes secondary offences and assists)</i>	217	225	4%	
<b>Total S. 28 Mental Health Act Apprehension Files</b>	92	124	35%	
<i># of S.28 MHA individuals committed, held, voluntary admitted</i>	80%	82%	+2% points	
<b>Rate of Sexual Offences/100,000 Boarded Passengers</b>	0.04	0.04	0%	
<i>Actual Number of Sexual Offences (includes assists)</i>	80	86	8%	
<b>SCBCTA Fare Infraction Notices</b>	2435	6200	155%	
<b>Number of Unique SMS Text Conversations</b>	2984	3377	13%	
<b>Number of Police Files Generated from SMS Texts Conversations</b>	1187	1137	-4%	

- Ridership Boarded Passenger levels increased 5% from 2023 Q1-Q2 to 2024 Q1-Q2 (189,109,964 versus 198,607,726). The 2024 Q1-Q2 results show continued positive movement with decreases in the rates of Crimes Against Persons (down 11%) and Crimes Against Property (down 13%) per 100,000 Boarded Passengers when compared to 2023 Q1-Q2. These rate decreases reflect the increase in ridership as well as small reductions in the actual number of crimes against persons and property files during the period.
- The number of sexual offence files for 2024 Q1-Q2 was similar to 2023 Q1-Q2, as well as the rate per 100,000 Boarded Passengers. Transit Police takes reports of sex offences seriously and investigates thoroughly. Transit Police recognizes

<sup>1</sup> 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.

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

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, of which there have been four so far. There will be a new school oriented campaign fall 2024, and school 87-77-77 campaign supplies ordered in preparation.

- When comparing 2024 Q1-Q2 to 2023 Q1-Q2, Transit Police had a 35% increase in apprehensions of persons under Section 28 of the *Mental Health Act* ("MHA"). Contributing to this increase is our new 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 82% were committed, held, or voluntary admitted once at hospital. Transit Police Officers refers some individuals/clients to the Transit Police Mental Health Liaison Officer, who will then work with the client and partner agencies to seek appropriate services/resources to support that client moving forward. *See earlier in this report for more on response to persons in crisis.*
- 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 13% increase in unique SMS Text conversations with the Transit Police - Operations Communication Centre when comparing 2024 Q1-Q2 to 2023 Q1-Q2. This increase is attributed to the continued impact from the expansive 2023 safety campaign on the bus system. 34% 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-Q2, Transit Police Officers made 556 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere. The number of warrant arrests<sup>3</sup> in 2024 Q1-Q2 was 15% higher than in the same period of 2023, while 'new charge' arrests increased by 18% comparatively. As well, the number of breach files<sup>4</sup> increased by 4%.

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<sup>3</sup> 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 enforcement intelligence sharing, regional BOLF's (Be On Lookout For) and the Transit Police Offender Monitoring.

<sup>4</sup> 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.

- The substantial increase in Fare Infraction Notices (“FINs”) and Provincial Violation Tickets from 2024 Q1-Q2 to 2023 Q1-Q2 is mostly attributed to the deployment of the new CSOs, whose duties also include enforcement of the *Greater Vancouver Transit Conduct and Safety Regulation* and issuance of FINs. CSOs prepared 64% of all FINs for the 2024 Q1-Q2 period, with two classes of CSOs now being operational. It is noted that there also was a 73% increase in *Greater Vancouver Transit Conduct and Safety Regulation* offences from 1,289 in 2023 Q1-Q2 to 2,228 in 2024 Q1-Q2.

TO: Board of Directors

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

DATE: August 20, 2024

SUBJECT: Annual Update of TransLink Corporate Safety and Health Policy

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### **PROPOSED RESOLUTION**

That the TransLink Board of Directors approves the amendments to the TransLink Corporate Safety and Health Policy as attached as Attachment 2 to the report dated August 20, 2024, titled "Annual Update of TransLink Corporate Safety and Health Policy".

### **EXECUTIVE SUMMARY**

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

In 2021, the TransLink Board adopted a TransLink Corporate Safety and Health Policy which has been updated every year to ensure alignment with the enterprise safety commitment and changing legislation. This year the updates include minor formatting changes and clarification that safety includes both physical and psychological safety. The policy is reviewed annually and Management is recommending that the updated TransLink Corporate Safety and Health Policy be approved by the Board of Directors.

### **PURPOSE**

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

### **BACKGROUND**

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

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

environment. TransLink Corporate's policy was initially adopted by the Board in October 2021 and was subsequently updated in 2022 and 2023 to more effectively align with the enterprise safety commitment.

### **DISCUSSION**

TransLink Corporate's operations are largely administrative in nature. The Enterprise has adopted a clear safety commitment, and a formal TransLink Corporate Safety and Health Policy was adopted by the Board in October 2021 and updated in October 2022 and 2023. This formal Corporate Safety and Health Policy defines TransLink's commitment to a physically and psychologically safe and healthy workplace and establishes the roles and responsibilities of the employer, supervisors and employees. It can be used by managers and supervisors to communicate with employees around the requirements for a physically and psychologically safe workplace.

It is a best practice to review and update the TransLink Corporate Safety and Health Policy on an annual basis and the Board requested that updates be brought forward for consideration. The nature of the proposed updates include minor formatting and providing clarity that the safety and health policy applies to both physical and psychological safety. The proposed amendments to the Policy are set out in [Attachment 2](#) to this report.

### **ATTACHMENTS**

Attachment 1 – TransLink Enterprise Safety Commitment

Attachment 2 – TransLink Corporate Safety and Health Policy - Redline

## Attachment 1. TransLink Enterprise Safety Commitment



# TransLink Enterprise Safety Commitment

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

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

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

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### SETTING GOALS

Our Enterprise Safety Commitment includes three guiding principles:

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

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### THE PATH FORWARD

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

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

To **eliminate injuries**, we will:

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

To **empower employees**, we will:

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

To **influence others**, we will:

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





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



### SAFETY AND HEALTH - TRANSLINK CORPORATE POLICY -

Issued By:	Safety, Environment and Emergency Management Department
Approved By:	Executive Committee
Initial Signature Date:	October 8 <sup>th</sup> , 2021
Annual Review Date:	September 28 <sup>th</sup> , <del>2023</del> 2024
CEO Signature:	_____

#### 1. SCOPE

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

#### 2. PURPOSE

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

#### 3. POLICY

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

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

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



#### 4. APPLICATION

##### SAFETY AND HEALTH RESPONSIBILITIES

- Every *Employer* is accountable to maintain the standards that are required to meet these basic principles. Managers at all levels are responsible for preventing occupational accidents, physical/psychological injuries and diseases. They shall ensure investigations are conducted, training is provided, procedures are developed and implemented, and all facilities and equipment are maintained.
- Every *supervisor*, as defined in the OH&S Regulation (see section 45) is responsible for ensuring that employees receive training, follow safe work practices and comply with pertinent regulations. They will actively support physical and psychological safety initiatives and prevention of incidents by conducting regular inspections, incident investigations and hands-on instruction.
- Every *employee* is responsible for knowing how to work safely and shall work safely. Employees will actively participate in the Safety Management System, and contribute to the achievement of a safe and healthy workplace. Employees are expected to report unsafe conditions and point out unsafe behaviour. Everyone is expected to work positively and co-operatively towards a physically and psychologically safe and healthy workplace.
- Employees are urged to join senior TL management in a personal commitment to make our Safety Management System and organization an industry leader and work together towards continual improvement.
- TL will annually identify hazards and perform a risk assessment, and set health and safety objectives and targets to prioritize and mitigate risks.

#### 5. DEFINITIONS

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

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





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

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

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

To eliminate injuries, we will:

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

To empower employees, we will:

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

To influence others, we will:

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

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

## 6. REFERENCES

TransLink Enterprise Safety Commitment  
Psychological Health and Safety Policy – Enterprise Policy  
BC Workers' Compensation Act  
BC Occupational Health and Safety Regulation  
International Safety Management Code  
ISO 45001: 2018 Occupational Health and Safety Management Systems



TO: Board of Directors

FROM: Sarah Ross, VP, Transportation Planning & Policy  
Matt Craig, Director, System Planning

DATE: August 27, 2024

SUBJECT: Metro 2050 Regional Growth Strategy Proposed Amendment – City of Surrey (7880 128 St)

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors approve the attached letter, to be sent to Metro Vancouver in response to their request for TransLink comments on the City of Surrey’s proposed Metro 2050 Regional Growth Strategy amendment for 7880 128 Street.

**EXECUTIVE SUMMARY**

Metro Vancouver recently requested TransLink comment on a proposed amendment to the Metro 2050 Regional Growth Strategy (RGS) for a parcel located on 7880 128 Street, adjacent to the Central Newton Cultural Commercial District (CNCCD) in the City of Surrey. This proposal would change the existing Metro 2050 regional land use designation from Industrial to Employment to accommodate commercial uses, including retail, office space, and a childcare facility on the site.

The proposed amendment is consistent with regional transportation objectives, with important transit priority and active transportation opportunities noted in the draft comments for the City of Surrey’s consideration.

**PURPOSE**

The purpose of this report is to inform the Board of the City of Surrey’s proposed amendment to Metro Vancouver’s [Metro 2050 Regional Growth Strategy](#) (RGS), and to seek the Board’s approval on the TransLink response to be provided to the Metro Vancouver Board.

**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 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.

## DISCUSSION

*The proposal is for a regional land use redesignation from Industrial to Employment and an expansion of the existing adjacent commercial district*

TransLink recently received a request from Metro Vancouver for comment on a proposed RGS amendment advanced by the Metro Vancouver Board for a single property located on 7880 128 Street in the City of Surrey. The proposed amendment to Metro 2050 would redesignate the property from Industrial to Employment to accommodate commercial uses, including retail, office space, and a childcare facility. The subject property is located entirely within the RGS Urban Containment Boundary.

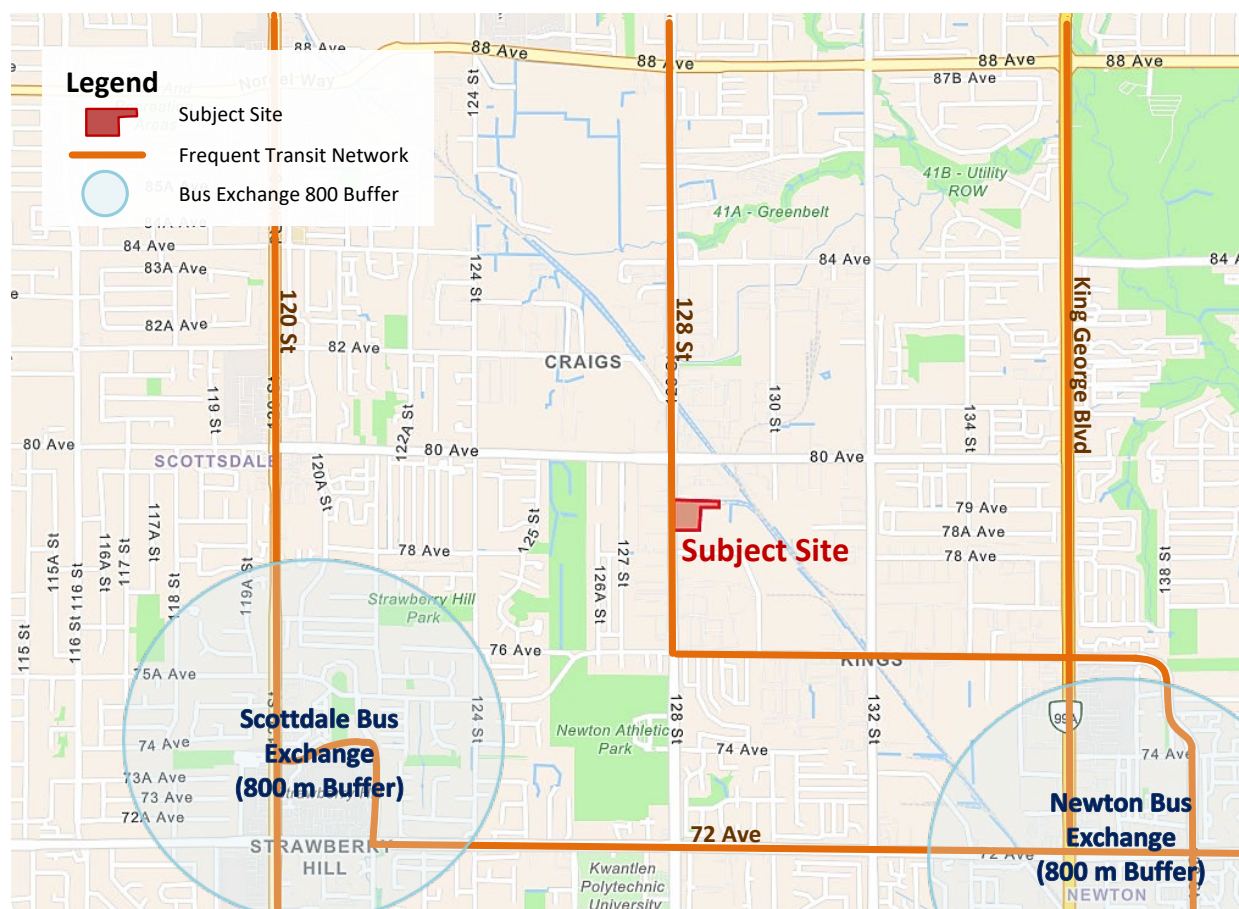


Figure 1: Site Context Map

Attachment 2 includes Metro Vancouver’s letter to TransLink, including at the bottom of the letter a link to their staff report and additional supporting materials that can be viewed [here](#). The proposed response from the Chair of the TransLink Board is Attachment 1.

*Proposed amendment generally aligns with regional goals, strategies & policies, noting recommendations to the City for transit priority and active transportation improvements*

Transport 2050 was developed to align with and support Metro 2050. While Strategy 2.2 in Transport 2050 speaks to the shortage of industrial land on a regional level, Metro Vancouver’s staff report for this amendment acknowledges the limited impact of this small (1.3ha) parcel on the region’s

industrial land supply. The assessment of TransLink staff is also that this impact would be relatively minimal, particularly given the site's immediate adjacency to the existing Newton Cultural Commercial District. That said, our proposed response to Metro Vancouver (Attachment 1) recommends that the City consider ways to ensure that this application will not be used as a precedent case for decreasing adjacent industrial lands.

The proposed change from Industrial to Employment is expected to result in additional ridership demand. This segment of 128 Street is an existing Frequent Transit Network (FTN) corridor, providing a high frequency of transit service to support the additional ridership. There is an opportunity to enhance service levels in the future. Based on the level of bus delay experienced at this location, this segment of 128 Street is identified in TransLink's [2023 Bus Speed and Reliability Report](#) (Bus Priority Vision) for 'Very High' intensity bus priority infrastructure. Recommended solutions include all-day or peak period bus lanes. Based on the site's location within the region's urban area, TransLink would in the future evaluate the area for potential expanded transit service through our investment plan prioritization process, and as funding for transit expansion allows.

Existing active transportation facilities in the area today include painted bike lanes on both sides of the road that are classified as 'Comfortable for Very Few to Few' based on the Bikeway Classification System, per the [Benchmarking the State of Cycling in Metro Vancouver 2019](#) report by TransLink and HUB Cycling. Given the expected increase in trips with the proposed Employment designation, and that this segment of 128 Street is a Municipal Truck Route, TransLink's proposed response to MVRD Board includes recommendations to the City to consider upgrading existing painted bike lanes to facilities like protected bike lanes that are 'Comfortable for Most', should the Metro Vancouver Regional District Board approve this amendment. This change would better align with Strategy 5.1 of Transport 2050 which speaks to shifting trips to energy-efficient modes to reduce the energy requirements of the transport system.

TransLink staff consider the proposed RGS amendment as overall aligned with regional goals, strategies and policies, particularly if the City is able to implement the recommendations identified in our proposed response.

## **ATTACHMENTS**

Attachment 1: Draft TransLink Response Letter to Metro 2050 Type 3 Proposed Land Use Designation Amendment – City of Surrey (7880 128 St)

Attachment 2: Metro Vancouver Letter and Staff Report – Metro 2050 Type 3 Proposed Amendment – City of Surrey (7880 128 St)

**TransLink**

400 - 287 Nelson's Court  
New Westminster, BC V3L 0E7  
Canada  
Tel 778.375.7500  
translink.ca

South Coast British Columbia  
Transportation Authority

September 17, 2024

Mike Hurley  
Chair, Metro Vancouver Board  
4515 Central Boulevard  
Burnaby, BC VB5H 0C6

Dear Chair Hurley,

**RE: Metro 2050 Type 3 Proposed Land Use Designation Amendment – City of Surrey (7880 128 St)**

Thank you for your correspondence and the opportunity for TransLink to provide input on the City of Surrey's requested amendment to the *Metro 2050* Regional Growth Strategy (RGS) for 7880 128 Street. 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). 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.

**Key Findings Overall**

- TransLink recognizes that this amendment would decrease the supply of regionally designated industrial land, and that there is a shortage of industrial land use regionally. However, given the relatively small parcel size (1.3 hectare), the loss of this supply does not seem to pose a significant regional concern, as noted in Metro Vancouver's report.
- TransLink finds that the proposal to amend the Metro 2050 land use designation from Industrial to Employment is generally consistent with the RTS, given that the site is located along an existing Frequent Transit Network corridor. We recommend the City of Surrey to seek opportunities as outlined further below to implement bus priority measures along this segment of 128 Street.
- This section of 128 Street currently has cycling facilities that connect to the regional Major Bikeway Network (MBN), and TransLink recommends the City of Surrey to seek opportunities as outlined further below to upgrade those facilities for the increased safety and comfort of cyclists, particularly given that this section of 128 Street is a designated Municipal Truck Route.

**Recommendations for the City of Surrey**

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

Re: **Metro 2050 Type 3 Proposed Land Use Designation Amendment – City of Surrey (7880 128 St)**

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- Consider ways to ensure that this application will not be used as a precedent case for decreasing adjacent industrial lands.
- Implement bus priority measures along this segment of 128 Street, such as land dedication for future transit priority, a future all-day bus lane in the northbound direction, and island platform bus stops in the southbound direction, intended to mitigate the bus delay documented for this location in the [2023 Bus Speed and Reliability Report](#) (Bus Priority Vision). As per the Provincial *Bill 16* (2024), land dedication could also be used to provide public realm improvements with enhanced multimodal objectives such as pedestrian access, bus stops with amenities and separated cycling facilities.
- Work with the applicant to identify opportunities to integrate active transportation facilities into the site design and further seek opportunities to upgrade the area's existing active transportation facilities to protected bike lanes. Current facilities are painted bike lanes on both sides of the road, classified as 'Comfortable for Very Few to Few' per the [Benchmarking the State of Cycling in Metro Vancouver 2019](#) report by TransLink and HUB Cycling. Transit, cycling, walking and road upgrades could be eligible for cost share funding through [TransLink's Local Government Funding Program](#). While the subject property location is not eligible for Bicycle Infrastructure Capital Cost Share (BICCS) Allocated or Competitive funding, it is eligible for Walking Infrastructure to Transit (WITT) Allocated and Competitive funding.
- Review the detailed design of site driveways to reduce conflicts. We suggest that the southern driveway entrance be one-way traffic to reduce conflicts on 128 Street.
- In addition to the above recommendations, per [Section 21\(1\) of the South Coast British Columbia Transportation Authority Act](#), TransLink approval is required for any road alterations that would reduce the capacity of any part of the MRN to move people or would prohibit the movement of trucks on any road other than Provincial highways. This segment of 128 Street is designated as part of the region's Major Road Network and from the City's development proposal materials, it is our understanding that changes to 128 Street are proposed. As these changes would require TransLink's review and approval, please contact us regarding any such alterations.

### Conclusion

TransLink's comments are provided based on our legislated mandate to review requested RGS amendments and advise Metro Vancouver on the 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](mailto:Matt.Craig@translink.ca).

Regards,

Lorraine Cunningham  
Chair, TransLink Board of Directors



Re: **Metro 2050 Type 3 Proposed Land Use Designation Amendment – City of Surrey (7880 128 St)**

---

cc: Kevin Quinn, CEO, TransLink  
Sarah Ross, VP, Transportation Planning and Policy, TransLink  
Matt Craig, Director, System Planning, TransLink  
Jerry W. Dobrovlny, 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  
Ron Gill, Chief Development Approvals Officer, Planning & Development Department, City of Surrey

August 20, 2024

File: CR-12-01  
Ref: RD 2024 07 26

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

Dear Kevin Quinn and Board of Directors:

**Metro 2050 Type 3 Proposed Amendment – City of Surrey (7880 128 St)**

*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 Surrey is requesting a Type 3 Amendment to *Metro 2050* for a 1.3-hectare site comprising one property located on 128 Street in the Newton area. The proposed amendment would redesignate the regional land use of the property from Industrial to Employment to accommodate commercial uses, including retail, office space, and a childcare facility. There would be no change to the Urban Containment Boundary.

69664173

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

*That the MVRD Board:*

- a) initiate the Metro 2050 amendment process for the City of Surrey's requested regional land use designation amendment from Industrial to Employment for the lands located at 7880-128 Street;*
- b) give first, second, and third readings to Metro Vancouver Regional District Regional Growth Strategy Amendment Bylaw No. 1392, 2024; and*
- c) direct staff to notify affected local governments as per section 6.4.2 of Metro 2050.*

The proposed amendment is a Type 3 amendment to *Metro 2050*, which requires that an amendment bylaw be passed by the MVRD Board by an affirmative 50%+1 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 June 3, 2024, titled "Metro 2050 Type 3 Proposed Amendment – City of Surrey (7880 128 St)" 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](mailto:jonathan.cote@metrovancover.org) by **October 11, 2024**.

Yours sincerely,



Mike Hurley  
Chair, Metro Vancouver Board

MH/HM/vc

cc: Sarah Ross, Vice-President, Transportation Planning and Policy, TransLink  
Jerry W. Dobrovlny, Commissioner/Chief Administrative Officer, Metro Vancouver  
Heather McNell, Deputy Chief Administrative Officer, Policy and Planning, Metro Vancouver

Encl: [MVRD Board report dated June 3, 2024, titled "Metro 2050 Type 3 Proposed Amendment – City of Surrey \(7880 128 St\) \(pg. 498\)](#)

TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: September 6, 2024

SUBJECT: Public Delegations at the June 20, 2024 Board of Directors Meeting

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#### **EXECUTIVE SUMMARY**

The Board received four public delegations at its June 20, 2024 public Board meeting.

Four public delegations were received by the Board at the June 20, 2024 public Board meeting on the following topics:

- **SkyTrain Network Planning**
  - A public delegate spoke to the Board of Directors about potential opportunities for SkyTrain extensions and advocated for strong long-term master planning for the SkyTrain network and any further extensions.
  - Management wrote to the public delegate to share TransLink's planning process and how it is guided by Transport 2050, TransLink's 30-year regional transportation strategy, the *Access for Everyone* Plan and also TransLink's 10-year investment plans. Staff also shared plans for Bus Rapid Transit and other improvements to the corridors noted by the delegate in the meeting, including the North Shore and 31<sup>st</sup>/49<sup>th</sup> Avenue to UBC.
- **Alternative Revenue Opportunities**
  - The Board received a public delegate who discussed a variety of potential revenue opportunities for TransLink, including relating to filming and consulting services to other transit agencies.
  - The public delegate received a written response from the Board, noting that recommendations from the delegate was received by the business groups responsible for revenue generation and the Board expressed its appreciation for the input received from this delegate.
- **29<sup>th</sup> Avenue Propulsion Power Station**
  - A public delegate shared concerns regarding the 29<sup>th</sup> Avenue Propulsion Power Station project and requested further engagement with residents in the area on the project. The delegate also requested that TransLink consider if the project can be located elsewhere.
  - Management followed up with the delegate after the meeting in writing and provided information about the selection of this site for the propulsion station and why other sites were not selected. In addition, information was provided regarding road plans, environmental and sustainability issues raised and also how the public and residents will be further engaged by the project team as the project progresses.

- **Transit Planning and Funding Analysis**

- The Board received a public delegate who spoke of the importance of peer comparator analysis and utilizing other public information from peer agencies as part of transit planning and identifying funding requirements for TransLink.
- After the meeting, the Board of Directors wrote to the delegate and thanked them for their input, which was shared with the relevant business groups for consideration.

TO: Board of Directors

FROM: Shezana Hassko, Vice President, Engineering

DATE: September 3, 2024

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

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### **EXECUTIVE SUMMARY**

This report provides information on operations, maintenance, and rehabilitation activities on TransLink's bridges between Q1 and Q2 2024. Significant inspection and rehabilitation works are planned on the Pattullo, Knight Street, Westham Island, and Golden Ears Bridge which will require periodic closures to traffic. TransLink coordinates closely with contractors and stakeholders to minimize disruptions and effectively communicates these closures to the traveling public.

### **PURPOSE**

This report is to provide information on operations, maintenance, and rehabilitation activities on TransLink's bridges with potential for public impacts.

### **BACKGROUND**

TransLink is responsible for the regional transportation system of Metro Vancouver, which includes ownership, operation, and maintenance of the following five bridges:

1. Pattullo Bridge;
2. Knight Street Bridge;
3. Westham Island Bridge;
4. Golden Ears Bridge; and
5. Canada Line Bike and Pedestrian Bridge.

Except for the Golden Ears Bridge, which is operated and maintained by the Golden Crossing General Partnership 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 identify any noticeable deterioration requiring further attention. Mainroad's contract expires at the end of 2024 and Management will be issuing a Request for Proposal to solicit bids from qualified contractors to operate and maintain the TransLink bridges.

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. Routine maintenance work is generally performed with minimal impacts to the public, while bridge repair and rehabilitation works are generally longer in duration and have more public impacts.

## **DISCUSSION**

This report does not provide specific information on routine maintenance activities. Information on significant inspection, maintenance and rehabilitation activities, which have more impacts on the public, is the focus of this report. The activities that occurred between Q2 and Q3 are summarized by bridge 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 exceeded their predicted design life, with some nearing the end of their useful lives. 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 Fall 2025.

TransLink was not anticipating operating 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 Q2 2024 include:

#### **a) Annual Structural and Railing Inspection**

TransLink has retained Mott Macdonald Canada Limited (Mott) to conduct annual visual and snoopers inspections of the bridge and its railings since 2020. Each year, the condition of the structure 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 2024 inspection is currently being scheduled for October 2024 and will involve:

- General inspection of the structure on-foot from the sidewalk and from below the bridge;
- Close-proximity inspection of truss members and concrete components using a snooper truck and lane closures to ensure safety; and,
- Inspection of the west and east railings from the sidewalk and from the deck with lane closures respectively.

#### **b) Targeted Railing Inspection**

TransLink has retained the services of Mott to perform annual inspections of the pedestrian railings on the Pattullo Bridge since 2020.

The 2023 railing inspection was completed by Mott in November 2023. While the repairs that were identified were completed over two weeks in January 2024, three loose posts were flagged for further inspection.

In July 2024, targeted inspection of three loose railing posts was conducted. The inspection required the use of a snooper truck as well as local removal of the concrete curb and sidewalk. As such, a full closure of the bridge was required because the inspection needed the use of a snooper truck on both sides of the bridge. The inspection allowed determination of the extent of repairs required. The repairs to these posts are scheduled for October 2024, coinciding with the annual structural inspection (see item a – Annual Structural and Railing Inspection). In the meantime, Management is continuing discussions with Mainroad on the work methodology.

c) Deck Condition Monitoring

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

To ensure the entire deck remains functional and safe for operations, bridge deck experts from WSP conduct surveys of the top and bottom surfaces (except between Pier 3 and Pier 4) of the deck at 4-week and 8-week intervals respectively. The top surface survey is conducted from the deck level, and the bottom surface survey is conducted from the catwalk. As there is no catwalk below the deck between Pier 3 and Pier 4, the area is inspected annually using a snooper truck. The next inspection is scheduled for October 2024.

d) Hydraulic Monitoring by Northwest Hydraulic Consultants

Northwest Hydraulic Consultants Ltd. (NHC) monitors changing river hydraulics under contract with TransLink and the Province. In addition to the Pattullo Bridge and the Skybridge, NHC 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.

Surveys for TransLink are conducted bi-annually as follows:

- A winter survey is conducted in January of each year to monitor the impacts due to low river discharge; and
- A freshet survey is conducted in May or June of each year to monitor the impacts during high river discharges.

The 2024 freshet survey for TransLink was conducted by NHC in June. A report summarizing the findings of the survey is expected in Q3 2024. Piers that are susceptible to bed lowering include Pattullo Piers 2, 5, and 6, and Skybridge Piers S1 and N1. These piers are monitored closely, and Management continues to work with the Province and Fraser Crossing Partners to manage the impacts due to changing hydraulic conditions. If required, plans are in place to make emergency repairs to the riprap protection of the piers.



e) **Pattullo Replacement Project Interface**

The Province is delivering the Pattullo Bridge Replacement Project with construction activities 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 will continue as required.

## **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. Several key projects are currently underway to maintain and improve the bridge's infrastructure.

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 the following:

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

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 to replace a deck joint at Pier S9 and to replace all the centre median 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 was issued in Q2 2024.

The Project is currently in its Warranty Period, which is one-year in duration. An inspection was completed by Mott in July 2024 (see item d - Annual Structural Inspection and Rehabilitation Plan Update) to identify any defects to be repaired within the Warranty Period. Overall, the inspection found that only approximately 0.5% of the resurfaced deck requires repairs. The defects that were identified are minor in nature and do not have any impacts on public safety and will be addressed before the end of the Warranty Period.

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 Q3 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 upgrades on the Mitchell Island on and off ramps, that could be addressed as part of this work. These additional items were added to the scope of the design work in Q2 2024. Detailed design of all items is expected to be completed by end of Q3 2024.

Items that are operational in nature will be undertaken in Q3 and Q4 2024. Pending available funding, items that are capital in nature will be addressed in 2025 (or a later date).

d) Annual Structural Inspection and Rehabilitation Plan Update

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 2023, deck rehabilitation, installation of a new bicycle railing, and replacement of additional bearings was completed.

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. However, with the completion of the Deck Preservation and Bearing Replacement Project, Management requested for Mott to undertake a structural inspection in 2024 and to use the findings to update the 2016

Rehabilitation Plan to outline the anticipated rehabilitation items and timelines for the next 10 years.

The 2024 inspection occurred over four nights from July 14 to July 18 and involved:

- 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 snooper truck with appropriate lane closures in place for safety.

A report summarizing the results of the inspection along with an update to the Rehabilitation Plan is expected by the end of Q3 2024.

e) City of Richmond Watermain Inspection and Repair

The City of Richmond (City) owns a watermain that crosses the Knight Street Bridge and is attached underneath the bridge deck between Pier S7 and S14.

The City has recently informed TransLink that they need to inspect the watermain. This site inspection is expected to take place in Q3 2024 and will be undertaken from the catwalk. As such, the work is not expected to have any impacts on the public. Pending the results of the inspection, repair work may need to be undertaken.

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 involved:

- 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 Tasks 1, 2, and 3 and has provided a draft report.

Management will continue to work with Jacobs to implement recommended mitigation measures, such as regular maintenance of drains to prevent blockage, as part of routine operations and maintenance of the Knight Street Bridge.

### **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) 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.

Key initiatives that occurred in Q2 2024 include:

a) Temporary Truck Parking Facilities

The City of Surrey has received several development requests for temporary truck parking facilities near Golden Ears Way. TransLink has learned that access/egress to these facilities will be via the intersection of Golden Ears Way and 180<sup>th</sup> Street.

As the intersection was not designed to accommodate truck traffic, roadworks, specifically to the northeast quadrant of the intersection, will need to be undertaken to allow turning movements onto 180<sup>th</sup> Street.

Construction work has not commenced. Management is working closely with the City, the Concessionaire, and the third-party developers to support the requests while minimizing operational impacts on Golden Ears Way.

**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, resulting in a darkened pathway for cyclists and pedestrians.

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 late Q3 2024 and will be completed by the end of Q4 2024.

b) Annual Structural Inspection

TransLink has retained Mott Macdonald to conduct structural inspections of the bridge since 2020. The 2024 annual inspection was completed in August 2024 and involved the use of a boom lift from the ground as well as on-foot inspections. To ensure safety of the public, coordination occurred with ProTrans to ensure the work would have no impacts on the operations of the Canada Line. Where the boom lift was set up on the properties below the bridge, exclusion zones also had to be established to protect the occupants of the properties.

A report summarizing the findings of the inspection is expected in Q3 2024.

**6) Chilcotin River Landslide**

On July 30, 2024, a significant landslide occurred approximately 50 km southwest of Williams Lake, BC, and completely blocked the Chilcotin River channel. The blockage formed a natural dam and resulted in significant volumes of water building up behind the blockage. On July 31, 2024, the River Forecast Centre issued flood warnings both upstream and downstream of the landslide. The Fraser River, downstream of Hope, which impacts TransLink's bridges, was also included in the warning for high streamflow.

On August 5, 2024, water carrying a large amount of debris, such as dislodged trees, logs, and other wooden materials, began flowing over the blockage. Mainroad and Miller Capilano, the contractor retained by the Golden Crossing General Partnership, proactively monitored the situation to ensure the safety of TransLink's bridges. To mitigate potential impacts on the Westham Island Bridge, Mainroad proactively arranged for the debris shear to be reinstated. The situation was monitored closely by TransLink, Mainroad, and the City of Delta and no evidence of damage to TransLink bridges was reported during the event. Management continues to monitor and evaluate the condition of the bridges to ensure safe operations.