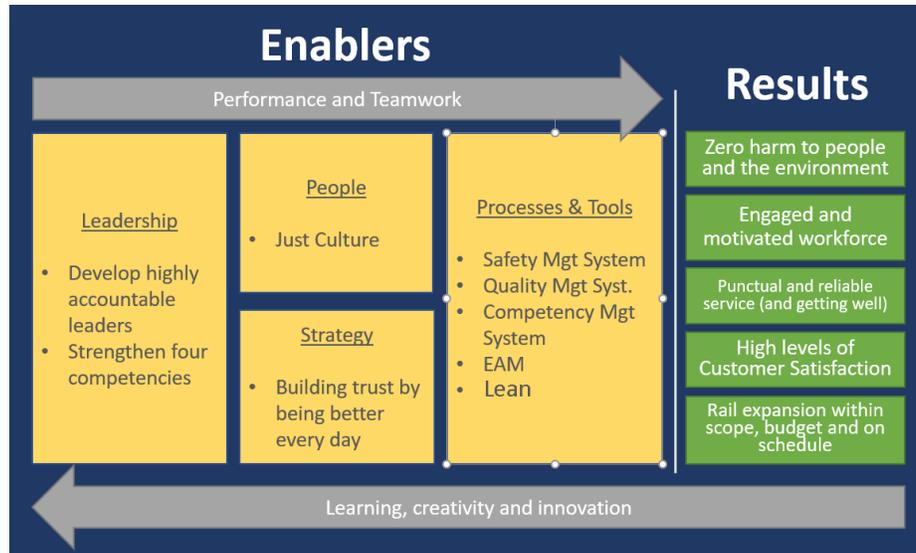


In Q2 2021, British Columbia Rapid Transit Company (BCRTC) continued to deliver our maintenance, capital and operational responsibilities ensuring we provide a safe, reliable and resilient rail service for our customers that rely on transit on a daily basis. This quarter, we put particular emphasis on our operational and safety performance with the implementation of our first ever Performance Week.

The figure below shows how BCRTC’s initiatives connect together.



### TransLink Strategic Priority: Rebuild customer ridership

#### Expo and Millennium SkyTrain Service

##### Performance Week

From May 30 to June 5, SkyTrain and West Coast Express conducted our first ever Performance Week, which we branded internally as the Triple Crown challenge. This week focused on three corporate key performance indicators (KPI) of service delivery, on-time performance (OTP) and zero harm (employee injuries). During this week, the goal was to achieve one day with perfect 100% scores for each KPI. The following table summarizes the results for SkyTrain and WCE with the best scores highlighted red:

	May 30	May 31	June 1	June 2	June 3	June 4	June 5
SkyTrain	100/97.6/100	100/98.4/100	98.54/95.9/100	<b>100/99.0/100</b>	99.9/98.6/100	99.8/97.1/100	100/98.3/100
WCE		100/90.5/100	<b>100/100/100</b>	100/88.1/100	<b>100/100/100</b>	<b>100/100/100</b>	

Service delivery/OTP/zero harm

Highlights of the Triple Crown challenge were:

- Each day with no employee injuries for both services.
- Three perfect service days for West Coast Express.
- OTP for SkyTrain was 97.8% for the week with the best day being 99.0%.

##### Service Delivery

In Q2, BCRTC delivered 99.6% of scheduled service which is just under BCRTC’s target of 99.7%. The monthly service delivery percentages are as follows: April 99.9%, May 99.9% and June 98.9%. June’s service delivery performance was affected by the extreme heat experienced at the end of the month.

### **On-time performance**

Q2 OTP was 96.9% which is above BCRTC's target of 96.5%. Since March 2020, SkyTrain achieved an OTP of 96% or higher for 15 straight months. This quarter, monthly OTP numbers were – April 97.7%, May 97.7%, and June 95.2%. June's on-time performance was affected by the extreme heat experienced at the end of the month. One mitigation step taken that affected OTP was slowing down train speeds due to high running rail temperatures. Lowering train speed limits how much heat is transferred from train to rail. Overall, during the "heat dome" event, SkyTrain OTP was 90.3%. If did utilized this mitigation factor, the OTP for the week would have been 96.5%. The impact on the customer experience was limited as we maintained the same frequency. Other heat-dome mitigation factors implemented include:

#### Customers

- Maximize the use of air-conditioned trains (MK2 and MK3) on our busiest routes.
- Extended shifts of elevator technicians to 23:00 to ensure they could free passengers that were entrapped due to mechanical issues.
- Respond immediately to train faults and minimize holding train to troubleshoot issues.
- Utilize station wireless public address to let passengers know if an approaching train is equipped with air conditioning.

#### Employees

- Provided all employees in June with a heat stress safety talk and presentation. Training staff on how to take precautions in the heat and how to recognize heat-related illnesses.
- Supply staff with more water, more opportunity for micro-breaks, and reschedule more strenuous work to cooler parts of the day.
- Allowed staff working from home to work at OMC1 for air conditioning.
- Cooled down maintenance bays with a "swamp coolers" as temperatures in some areas reached 50 degrees Celsius due to the extreme heat and limited roof insulation.

### **SkyTrain service delays**

- Major delay incidents have trended down this quarter. In total, SkyTrain experienced 19 significant delays in Q2 2021 with the most serious incidents related to a disturbed switch, medical emergency, a trespass, and weather-related train issues. This quarter our delays improved by 6 incidents versus Q1 2021.
- In May there were no incidents with a delay to customer between 16 and 30 minutes. This is the first time since reporting began on this metric that there have been no incidents in this category.
- There were five incidents in the 16-30-minute delay category in Q2, compared to 17 in Q1.
- There were 14 delays over 30 minutes in Q2 compared to eight in Q1. We continue to review our ability to recover.

### **Customer experience**

- SkyTrain Customer Survey overall score for Q2 was 8.4, which was above the target of 8.3 and slightly lower than the 8.6 recorded in Q1. Having courteous staff and providing on-time, reliable, and frequent service continue to be our strongest performance categories.

### **Implementation of McNeil recommendations**

In Q2, the OMC1 power system upgrade project achieved substantial completion. The construction of the new substation and installation of system equipment is finished with testing and commissioning (T&C) work in the progress. T&C is anticipated to continue through Q3 with final sign off on the project to occur in early Q4. This project reduces the risk of service disruptions by upgrading aging power equipment, while also improving resiliency and system continuity redundancies for critical system elements, which was a key recommendation within the McNeil report.

### **Passenger Injuries**

Passenger injuries this quarter saw an increase compared to the previous quarter. In Q2, there were 18 recorded passenger injuries compared to nine in Q1 2021, with the most injuries experienced in the month of April (10). This resulted in a passenger injury rate per million boarded passengers (pmbp) of 1.5 for the quarter, which was above our corporate target of 1.0 pmbp. Over half (10) of the injuries were a result of slips, trips and falls on escalators/stairs with the next highest

being falls onboard train as a result of emergency braking. Preliminary observations indicate that the system is experiencing a return of customers that seem to be less vigilant than they used to be pre-COVID. May's injury rate of 0.50 pmbp was the lowest recorded since August 2020 and the year to date rate of 1.15 pmbp remains close to target.

The *Passenger Injury Task Force* continues to meet and discuss common trends and controls to reduce passenger injuries. Passenger injuries are also discussed during monthly department safety meetings.

## **TransLink Strategic Priority: Foster a safe, skilled and resilient workforce**

### **Zero Harm**

#### **Safety**

Employee safety on our system and in our workplace continues to be our top priority. Zero Harm and Just Culture continue to be a focus of the department with a particular focus on Just Culture, which is a values-supportive system of learning from incidents and accepting it is human nature to make mistakes, yet also holding people accountable for producing an outcome and not doing harm. Safety-related activities this quarter include:

- BCRTC continues to incorporate Zero Harm initiatives and branding throughout the organization. The next initiative is to embed Zero Harm into various training material related to onboarding new employees, contractors, and visitors.
- A Request for Information was issued to get solution providers to recommend their custom programs that support our journey in Zero Harm with a focus on the human factors component. After evaluating all the responses, the contract was awarded to SafeStart.
- Working with stakeholders to ensure there are solid processes around our CISM (Critical Incident Stress Management) support when traumatic events occur and are witnessed by our workers. There is also training being piloted that will help frontline staff identify and deal with people struggling with mental health.

#### **Lost Time Incidents (LTI)**

This LTI frequency rate continues the quarterly trend of being better than target. In Q2, there were 10 LTI claims accepted by WorkSafeBC, including one mental health claim and nine physical injury claims. BCRTC's Q2 (4.41) LTI frequency rate continues to be better than target (4.50) for this category. While we have achieved our corporate target, the number of lost time injuries this quarter is higher than previous quarters. Some initiatives that are being pursued by the Safety Department to ensure Zero Harm include:

- Working with various high injury frequency departments to identify common injury trends and implement controls to reduce LTIs.
- Implementing the "Plan Task Observation" process, as an opportunity to be proactive in observing tasks and addressing concerns that could potentially cause an injury.

#### **Environment**

- In order to engage more staff on environmental issues at BCRTC, the department started up the Bargaining Unit Environmental Committee. Committee met five times between Q1 & Q2 – creating a Terms of Reference and contributed three initiatives towards the company's annual Environmental Objectives and Targets. These initiatives include goals to reduce paper consumption, improve recycling compliance and guideway stormwater runoff.
- An above ground wastewater storage tank was installed at OMC1 to replace a treatment system for our truck wash. The new tank will eliminate the potential for future exceedances and is expected to result in cost savings, as the wastewater treatment system was leased.

#### **Emergency Management**

- Activation and updating of the Flood Plan for the Spring freshet season occurred in Q2.
- Train lifting training was completed with six fire departments within our service region including one Vancouver fire crew and five New Westminster fire crews.

## Corporate Services

Our corporate service division covers a diverse portfolio, which includes finance, payroll, purchasing/stores, training, occupational health and employee communications. This division provides most of the COVID-19 support for staff as well as critical training to ensure employees and contractors remain safe in-and-around our system.

## Training

- Just Culture training was delivered to the BCRTC senior leadership team in Q2. Just Culture training also began for 25 Just Culture champions/ambassadors identified in Q1.
- Provided mental health support and training to managers and all staff in form of webinars/courses (Burnout, Resilience, Bullying in the Workplace, Mental Health in the Workplace), ongoing through to Q4.
- Started a project to move new hire training online to comply with Core Audit requirements for BCRTC while also offering a more flexible approach to hiring.
- Completed a review of all contractor training to ensure it is in alignment with Contractors Requirement Manual and embedding Zero Harm and Just Culture within this training.
- Due to COVID-19 restrictions being eased, the Training department is working towards getting back to full class sizes being mindful of participant comfort levels.

## Corporate Wellness

- Started Lean Process to move towards an early intervention model of disability management.
- Began standardization update of BCRTC's Attendance Management program.
- Continuing to review new resources and education to further Mental Health Strategy.
- Updating COVID-19 protocols to ensure with BC's Restart Plan stages.

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

### Quality Management (QM)

In Q2, BCRTC launched a quality management poster campaign to better help staff understand what QM is and the benefits it will bring to the company. We have also appointed an Interim Director and recruitment has begun to staff the division.

### Quality Assurance (QA)

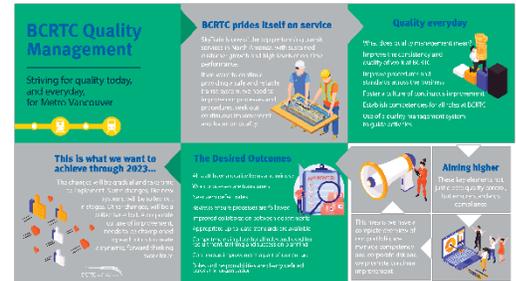
The QA team began work on establishing an area of OMC1 dedicated to quality control of maintenance parts. This area of the QA department will be utilized to manage incoming parts and help bolster our quality control (QC) system to verify part conformance, store, sort and distribute in-coming parts that have been flagged for QC inspection. Ultimately this room will help facilitate the reduction of parts entering onto the maintenance floor in a state of non-conformity.

### Maintenance

During Q2, BCRTC continued its annual rail grinding maintenance program. We were able to utilize a contracted LORAM grinder for an eight-week schedule. The LORAM grinder is a heavy-duty grinding machine that is used to address poor rail areas in need of re-profiling and defect removal. By grinding rail, we prolong the life of the asset, improved ride quality and lessen noise for customers and our neighbours.

The LORAM was able to successfully grind 80 km of track on both the Expo and Millennium lines. This was the most length of track ground in a single initiative for SkyTrain.

BCRTC continues to respond to customer and resident track-related noise complaints by investigating the situation immediately and taking remedial action if required. However, due to the extreme fire risk in Metro Vancouver, the guideway department has suspended grinding due to the fire risk posed by this type of maintenance work.



### **Implement Get Well (Annual Maintenance Plans) with focus on Rolling Stock**

- 2021 Q2 Core & Get Well initiatives remain on schedule. This quarter the rolling stock department was able to complete 51% of Core and Get Well activities. It is anticipated that the rolling stock annual maintenance plan will be on target at the end 2021.
- Finance and Rolling Stock are currently developing the AMP for the 2022 budget.

Maintenance performance measures this quarter include:

- Percentage of hours allocated to preventative maintenance activities in Q2 was at 61%, up from 56% in Q1.
- Elevator availability for Q2 was 97.31% (target = 98.1%), Escalator availability for Q1 was 94.37% (target = 93.0%).

### **Establish Remote Locations for Elevating Devices, to improve on Maintenance Response Time**

- 11 locations have been identified for this initiative at no cost (e.g. Burrard, Granville, OMC3, Gilmore, Rupert, Sperling, Burquitlam, OMC1, Lincoln, Surrey Central & Braid). Remote booking-on locations help BCRTC to increase responsiveness and improve the efficient deployment of employees. Next steps are to implement the IT requirements needed for this project.

### **Capital & Major Business Projects**

#### **Elevating devices**

The Expo Line Escalator Replacement program has progressed successfully. When finished this project will replace 37 escalators at 13 Expo Line stations by the end of 2023. Replacing escalators on the Expo Line is a critical maintenance project to accommodate the four-fold increase in ridership since these devices were installed over 30 years ago. These new, heavier-duty escalators will be able to accommodate higher passenger volumes and improve their safety and reliability. This critical investment in the system will enhance the customer experience well into the future.

In Q2, the project completed all elevator Expo Line escalator replacement project at the following stations: Waterfront (5), Gateway (2), and Patterson (1). With completion of these three stations, the project has replaced escalators at eight SkyTrain stations along the Expo Line.

Current stations with devices being replaced include:

- Surrey Central - in the center stationhouse
- Scott Road - One "up" escalator in the north stationhouse
- Waterfront West Coast Express - One escalator at the west end of the platform
- 22nd Street - One "up" escalator

#### **Asset Management**

Detailed design for the Infor EAM is now complete, and the implementation phase has commenced. This phase also includes finalizing the business rules and practices, layouts and job templates. Additionally, it means the configuration of the Infor EAM has now started and engagement with change agents and subject matter experts will occur at this crucial stage in preparation for the first wave to go live. Currently, the plan is to have this first wave go live at the end of 2021.

#### **Expansion**

- Staff relocation to the OMC1 office space expansion was completed in Q2. Focus on space planning and optimization will now turn to OMC2 where we will be developing a training excellence centre.
- OMC4 has received the 30% design drawings and cost estimate. These packages are under review and have generated several workshops. Schedules, costs and functionality continue to be areas of focus to deliver storage and maintenance capacity for 145 cars and Rail Infrastructure support.
- OMC1 facility upgrades continued in Q2, which included constructing forms and concrete pours for foundation and pit work. Structural steel for Vehicle Maintenance Shop 3 is expected to start arriving in mid-July. When completed, the new infield buildings will include two maintenance bays for rail borne equipment, two storage lanes for rail borne

equipment, two rolling stock maintenance bays, and supporting warehousing and office spaces. The new rolling stock maintenance bays are specifically designed to allow maintenance of the longer five-car MK5 train fleet.

- Retaining wall construction continued in Q2 for our new Operations Control Centre next to OMC2.
- Conceptual design reviews are 75% complete for the next phase of the SkyTrain rolling stock expansion.

### West Coast Express

- Contract signed with Progressive Rail to have them overhaul West Coast Express locomotives. Work at their Georgia plant will start in Q3.
- In Q2, West Coast Express' corporate structure was reorganized to take advantage of services available within BCRTC and TransLink. WCE's Customer Service functions have merged with TransLink Compass Operations and its safety department will move to BCRTC beginning in 2022.
- WCE was exploring office locations for Q2 2021 and beyond. At TransLink's request, this was paused while a potential space opportunities are being reviewed.

Key Performance Indicators – as of June 30, 2021	SkyTrain (excluding Canada Line)						West Coast Express							
	Q2 Target	Q2 Actual	Q2 Last Year		Jun. YTD Target	Jun. YTD Actual	Jun. YTD Last Year	Q2 Target	Q2 Actual	Q2 Last Year		Jun. YTD Target	Jun. YTD Actual	Jun. YTD Last Year
Customer Experience							Customer Experience							
Customer Service Performance Survey – SkyTrain Service Overall <sup>1</sup>	8.3	8.4	8.4		8.3	8.5	8.2	-	-	-		8.6	9	8.9
Boarded Passengers (in thousands) <sup>2 **</sup>	13,855	12,001	7,211		27,090	23,480	31,240	200	103	55		391	208	594
Customer Complaints (per million boarded passengers)	24.11	N/A*	39.3		24.11	N/A*	48.6	342.0	N/A*	2191.6		342.0	N/A*	331.9
Safety							Safety							
Major Passenger Injuries (per million boarded passengers),	1.00	1.5	0.55		1.00	1.15	0.96	0.4	0	0		0.4	0	0.4
Employee Lost Time Frequency (per 200,000 hours worked),	4.5	4.4	3.1		4.5	3.8	3.5	0	0	0		0	0	0
Physical Assaults (per 200,000 hours worked)	2.0	N/A*	1.8		2.0	N/A*	2.6	0	0	0		0	0	0
Total Recordable Incident Frequency	-	30.8	24.4		-	25.6	24.3	-	-	-		-	-	-
WSBC Inspections / Orders <sub>s</sub>	-	3/1	0/0		-	5/2	1/0	-	-	-		-	-	-
Operations							Operations							
On-Time Performance (OTP) <sup>6 **</sup>	96.5%	96.9%	97.4%		96.5%	97.2%	95.8%	97.8%	97.7%	92.3%		97.8%	96.1%	91.5%
Percentage of Scheduled Service Delivered <sup>6 **</sup>	99.7%	99.6%	99.8%		99.7%	99.6%	98.6%	99.9%	100.0%	99.7%		99.9%	99.7%	96.9%
Incidents with duration 16 – 30 Minutes <sup>6</sup>	16	5	12		32	22	40	-	-	-		-	-	-
Incidents with duration over 30 Minutes <sup>6</sup>	8	14	6		16	22	23	-	-	-		-	-	-
Finance							Finance							
Operating Cost per Vehicle km,	\$4.24	\$3.91	\$3.82		\$4.15	\$3.80	\$3.77	\$15.56	\$32.27	\$43.63		\$16.50	\$31.79	\$20.91
Operating Cost per Capacity km,	\$0.047	\$0.045	\$0.045		\$0.045	\$0.043	\$0.044	\$0.105	\$0.219	\$0.296		\$0.112	\$0.216	\$0.142

\* Due to the recent TransLink IT security incident, yellow-shaded business areas' applications and systems are not yet recovered as of the report preparation date.

\*\* Metrics marked with a "\*\*\*" are preliminary estimates based on our best available data at time of reporting. Once finalized data is available, a restatement of these preliminary metrics will take place. We anticipate that the difference between the preliminary and final metrics will be minor in nature.

1. The TransLink Customer Service Performance survey is completed quarterly for Expo/Millennium Lines and bi-annually (March and September) for West Coast Express. The overall score for EM in Q2 was 8.4, 0.2 down from Q1 2021. Most attributes were either at par or slightly below Q1 2021 results. The biggest drop in the CSPS scores between Q1 and Q2 was for the Delays Announced attribute. It was 0.4 points lower than Q1, from 6.3 to 5.9. Helpful Staff remained the highest scoring attribute but was down 0.2 points, from 9.1 to 8.9, and Feeling Safe from Crime at Stations remained at 7.9. There was no survey conducted for WCE in this reporting period.

2. The COVID-19 pandemic continued to impact our ridership. Starting in mid-June, ridership began to show increased signs of recovery for the first time since November 2020. The increased recovery aligned with Step 2 of the BC Restart Plan that started on June 15. At the end of Q2 2021, Expo/Millennium ridership was up by 30% relative to June 2020. It was about 45% of June 2019 ridership (pre-pandemic). YTD ridership was about 75.2% of the ridership over the same YTD period in 2020 and was also about 13.3% less than the YTD target as of June 2021.

At the end of Q2 2021, WCE ridership was up by 43% compared to June 2020. It was 19% of June 2019 ridership (pre-pandemic). YTD ridership on the WCE was about 35.0% of ridership in the same YTD period in June 2020 and was about 46.8% less than the target for the period. WCE continues to track daily ridership to determine if/when to add more cars back into service.

3. There were 18 passenger injuries reported for EM in Q2 2021, including 12 slips, trips, and falls, five injuries on-board trains, and one un-intentional non-fatal train human contact. There were 4 reported passenger injuries during the same time period last year, correlating with significantly lower ridership at the onset of the COVID-19 pandemic and accompanying travel restrictions.

Passenger Safety Committee meets to discuss and implement controls to reduce passenger injuries. Also, Passenger related hazards are included in department risk assessments and controls are implemented based on the risk.

WCE has had no passenger injury reported since February 2019.

4. WSBC accepted ten claims from BCRTC in Q2 2021, including one mental health claim and nine physical injury claims. This was more than the seven accepted claims in Q2 2020. The Lost Time Injury Frequency for Q2 2021 (4.41) was lower than the quarter target but was about 41.9% more than the rate in the same period in 2020. There were no Lost Time Incident claims for WCE in Q2 2021 and there have been none since 2017.

5. A WorkSafeBC occupational safety or hygiene officer may visit worksite to conduct an inspection. An inspection report details findings of a worksite visit by a WorkSafeBC officer. It documents any points of discussion and recommendations. The inspection report may include a compliance order. The order covers any violations found of the Workers Compensation Act or Occupational Health and Safety Regulation and provides a deadline by which the employer must comply. As of the end of Q2, BCRTC has had 3 WorkSafe BC inspections in 2021, and 1 compliance order from the inspection.

6. In Q2 2021, OTP and Service Delivery for EM both declined compared to last year (-0.5% for OTP, and -0.2% for SD). This was the lowest Q2 performance for both KPIs in over three years. This is attributable to the significant impact of the heat wave between June 25 and 29. Due to the heat wave, maximum train velocity was set to 70km/hr (compared to 80km/hr) on June 28, resulting in the lowest daily OTP of the year (54.57%). During the day, 550 out of 1,466 scheduled train trips had more than 3 minutes end-to-end travel time delay. However, headways at stations were not significantly impacted by the lower speed, customers waiting at stations only experienced minor headway delays. Also, there were heat-induced ATC cable failures on June 26 and 27 which resulted in two lowest daily Service Delivery of the year (85.88% on June 26, 89.02% on June 27).

WCE OTP was slightly below target by 0.1% while Service delivery was on target at 100%. They both performed better than in Q1 2021 (+3.2% OTP and +0.5% SD) and more so than in Q2 2020 (+5.4% OTP and +0.3% SD). The loss in OTP was mostly due to CP Rail signal and operations issues. Other non-CP Rail incidents worthy of note include one train/vehicle collision in May, and one bear collision in June.

*WCE OTP calculation is based on the percentage of on-time station arrivals among the actual station arrivals. Therefore, the OTP calculation fluctuates more with a smaller number of scheduled trips.*

Delay Incidents between 16 and 30 are trending down. There were 5 in Q2 compared to 17 in Q1 2021 and 12 in Q2 2020. On the other hand, Delay Incidents longer 30 minutes were up from 8 in Q1 2021 to 14 in Q2 (meanwhile, there were 6 in Q2 2020).

Incidents between 16 and 30 minutes included two train time outs, one door fault, one propulsion issue and one medical emergency. The incidents longer than 30 minutes included four disturbed switches (one due to single tracking), two train time outs, two train-human contacts, one medical emergency, one fire incident near Columbia Station, one human intrusion, reduced maximum train velocity due to heat, one train brake issue and one propulsion fault.

*Incident duration measures the time between the incident start time until the system is capable of resuming normal operation. It is different from Service Disruption minutes presented in other corporate reports, which measures the time between the start of the disruption until the alternative service is provided.*

7. For June YTD, Operating cost per vehicle km for EM was favourable to budget by 8.3%, whereas the Operating cost per Capacity km was favourable by 4.9%. Vehicle kilometres were above budget by 0.1%, whereas capacity kilometres were below budget (-3.5%). These variances were both due to higher than planned use of Mark 1 trains in 2021. Operating costs for EM were 8.1% (\$8.7M) favourable to budget due to savings from vacancies and lower overtime costs, timing of maintenance expenses and contracted services, lower propulsion power costs, and lower allocated costs related to computer software and insurance.

As for WCE, Operating cost per vehicle km for was unfavourable to budget by 92.6%, whereas the Operating cost per Capacity km was unfavourable by 93.0% for the first six months of 2021. Both vehicle and capacity kilometres were below budget, by 57.8% and 57.9% respectively. The WCE 2021 budget assumed 4 trips daily with a total of 19 cars operating in each direction, but we are still running 3 trips with a total of 16 cars. WCE Operating costs were 18.7% (\$2.0M) favourable to budget due to lower rail equipment maintenance and diesel fuel due to service reductions, timing of certain maintenance activities and lower than expected CP Rail contract costs.

*Operating cost includes Allocated Costs; excludes 3rd Party Revenues and Depreciation.*

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

***CUSTOMER EXPERIENCE***

**BC Wildfire Evacuation**

- On August 18, the Operations team quickly coordinated an effort to assist in transporting 101 seniors who were evacuated from care homes in Kelowna due to wildfires. Upon arrival at the Vancouver airport, they were met by CMBC staff, buses, community shuttles and HandyDART services who transported them safely to care homes in Metro Vancouver.

**Free Transit for Children 12 and Under**

- **Bus:** In support of the Provincial Government's commitment, effective September 1, all children 12 and under ride for free without requiring a fare product, identification, or accompaniment on bus.
- **HandyDART:** HandyDART has continued to allow children who are registered HandyDART customers to ride for free without requiring a fare product or identification. This includes children who are accompanying registered HandyDART customers. Children 12 and under must be accompanied by an adult to travel.

**Customer Information Call Centre**

- The ongoing pandemic, and its effect on ridership, has meant that Customer Information's monthly call volumes have remained steady and lower than average. Higher volumes are expected with the return to school in September.
- The number of complaints remain low. Complaints have focused primarily on COVID-19-specific concerns, including mask compliance and physical distancing.
- Although recovery from the cyberattack is largely complete, Customer Information is still missing one key application that tracks caller statistics. This software is expected to be available again in September.

**Fare Revenue**

- As of the end of August, farebox revenue was approximately 45% of pre-pandemic numbers.

**Access Transit Service Delivery (ATSD) Update**

- As of year-to-date July 31, HandyDART has delivered 42% of budgeted trips, with approximately 75% of budgeted service hours and about 4% of total trips have been delivered by taxi. Recently, HandyDART experienced an increase in service. In August, HandyDART delivered 59% of budgeted trips using 84% of service hours.
- Access Transit Customer Care is also seeing an increase in registrations and FareSaver sales through Q2. Year-to-date, they are averaging about 45% of pre-COVID business.
- First Transit has been purchased by EQT Infrastructure, one of the world's top investment organizations. The completion of the sale was July 2021. There was no impact to service.

### **HandyDART Modernization Project**

- The HandyDART modernization project consists of in-person registration, Compass for HandyDART and a fare review for age-based discounts. During Q2, there were multiple stakeholder workshops and information sessions resulting in recommendations being presented to and accepted by the TransLink Board. Compass for HandyDART and age-based discounts are effective October 1. Registration changes will be implemented in 2023.

### **Transit Security Presence and Visibility**

- Transit Security Officers continue to provide high-visibility security presence throughout the transit system focusing on high passenger volume locations.
- Transit Security Officers are conducting plain clothes fare audits which capture and record non-compliance throughout the transit system. The information obtained supports current fare evasion processes while gathering non-compliance data.
- Transit Security continues to receive an increased number of requests for assistance and service throughout the transit system and within the TransLink Enterprise. This includes increased requests from Transit Operations, static position requests from Facilities Maintenance for outages, and an increase in requests for proactive patrols of CMBC and Enterprise property (e.g. rectifiers, trolley overhead system, HandyDART, depots). Adjustments to resources and operations are proactively made to ensure all needs and requests are met.
- Transit Security continues to liaise with internal and external stakeholders. Of note, Transit Security attends weekly Newton Safety Unit meetings in Surrey which include Transit Police, the Business Improvement Association, Commissionaires Community Safety Patrol, and local advocacy groups. They have also increased their security presence and visibility at Newton Exchange by positioning Officers on-site for the duration of their shift.

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

- As of July 31, CMBC is at 81.1% for bus stop wheelchair accessibility with 6,701 accessible stops across the system.

## **SAFETY**

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

- *Facility COVID-19 Safety Plans* – Plans were updated to reflect the four steps of the BC Restart Plan. At and consistent with Step 3, we relaxed controls, moving to recommending masks rather than mandatory, and permitted additional staff to carefully return to the office environment. On August 24, the Provincial Health Officer reinstated a face mask mandate for indoor shared public spaces, including the transit system. For Step 4 (September 7 at the earliest), Safety Plans will transition to Communicable Disease Prevention measures, practices and policies.
- *Employee Hotline* – The employee hotline first implemented in Q1 of 2020 continues to respond to employee and manager COVID-19 related inquiries. The hotline received 18 inquiries in Q2 (down from 37 in Q1 of 2021). Employees with questions can speak with their manager, call the hotline, use the employee enquiry e-mail address, or contact Occupational Health.
- *Delta Variant* – CMBC continues to monitor the advance of the Delta variant of COVID-19 and assess its potential impacts on employee and customer safety. Employees continue to be encouraged to get vaccinated, wear masks in close contact situations, and stay home when sick.

### **COVID-19 Infection Control Initiatives**

- To explore new and innovative ways to improve health and safety on transit, CMBC participated in Phase 1 of the “Copper in Transit” pilot study with Teck Resources, Vancouver Coastal Health

and UBC. Copper products tested in Phase 1 demonstrated strong disinfection properties in between cleaning cycles. Planning for Phase 2 of the study is well underway.

- UV-based Air Purification Technology test results showed the technology is not fully effective at surface sanitization and its performance was inconsistent on three buses that were part of the trial. The testing conclusion was that the current technology is not suited to a transit application at this time. The market has to deliver a more suitable product before re-testing in a transit environment.
- As of the end of August, CMBC continues with the twice weekly disinfection schedule for vehicles, vessels, and CMBC facilities implemented at the start of the pandemic. In addition, CMBC continues to stay informed on best practices to keep customer-facing and employee work areas clean and sanitized through the pandemic.

#### **Bus Capacity**

- Bus capacity returned to pre-COVID levels as of July 1 in alignment with the Province's move to Phase 3 of the BC Restart Plan. The secondary red line, plastic COVID barriers and jump seat closure will remain in effect until later this year. Both the permanent and vinyl barriers for Transit Operators are still in use.

#### **Wheelchair Securement**

- Front-facing wheelchair/mobility aid boarding and securement was re-established on all routes effective June 21.

#### **Community Vaccination Support Program**

- CMBC has been working closely with TransLink partners to support vaccinations in the Vancouver Coastal Health and Fraser Health regions. Currently, CMBC has two buses wrapped with "Reconnect" messaging that are being used as Fraser Health mobile vaccination clinics. While the total number of vaccinations is low compared to traditional clinics, the visibility is high, and the initiative is considered a success by CMBC, TransLink, and Fraser Health.
- HandyDART vehicles have also been used to transport groups of seniors to vaccination centres for the past few months. As of August 8, HandyDART provided 3,231 vaccination-related trips.

#### **Collision Avoidance System Installation**

- CMBC completed a collision avoidance technology pilot, which included three vendors: Mobileye, Lucerix, and Seon. Information gained through a Transit Operator survey as well as the OTAP Steering Committee resulted in CMBC making the decision to not pursue any of the three systems at this time. This technology will continue to be monitored for advancements before proceeding with another trial.

#### **Wildfire Smoke**

- Communications have been issued to employees to ensure awareness of the hazards of smoke exposure and heat stress. In addition, with wildfire smoke becoming an annual occurrence in the Lower Mainland, CMBC is working with TransLink Enterprise partners to establish system-wide smoke exposure control plans, integrating smoke forecasts and response triggers.

#### **Heat Stress**

- In the last week of June, the Metro Vancouver region experienced a "heat dome" with temperatures that activated our Heat Exposure Control Plan. This extreme weather event brought temperatures in the high 30s and low 40s over several days; levels previously not seen in

in Metro Vancouver. Other heat waves followed during the summer with temperatures lower than the heat dome, but still of concern.

- During the heat events, cool bottled water was offered to Transit Operators who did not bring re-useable water bottles to work.
- Transit Supervisors and Transit Security Officers stocked their vehicles with cool bottled water to distribute to Transit Operators on the road as needed. They were also equipped with instant cold packs to respond to emergency situations.
- Neck coolers were added to the Transit Operator Uniform website on August 9.
- CMBC maximized the use of air-conditioned buses including RapidBuses on non-RapidBus routes. All buses purchased since 2012 have air conditioning. Approximately 50% of the fleet currently has air conditioning. This will increase to roughly 90% in 2026. Then, by 2028, 100% of the CMBC fleet will be air conditioned.

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

- During the first six months of 2021, CMBC recorded 175 accepted lost time claims at a rate of 8.0 claims per 200,000 hours worked, which is lower than the 187 claims and rate of 8.5 achieved during the same period in 2020.
- For YTD 2021, leading incident types resulting in lost time claims were Motor Vehicle Incidents (MVI) with 16% of all claims, followed by Falls on the Same Level with 15%, Other Bodily Motion and Overexertion with 14% each, and Acts of Violence with 13% of all claims.
- Over the past five years, CMBC showed a slight decline in registered claims, with 342 claims registered in 2017, 350 claims in 2018, and 327 claims in 2019. The year-over-year trend flattened this year, with 318 claims registered at the rate of 14.5 claims per 200,000 hours worked in 2021, compared to 2020 YTD results with 302 claims and the rate of 14.2.
- Days lost due to injuries for 2021 YTD are on par with last year, with 11,457 days lost in 2021 YTD vs. 11,674 days lost for the same period in 2020. However, the five-year trend is unfavourable: 8,522 in 2018 and 9,364 in 2019. Approximately one-third of days lost are attributed to mental health claims. COVID-19 appears to be amplifying this long-running concern with many physical injuries turning into mental health claims. CMBC has established a cross-departmental Days Lost Working Group to identify long-term strategies and short-term actions to help reduce injury time, targeting prevention and additional ways to support employees.

### **Transit Operator Assaults**

- During the first two quarters of 2021, CMBC recorded 29 Transit Operator assaults. 2021 YTD total incidents were down compared to the same period of last year with 37 assaults.
- Looking at the rate of assaults per 1 million service hours, the 2021 YTD rate of 11.2 is the lowest rate on record. For comparison, the 2020 YTD rate was 14.5. The rate of assaults per 1 million boardings for 2021 YTD is 0.47, a level comparable to 0.48 for the same period last year.
- Through various working groups, collaborations, and initiatives with Transit Security and Transit Police, CMBC continues its efforts to help protect Transit Operators. The most significant examples include the installation of permanent plexiglass and temporary vinyl barriers on the entire bus fleet, newly launched refresher training for Transit Operators focusing on effective ways to deal with conflict, the work of the Violence in the Workplace Prevention Committee, as well as proactive deployment of Transit Security and Transit Police to areas with higher concentrations of crime.

### **Health & Safety Software**

- The Health and Safety Software project, intended to modernize safety processes, incident management, Return to Work tracking, corrective actions, and performance reporting, is well into the design phase. While progress has slowed due to COVID-19 and the cyberattack, BTS and

the Safety teams have refocused the project and are working steadily to bring the project to a successful outcome. Enterprise workshops to establish new, more efficient, and effective safety processes continue and will be embedded in the software, with roll-out and training expected to begin in 2022.

### **Emergency Management Updates**

- The CMBC flood plan was activated for the spring freshet season, but the season wrapped up without incident. CMBC, with our TransLink partners, will continue to put effort into improving flood planning. This year, the focus is on centralizing information with the TransLink Geographic Information System (GIS) team.
- During the CMBC annual fire drills, a consistency gap was identified with Incident Commanders. Re-training is underway to ensure designated Incident Commanders understand their roles and emergency/escalation procedures. Currently, re-training is 85% complete.

### **Electrical Safety Program**

- To improve electrical safety for existing work on Trolley Overhead and hybrid vehicles, and to prepare for the future of electric vehicles and charging stations, the CMBC Electrical Safety Program is being modernized.
- In 2020, CMBC worked with an external consultant to provide an updated program framework and electrical best practices. In Q1 2021, these concepts were adopted into the CMBC Safety Management System (SMS).

## ***ENVIRONMENTAL STEWARDSHIP***

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

- CMBC continues to work with Nova Bus on the next order of 15 additional battery-electric buses intended to fully electrify Route 100 (22nd Street/Marpole Loop). CMBC expects to receive a demo bus from Nova in January 2022 for cold weather testing of the new platform (propulsion system and battery). The pilot bus is expected to arrive in mid-2022.
- Preparation is underway for the procurement of the charging infrastructure to support the 15 additional battery-electric buses at Hamilton Transit Centre. This includes additional plug-in charging at the depot and another on-route charger located at 22nd Street Station.
- Work on the future Marpole Transit Centre continues to move forward. The transit centre is intended to house a primarily battery-electric fleet.

### **Corporate Climate Action Plan**

- CMBC continues to provide support and input into the development of TransLink's Corporate Climate Action Plan. This enterprise-wide plan will outline mitigation measures to reduce greenhouse gas emissions from fleet and facilities and adaptation measures to protect assets from future climate change impacts. Modelling of greenhouse gas emissions has been completed, internal stakeholders engaged, and a high-level risk assessment of climate change impacts on TransLink assets is underway.
- CMBC is forming a Working Group to oversee the implementation of the Corporate Climate Action Plan at CMBC.

### **Waste Management**

- The average waste diversion rate (portion recycled instead of sent to landfill) across all CMBC properties in 2020 was 66%. This was achieved through a series of recycling and re-use initiatives.

- In 2020, CMBC began recycling Transit Operator bus seats. 2,000 driver's seats were recycled and diverted from the landfill in 2020.
- Thanks to CMBC's Tradespeople, so far in 2021, over 300 pairs of used work boots have been donated to Working Gear, a non-profit organization that helps people in need enter the workforce.

### **Energy Management Program**

- CMBC's Energy Management Program has avoided over \$3.5M in costs, 30 GWh of electricity and 120,000 GJ of natural gas consumption since the beginning of the program in 2009, primarily through a series of energy audits and conservation retrofits.
- As part of the energy conservation component of CMBC's Energy Management Program, lighting and mechanical energy studies are underway at Burnaby Transit Centre South. These studies are partially funded by BC Hydro and FortisBC and will provide recommended energy conservation measures for future retrofits.
- Energy conservation measures are being implemented as part of a capital project at SeaBus. The project includes heating controls, improved ventilation, programmable thermostats, and an air curtain at the North Terminal, resulting in estimated savings of 89,600 kWh annually (equivalent to about nine households).

### **Environmental Spills**

- Buses contain various fluids (e.g., oil, diesel, coolant), which may be released into the environment following accidents or equipment failure. The causes of spills are analyzed, with targeted campaigns initiated to prevent reoccurrences. In some cases, CMBC has worked with the manufacturer to redesign a component of the bus to prevent future spills.
- Spills are categorized into 'KPI' (require external assistance to clean up, or more than 30 minutes to clean up internally, or enter a waterway) and 'non-KPI' (low-risk leaks that are cleaned up internally within 30 minutes, and do not enter a waterway).
- Each year, a 'spill rate' target is set, based on the previous year's target and upcoming spill prevention campaigns. The 2021 spill target is set at 2.0 spills/Mkm. This rate includes priority and non-priority spills. Due to the cyber incident's impact on reporting and email capabilities, data for low-risk non-priority spills was not collected for Q1-Q2; only 'priority spills' were tracked. The spill rate for priority spills during that time was 0.19 spills/Mkm which is lower than the Q1-Q2 2020 rate of 0.35 spills/Mkm.

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

### **OUR PEOPLE**

#### **Employee Appreciation Events**

- With the move to Step 3 of the BC Restart Plan, CMBC resumed employee appreciation events across the organization. Various events were held at all facilities, as well as displays from Transit Security and the PEAK employee recognition program. More events are planned for the remainder of the year.

#### **Bright Ideas**

- CMBC held its third call for innovation, asking employees to submit ideas to improve CMBC, in mid-July. During the two-week campaign, almost 50 ideas were submitted.

- For the first year, employees were given the opportunity to submit via an online platform called MySpark. The site was available via a website link as well as a QR code making it accessible to all employees including Transit Operators.

**New statutory holiday: National Day for Truth and Reconciliation**

- The federal government announced on June 3 that the National Day for Truth and Reconciliation will be observed by federal government employees and by federally regulated workplaces every year on September 30, beginning with this year.
- The Province of BC has not yet amended the *Employment Standards Act* to include the same statutory holiday. However, it is consulting with Indigenous peoples and others to determine the most appropriate way to commemorate this day going forward, including whether the day should be scheduled on September 30 (Orange Shirt Day) or on another date, and CMBC will follow suit.
- For 2021, CMBC will recognize the new statutory holiday for both exempt and unionized employees on September 30 and will run regular Thursday bus service.

**New Operator & Refresher Training**

- As of the end of August, nine conventional New Transit Operator Training classes and two Community Shuttle New Operator Training classes have been cancelled in 2021 due to a lack of need. The conventional Transit Operator graduation rate is 80% YTD (versus 78% target) and plans are in place to sufficiently support service needs throughout 2021 and into 2022.
- All group-style training programs continue with reduced class sizes to follow physical distancing requirements. A return to pre-COVID conditions (i.e. without physical distancing) is anticipated with the onset of Step 4 of the BC Restart Plan, or shortly thereafter.
- Community Shuttle and conventional ‘1-Day Refresher Training’ programs continue in 2021. With the reduction in New Transit Operator Training, additional sessions of these refresher training have been added to 2021. As a result, CMBC expects to exceed the target of 1/5 of Operators receiving this training in 2021. See below for 2021 targets and estimated actual numbers:

	Target	Estimated Actual	Variance
Conventional	<b>700</b>	<b>1,164</b>	<b>464</b>
Community Shuttle	<b>96</b>	<b>150</b>	<b>54</b>
<b>Totals</b>	<b>796</b>	<b>1,314</b>	<b>518</b>

**Apprentice Program**

- At mid-year 2021, the CMBC Apprentice Program had 20 candidates at various levels of the 4-year/4-level program. The program has successfully graduated three candidates YTD and all newly minted Journeypersons are employed within Maintenance. CMBC forecasts an additional six graduates by year-end, assuming candidates pass examinations and complete required work-based training hours.

### **Community Shuttle move from Surrey to Hamilton Transit Centre**

- Effective September 6, all Surrey Community Shuttle Operators and buses will be based out of Hamilton Transit Centre. This move allowed CMBC to better reallocate larger and higher capacity buses across our transit centres and free up much-needed space at Surrey Transit Centre. CMBC depots with Community Shuttle now include Hamilton and Port Coquitlam only.

### **45-minute Guaranteed Recovery Program**

- The 45-minute guaranteed recovery program for Transit Operators went into effect on January 4 in accordance with the Unifor 111 Collective Agreement.
- During the period of January 4 to April 11 (January Sheet), there were a total of 27 claims submitted by conventional Transit Operators and no claims from Community Shuttle Operators. All 27 claims submitted did not meet the parameters set forth in the Collective Agreement.
- During the period from April 12 to June 21 (April Sheet), there were a total of 18 claims submitted by conventional Transit Operators and 4 claims from Community Shuttle Operators. Of the 22 total claims, 20 did not meet the parameters set forth in the Collective Agreement. Two of the conventional claims were approved for a total of 6 minutes of compensable time.

### **Peer-to-Peer Support Initiative**

- With increased emphasis and a commitment to provide mental health support to employees, CMBC is implementing a Peer-to-Peer Support program to supplement existing psychological health and safety resources. Participating peers have received two days of virtual training focusing on assisting individuals following a critical incident or significant workplace stressor. The program is targeting a launch in the fall of 2021.

### **Equity, Diversity, and Inclusion (EDI) - Inclusive Employee Washrooms Review**

- At the request of Unifor 111, CMBC is reviewing employee washroom facilities as it relates to inclusiveness. As a first step, an audit was conducted of all CMBC washrooms in July. Next steps include discussion at the Enterprise executive level, continuing to study findings from the audit, determining costs to upgrade or renovate washrooms to enhance inclusiveness, and the development of a comprehensive strategy and policy.

## **OUR ASSETS**

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

- The OTAP program included four main projects: replacing radio systems for improved connection and better coverage; replacing onboard computers and touchscreens with a larger screen and better visuals; adding new routers to improve data communication with Transit Communication (TComm); and installing new hardware to improve camera feeds to Security.
- Non-revenue vehicle installations were completed in 2020. Revenue fleet installs began at Richmond Transit Center and were completed in Q2 2021. The project team has now started installations at Port Coquitlam Transit Center. OTAP continues to be on-schedule for full completion by Q4 2022.
- OTAP also includes a renovation of CMBC's Transit Communications Centre, located at Surrey Transit Centre. The renovation will allow CMBC to increase available resources from 11 to 20 dispatch consoles. The project is expected to be complete in September 2022.
- The Overall Funding for project has come from the Public Transit Infrastructure Stream (PTIS), which is part of the larger Investing in Canada Infrastructure Plan (ICIP). The project is currently on-budget and on schedule.

### **DOMS Replacement Project (Daily Operations Management Systems)**

- The DOMS replacement project continues to move forward, however it has encountered delays. This has resulted in schedule slippage from Q3 2023 to Q1 2024 to the next deployment window.

### **Financial Results**

- For the six months ended June 30, 2021, CMBC costs (including allocated costs and recoveries) were \$19.8M (4.8%) favourable to budget. The favourabilities were driven by areas still seeing the impact of COVID-19 through reduced ridership, service hours, HandyDART trips, and service kilometres.
- Access Transit was \$6.0M (19.9%) favourable due to reduced service demand. Salaries, wages, and benefits were \$3.1M (1.2%) favourable, fuel was \$2.8M (10.7%) favourable mainly due to lower diesel consumption, and Maintenance, Materials and Utilities was favourable \$3.1M (8.1%) mainly attributed to lower service KMs.

## **TransLink Strategic Priority: MOBILIZE THE MAYORS' VISION**

### **FLEET**

#### **Fleet Procurement (2021-2023)**

- All 2022 Approval in Principle business case submissions have been reviewed by the Capital Management Committee and have received appropriate feedback for rework as required prior to executive review in early September. Fleet submissions remain as follows:
  - Conventional Bus replacement of:
    - 126 – 40' Diesels with a proportional number of low-carbon vehicles
    - 16 – 60' Diesels with a proportional number of low-carbon vehicles
    - 50 – 40' CNGs with new CNGs
  - HandyDART replacement of 46 vehicles with a mix of Micro and Midi Buses
  - Community Shuttle replacement of 27 vehicles
  - Service Support purchase of 31 vehicles

#### **Farebox Replacement Project**

- As of August 12, the transition from the Cubic electronic farebox to the manual TAG farebox has been completed on 1,180 out of 1,500 conventional vehicles. The project is on-track to meet the Q4 2021 target completion date.

#### **New SeaBus Vessel**

- The *Burrard Chinook* took her maiden voyage on July 22. The vessel was wrapped in art designed by three local Indigenous artists, making it the first ever SeaBus displaying an art installation.
- With the addition of the *Chinook* to the fleet, on September 6, SeaBus resumed 10-minute peak service frequency using the *Burrard Beaver* as a spare vessel.

**KEY PERFORMANCE INDICATORS AS OF JUNE 30, 2021**

Information shaded in yellow and marked "n/a" is currently unavailable as of the report preparation date. Where available through CMBC systems, the KPIs are provided below. KPIs for 2021 have been updated in alignment with the 2021 CMBC Business Plan.				
Metrics marked "***" are preliminary estimates based on best available data at time of reporting. Once finalized data is available, these preliminary metrics will be restated. We anticipate that differences will be minor in nature.				
KEY PERFORMANCE INDICATORS <sup>1</sup>	2021 ANNUAL TARGET	2021 YTD TARGET	2021 YTD ACTUAL	2020 YTD LAST YEAR
TransLink Customer Survey – Bus service overall <sup>2</sup>	8.0	8.0	8.35	8.15
Scheduled Service Delivered	97%	97%	n/a	91.6%
Customer complaints per million boarded passengers <sup>3</sup>	100	100	53	100
Validated HandyDART complaints per 1000 trips Requests	0.5	0.5	0.7	0.7
On-time Performance				
Bus Regularity – frequent service <sup>4</sup>	81.0%	81.0%	81.8%	83.3%
Bus Punctuality – infrequent service <sup>4</sup>	81.0%	81.0%	86.3%	85.1%
On-time Performance – HandyDART	90.0%	90.0%	96.4%	91.2%
Preventable collisions per million Km <sup>5</sup>	10.3	10.3	8.2	8.7
Operator assaults (CUTA 1-4) per million boarded passengers <sup>6**</sup>	0.4	0.4	0.5	0.5
Employee lost time accepted claims per 200,000 hours worked	7.7	7.7	8.0	8.5
Pedestrian incidents per million service hours **	11.0	11.0	5.8	11.4
Cyclists incidents per million service hours **	4.6	4.6	1.9	2.7
Injury claims – Passengers per million boarded passengers **	4.3	4.3	4.7	4.3
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km <sup>7</sup>	1335	1335	1260	1272
CMBC operating cost per service hour <sup>8**</sup>	\$125.53	124.60	125.51	123.21
Access Transit operating cost per trip	\$42.22	41.99	83.16	66.56
<b>METRICS</b>				
Access Transit trips provided (thousands)				
HandyDART	1,259	310	281	328
Supplemental taxi service	152	37	8	37
Total Trips <sup>9</sup>	1,411	347	289	365

<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.

<sup>2</sup> The TransLink Customer Satisfaction Survey is conducted every quarter. The YTD Actual represents the average results for Q1 (8.4) & Q2 (8.3).

<sup>3</sup> The YTD 2021 data for Complaints per million boarded passengers only includes June's complaints that were primarily logged from telephone calls to Customer Information Services. This represents approximately half of the total number complaints that

*we usually receive, as the online feedback form is still unavailable, which from 2018 to 2020, comprised approximately 53% of total complaints received. Additionally, the data from January 1 to May 31, 2021 is not available.*

<sup>4</sup> *The YTD 2021 data for On-time Performance includes data from May 11 to June 30. The data from January 1 to May 10 is not available.*

<sup>5</sup> *The YTD data is subject to change due to the timing of adjudications.*

<sup>6</sup> *CMBC recorded 29 Transit Operator assaults during the first six months of 2021. This is lower in terms of number of incidents compared to the same period last year (37). The performance of this metric is impacted by the significant drop in ridership due to the COVID-19 pandemic which drives up the ratio. Boarded passenger data is preliminary and subject to change.*

<sup>7</sup> *The YTD data is as of March 30, 2021.*

<sup>8</sup> *Excludes TransLink allocated costs. Metric is normalized by service hours which includes estimates for January to June and is subject to change.*

<sup>9</sup> *Total Access Transit trips provided in the first six months of 2021 were lower compared to the same period in 2020 and when compared to budget. The COVID-19 pandemic is continuing to significantly impact service delivery in 2021.*



## METRO VANCOUVER TRANSIT POLICE REPORT FOR SEPTEMBER 2021 TRANSLINK BOARD MEETING

### TransLink Strategic Priority: Customer First

- **Transit Police - General Investigation Unit (“GIU”)**

Transit Police has a number of specialty teams – the Transit Police GIU is featured in this report. The GIU is composed of two teams, each with one Sergeant and five Detective Constables. The unit operates under a Staff Sergeant and the Inspector Investigations. GIU performs such duties as:

- Conducting more serious/complex/predatory criminal investigations that are too extensive for patrol Members;
- Participating in joint-force investigations/units and providing assistance to Jurisdictional Police;
- Developing and managing human sources;
- Conducting surveillance of targets as part of investigations; and
- Assisting with Tactical Offender Management.



In 2020, GIU’s work led to 141 charges involving 63 offenders (both up 37% from 2019). Types of charges varied, such as unauthorized possession of weapons, assaults (including bodily harm and with weapons), robberies, sexual assaults, voyeurism, break and enters, and failure to comply with probation or release orders. A GIU focus in 2021 has been incidents with weapons, particularly those involving violence against transit staff. See below for some recent GIU file examples.

Transit Staff Assault – Late evening on May 5, 2021, a SkyTrain Technician and his partner were at the Main Street SkyTrain Station power washing the grates near the ticket vending machines. The workers heard a group of 7-8 youths approach near where their work trucks were parked. The workers heard a commotion and saw a male youth sitting on the truck tailgate. Each worker asked the youth to get off the truck and the youth yelled profanity back and remained seated. The youth then jumped off, smacked one worker in the shoulder, pulled out a knife and slashed the worker, making contact with the right forearm of the worker’s high visibility jumpsuit. Fortunately, the slash did not penetrate the jumpsuit. The worker backed up and yelled for police. The suspect with the knife fled the scene. Transit Police attended and located the group of youths inside the A&W. A pat down for officer safety was conducted and bear spray was located in the waistband of one female youth, which was seized. The other youths denied knowledge of a knife or identity of the suspect. A wide canvass for video in the area was then conducted and subsequent investigative actions taken. This resulted in GIU being able to identify the suspect and submit charges. Victim

service support was offered to the worker. Preventing violence against transit staff continues to be a priority of Transit Police and incidents are thoroughly investigated.

Voyeurism – Mid-afternoon of April 26th, 2021, a witness observed a male who appeared to take a picture or video up a female youth passenger's skirt as she boarded a train at Coquitlam Central Station. The witness reported the incident to Transit Police. Mid-afternoon the next day, at the same station, a female youth passenger observed a male follow her onto an escalator and felt her skirt pull from behind. The victim turned and observed the male with a phone in his hand – she believed that he took a picture up her skirt. The victim reported the incident to Transit Police several days later. GIU reviewed CCTV and identified the same suspect in both incidents. GIU utilized investigative techniques, which resulted in identifying the suspect and determining him to be the same suspect in both events. Subsequent investigation revealed that the suspect had also taken videos in January 2021 of other females dressed in similar school uniforms to the April victims. Transit Police recommended charges of Voyeurism in these incidents.

Unauthorized Possession of a Weapon – Near midnight on May 2, 2021, Transit Police were conducting mobile patrols when they observed a dark Mercedes Benz driving on Pacific Boulevard, Vancouver. The driver was stopped for Driving While Prohibited (contrary to section 95(1) of the *Motor Vehicle Act*) and arrested for the offence. The two male passengers in the vehicle were permitted to leave the area while the driver remained on scene to complete documents. In preparation to have the vehicle impounded, Transit Police conducted an inventory search of the vehicle. Upon opening the trunk, Transit Police observed three backpacks as well as a “paintball style” facemask. The large backpack was then opened and Transit Police observed the handle of a shotgun and a revolver in a leather sheath. The driver was arrested for Unauthorized Possession of a Firearm. Shortly after, one male passenger returned to the vehicle, where he also was arrested for the same charge. The patrol Officers sought the assistance of GIU due to the extensive investigation required. GIU obtained a search warrant for additional contents; they located additional fraudulent and stolen items. GIU continued the investigation, followed up with witnesses, and obtained evidence to link the firearm to the suspects. GIU liaised with Civil Forfeiture in relation to the seized Mercedes. Transit Police is part of the Lower Mainland joint police effort to address gang violence and remove weapons from the streets, which also contributes to a safer transit system.

- **Disturbed and Suicidal Persons**

Protecting and assisting vulnerable persons is a Strategic Objective within the Transit Police Strategic Plan, in particular providing support to those exhibiting safety related mental health issues. Transit Police are trained in the *Mental Health Act (“MHA”)* and crisis de-escalation training, and more recently, many in Trauma Informed Practice. Transit Police Officers work closely with the TransLink operating companies, community and health care partners, and Jurisdictional Police to:

- Support vulnerable people and those in a mental health crisis on transit;
- Prevent suicide occurring on the transit system;
- Effectively manage the impacts of suicide on the train operations; and
- Effectively support staff impacted by the response to suicide calls.

The chart below shows the number of events during the 2021 Q1-Q2 period that the Transit Police handled in relation to disturbed persons, attempted suicide, suicide and Section 28 apprehensions under the MHA.

*(A police officer may apprehend and immediately take a person to a physician for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person's own safety or the safety of others, and is apparently a person with a mental disorder.)*

Metro Vancouver Transit Police Disturbed Persons/Attempt Suicide/Section 28 MHA			
	2021 Q1-Q2	2020 Q1-Q2	% Change
<b>Disturbed Person</b>	126	107	18%
<b>Section 28 MHA</b>	107	73	47%
<b>Suicide</b>	2	2	0%

Of Section 28 MHA incidents in 2021 Q1-Q2, over 85% of the individuals were committed, held, or self-admitted at hospital, as compared to 80% in 2020 Q1-Q2. Two examples follow:

Mental Health Crisis Response – On March 5, 2021 at Stadium SkyTrain Station, a man in distress contacted (via phone) a Crisis Line support to seek help. An educated SkyTrain Attendant observed a male yelling and appeared in crisis on the platform and reported it to Transit Police. The Transit Police Sergeant requested the trains to cease and the tracks to be powered down until the male was located and transported to a safe location. The male was assessed by paramedics on bicycles. Transit Police apprehended the male under Section 28 of the MHA and transported him to the nearest hospital, where he was brought before a doctor and certified for continued medical assessment.

Wellness/Mental Health Concern – On May 23, 2021 a report of a male in medical distress was received. Upon arrival, Transit Police identified a male bleeding from the back of his head. He had sustained a deep laceration. The male was drinking alcohol and was conscious and breathing. The information received was that he was struck with an axe, but he was not cooperative with additional details. The Transit Police have a duty of care and apprehended the male under Section 28 of the MHA, articulating that he was a danger to himself. BC Ambulance transported the male to the nearest hospital and he was brought before a doctor. The male was certified and received medical attention.

If you are in a mental health crisis on transit, or you're worried about the mental health of someone else, let us know.

**Call 604.515.8300**  
**Text 87.77.77**

Call 911 in emergency



Transit Police, station attendants, bus operator and support staff (i.e., Transit Police communications, T-COMM, SkyTrain operations) all work cooperatively to play an important role in helping identify persons with suicidal ideation/attempts on the transit system and notifying the Transit Police or taking initial action. Tragically, there were two suicides on the transit system during 2021 Q1-Q2. Fortunately, there were successful interventions in the other instances. Beyond the tragic loss of life, suicides on the transit system have economic and social costs, with service disruptions impacting transit users directly, as well as others using transportation infrastructure. Further, there often is psychological trauma to customers, staff and first responders witnessing such incidents or possible injuries when trains are stopped in response.

Transit Police recognizes the impact on its front line staff when responding to these events and staff are supported through the Critical Incident Stress Management (“CISM”) Team. Officers deal with the full range of suicidal behaviour and crisis-related incidents (e.g., sudden deaths). This places significant demands on police resources as well as triggers the need for critical incident defusing. For the 2021 Q1-Q2 period, the CISM Team led 24 defusing meetings with the involved staff. (This excludes peer-to-peer support that the CISM team also provides.)

The Transit Police Community Engagement Team has a Client Services Constable assigned to identify and support/manage vulnerable transit clients with mental health concerns and/or crisis by linking them with health and community resources. All transit staff can play a role by encouraging persons to seek support and to report concerns by calling or texting 87 77 77, or 911 if there is an emergency. Research shows that each suicide prevented is important from a human, societal and economic perspective.



### TransLink Strategic Priority: State of Good Repair

- **Performance Measurement Culture**

Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools. A snapshot of key statistics for 2021 Q1-Q2 as compared to 2020 Q1-Q2 follows.

As a result of the continued pandemic, the number of transit Boarded Passengers was 23% lower than the same period in 2020 (94,925,307 in 2021 Q1-Q2; 123,071,368 in 2020 Q1-Q2). However, when comparing the number of total Transit Police files in same periods in 2021 and 2020, there was only a 3% decrease (10,848 in 2021 Q1-Q2; 11,150 in 2020 Q1-Q2), which is attributed largely to fewer Violation Ticket files.

Metro Vancouver Transit Police Crime and Safety Statistics	2021 Q1-Q2	2020 Q1-Q2	% Change
<b>Crimes Against Persons/100,000 Boarded Passengers</b> <i>(primary and assists)</i>	.716	.547	31%
<b>Crimes Against Property/100,000 Boarded Passengers</b> <i>(primary and assists)</i>	.999	.612	63%
<b>Other Criminal Code Violations/100,000 Boarded Passengers<sup>1</sup></b> <i>(primary and assists)</i>	.453	.800	-43%
<b>Provincial Violation Tickets (“VTs”)</b>	2839	3922	-28%

<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.

<b>Arrests - Warrants Executed (All)</b>	648	311	108%
<b>Arrests - New Charges<sup>2</sup></b>	326	323	1%
<b>Total S. 28 Mental Health Act Apprehension Files</b>	107	73	47%
<b>Sexual Offences (primary and assists)</b>	52	54	-4%
<b>SCBCTA Fare Bylaw Infractions</b>	<i>Not available</i>	4642	--

Notwithstanding the drastic impact of the pandemic on ridership level, criminal activity continued on or near the transit system, as shown in both the 2021 Q1-Q2 rate of Crimes Against Persons per 100,000 Boarded Passengers and Crimes Against Property per 100,000 Boarded Passengers. These are significant rate increases (31% and 63% respectively) and an anomaly to historical trending prior to 2020. The actual number of Crimes Against Persons in 2021 Q1-Q2 was 680, as compared to 673 for 2020 Q1-Q2; this is a 1% increase. The actual number of Crimes Against Property in 2021 Q1-Q2 was 948, as compared to 753 for 2020 Q1-Q2; this is a 26% increase.

The number of sexual offence files (primary and assists) for 2021 Q1-Q2 was 4% lower than for the same period in 2020. The monthly averages for sexual offences in 2020 and 2021 are the lowest since 2012. The low numbers may be attributed, in part, to the lower ridership during the pandemic and greater visibility for a person if they were to attempt to commit a sexual offence. Transit Police continues to be concerned with under-reporting of incidents and promotes reporting through a variety of initiatives, including texting 87 77 77. A safety tip campaign and presentations are being planned for post-secondary students returning to school this fall.

### **Criminal Warrant Arrests**

Reducing crime and disorder on transit and the surrounding community is a Strategic Objective of the Transit Police Strategic Plan. In 2021 Q1-Q2, Transit Police Officers made 648 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police



issued warrants from BC and elsewhere. The number of warrant arrests for the 2021 Q1-Q2 was 108% higher than for the same period in 2020. This increase is partly reflective of the targeted work being done by two Transit Police specialty units – the Crime Suppression Team and the Targeted Mobile Enforcement Team. The number of new charge arrests by Transit Police for the comparative periods remained the same.

Many warrant arrests arise from on-view work of Transit Police Officers in their Community Service Areas (assigned patrol area), calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates).

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

However, Transit Police Officers also familiarize themselves with offenders and criminals of concern or offenders wanted through law enforcement intelligence sharing, regional BOLFs (Be on the Look Out For), and the Transit Police Offender Management Program. Two examples follow of cooperative regional policing between the Transit Police and Jurisdictional Police, with the result of both transit riders and the public being protected.

Assist Richmond RCMP – Around 8 pm on May 22, 2021, the Richmond RCMP advised Transit Police of a male subject who was arrestable for Assault, stemming from their file and unrelated outstanding warrants. The Transit Police Operations Communication Centre advised Transit Police Officers that the subject was possibly armed with a pistol and entering 22nd Street Station, eastbound to New Westminster Station. Transit Police intercepted the train and compliantly arrested the subject at New Westminster Station. Search incidental to arrest revealed a machete and a rifle scope. Richmond RCMP attended and custody of the subject transferred.

Multiple Warrants – Around midnight on June 16, 2021, Transit Police were conducting routine patrols around the area of Gateway SkyTrain Station (City Parkway and 102nd Avenue) in Surrey. One of the Officers recognized a male known to Transit Police, who had a criminal history. A subsequent Police record check confirmed that the male had 10 active warrants from Surrey RCMP, Langley RCMP and Transit Police. The male was arrested for these BC radius warrants and transported to Surrey RCMP cells.

#### **Misuse of Fare Gates and Provincial Violation Tickets (“VTs”)**

Issuance of Violation Tickets (“VTs”) is associated to Transit Police Officers’ active observations and enforcement of the provincial offences, including the misuse of fare gates, which was new legislation in 2017. In comparing 2021 Q1-Q2 to 2020 Q1-Q2, there was a 28% decrease in the number of VTs. This decrease is reflective of the lower ridership and it may be partly attributed to an adjustment to Transit Police operational deployment models and policing practices during the pandemic. Of critical importance to the safety of transit customers and staff, and public, is how the process of confirming an offender’s identity allows Transit Police to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. These warrant arrests contribute positively to the work of our Jurisdictional Police partners and their offender management and community safety and crime reduction efforts.

- **2020 Report to the Community and 2020 Year-end Strategic Plan Update**

The Transit Police provides an annual report to the community and the Ministry of Public Safety and Solicitor General. For our 2020 report, there are two parts: a short video (*click link to view* – <https://www.youtube.com/watch?v=kQWbWmolJVg>) and a statistical companion document (see [Appendix “A”](#)). As well, the 2020 year-end strategic plan update was released (*click link to view on website* – <https://transitpolice.ca/wp-content/uploads/2021/06/2020-Transit-Police-Year-End-Strategic-Plan-Report.Public-2021-06-21.pdf>). Notwithstanding the COVID-19 pandemic, in 2020, Transit Police was able to make some significant progress in advancing completion of its current Strategic Plan (which ends in 2021) as well as be responsive to the changing environment and societal issues.



# Metro Vancouver Transit Police 2020 Report to the Community

## Policing the Moving City

Video Companion



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# Message from the Police Board Chair

It is by now a cliché to say that 2020 was an unprecedented year. As the pandemic accelerated, system ridership shrunk dramatically, but calls for service increased; prohibited from meeting in person, our Police Board meetings moved online and became more accessible; and worldwide shock and anger at the death of George Floyd triggered new calls for police reform and accountability around the world, forever altering the relationship between police services and the communities they serve.

Throughout this momentous year, our officers demonstrated enormous skill and dedication as front-line workers, continuing to ensure system and passenger safety despite new potential risks to their own health. Transit Police officers saved a record 32 individuals by administering Naloxone. Sadly, this was a 60% increase over prior years. With masks mandatory on transit, Transit Police issued 228 tickets in the latter half of the



year, ensuring that passengers remained in compliance with public health orders. All of this was in addition to an increase in their regular calls for service; the pandemic also caused widespread job losses, had serious mental health impacts and strained social services. On behalf of the Police Board, I want to thank all of the staff of Metro Vancouver Transit Police (“MVTP”) for their commitment, professionalism and service to public safety.

At the onset of the pandemic, every organization had to pivot, including our Police Board. Our meetings had previously always been in person, but the shift to virtual meetings sped up our transition to live streaming and now our open meetings are always live streamed on Youtube. We are pleased that our meetings are more readily accessible to the public and encourage you to attend. Our schedule is available on the MVTP website.

Our work on the new strategic plan that will guide the organization for the next 3-5 years began early in 2020, was interrupted by pandemic-related restrictions, and resumed later in the year. Despite current pandemic-related realities, we know that in the next few years we’ll see the completion of both the Millennium-Broadway and Surrey-Langley SkyTrain extensions, as well as general transit system and population growth. Public safety issues including the ongoing opioid epidemic, sexual offending and gang violence remain issues of concern. All of this will impact demands for service and will factor into our new plan.

We continue to listen closely to the calls for police reform worldwide and here at home. We recognize that public agencies must accelerate anti-racism efforts and implement the Calls to Action of the Truth and Reconciliation Commission. Our Police Board and leadership team is strongly committed to working towards Reconciliation, promoting equity, diversity and inclusion in our organization, and ensuring that our police service reflects, and is responsive to, the many diverse communities we serve.

*Sara Levine, Chair - Metro Vancouver Transit Police Board*

# Message from the Chief Officer

Like many other industries, public sector transit took a significant hit in early 2020 as the COVID-19 pandemic caused many citizens to stay at home. Ridership dropped over 80% in the initial stages, later recovering to approximately 60% below pre-pandemic levels. This drop in ridership did not result in a proportional decrease in crime and calls for service. Files generated from our 87-77-77 text service actually increased due to new demands such as for mandatory mask enforcement. Officers were kept busy both preserving the peace and responding to new public safety and health requirements.



Despite the increased pressures and anxieties placed upon them, I am proud to say that the employees at Transit Police rose to the occasion. With the issuance of added personal protective equipment and cleaning protocols, our officers remained on the frontlines of the transit system, ensuring that members of the public reached their destinations safely. Transit Police dispatchers responded to numerous calls and texts related to mask compliance, on top of calls for service related to crime and disorder. And support staff, many of whom were working remotely, continued to deliver the necessary administrative services required to keep the Transit Police Service functioning.

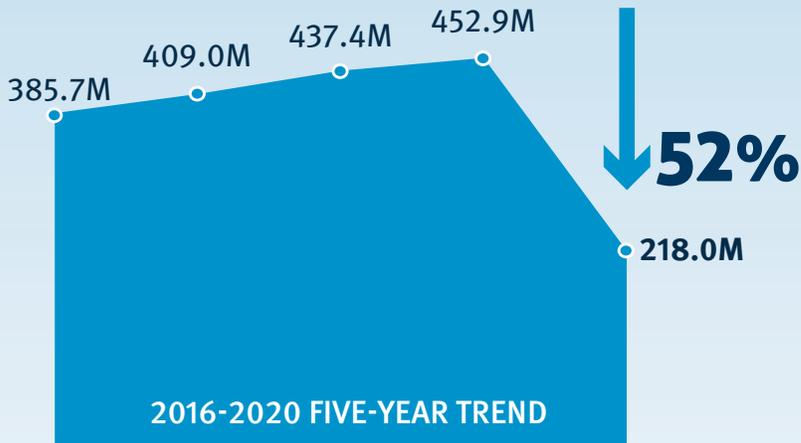
We also spent the latter half of 2020 listening closely to the calls for police reform that arose in the summer, following the murder of George Floyd in the United States. We recognized that, despite our differences with our southern neighbour, all police agencies must strive to improve public safety outcomes and to examine alternate methods of keeping our citizens safe from harm. Transit Police took a number of measures last year towards this goal, including the establishment of our first Indigenous Liaison Officer. It is our hope that this new position will further increase trust and understanding between our police service and the many Indigenous people who rely on public transit for their transportation needs.

As 2020 came to a close, Transit Police continued to actively plan for the future including the early development of a new strategic plan. Providing safety through community partnerships will be a central component of our strategy moving forward, since police acting alone cannot address many underlying issues that officers respond to each day. It will take a concerted effort working with our community partners to address ongoing issues of addictions, mental health and homelessness, and ensure that every person who steps on public transit receives the service and the care that they require.

*Dave Jones, Chief Officer - Metro Vancouver Transit Police*

# 2020 PERFORMANCE STATISTICS

## Transit Ridership



↓3%

### Arrests on New Charges <sup>1</sup>

down by 3% from 734 (2019) to 709 (2020)

↓1%

### Breaches <sup>2</sup>

down by 1% from 474 (2019) to 471 (2020)

<sup>1</sup> Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

<sup>2</sup> Breaches including secondary offences; does not include assists.



## Police Officer Hires

**44.5%**

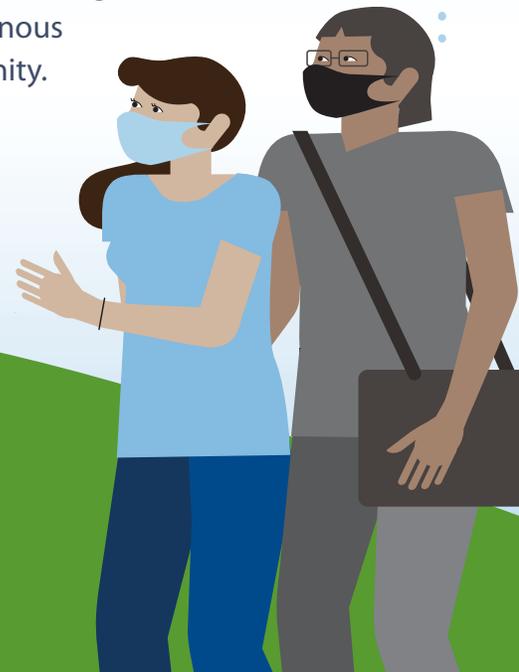
of new hires were female officers

**55.5%**

of new hires were visible diversity

In June 2020, Metro Vancouver Transit Police was proud to welcome Constable Kirk Rattray into the newly created role of Indigenous Liaison Officer.

It is our hope that the position will bring collaboration and understanding that will help guide our department toward better serving the Indigenous community.



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# Offences



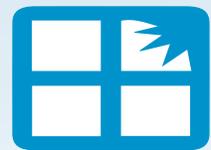
↓13%

**Crimes Against Persons**  
down by 13% from 1670 (2019)  
to 1456 (2020).



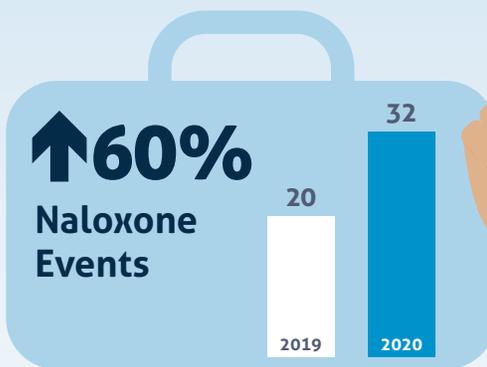
228

**Mask related tickets issued**

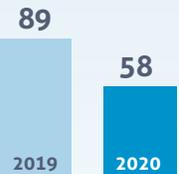


↓16%

**Crimes Against Property**  
down by 16% from 1946 (2019)  
to 1635 (2020)



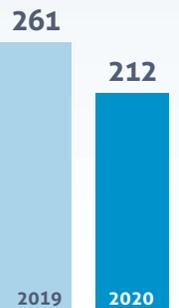
↑60%  
**Naloxone Events**



↓35%



**Workplace Violence Against Bus Operators (Assaults)**  
down from 89 (2019) to 58 (2020)



↓41%

**Sex Offences** down 41% from  
212 (2019) to 125 (2020)



↑4.8%

**Police files generated from text reports** up by 4.8% from 4715 (2019) to 4943 (2020)

We are proud to unveil the Metro Vancouver Transit Police (MVTP) original Indigenous Art Piece that was created for our department by First Nations artist Christine Mackenzie.

The artwork was commissioned as a visual representation of our commitment to strengthening relationships with Indigenous communities.



## 2020 Events

Despite the limitations of COVID-19, Transit Police still attended and hosted a number of events and announcements throughout the year. Below are some of the highlights from 2020.



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In March 2020, several weeks before pandemic restrictions on travel and gatherings were announced, Transit Police and other law enforcement agencies participated in the annual Polar Plunge in Vancouver, raising money for Special Olympics BC.

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In August 2020, Transit Police launched Phase Four of our ongoing campaign to raise awareness about sexual offending on transit. The ads were developed in partnership with students of Sir Winston Churchill Secondary School.

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On Orange Shirt Day, September 30 2020, Transit Police was proud to unveil new artwork created by Indigenous artist Christine Mackenzie. The artwork represents Metro Vancouver Transit Police safely transporting and linking communities.

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For more information on Transit Police's work supporting reconciliation and stronger relationships with Indigenous communities, please read our **Strengthening Transit Police Support for Indigenous Peoples Report** at [transitpolice.ca/news/trend-analysis-and-community-reports/](https://transitpolice.ca/news/trend-analysis-and-community-reports/)



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In December 2020, Transit Police was able to recognize a number of employees for exemplary service. Examples included officers who pulled a man to safety from a burning vehicle and an off duty officer who provided CPR to a man in medical distress.

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Follow us on social media for more info about monthly events and announcements!



@transitpolice



@transitpolicebc

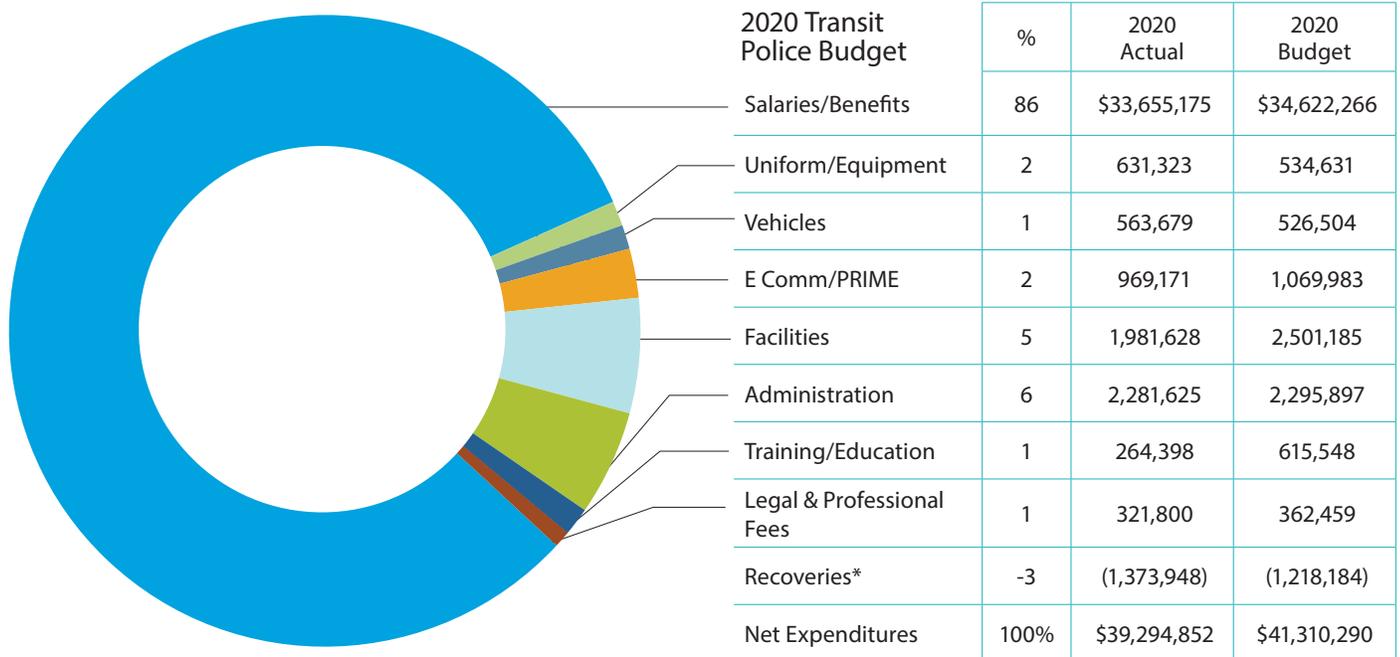


@transitpolicebc



## Financial Summary

The Transit Police budget for 2019 was \$41,310,290. Total actual expenditures were \$39,294,852. The expenditures include TransLink allocated costs of \$4,880,761 for centralized services (premises rent and information technology services).



\*Salaries represent the net costs to Metro Vancouver Transit Police after recoveries (i.e. those officers seconded and paid for by other joint police initiatives).

\*\*Transit Police salaries are consistent with those of independent municipal police agencies in Metro Vancouver.



For a complete breakdown of strategic initiatives at Metro Vancouver Transit Police in 2020, see our Strategic Plan Year End Update located at: <https://transitpolice.ca/news/strategic-plan-2016-2020/>



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[www.transitpolice.ca](http://www.transitpolice.ca)

**TO:** Board of Directors

**FROM:** Steve Vanagas, VP Customer Communications & Public Affairs

**DATE:** September 1, 2021

**SUBJECT:** Transport 2050 Phase 3 Public Engagement Strategy

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#### **EXECUTIVE SUMMARY**

The focus of phase 3 public engagement for T2050 will be to create awareness and provide the public and stakeholders with an opportunity to review and provide final feedback on the draft T2050 strategy.

TransLink will offer opportunities to participate in stakeholder workshops and public webinars to learn more and then provide input and feedback. TransLink will also continue working with First Nations to ensure there is ample opportunity for Indigenous input into the final T2050 strategy.

#### **PURPOSE**

To provide an overview of the public engagement strategy that will be implemented in phase 3 of Transport 2050.

#### **BACKGROUND**

Transport 2050 is now entering the final phase of engagement. Phase 3 will focus on delivering the final draft strategy and providing the public and key stakeholders with the opportunity to provide their final comments.

Stakeholders and the public will have the opportunity to review the draft strategy and see how their feedback from Phases 1 & 2 was incorporated. Linkages between feedback and content will be provided to demonstrate a responsive refinement of the draft Regional Transportation Strategy. They will be given an opportunity to provide feedback pertaining to either the overall draft document or specific aspects of the actions and strategies.

#### **DISCUSSION**

Due to the significant amount of information being shared in phase 3, stakeholders and the public will be offered the option of completing a high-level response on the overall Regional Transportation Strategy or an in-depth level of feedback on each of the draft strategies.

TransLink will again work with external agencies to encourage youth participation and to enable new Canadians and residents who speak English as a second language to participate.

## **Engagement Approach**

### **Stakeholder Workshops**

The primary objective of the stakeholder workshops is to enable people to learn about each of the five goals and associated strategies and actions.

Information related to a goal and the associated strategies and actions will be shared with attendees. Following a brief presentation by planning on the specific goal, and the associated strategies and actions, staff will encourage participants to ask questions. Following discussions, stakeholders will be encouraged to complete the phase 3 survey on their own time.

Stakeholders include:

- Elected officials at various levels
- Local, regional and provincial non-elected government staff
- Business associations
- Environmental groups
- Transportation organizations
- Community groups and organizations
- Service providers and organizations for under-represented groups and low-income communities
- Cultural associations and residents who speak English as a second language
- Youth groups, including post-secondary students
- Regional Districts of the Fraser Valley and Squamish-Lillooet
- TransLink employees and unions representing transit employees
- TransLink customers
- Drivers and other non-transit users of the regional transportation system

### **Public Webinars**

The primary purpose of the public webinars is to provide a high-level overview of the T2050 draft strategy to the general public – transit users and non-users alike.

A summary of each goal and the associated strategies and actions will be shared followed by a facilitated Q & A. Two webinars will be held – one on a weekday evening and the other on a weekend. Following the webinar, participants will be encouraged to complete the phase 3 survey on their own time.

### **Communications and Marketing Approach**

TransLink will employ a range of media, marketing and promotional platforms to create awareness and encourage participation in phase 3 engagement. This will include:

- Highlight the Transport 2050 website ([transport2050.ca](http://transport2050.ca)) as the primary source of information.
- Using videos and other storytelling devices on social media platforms to create awareness.
- Leverage partner communications platforms to diversify our reach; offer opportunities for Mayors and other elected officials to amplify the message and encourage participation.

Similar to phase 2, the marketing and promotion of phase 3 engagement will be undertaken on a regional basis and will include promotion in markets adjacent to the Metro Vancouver region – including Abbotsford, Mission, Chilliwack and Squamish. Marketing material will encourage the public and stakeholders to review the draft strategy and provide their final feedback.

## **CONCLUSION**

Transport 2050 launched in May 2019 and has since gathered over 40,000 thoughts and ideas. Phase 3 is the culmination of the extensive research and engagement that has been undertaken since then.

In this final phase, stakeholders and the public will have an opportunity to provide their overall level of support for the project and general feedback. They will also be able to review each of the 20+ strategies and provide their level of support and general feedback.

Following the conclusion of phase 3 engagement, the final T2050 strategy will be shared with the Mayors' Council and TransLink Board of Directors in late 2021 and the public in early 2022.

TO: Board of Directors

FROM: Geoff Cross, VP, Transportation Planning and Policy

DATE: August 24, 2021

SUBJECT: Ridership Recovery Update Report

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### **EXECUTIVE SUMMARY**

TransLink's ridership recovery has been improving week over week since the previous update in June 2021. Recent ridership growth and the near-term outlook for continued recovery are linked to the pandemic's progression. High quality service has been key to ridership recovery and will continue to be for rebuilding.

### **PURPOSE**

This report will provide an update on transit ridership recovery trends since May 2021 and a discussion on the pandemic's impact on recent ridership increases, prospective recovery in the near-term and system-readiness for ridership rebuilding. This report is for information purposes only.

### **BACKGROUND**

TransLink's ridership fell from 1.4 million boardings a day in mid-March 2020 to about 240,000 boardings or approximately 17% of 2019 ridership within the first month of the global pandemic. Metro Vancouver has a strong transit culture. Transit remained an important part of our regional transportation system from the pandemic's start. In Fall 2020, ridership stabilized at about 40% of pre-COVID (2019) with 620,000 boardings every weekday made by people across the region. TransLink supported safe and reliable essential travel through BC's three COVID surges and the associated social and economic restrictions of the provincial health orders.

### **DISCUSSION**

#### **Recent ridership recovery is tied to the pandemic's progression**

Ridership recovery has been improving since June. This recovery is tied closely to the three pandemic determinants: COVID-19 case numbers, vaccination rates and public health measures. In the spring of 2021, all three of these factors began to change for the better. The number of COVID-19 cases of BC's third and largest-to-date wave began to sharply decline throughout May, reaching a low of 31 new cases on average per day in early July. At the same time, vaccination rates across the province and especially Metro Vancouver, were rapidly increasing. More than 70% of eligible Metro Vancouver residents are double vaccinated, one of the highest rates in the world. Meanwhile the Province began rolling out the BC Restart Plan. Step 1 began on May 25 permitting small group indoor dining, worship services, outdoor sports games. On June 15, Step 2 in mid-June increased the maximum size of social gatherings, indoor dining of larger groups, small in-person work meetings, and recreational travel within BC was allowed. On July 1, Step 3 eliminated the need to reduce the maximum number of passengers in vehicles, masks became recommended (not mandatory) on transit and more social and economic activities were

permitted such as fairs, festivals and Canada-wide recreational travel. Some parts of daily life started to look and feel a lot more 'normal' in Metro Vancouver.

Transit was part of this return to near normal activities. There was more reason to travel within the region to restaurants, movies, summer markets, and for some, a gradual return to workplaces. Residents and visitors have been making more transit journeys, with each week surpassing the previous in ridership recovery. System-wide weekly journeys are at 52% recovery. Driving was already reaching close to 100% of pre-pandemic recovery by Fall 2020. Bridge vehicle volumes have surpassed 100% on recent occasions.

### **Regional ridership is trending upwards across all modes**

Customers are returning to all modes. Throughout August, average weekday ridership recovery was steadily growing by about 2% over the previous week. By mid-month, ridership recovery had reached 50% of pre-COVID levels, the first time since the pandemic started. By month's end, average weekday boardings were hovering at over 720,000 or 53% of pre-COVID. Weekly boardings on Bus and Expo-Millennium still lead recovery, both modes are between 50 - 55% of pre-COVID levels. HandyDART has seen the steepest recent increase in ridership, recovering upwards of 60% (pre-Labour Day) mainly related to customers accessing reopened day programs or for miscellaneous purposes. Since early May, Canada Line and SeaBus percent recovery has been improving and is now approaching Bus and Expo-Millennium Line levels. Tourists and locals typically flock to Canada Line and SeaBus in the summer for travel to/from the airport and community or cultural events. Customers' choice of these reliable and fast modes is consistent with pre-COVID summer travel trends. Commuters are also returning to West Coast Express since May, boosting recovery from 17% to 25% in late August.

People across the region are including transit to access newly reopened shops, services, and workplaces and as well as favourite fair weather recreational areas. Ridership recovery is improving throughout Metro Vancouver but the southeast subregion (North Delta/Surrey/City and Township of Langley/White Rock) continues to have the highest Bus recovery rate (64%). Overcrowding is generally low; we are monitoring bus routes with peak crowding in first weeks of September.

### **A Fourth Wave**

Despite high vaccination rates, COVID-19 cases are rising quickly once more in BC. Most cases are the fast spreading delta variant. Mandatory masks on public transit and indoors was reinstated on August 25<sup>th</sup>. The 'return to normal' expected with BC's Restart Plan Step 4 is being delayed; it did not proceed as planned on September 7. Post-secondary institutes (PSIs) returned to on campus instruction in September. Ridership increased with students, faculty and staff travel to and from campus. Gains in PSI related ridership could be tempered by a fourth wave. In this case, we would expect ridership recovery to hold at current levels (above 50%) for the remainder of 2021. Low, mid, and high scenarios are being adjusted to consider the potential impacts of a fourth wave on 2021 ridership and revenues, 2022 Budget, and for the 10-year investment plan period.

Previously identified uncertainties remain for the near term, notably the level of apprehension about vaccination efficacy and COVID-19 variants and the level of continued remote working. TransLink's planning scenarios incorporate higher levels of telecommuting in the region compared to pre-COVID. More telecommuting means less demand for commuting. A future with significant telecommuting translates into lower or slower transit recovery but also less driving and associated GHG impacts. People's apprehension to sharing public spaces whether it's a transit vehicle, a workspace or retail shop is unknown. This apprehension translates into slower ridership recovery in our planning scenarios.

### **Still Ready for Ridership Rebuilding**

Throughout the pandemic, TransLink's transit service has supported safe travel with on-board measures like enhanced disinfection and cleaning, bacteria-killing copper surfaces, masks either recommended or mandatory, and protective operator barriers. TransLink is maintaining its pre-COVID service levels to provide reliable transit as part of the 2020 federal-provincial Safe Restart Agreement. The importance of maintaining convenient and competitive transit service is further supported by TransLink's latest round of ridership recovery market research indicating fast and frequent service, on-time reliability and safety/cleanliness are the top three factors that residents consider in their decision to return to transit.

September service changes are supporting people traveling to work and school, for social, shopping or cultural events, and to medical appointments. A new SeaBus, the Chinook, joined the fleet and is providing 10-minute peak hour service to this crucial link between the North Shore and Downtown Vancouver. PSIs returned to on-campus instruction; university routes have service boosts. West Coast Express commuters have more travel time options with Train 4 returning to service. Another seven bus routes had service increases and are ready for customers return to transit. Some crowding is occurring at peak travel times as people transition to new fall routines. We are monitoring these services. Customers can travel with confidence and at their comfort level using a new customer-focused app called "Room to Ride" that estimates crowding on their bus. Lastly, transit travel is easier and more affordable for families now because children 12 and under ride free of charge as part of a new provincial program.

### **CONCLUSION**

TransLink's ridership recovery has been resilient through the first three COVID surges. Providing safe, reliable and convenient transit service has allowed people to maintain mobility within the region and as needed for essential travel. From May 2021, restrictive public health measures began being rolled back as COVID cases waned and vaccination rates grew. As more social, cultural and economic activities restarted in Metro Vancouver, so did the demand for transit. Uncertainty surrounding how much and how quickly ridership recovers remains as the Province enters its fourth COVID-19 wave. This region has a strong transit culture. The transit network is ready to support the region's return to school this September and rebuild ridership to the extent possible during this phase of the global pandemic.

TO: Board of Directors

FROM: Gigi Chen-Kuo, General Council & Executive Vice President Corporate Services  
Derek Stewart, Director, Safety, Environment & Emergency Management

DATE: August 30, 2021

SUBJECT: TransLink Corporate Safety and Health Policy

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**PROPOSED RESOLUTION**

That the TransLink Board of Directors approves the TransLink Corporate Safety and Health Policy attached as Attachment 2 to the report dated August 30, 2021 titled “TransLink Corporate Safety and Health Policy”.

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**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 Worker’s Compensation Act and Regulations and both the employer and employee have responsibilities to act safely.

The Enterprise has adopted a safety commitment which establishes our goals for a safe and reliable transit system. BCRTC and CMBC have fully developed safety policies that outline roles and responsibilities. Management is recommending that a Safety and Health Policy for TransLink Corporate be adopted.

**PURPOSE**

This report provides the background on the requirement for safety policies and seeks Board approval to adopt a TransLink Corporate Safety and Health Policy.

**BACKGROUND**

TransLink and its Operating Companies are committed to the safety of customers, employees and the public. Safety of employees is legislated under the Worker’s Compensation Act and Regulations and employers, as well as employees, have legal obligations to ensure safety in the workplace.

The TransLink enterprise is composed of the TransLink parent company (TransLink Corporate) and its operating subsidiaries, including British Columbia Rapid Transit Company Ltd. (BCRTC) and Coast Mountain Bus Company Ltd. (CMBC). In March 2020, the TransLink Board endorsed an enterprise safety commitment which established the guiding principles for safety throughout the TransLink enterprise (see Attachment 1). BCRTC and CMBC have operating company specific safety policies that further identify their roles and responsibilities in creating a safe working environment. TransLink currently does not have a corporate Safety and Health Policy.

## **DISCUSSION**

TransLink Corporate's operations are largely administrative in nature. Although the enterprise has adopted a clear safety commitment, TransLink Corporate does not have a formal corporate Safety and Health Policy. With the implementation of Future of Work and hybrid/remote workers working outside of the office, it is critical to have a formal corporate safety and health policy that managers and supervisors can use to communicate with employees around the requirements for a safe worksite.

CMBC's Safety Department provides shared safety resources with TransLink Corporate. The attached draft TransLink Corporate Safety and Health Policy has been developed based on the current CMBC safety policy. It establishes TransLink's commitment to a safe and healthy workplace and establishes the roles and responsibilities of the employer, supervisors and employee.

At a minimum, the policy will need to be reviewed and re-signed on an annual basis. Management is seeking the Board's approval to make minor changes as necessary at such time as the annual review occurs without seeking further approval from the Board. All major changes will be brought forward to the Board for further approval.

## **ATTACHMENTS**

Attachment 1 – TransLink Enterprise Safety Commitment

Attachment 2 – Draft TransLink Corporate Safety and Health Policy

## TransLink Enterprise Safety Commitment



## TransLink Enterprise Safety Commitment

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

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

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

### SETTING GOALS

Our Enterprise Safety Commitment includes three guiding principles:

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

### THE PATH FORWARD

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

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

To **eliminate injuries**, we will:

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

To **empower employees**, we will:

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

To **influence others**, we will:

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



## Draft TransLink Corporate Safety and Health Policy



**SAFETY AND HEALTH - DRAFT**  
**- TRANSLINK CORPORATE POLICY –**

Issued By:	Safety and Emergency Management Department
Approved By:	Executive Committee
Initial Signature Date:	[DATE]
Annual Review Date:	[DATE]
CEO Signature:	_____

### 1. PURPOSE

TransLink (TL) will maintain a *Safety Management System* to identify, quantify and mitigate safety risks in the workplace.

By establishing basic principles and responsibilities in the area of safety and health, this policy outlines TransLink's (TL) commitment 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.

### 2. POLICY

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

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.

### 3. 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, injuries and diseases. They shall ensure investigations are conducted, training is provided, procedures are developed and implemented, and all facilities and equipment are maintained.
- Every *supervisor*, as defined in the OH&S Regulation (see section 4) is responsible for ensuring that employees receive training, follow safe work practices and comply with pertinent regulations. They will actively support safety initiatives and prevention of incidents by conducting regular inspections, incident investigations and hands-on instruction.





- Every *employee* is responsible for knowing how to work safely and shall work safely. Employees will actively participate in the Safety Management System, and contribute to the achievement of a safe and healthy workplace. Employees are expected to report unsafe conditions and point out unsafe behaviour. Everyone is expected to work positively and cooperatively towards a safe and healthy workplace.
- Employees are urged to join senior TL management in a personal commitment to make our Safety Management System an industry leader and work together towards continual improvement.
- TL will annually identify hazards and perform a risk assessment, and set health and safety objectives and targets to prioritize and mitigate risks.

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

#### 5. REFERENCES

BC Occupational Health and Safety Regulation  
Workers Compensation Act  
International Safety Management Code  
BS OHSAS 18001:2007 Occupational health and safety management systems - Requirements



TO: Board of Directors

FROM: Gigi Chen-Kuo, General Counsel & Executive Vice President Corporate Services  
Derek Stewart, Director, Safety, Environment & Emergency Management

DATE: August 30, 2021

SUBJECT: TransLink Rules and Regulations - Addition of Rule #12 – No Smoking or Vaping

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors amend the TransLink Rules and Regulations effective on October 30, 2021 to add a 12<sup>th</sup> rule as follows:

*12. No smoking or vaping.*

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**EXECUTIVE SUMMARY**

Management is recommending that we add a new “no smoking or vaping” rule to the TransLink Rules and Regulations. Creating a TransLink rule is a measure we can use to enhance our ability to satisfy our legal obligations to ensure that our public and workspaces comply with the legislated requirements for creating a tobacco and vapour free environment.

The proposed amendment will go into effect on October 30, 2021. Enforcement of the new TransLink Rule 12 prohibiting smoking and vaping on TransLink property or while on-board a transit vehicle will occur as a multi-step process in the same manner as enforcement of existing no smoking signage under the *Greater Vancouver Transit Conduct and Safety Regulation*.

**PURPOSE**

The purpose of this report is to seek Board approval of an amendment to the TransLink Rules and Regulations to prohibit smoking and vaping on TransLink property or while on-board a transit vehicle.

**BACKGROUND**

In BC, the consumption of tobacco and cannabis in public are regulated under the *Tobacco and Vapour Products Control Act*, the *Cannabis Control and Licensing Act* and municipal bylaws. Workplace exposure to smoking is regulated under the *Workers Compensation Act*. Health Authorities have reached out to TransLink in the past requesting evidence of compliance activities.

TransLink takes seriously the issue of public health and the potential impacts of smoking and vaping on its properties. Operating Company programs and activities around this topic are continually evolving in parallel with regulatory requirements, customer expectations and societal norms. Examples of programs include the following:

- Signage prohibiting employees and customers from smoking within 7.5 metres of a transit vehicle, bus shelter or entrance to other transit property

- A no-smoking and vaping section on the Etiquette on Transit website page
- BCRTC new employee training on smoking requirements
- CMBC policy on “Smoking on Company and Public Property” and Operator training and Policies and Procedures Manual with information on smoking
- Designated smoking areas located on TransLink properties for those employees that must smoke
- Customer Information responds to customers complaints about smoking incidents, contacts Transit Security to attend a location if necessary, and when follow up is required will direct smoking complaints to respective organizations and departments

## **DISCUSSION**

TransLink does not currently have its own rule against smoking but rather relies on posted “no smoking” signage, and the requirement in section 6 of the *Greater Vancouver Transit Conduct and Safety Regulation* that a person comply with posted signs. Creating a TransLink rule is an additional measure we can use to meet our legal obligations under existing legislation to ensure that our public spaces and workspaces comply with the requirements for creating a tobacco and vapour free environment. It would also be helpful in that both smoking and vaping will specifically be mentioned.

### **Proposed Amendment to TransLink Rules and Regulations:**

The TransLink Rules and Regulations, which are posted at transit facilities and on the TransLink website, would be amended to add the following 12<sup>th</sup> Rule:

*12. No smoking or vaping.*

The amendment would go into effect on October 30, 2021.

### **Enforcement**

Transit Police officers are not currently designated as ‘enforcement officers’ under the *Tobacco and Vapour Products Control Act*, which limits the Transit Police’s ability to enforce no smoking and vaping requirements under the provincial legislation on the transit system. Outreach is occurring with the Province on the possibility of providing this designation to all police departments. Transit Police officers can, however, issue violation tickets to persons smoking or vaping cannabis in any vehicle or at bus stops or train stations under the *Cannabis Control and Licensing Act*. This is an exception to our limited ability to enforce provincial smoking and vaping laws.

A TransLink rule under the TransLink Rules and Regulations will permit enforcement of the rule under the *Greater Vancouver Transit Conduct and Safety Regulation*. Enforcement of the new TransLink rule will occur as a multi-step process in the same manner as enforcement of existing no smoking signage:

1. If a person does not obey a sign or comply with the rules when required to do so by a transit employee, the *Greater Vancouver Transit Conduct and Safety Regulation* allows transit employees to refuse permission to persons to enter a transit vehicle or to order that person to leave the transit vehicle or to order that person not to enter any transit property for a period not exceeding 24 hours from the time the order was made.
2. If the person subsequently fails to comply with the order from the transit employee, they can then be fined up to \$150 (section 9 of the *Greater Vancouver Transit Conduct and Safety Regulation*).

**Communications**

Communications on the new rule will be distributed through website and social media posts for customers and through internal communications and bulletins for employees. Further, signage across the transit system will be updated to reflect the rule change.

**ATTACHMENTS**

Attachment 1 – TransLink Rules and Regulations

## TransLink Rules and Regulations

# TransLink Rules & Regulations

## Rules

1. No loitering.
2. No foul, insulting, abusive or inappropriate language.
3. No conduct contrary to public order.
4. No baggage or objects permitted which may obstruct or interfere with others or cause damage to property.
5. No riding bicycles, skateboards or similar devices on transit property, except on bike paths. Bicycles are only permitted on exterior racks of buses and on other transit vehicles as authorized by signage.
6. No use of audio devices unless sound is audible only to the user.
7. No soliciting.
8. No panhandling.
9. No distribution of merchandise or printed material, except:
  - (a) distribution of printed material for non-commercial purposes will be permitted on transit properties, other than transit vehicles or fare-paid zones, provided such activities:
    - (i) do not impede the movement of passengers,
    - (ii) do not hinder access to Compass Vending Machines,
    - (iii) do not result in littering, and
    - (iv) are not otherwise incompatible with the provision of transit services; or
  - (b) as authorized by a transit employee.
10. No littering or spitting. All litter and recyclables must be placed in the appropriate receptacle.
11. All persons travelling on transit vehicles, including any bus, SkyTrain, SeaBus, or train, will be required to wear a mask or face covering while on board, unless they are exempted by one of the categories below:
  - (a) anyone with an underlying medical condition or disability which inhibits the ability to wear a mask or face covering;
  - (b) persons unable to place or remove a mask or face covering without assistance;
  - (c) children under 5 years of age;
  - (d) transit employees working behind a physical barrier or within areas designated for transit employees and not for public access;
  - (e) police, transit employees, or first responders in an emergency situation.

## Offences

In addition to compliance with the transit rules, tariff, bylaws, posted signage and other applicable legislation and regulations, under the Greater Vancouver Transit Conduct and Safety Regulations it is an offence to:

- |   |  |
|---|--|
| 1. Improperly use proof of payment.   | 9. Damage, remove or tamper with equipment on vehicle or other transit property.                                   |
| 2. Illegally sell proof of payment.   | 10. Interfere with or prevent operation of a vehicle.  |
| 3. Illegally operate or park a vehicle on transit property.   | 11. Improperly occupy a place in vehicle.  |
| 4. Illegally go on or through transit property or enter tracks, docks, bridges, guideways, tunnels, roads, rights of way. | 12. Impede an employee operating vehicle.  |
| 5. Use an emergency exit on a vehicle or other transit property, except in the case of an emergency.                      | 13. Prevent or delay the closing of a door.  |
| 6. Use an alarm or emergency device in a vehicle or on other transit property, except in the case of an emergency.        | 14. Extend part of body or object through window.  |
| 7. Disobey signs or posted rules after using an emergency device or fail to report use of an emergency device.            | 15. Ride, stand or hold onto exterior of vehicle.  |
| 8. Place object (obstacle) on tracks, dock, bridge, guideway, road, right of way or in tunnel.                            | 16. Failure to obey refusal of access, order to leave or non-entry order.  |
|   | 17. Knowingly make a false or misleading statement, or provide false or misleading information, to a fare officer. |
|   | 18. Wilfully obstruct, interfere with, impede, molest or hinder a fare officer.                                    |

**Non-compliance of the foregoing regulations is subject to a fine established under the Offence Act.**

*This summary is provided for reference only and may not be an exhaustive or current list of transit related offences. A complete copy of the applicable legislation can be obtained through the provincial government website [gov.bc.ca](http://gov.bc.ca) or at [bclaws.ca](http://bclaws.ca)*



TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer

DATE: August 16, 2021

SUBJECT: 2022 Development Cost Charges Bylaw

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors:

- A. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Bylaw Number 143-2021: A Bylaw to Impose Development Cost Charges*, attached to the 2022 Development Cost Charges Bylaw report dated August 16, 2021 as Attachment 1 effective January 1, 2022; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Bylaw Number 143-2021: A Bylaw to Impose Development Cost Charges*, attached to the 2022 Development Cost Charges Bylaw report dated August 16, 2021 as Attachment 1 effective January 1, 2022.

**EXECUTIVE SUMMARY**

Development cost charges (“DCCs”) help contribute a portion of funding to TransLink’s expansion projects.

TransLink can increase its DCC rates without obtaining Municipal Inspector approval so long as the increase is limited to inflation. Annual increases to DCC rates based on a forecasted 2.4 per cent inflation rate are contemplated in TransLink’s current Investment Plan.

The actual inflation increase for the most recent year was 0.6 per cent; accordingly, the attached bylaw seeks to increase TransLink’s 2022 DCC rates by 0.6 per cent.

**PURPOSE**

The purpose of this report is to establish development cost charge rates for 2022 and for the Board to enact the bylaw to bring these rates into effect as of January 1, 2022.

**BACKGROUND**

Development cost charges (“DCCs”) were introduced to help contribute a portion of funding to TransLink’s expansion projects. DCC rates up to 2021 were previously approved through a bylaw in 2018, with collections starting in 2020.

TransLink’s 2018 Investment Plan assumes annual increases of 2.4 per cent to its DCC revenues based on forecasted inflation rates.

## DISCUSSION

While the *South Coast British Columbia Transportation Authority Act* requires each DCC bylaw to be approved by the Municipal Inspector, the *Development Cost Charge Regulation* provides an exemption to that approval requirement if the DCC rate increase does not exceed Vancouver's inflation increase for the preceding year.

The DCC rate adjustment is based on the year-over-year increase in Consumer Price Index ("CPI") for Vancouver (All-Items) as published by Statistics Canada.

Vancouver's CPI for the most recently completed year (2020) was 134.9 as compared to 134.1 for 2019, which translates to an inflation increase of 0.6 per cent. The impact on the various DCC rates as compared to the current rates in effect are summarized in the table below:

Type of Development	Current rates (2021)	Proposed rates (2022)	Increase
Per <b>Single Family</b> Dwelling unit	\$2,975.00	\$2,993.00	\$18.00
Per <b>Duplex</b> unit	\$2,470.00	\$2,485.00	\$15.00
Per <b>Townhouse</b> Dwelling Unit	\$2,470.00	\$2,485.00	\$15.00
Per <b>Apartment</b> Dwelling Unit	\$1,545.00	\$1,554.00	\$9.00
Per square foot of <b>Retail/Service</b> floor space	\$1.25	\$1.26	\$0.01
Per square foot of <b>Office</b> floor space	\$1.00	\$1.01	\$0.01
Per square foot of <b>Institutional</b> floor space	\$0.50	\$0.50	-
Per square foot of <b>Industrial</b> floor space	\$0.30	\$0.30	-

Increasing the DCC rates has an estimated impact of \$155,000 on 2022 revenues.

A blackline copy of the recommended changes to the current DCC bylaw in effect has been attached to this report as Attachment 2.

## RECOMMENDATION

It is recommended that the Board approve and adopt the attached bylaw effective January 1, 2022.

## ATTACHMENTS

Attachment 1 – *South Coast British Columbia Transportation Authority Bylaw Number 143-2021: A Bylaw to Impose Development Cost Charges*

Attachment 2 – Blackline of current DCC bylaw as compared to Attachment 1

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY  
BYLAW NUMBER 143-2021**

**A BYLAW TO IMPOSE DEVELOPMENT COST CHARGES**

**Effective January 1, 2022**

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**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY  
BYLAW NUMBER 143-2021**

**WHEREAS:**

A. Pursuant to Part 3.1 of the Act, the Authority may, by bylaw, impose development cost charges on every person who obtains approval of a Subdivision or a Building Permit authorizing the construction, alteration or extension of a building or structure that is within the Transportation Service Region;

B. Development cost charges provide funds to assist the Authority to pay the Capital Costs of Eligible Projects to service, directly or indirectly, the Development for which the charge is being imposed;

C. Pursuant to the Act, development cost charges are not payable in certain circumstances and the Authority may waive or reduce development cost charges for eligible developments;

D. Pursuant to South Coast British Columbia Transportation Authority Bylaw No. 124-2018, the Authority set development cost charges effective January 15, 2019. The Authority wishes to set revised development cost charges pursuant to this Bylaw;

E. In setting development cost charges under this Bylaw, the Authority has taken the following into consideration:

- (a) future land use patterns and development;
- (b) the phasing of works and services;
- (c) how development designed to result in a low environmental impact may affect the Capital Costs of an Eligible Project;
- (d) whether the charges are excessive in relation to the Capital Costs of prevailing standards of service in the Transportation Service Region;
- (e) whether the charges will, in the Transportation Service Region:
  - (i) deter development;
  - (ii) discourage the construction of reasonably priced housing or the provision of reasonably priced serviced land; or
  - (iii) discourage development designed to result in a low environmental impact;

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

## 1. CITATION

1.(1) The official citation for this Bylaw is “South Coast British Columbia Transportation Authority Bylaw No. 143-2021”.

1.(2) This Bylaw may be cited as the “Development Cost Charge Bylaw No. 143-2021”.

## 2. INTERPRETATION

2.(1) Definitions. In this Bylaw (including the recitals hereto):

“**Act**” means the South Coast British Columbia Transportation Authority Act, SBC 1998, c. 30;

“**Adoption Date**” means the date on which the Board of Directors adopts this Bylaw;

“**Authority**” means the South Coast British Columbia Transportation Authority continued under the Act;

“**Apartment Dwelling Unit**” means a Dwelling Unit in a building or structure that consists or may consist of two or more storeys and contains or may contain four or more Dwelling Units, whereby the building or structure has a principal exterior entrance used in common for access to the Dwelling Units. Apartment Dwelling Unit does not include Dwelling Units that are Townhouse Dwelling Units;

“**Building Permit**” means any permit required by a Collection Entity that authorizes the construction, alteration or extension of a building or structure that is within the Transportation Service Region;

“**Capital Costs**” has the same meaning as in the Act;

“**Coach/Laneway House**” has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a detached building or structure containing one Dwelling Unit and constructed in the yard of a site on which is situate a Single Family Dwelling;

“**Collection Entity**” has the same meaning as in the Act;

“**Combination Development**” means any Development that comprises two or more of the following uses:

- (a) Single Family Dwelling;
- (b) Duplex;
- (c) Townhouse Dwelling Unit;

- (d) Apartment Dwelling Unit;
- (e) Retail/Service Use;
- (f) Office Use;
- (g) Institutional Use; and
- (h) Industrial Use;

**“Community Charter”** means the *Community Charter*, SBC 2003, c. 26;

**“Development”** means:

- (a) a Subdivision; or
- (b) the construction, alteration or extension of a building or structure for which a Building Permit is obtained;

**“Duplex”** means a building or structure that contains or may contain two Dwelling Units, each of which Dwelling Units has a direct exterior entrance and may contain one Secondary Suite, but neither of which Dwelling Units is itself a Secondary Suite;

**“Dwelling Unit”** means one or more rooms comprising a self-contained unit that is used or intended to be used for living and sleeping purposes and for which is provided cooking facilities, or the facilities for installation of cooking facilities, and one or more bathrooms having a sink or wash-basin, a water closet, and a shower or bath;

**“Effective Date”** means January 1, 2022;

**“Eligible Project”** has the same meaning as in the Act;

**“Floor Area”** means:

- (a) the floor area of the building or structure (measured from the outside edge of all exterior walls of the building or structure), less the number of square feet of the floor area of the building or structure that is used or is intended to be used for the parking of motor vehicles and the storage of bicycles; or
- (b) in the case of an alteration or extension of less than the entire building or structure, the portion of the building or structure to which the Building Permit applies (measured from the outside edge of any exterior walls in such portion of the building or structure), less the number of square feet of the floor area of the building or structure that is used or is intended to be used for the parking of motor vehicles and the storage of bicycles;

**“Industrial Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for the manufacture,

processing, fabrication, assembly, storage, transportation, distribution, wholesale, testing, service, repair, wrecking, recycling or salvaging of goods, materials or things for direct use or resale to business customers, and not for the general public but does not include Office Use, except to the extent administrative, clerical, management, professional or technical services are ancillary to such Industrial Use;

**“Institutional Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for public functions including:

- (a) schools, and colleges and universities operated by duly incorporated federal or provincial societies exclusively as non-profit, charitable organization;
- (b) hospital;
- (c) community centre;
- (d) courts, police stations and jail;
- (e) libraries and museum; and
- (f) buildings or structures associated with public parks, public playgrounds, cemeteries and works yards;

but does not include Office Use, except to the extent administrative, clerical, management, professional or technical services are ancillary to such Institutional Use.;

**“In-stream”** has the same meaning as in the Act;

**“Issuing Entity”** has the same meaning as in the Act;

**“Land Title Act”** means the *Land Title Act*, RSBC 1996, c.250;

**“Local Government Act”** means the *Local Government Act*, RSBC 2015, c. 1;

**“Municipal Charges”** means development cost charges, infrastructure impact charges, or similar charges imposed by a Collection Entity under the Local Government Act, the Community Charter, the Vancouver Charter or the University Act, as the case may be;

**“Non-Residential Use”** means Retail/Service Use, Institutional Use, Office Use and Industrial Use;

**“Office Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for the provision of administrative, clerical, management, professional or technical services, but excludes

such use(s) where they are ancillary to an Industrial Use, Institutional Use or Retail/Service Use;

**“Parcel”** means any lot, block or other area in which land is held or into which land is legally subdivided and for greater certainty, without limiting the foregoing, includes a strata lot under the Strata Property Act;

**“Precursor Application”** has the same meaning as in the Act;

**“Rate Schedule”** means the schedule of development cost charge rates that is attached as Schedule A to this Bylaw;

**“Reserve Fund”** means the reserve fund established pursuant to Section 5.(1), to which development cost charges are to be deposited pursuant to this Bylaw;

**“Residential Use”** means Single Family Dwelling, Duplex, Townhouse Dwelling Unit and Apartment Dwelling Unit;

**“Retail/Service Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for the sale or rental of goods or services, personal services, or the servicing and repair of goods and includes:

- (a) entertainment and recreation facilities;
- (b) commercial schools, including, without limitation, facilities which include instruction in the arts, sports, business, self-improvement, academics and trades;
- (c) service stations;
- (d) tourist accommodations and facilities’;
- (e) adult or child day-care centres;
- (f) Sleeping Units;
- (g) community care and congregate housing and care;
- (h) any use permitted as a commercial use;
- (i) uses ancillary to any commercial use located on the same Parcel that serves or enhances the commercial use;

but does not include Office Use, except to the extent administrative, clerical, management, professional or technical services are ancillary to such Retail/Service Use;

**“Secondary Suite”** has the meaning given to such term in the applicable bylaws of the Collection Entity in whose area of jurisdiction the relevant building or structure is located

or, in the absence of such a definition, means an accessory Dwelling Unit within a building of residential occupancy containing no more than two principal Dwelling Units;

**“Single Family Dwelling”** means a detached building or structure that contains one principal Dwelling Unit and may contain one Secondary Suite;

**“Sleeping Units”** means one or more rooms that do not contain cooking facilities used for the lodging of persons;

**“Strata Property Act”** means the *Strata Property Act*, SBC 1998, c. 43;

**“Subdivision”** means:

- (a) the division of land into two or more Parcels, whether by plan, apt descriptive words or otherwise under the Land Title Act; and
- (b) a subdivision under the Strata Property Act;

and includes the consolidation of two or more Parcels, and phased strata plans;

**“Townhouse Dwelling Unit”** means a Dwelling Unit in a building or structure that contains or may contain three or more Dwelling Units, each of which Dwelling Unit has a direct exterior entrance;

**“Transportation Service Region”** has the same meaning as in the Act;

**“University Act”** means the *University Act*, RSBC 1996, c. 468; and

**“Vancouver Charter”** means the *Vancouver Charter*, SBC 1953, c. 55.

2.(2) Statutory References. In this Bylaw, each reference to a statute is deemed to be a reference to that statute, as amended, re-enacted or replaced from time to time.

### **3. DEVELOPMENT COST CHARGES**

3.(1) Application of Development Cost Charges. Subject to Section 3.(4) and Section 6, every person who obtains from the applicable Collection Entity:

- (a) approval of a Subdivision that is in the Transportation Service Region; or
- (b) a Building Permit;

must pay to that Collection Entity on behalf of the Authority, before or at the time of the approval of the Subdivision or the issuance of the Building Permit, the applicable development cost charges at the rates effective as at the date of the approval of the Subdivision or the issuance of the Building Permit, as the case may, all as set out in this Bylaw.

- 3.(2) No Exemption. Without limiting the generality of Section 3.1, a Building Permit in Section 3.1(b) includes a permit authorizing the construction, alteration or extension of any building or structure that will, after the construction, alteration, or extension, contain one or more Dwelling Units and be put to no other use than the Residential Use in those Dwelling Units.
- 3.(3) Secondary Suites. Notwithstanding anything to the contrary contained in this Bylaw, development cost charges are not payable under this Bylaw for the construction, alteration or extension of one Secondary Suite in a Single Family Dwelling or Duplex or for the construction, alteration or extension of a Coach/Laneway House.
- 3.(4) Exemptions from Development Cost Charges. A development cost charge is not payable:
- (a) in relation to a Development authorized by a Building Permit that authorizes the construction, alteration or extension of a building or part of a building that is, or will be, after the construction, alteration or extension, exempt from taxation under any of the following:
    - (i) section 220(1)(h) of the Community Charter;
    - (ii) section 224(2)(f) of the Community Charter;
    - (iii) section 15(1)(d) of the *Taxation (Rural Area) Act*, RSBC 1996, c. 448;
    - (iv) section 396(1)(c)(iv) of the Vancouver Charter; or
    - (v) a law of a treaty first nation that provides for an exemption similar to an exemption under paragraphs (i) to (iv) of this subsection;
  - (b) if a development cost charge has previously been paid for the same Development unless, as a result of further development, additional Capital Cost burdens will be imposed on the Authority;
  - (c) if the Development does not impose additional Capital Cost burdens on the Authority;
  - (d) in relation to the construction, alteration or extension of self-contained Dwelling Units in a building authorized by a Building Permit if:
    - (i) each unit is no larger in area than 29 square metres (312.153 sq. ft.), and
    - (ii) each unit is to be put to no use other than the Residential Use in those Dwelling Units; or

- (e) in relation to a Development authorized by a Building Permit if the value of the work authorized by the permit does not exceed \$50,000.
- 3.(5) Calculation of Development Cost Charges. Development cost charges imposed under this Bylaw will be calculated in accordance with the rates set out in the Rate Schedule.
- 3.(6) Combination Development. Without restricting the generality of Section 3.(5), the development cost charges for a Combination Development will be calculated separately for the portion of the Combination Development attributable to each Residential Use and Non-Residential Use and will be the sum of the development cost charges for each such use, calculated according to the Rate Schedule.
- 3.(7) Timing of Payment of Development Cost Charges. Development cost charges imposed under this Bylaw must be paid to the Collection Entity approving the Subdivision or issuing the Building Permit, as the case may be, as follows:
  - (a) at the same time as any Municipal Charges as may be levied on the Development under a bylaw of the Collection Entity are payable to that Collection Entity; or
  - (b) if no Municipal Charges will be levied on the Development under a bylaw of the Collection Entity, as follows:
    - (i) where an application is made only for Subdivision, then prior to the issuance of the approval of the Subdivision by the Collection Entity;
    - (ii) where an application is made only for a Building Permit, then prior to the issuance of the Building Permit by the Collection Entity; or
    - (iii) where application is made for both Subdivision and for a Building Permit, then only prior to the issuance of the Building Permit by the Collection Entity.
- 3.(8) Payment of Development Cost Charges by Instalments. The development cost charges imposed under this Bylaw may not be paid by instalments unless a regulation under subsection 34.21(5) of the Act applies to the Development and authorizes the payment of development cost charges in instalments.

#### **4. COLLECTION AND REMITTANCE OF DEVELOPMENT COST CHARGES.**

- 4.(1) Collection of Development Cost Charges by Collection Entities. Subject to Section 7.(1), each Collection Entity must:
  - (a) collect the development cost charges imposed on a Development under this Bylaw; and

- (b) must not issue approval of a Subdivision or issue a Building Permit for any Development unless the development cost charges imposed under this Bylaw have been paid;

in accordance with Section 3.

- 4.(2) Separate Account. Subject to Section 7.(1), each Collection Entity must establish and maintain a separate account for the development cost charge monies collected under this Bylaw and deposit and hold such monies in that separate account, in trust for the Authority, until the monies are remitted to the Authority under Section 4.(3).
- 4.(3) Remittance of Development Cost Charges by Collection Entities. Each Collection Entity, within 30 days after June 30 and December 31 of each year, must remit to the Authority the total amount of development cost charges collected by the Collection Entity under this Bylaw during the six month period immediately preceding such date, or an amount equal to such development cost charges if the Collection Entity did not collect development cost charges under this Bylaw, together with the statement referred to in Section 4.(4).
- 4.(4) Statements. Each Collection Entity must provide statements to the Authority, for every six month period comprising January 1 to June 30 and July 1 to December 31, setting out:
  - (a) the number and type of use of all Residential Use Parcels or Dwelling Units on which development cost charges were levied or otherwise payable by it under this Bylaw;
  - (b) the aggregate Floor Area of each type of Non-Residential Use buildings or structures on which development cost charges were levied or otherwise payable by it under this Bylaw (calculated in accordance with the Rate Schedule);
  - (c) the legal description and civic address of each Parcel on which development cost charges were levied or otherwise payable by it under this Bylaw, and whether such development cost charges were levied or otherwise payable in respect of a Subdivision or a Building Permit;
  - (d) the date and amount of each payment of development cost charges levied or otherwise payable by it under this Bylaw and where Section 3.(8) applies to permit development cost charges levied under this Bylaw to be paid by instalments, the amount of instalment payments remaining to be paid to it and the dates for payment of such remaining instalments;
  - (e) the total amount of all development cost charges levied or otherwise payable by it under this Bylaw and, where applicable, the total amount of all remaining instalment payments;

- (f) the number, legal description, civic address and type of use of all Parcels in respect of which Subdivisions were approved where no development cost charges were levied by it under this Bylaw; and
  - (g) the number and type of use of all Dwelling Units and the aggregate Floor Area of each type of Non-Residential Use buildings or structures (calculated in accordance with the Rate Schedule) in respect of which Building Permits were required where no development cost charges were levied by it under this Bylaw.
- 4.(5) Records. Each Collection Entity shall retain, for a period of four years, sufficient records to support the statements and payments referred to in Sections 4.(3) and 4.(4).
- 4.(6) Inspection and Review of Collection Entity Records. The Authority may, at any time, subject to first giving reasonable notice to any Collection Entity, inspect any and all records of the Collection Entity relating to the information required under Section 4.(4), the calculation, collection and remittance by the Collection Entity of development cost charges levied under this Bylaw, and the calculation and remittance by the Collection Entity of any payments required under Section 4. Each Collection Entity shall permit any employee or agent of the Authority to inspect the records referred to above and to make and take away copies of those records.

## **5. RESERVE FUND AND USE OF DEVELOPMENT COST CHARGES**

- 5.(1) Establishment of Reserve Fund. The Reserve Fund is hereby established.
- 5.(2) Amounts Received. Amounts received by the Authority under Section 3.(1) or Section 7.(1) must be deposited in, or be credited to, the Reserve Fund.

## **6. EFFECTIVE DATE AND TRANSITION.**

- 6.(1) Effective Date. This Bylaw shall come into force on the Effective Date. South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall be repealed as of the Effective Date, except with respect to a Subdivision application described in Section 6.(2), in which case South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall continue to apply to such Subdivision application as and to the extent provided in Section 6.(2), and except with respect to a Building Permit application described in Section 6.(4), in which case South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall continue to apply to such Building Permit application as and to the extent provided in Section 6.(4). South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall be wholly repealed on the date that is 12 months after the Adoption Date.
- 6.(2) Transitional regarding Subdivision Applications. This Bylaw has no effect, and South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall

continue to apply, for a period of 12 months after the Adoption Date with respect to:

- (a) a Subdivision of land located within a municipality if, before the Effective Date, the application for such Subdivision has been submitted to a designated municipal officer in accordance with the applicable procedures established by the Collection Entity and the applicable subdivision fee has been paid;
  - (b) subject to paragraph (c), a Subdivision of land located outside a municipality if, before the Effective Date, the application for such Subdivision has been submitted to a district highway manager in a form satisfactory to that official; or
  - (c) a Subdivision of land in respect of a parcel of treaty lands of a treaty first nation if, before the Effective Date, the application for such Subdivision has been submitted to the approving officer and the applicable subdivision fee has been paid.
- 6.(3) Agreement with Applicant for Subdivision. Section 6.(2) does not apply if the applicant for that Subdivision agrees in writing that this Bylaw should have effect.
- 6.(4) Transitional regarding Building Permit Applications. This Bylaw has no effect, and South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall continue to apply, with respect to the construction, alteration or extension of a building or structure if:
- (a) the Building Permit authorizing that construction, alteration or extension is issued within 12 months after the Adoption Date; and
  - (b) a Precursor Application in relation to that Building Permit is In-stream on the Effective Date.
- 6.(5) Agreement with Applicant for Building Permit. Section 6.(4) does not apply if the applicant for that Building Permit agrees in writing that this Bylaw should have effect.

## **7. REPLACEMENT OF DEVELOPMENT COST CHARGES**

- 7.(1) Collection Entity Agreements. Despite any other provision of this Bylaw, the Authority may, in accordance with section 34.31 of the Act, enter into an agreement or agreements with any Collection Entity under which:
- (a) all, some or some portion of the development cost charges under this Bylaw that would otherwise apply are not required to be collected and remitted by the Collection Entity; and

- (b) the Collection Entity agrees to pay to the Authority an amount equal to the development cost charges that the Collection Entity would have collected under this Bylaw but for such an agreement, in the manner and at the times set out in the agreement, or otherwise in the same manner and at the same times that development cost charges would otherwise have been payable.

7.(2) Failure to Remit Development Cost Charges. If a Collection Entity fails, for any reason, other than under an agreement under Section 7.(1), to collect any development cost charges payable under this Bylaw or to remit to the Authority any development cost charges collected by it, the Collection Entity must pay to the Authority on demand an amount equal to the development cost charges that the Collection Entity should have collected or remitted under this Bylaw.

## 8. INTERPRETATION

8.(1) Severability. If a portion of this Bylaw is held to be invalid it shall be severed and the remainder of the Bylaw shall remain in effect.

8.(2) Schedule. Schedule A is attached to and forms part of this Bylaw.

READ A FIRST, SECOND AND THIRD TIME this 23<sup>rd</sup> day of September, 2021.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 23<sup>rd</sup> day of September, 2021.

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Tony Gugliotta, Chair

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Jennifer Breeze, Corporate Secretary

**SCHEDULE A**  
**DEVELOPMENT COST CHARGE BYLAW**  
**RATE SCHEDULE**

<b>Type of Development</b>	<b>Rates effective January 1, 2022</b>
Single Family Dwelling	\$2,993 per Dwelling Unit
Duplex	\$2,485 per Dwelling Unit
Townhouse Dwelling Unit	\$2,485 per Dwelling Unit
Apartment Dwelling Unit	\$1,554 per Dwelling Unit
Retail/Service	\$1.26 per sq. ft. of Floor Area*
Office	\$1.01 per sq. ft. of Floor Area*
Institutional	\$0.50 per sq. ft. of Floor Area*
Industrial	\$0.30 per sq. ft. of Floor Area*

\*Calculated as the rate multiplied by the number of square feet of Floor Area

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY  
BYLAW NUMBER ~~124143-2018~~2021**

**A BYLAW TO IMPOSE DEVELOPMENT COST CHARGES**

**Effective January 15, ~~2019~~2022**

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**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**BYLAW NUMBER ~~124143-2018~~2021**

**WHEREAS:**

A. Pursuant to Part 3.1 of the Act, the Authority may, by bylaw, impose development cost charges on every person who obtains approval of a Subdivision or a Building Permit authorizing the construction, alteration or extension of a building or structure that is within the Transportation Service Region;

B. Development cost charges provide funds to assist the Authority to pay the Capital Costs of Eligible Projects to service, directly or indirectly, the Development for which the charge is being imposed;

C. Pursuant to the Act, development cost charges are not payable in certain circumstances and the Authority may waive or reduce development cost charges for eligible developments; ~~and~~

D. Pursuant to South Coast British Columbia Transportation Authority Bylaw No. 124-2018, the Authority set development cost charges effective January 15, 2019. The Authority wishes to set revised development cost charges pursuant to this Bylaw;

~~D.E.~~ In setting development cost charges under this Bylaw, the Authority has taken the following into consideration:

- (a) future land use patterns and development;
- (b) the phasing of works and services;
- (c) how development designed to result in a low environmental impact may affect the Capital Costs of an Eligible Project;
- (d) whether the charges are excessive in relation to the Capital Costs of prevailing standards of service in the Transportation Service Region;
- (e) whether the charges will, in the Transportation Service Region:
  - (i) deter development;
  - (ii) discourage the construction of reasonably priced housing or the provision of reasonably priced serviced land; or
  - (iii) discourage development designed to result in a low environmental impact;

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

## 1. CITATION

- 1.(1) The official citation for this Bylaw is “South Coast British Columbia Transportation Authority Bylaw No. 124143-20182021”.
- 1.(2) This Bylaw may be cited as the “Development Cost Charge Bylaw No. 143-2021”.

## 2. INTERPRETATION

2.(1) Definitions. In this Bylaw (including the recitals hereto):

“**Act**” means the South Coast British Columbia Transportation Authority Act, SBC 1998, c. 30;

“Adoption Date” means the date on which the Board of Directors adopts this Bylaw;

“**Authority**” means the South Coast British Columbia Transportation Authority continued under the Act;

“**Apartment Dwelling Unit**” means a Dwelling Unit in a building or structure that consists or may consist of two or more storeys and contains or may contain four or more Dwelling Units, whereby the building or structure has a principal exterior entrance used in common for access to the Dwelling Units. Apartment Dwelling Unit does not include Dwelling Units that are Townhouse Dwelling Units;

“**Building Permit**” means any permit required by a Collection Entity that authorizes the construction, alteration or extension of a building or structure that is within the Transportation Service Region;

“**Capital Costs**” has the same meaning as in the Act;

“**Coach/Laneway House**” has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a detached building or structure containing one Dwelling Unit and constructed in the yard of a site on which is situate a Single Family Dwelling;

“**Collection Entity**” has the same meaning as in the Act;

“**Combination Development**” means any Development that comprises two or more of the following uses:

- (a) Single Family Dwelling;
- (b) Duplex;
- (c) Townhouse Dwelling Unit;

- (d) Apartment Dwelling Unit;
- (e) Retail/Service Use;
- (f) Office Use;
- (g) Institutional Use; and
- (h) Industrial Use;

**“Community Charter”** means the *Community Charter*, SBC 2003, c. 26;

**“Development”** means:

- (a) a Subdivision; or
- (b) the construction, alteration or extension of a building or structure for which a Building Permit is obtained;

**“Duplex”** means a building or structure that contains or may contain two Dwelling Units, each of which Dwelling Units has a direct exterior entrance and may contain one Secondary Suite, but neither of which Dwelling Units is itself a Secondary Suite;

**“Dwelling Unit”** means one or more rooms comprising a self-contained unit that is used or intended to be used for living and sleeping purposes and for which is provided cooking facilities, or the facilities for installation of cooking facilities, and one or more bathrooms having a sink or wash-basin, a water closet, and a shower or bath;

**“Effective Date”** means ~~the date on which the Board of Directors determine this Bylaw shall come into force and take effect~~ January 1, 2022;

**“Eligible Project”** has the same meaning as in the Act;

**“Floor Area”** means:

- (a) the floor area of the building or structure (measured from the outside edge of all exterior walls of the building or structure), less the number of square feet of the floor area of the building or structure that is used or is intended to be used for the parking of motor vehicles and the storage of bicycles; or
- (b) in the case of an alteration or extension of less than the entire building or structure, the portion of the building or structure to which the Building Permit applies (measured from the outside edge of any exterior walls in such portion of the building or structure), less the number of square feet of the floor area of the building or structure that is used or is intended to be used for the parking of motor vehicles and the storage of bicycles;

**“Industrial Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is

located or, in the absence of such a definition, means a use providing for the manufacture, processing, fabrication, assembly, storage, transportation, distribution, wholesale, testing, service, repair, wrecking, recycling or salvaging of goods, materials or things for direct use or resale to business customers, and not for the general public but does not include Office Use, except to the extent administrative, clerical, management, professional or technical services are ancillary to such Industrial Use;

**“Institutional Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for public functions including:

- (a) schools, and colleges and universities operated by duly incorporated federal or provincial societies exclusively as non-profit, charitable organization;
- (b) hospital;
- (c) community centre;
- (d) courts, police stations and jail;
- (e) libraries and museum; and
- (f) buildings or structures associated with public parks, public playgrounds, cemeteries and works yards;

but does not include Office Use, except to the extent administrative, clerical, management, professional or technical services are ancillary to such Institutional Use.;

**“In-stream”** has the same meaning as in the Act;

**“Issuing Entity”** has the same meaning as in the Act;

**“Land Title Act”** means the *Land Title Act*, RSBC 1996, c.250;

**“Local Government Act”** means the *Local Government Act*, RSBC 2015, c. 1;

**“Municipal Charges”** means development cost charges, infrastructure impact charges, or similar charges imposed by a Collection Entity under the Local Government Act, the Community Charter, the Vancouver Charter or the University Act, as the case may be;

**“Non-Residential Use”** means Retail/Service Use, Institutional Use, Office Use and Industrial Use;

**“Office Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for the provision of

administrative, clerical, management, professional or technical services, but excludes such use(s) where they are ancillary to an Industrial Use, Institutional Use or Retail/Service Use;

**“Parcel”** means any lot, block or other area in which land is held or into which land is legally subdivided and for greater certainty, without limiting the foregoing, includes a strata lot under the Strata Property Act;

**“Precursor Application”** has the same meaning as in the Act;

**“Rate Schedule”** means the schedule of development cost charge rates that is attached as Schedule A to this Bylaw;

**“Reserve Fund”** means the reserve fund established pursuant to Section 5.(1), to which development cost charges are to be deposited pursuant to this Bylaw;

**“Residential Use”** means Single Family Dwelling, Duplex, Townhouse Dwelling Unit and Apartment Dwelling Unit;

**“Retail/Service Use”** has the meaning given to such term in the applicable zoning bylaw of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means a use providing for the sale or rental of goods or services, personal services, or the servicing and repair of goods and includes:

- (a) entertainment and recreation facilities;
- (b) commercial schools, including, without limitation, facilities which include instruction in the arts, sports, business, self-improvement, academics and trades;
- (c) service stations;
- (d) tourist accommodations and facilities’;
- (e) adult or child day-care centres;
- (f) Sleeping Units;
- (g) community care and congregate housing and care;
- (h) any use permitted as a commercial use;
- (i) uses ancillary to any commercial use located on the same Parcel that serves or enhances the commercial use;

but does not include Office Use, except to the extent administrative, clerical, management, professional or technical services are ancillary to such Retail/Service Use;

“**Secondary Suite**” has the meaning given to such term in the applicable bylaws of the Collection Entity in whose area of jurisdiction the relevant building or structure is located or, in the absence of such a definition, means an accessory Dwelling Unit within a building of residential occupancy containing no more than two principal Dwelling Units;

“**Single Family Dwelling**” means a detached building or structure that contains one principal Dwelling Unit and may contain one Secondary Suite;

“**Sleeping Units**” means one or more rooms that do not contain cooking facilities used for the lodging of persons;

“**Strata Property Act**” means the *Strata Property Act*, SBC 1998, c. 43;

“**Subdivision**” means:

- (a) the division of land into two or more Parcels, whether by plan, apt descriptive words or otherwise under the Land Title Act; and
- (b) a subdivision under the Strata Property Act;

and includes the consolidation of two or more Parcels, and phased strata plans;

“**Townhouse Dwelling Unit**” means a Dwelling Unit in a building or structure that contains or may contain three or more Dwelling Units, each of which Dwelling Unit has a direct exterior entrance;

“**Transportation Service Region**” has the same meaning as in the Act;

“**University Act**” means the *University Act*, RSBC 1996, c. 468; and

“**Vancouver Charter**” means the *Vancouver Charter*, SBC 1953, c. 55.

2.(2) Statutory References. In this Bylaw, each reference to a statute is deemed to be a reference to that statute, as amended, re-enacted or replaced from time to time.

### **3. DEVELOPMENT COST CHARGES**

3.(1) Application of Development Cost Charges. Subject to Section 3.(4,) and Section 6, every person who obtains from the applicable Collection Entity:

- (a) approval of a Subdivision that is in the Transportation Service Region; or
- (b) a Building Permit;

must pay to that Collection Entity on behalf of the Authority, before or at the time of the approval of the Subdivision or the issuance of the Building Permit, the applicable development cost charges at the rates effective as at the date of the approval of the Subdivision or the issuance of the Building Permit, as the case may, all as set out in this Bylaw.

- 3.(2) No Exemption. Without limiting the generality of Section 3.1, a Building Permit in Section 3.1(b) includes a permit authorizing the construction, alteration or extension of any building or structure that will, after the construction, alteration, or extension, contain one or more Dwelling Units and be put to no other use than the Residential Use in those Dwelling Units.
- 3.(3) Secondary Suites. Notwithstanding anything to the contrary contained in this Bylaw, development cost charges are not payable under this Bylaw for the construction, alteration or extension of one Secondary Suite in a Single Family Dwelling or Duplex or for the construction, alteration or extension of a Coach/Laneway House.
- 3.(4) Exemptions from Development Cost Charges. A development cost charge is not payable:
- (a) in relation to a Development authorized by a Building Permit that authorizes the construction, alteration or extension of a building or part of a building that is, or will be, after the construction, alteration or extension, exempt from taxation under any of the following:
    - (i) section 220(1)(h) of the Community Charter;
    - (ii) section 224(2)(f) of the Community Charter;
    - (iii) section 15(1)(d) of the *Taxation (Rural Area) Act*, RSBC 1996, c. 448;
    - (iv) section 396(1)(c)(iv) of the Vancouver Charter; or
    - (v) a law of a treaty first nation that provides for an exemption similar to an exemption under paragraphs (i) to (iv) of this subsection;
  - (b) if a development cost charge has previously been paid for the same Development unless, as a result of further development, additional Capital Cost burdens will be imposed on the Authority;
  - (c) if the Development does not impose additional Capital Cost burdens on the Authority;
  - (d) in relation to the construction, alteration or extension of self-contained Dwelling Units in a building authorized by a Building Permit if:
    - (i) each unit is no larger in area than 29 square metres (312.153 sq. ft.), and
    - (ii) each unit is to be put to no use other than the Residential Use in those Dwelling Units; or

- (e) in relation to a Development authorized by a Building Permit if the value of the work authorized by the permit does not exceed \$50,000.
- 3.(5) Calculation of Development Cost Charges. Development cost charges imposed under this Bylaw will be calculated in accordance with the rates set out in the Rate Schedule.
- 3.(6) Combination Development. Without restricting the generality of Section 3.(5), the development cost charges for a Combination Development will be calculated separately for the portion of the Combination Development attributable to each Residential Use and Non-Residential Use and will be the sum of the development cost charges for each such use, calculated according to the Rate Schedule.
- 3.(7) Timing of Payment of Development Cost Charges. Development cost charges imposed under this Bylaw must be paid to the Collection Entity approving the Subdivision or issuing the Building Permit, as the case may be, as follows:
- (a) at the same time as any Municipal Charges as may be levied on the Development under a bylaw of the Collection Entity are payable to that Collection Entity; or
  - (b) if no Municipal Charges will be levied on the Development under a bylaw of the Collection Entity, as follows:
    - (i) where an application is made only for Subdivision, then prior to the issuance of the approval of the Subdivision by the Collection Entity;
    - (ii) where an application is made only for a Building Permit, then prior to the issuance of the Building Permit by the Collection Entity; or
    - (iii) where application is made for both Subdivision and for a Building Permit, then only prior to the issuance of the Building Permit by the Collection Entity.
- 3.(8) Payment of Development Cost Charges by Instalments. The development cost charges imposed under this Bylaw may not be paid by instalments unless a regulation under subsection 34.21(5) of the Act applies to the Development and authorizes the payment of development cost charges in instalments.

#### **4. COLLECTION AND REMITTANCE OF DEVELOPMENT COST CHARGES.**

- 4.(1) Collection of Development Cost Charges by Collection Entities. Subject to Section 7.(1), each Collection Entity must:
- (a) collect the development cost charges imposed on a Development under this Bylaw; and

- (b) must not issue approval of a Subdivision or issue a Building Permit for any Development unless the development cost charges imposed under this Bylaw have been paid;

in accordance with Section 3.

- 4.(2) Separate Account. Subject to Section 7.(1), each Collection Entity must establish and maintain a separate account for the development cost charge monies collected under this Bylaw and deposit and hold such monies in that separate account, in trust for the Authority, until the monies are remitted to the Authority under Section 4.(3).
- 4.(3) Remittance of Development Cost Charges by Collection Entities. Each Collection Entity, within 30 days after June 30 and December 31 of each year, must remit to the Authority the total amount of development cost charges collected by the Collection Entity under this Bylaw during the six month period immediately preceding such date, or an amount equal to such development cost charges if the Collection Entity did not collect development cost charges under this Bylaw, together with the statement referred to in Section 4.(4).
- 4.(4) Statements. Each Collection Entity must provide statements to the Authority, for every six month period comprising January 1 to June 30 and July 1 to December 31, setting out:
  - (a) the number and type of use of all Residential Use Parcels or Dwelling Units on which development cost charges were levied or otherwise payable by it under this Bylaw;
  - (b) the aggregate Floor Area of each type of Non-Residential Use buildings or structures on which development cost charges were levied or otherwise payable by it under this Bylaw (calculated in accordance with the Rate Schedule);
  - (c) the legal description and civic address of each Parcel on which development cost charges were levied or otherwise payable by it under this Bylaw, and whether such development cost charges were levied or otherwise payable in respect of a Subdivision or a Building Permit;
  - (d) the date and amount of each payment of development cost charges levied or otherwise payable by it under this Bylaw and where Section 3.(8) applies to permit development cost charges levied under this Bylaw to be paid by instalments, the amount of instalment payments remaining to be paid to it and the dates for payment of such remaining instalments;
  - (e) the total amount of all development cost charges levied or otherwise payable by it under this Bylaw and, where applicable, the total amount of all remaining instalment payments;

- (f) the number, legal description, civic address and type of use of all Parcels in respect of which Subdivisions were approved where no development cost charges were levied by it under this Bylaw; and
  - (g) the number and type of use of all Dwelling Units and the aggregate Floor Area of each type of Non-Residential Use buildings or structures (calculated in accordance with the Rate Schedule) in respect of which Building Permits were required where no development cost charges were levied by it under this Bylaw.
- 4.(5) Records. Each Collection Entity shall retain, for a period of four years, sufficient records to support the statements and payments referred to in Sections 4.(3) and 4.(4).
- 4.(6) Inspection and Review of Collection Entity Records. The Authority may, at any time, subject to first giving reasonable notice to any Collection Entity, inspect any and all records of the Collection Entity relating to the information required under Section 4.(4), the calculation, collection and remittance by the Collection Entity of development cost charges levied under this Bylaw, and the calculation and remittance by the Collection Entity of any payments required under Section 4. Each Collection Entity shall permit any employee or agent of the Authority to inspect the records referred to above and to make and take away copies of those records.

## **5. RESERVE FUND AND USE OF DEVELOPMENT COST CHARGES**

- 5.(1) Establishment of Reserve Fund. The Reserve Fund is hereby established.
- 5.(2) Amounts Received. Amounts received by the Authority under Section 3.(1) or Section 7.(1) must be deposited in, or be credited to, the Reserve Fund.

## **6. EFFECTIVE DATE AND TRANSITION.**

6.(1) Effective Date. This Bylaw shall come into force on the Effective Date. South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall be repealed as of the Effective Date, except with respect to a Subdivision application described in Section 6.(2), in which case South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall continue to apply to such Subdivision application as and to the extent provided in Section 6.(2), and except with respect to a Building Permit application described in Section 6.(4), in which case South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall continue to apply to such Building Permit application as and to the extent provided in Section 6.(4). South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall be wholly repealed on the date that is 12 months after the Adoption Date.

~~6.(1)~~6.(2) Transitional regarding Subdivision Applications. This Bylaw has no effect, and South Coast British Columbia Transportation Authority Bylaw No. 124-2018

shall continue to apply, for a period of 12 months after the Effective Adoption Date with respect to:

- (a) a Subdivision of land located within a municipality if, before the Effective Date, the application for such Subdivision has been submitted to a designated municipal officer in accordance with the applicable procedures established by the Collection Entity and the applicable subdivision fee has been paid;
- (b) subject to paragraph (c), a Subdivision of land located outside a municipality if, before the Effective Date, the application for such Subdivision has been submitted to a district highway manager in a form satisfactory to that official; or
- (c) a Subdivision of land in respect of a parcel of treaty lands of a treaty first nation if, before the Effective Date, the application for such Subdivision has been submitted to the approving officer and the applicable subdivision fee has been paid.

~~6.(2)~~6.(3) Agreement with Applicant for Subdivision. Section 6.~~(12)~~ does not apply if the applicant for that Subdivision agrees in writing that this Bylaw should have effect.

~~6.(3)~~6.(4) Transitional regarding Building Permit Applications. This Bylaw has no effect, and South Coast British Columbia Transportation Authority Bylaw No. 124-2018 shall continue to apply, with respect to the construction, alteration or extension of a building or structure if:

- (a) the Building Permit authorizing that construction, alteration or extension is issued within 12 months after the Effective Adoption Date; and
- (b) a Precursor Application in relation to that Building Permit is In-stream on the Effective Date.

~~6.(4)~~6.(5) Agreement with Applicant for Building Permit. Section 6.~~(34)~~ does not apply if the applicant for that Building Permit agrees in writing that this Bylaw should have effect.

## **7. REPLACEMENT OF DEVELOPMENT COST CHARGES**

7.(1) Collection Entity Agreements. Despite any other provision of this Bylaw, the Authority may, in accordance with section 34.31 of the Act, enter into an agreement or agreements with any Collection Entity under which:

- (a) all, some or some portion of the development cost charges under this Bylaw that would otherwise apply are not required to be collected and remitted by the Collection Entity; and

(b) the Collection Entity agrees to pay to the Authority an amount equal to the development cost charges that the Collection Entity would have collected under this Bylaw but for such an agreement, in the manner and at the times set out in the agreement, or otherwise in the same manner and at the same times that development cost charges would otherwise have been payable.

7.(2) Failure to Remit Development Cost Charges. If a Collection Entity fails, for any reason, other than under an agreement under Section 7.(1), to collect any development cost charges payable under this Bylaw or to remit to the Authority any development cost charges collected by it, the Collection Entity must pay to the Authority on demand an amount equal to the development cost charges that the Collection Entity should have collected or remitted under this Bylaw.

## 8. INTERPRETATION

8.(1) Severability. If a portion of this Bylaw is held to be invalid it shall be severed and the remainder of the Bylaw shall remain in effect.

8.(2) Schedule. Schedule A is attached to and forms part of this Bylaw.

READ A FIRST, SECOND AND THIRD TIME this 23<sup>rd</sup> day of September, 2021~~24<sup>th</sup> day of October, 2018~~.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 23<sup>rd</sup> day of September, 2021~~24<sup>th</sup> day of October, 2018~~.

Board Chair

~~Lorraine Cunningham~~ Tony Gugliotta,

Corporate Secretary

~~Gigi Chen-Kuo~~ Jennifer Breeze,

**SCHEDULE A**

**DEVELOPMENT COST CHARGE BYLAW  
RATE SCHEDULE**

<b>Type of Development</b>	<b>Rates effective January 15, 2019</b>	<b>Rates effective January 15, 2020</b>	<b>Rates effective January 1, 2021</b>
Single Family Dwelling	\$0 per Dwelling Unit	\$2,100 per Dwelling Unit	\$2,975 per Dwelling Unit
Duplex	\$0 per Dwelling Unit	\$1,900 per Dwelling Unit	\$2,470 per Dwelling Unit
Townhouse Dwelling Unit	\$0 per Dwelling Unit	\$1,900 per Dwelling Unit	\$2,470 per Dwelling Unit
Apartment Dwelling Unit	\$0 per Dwelling Unit	\$1,200 per Dwelling Unit	\$1,545 per Dwelling Unit
Retail/Service	\$0 per sq. ft. of Floor Area*	\$1.25 per sq. ft. of Floor Area*	\$1.25 per sq. ft. of Floor Area*
Office	\$0 per sq. ft. of Floor Area*	\$1.00 per sq. ft. of Floor Area*	\$1.00 per sq. ft. of Floor Area*
Institutional	\$0 per sq. ft. of Floor Area*	\$0.50 per sq. ft. of Floor Area*	\$0.50 per sq. ft. of Floor Area*
Industrial	\$0 per sq. ft. of Floor Area*	\$0.30 per sq. ft. of Floor Area*	\$0.30 per sq. ft. of Floor Area*

<b><u>Type of Development</u></b>	<b><u>Rates effective January 1, 2022</u></b>
<u>Single Family Dwelling</u>	<u>\$2,993 per Dwelling Unit</u>

<u>Duplex</u>	<u>\$2,485 per Dwelling Unit</u>
<u>Townhouse Dwelling Unit</u>	<u>\$2,485 per Dwelling Unit</u>
<u>Apartment Dwelling Unit</u>	<u>\$1,554 per Dwelling Unit</u>
<u>Retail/Service</u>	<u>\$1.26 per sq. ft. of Floor Area*</u>
<u>Office</u>	<u>\$1.01 per sq. ft. of Floor Area*</u>
<u>Institutional</u>	<u>\$0.50 per sq. ft. of Floor Area*</u>
<u>Industrial</u>	<u>\$0.30 per sq. ft. of Floor Area*</u>

\*Calculated as the rate multiplied by the number of square feet of Floor Area

TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: September 6, 2021

SUBJECT: Public Delegations at the June 17, 2021 Board of Directors Meeting

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#### **EXECUTIVE SUMMARY**

The Board received eight public delegations at its June 17, 2021 Board meeting. Management followed up with the delegations after the meetings.

On June 17, 2021, the Board received eight public delegations on the following topics:

- **HandyDART Modernization Project – Registration Updates**
  - Seven delegates spoke to the Board to request that the new HandyDART registration process that will be introduced as part of the HandyDART Modernization project provide for voluntary, and not mandatory, in-person assessments as part of the eligibility process. As well, delegates requested that these in-person assessments be with a physician familiar with the individual to confirm eligibility. Support was expressed for TransLink’s current plan to ensure in-person assessments are voluntary. In addition, delegates recommended that TransLink introduce age-based discounts for fares on HandyDART.
  - Management followed with each delegate in writing after the meeting to confirm that the HandyDART application process in the future will include two options: an in-person consultation, or a longer paper application with medical verification. With the launch of Compass on HandyDART in October 2021, approximately 70% of HandyDART customers will become eligible for concession fares as a result of the introduction of age-based discounts.
  
- **Bus Stop Balancing Program – Route 17**
  - One delegate spoke to the Board about concerns relating to the removal of certain stops on Route 17 that has resulted in the delegate needing to travel further to access bus services.
  - Management responded during the meeting to confirm that TransLink is considering impacts of the Bus Stop Balancing Program on seniors and others who may be more impacted by removal of bus stops in their area. In addition, Management wrote to the delegate after the meeting to advise that, in response to the delegate’s concerns, TransLink has reinstated the two bus stops that were of most concern to the delegate in order to not negatively impact mobility and quality of life for the delegate and residents in that area.

TO: Board of Directors

FROM: Jeffrey Busby, Acting Vice President, Engineering

DATE: August 27, 2021

SUBJECT: Pattullo Bridge Condition Monitoring Report

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#### **EXECUTIVE SUMMARY**

This report provides an update on condition monitoring activities on the Pattullo Bridge. TransLink continues to closely monitor and inspect the condition of the Bridge and take corrective action where appropriate. Recent and on-going activities include:

- *Condition Inspection* by Mott MacDonald Canada Limited;
- *Railing Inspection and Repairs* by Mott MacDonald Canada Ltd., and Mainroad Contracting Ltd;
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP;
- *Winter Monitoring Survey* by Northwest Hydraulic Consultants; and,
- *Coordination with Pattullo Bridge Replacement Project.*

#### **PURPOSE**

This Report is a recurring status report that provides an information update on condition monitoring activities on the Pattullo Bridge. The previous report was issued in May 2021.

#### **BACKGROUND**

The Pattullo Bridge is 83 years old. Most of the structural components have passed the predicted design life, and some are reaching the end of their useful life. Temperature fluctuation, rainfall, wind, river action, live traffic loads and the aging of the steel and concrete components all contribute to the condition of the bridge. The Province of British Columbia is leading the Pattullo Bridge Replacement Project, which will construct a new bridge as well as decommission the existing bridge.

With responsibility for the safety and operations of the existing bridge, TransLink monitors the condition of the structure closely through regular inspections, and regularly consults with experienced bridge engineers. Management then performs the necessary maintenance and repairs in response to the inspection findings.

#### **DISCUSSION**

Recent and on-going inspection activities are listed in Table 1.

**Table 1: May 2021 to August 2021 Pattullo Bridge Ongoing Inspections and Monitoring**

REFERENCE	ACTIVITY	CONSULTANTS / PARTNERS	STATUS
1	Condition Inspection	Mott MacDonald – design consultant	Snooper inspection to be scheduled for Q3 2021 (subject to presence of birds)
2	Railing Inspection and Repairs	Mott MacDonald – design consultant Mainroad Contracting - bridge operations and maintenance contractor	Inspection completed in July 2021
3	Deck Condition Monitoring and Repairs	Mainroad Contracting WSP – deck consultant	Monthly deck monitoring – ongoing  Soffit inspection – Q3 2021 (subject to presence of birds)
4	Freshet Monitoring Survey	Northwest Hydraulic Consultants	Monthly monitoring – ongoing  Freshet Survey – completed in June 2021
5	Pattullo Bridge Replacement Project	Province of British Columbia	Forecast In Service – 2024

### 1. Condition Inspection

Given that the Bridge will be decommissioned following the opening of the Pattullo Replacement Bridge, TransLink’s objective is to keep the bridge operational, rather than long-term asset preservation. A snooper truck inspection will be scheduled to conduct a close proximity inspection of structural elements below the bridge deck and to perform a soffit condition review. Inspection will be completed at night to minimize traffic impacts.

The condition inspection was originally scheduled to occur in May 2021. However, the work has been deferred due to the presence of peregrine falcons, which are protected under the *Migratory Birds Convention Act*, nesting under the bridge. Follow-up surveys were conducted on June 9 and on July 15. Both times, the birds continue to be observed. Another follow-up survey will be conducted in mid-August and every 4 weeks thereafter until the birds are no longer observed. Subject to the findings of the follow-up surveys, snooper inspection work is anticipated for Q3 2021, once the birds have left the site.

### 2. Railing Inspection and Repairs

The railings will continue to deteriorate over the remaining service life of the Bridge. To ensure safety, TransLink continues to monitor and repair or replace railing posts as needed. The 2021 railing inspection was completed by Mott MacDonald in July 2021. A report presenting the findings of the inspection as well as a list of repairs is expected in Q3 2021.

### **3. Deck Condition Monitoring and Repairs**

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 deck remains functional and safe for operations, deck experts from WSP conduct monthly walk-through inspections from the deck, ground and catwalk levels. In the recent surveys, WSP has confirmed no concrete deck repairs are required now, and therefore, no significant deck repairs requiring full closure of the Bridge are anticipated in 2021.

Extensive corrosion-related damage is also occurring to the bottom surface (soffit). Debris netting is currently in place to protect the public and other infrastructure, including the railway tracks, from concrete falling from the deck soffit. WSP will continue to monitor the condition of the deck soffit. Once the peregrine falcons are no longer observed, a close-proximity visual inspection will be conducted on the main span using a snooper truck at night (see also Item 1).

### **4. Freshet Monitoring Survey**

The Pattullo Bridge is situated in the narrowest part of the river, which experiences large tidal fluctuations. This elevates scour and erosion risks. Changing river hydraulics are monitored through bi-annual surveys conducted by Northwest Hydraulic Consultants Ltd (NHC).

The 2021 freshet monitoring survey was undertaken from June 14-15, 2021. The key findings of the freshet monitoring survey, as they are relevant to the existing bridge, are as follows:

- Launching (displacement) of the scour protection on the north-east side of Pier 4 was noted. Movement of the scour protection has previously occurred, but TransLink will be meeting with NHC and the Province to identify whether mitigation measures are warranted.
- Possible launching of riprap material at Pier 5 may have occurred. However, bed level changes in the area appear to be minimal and is not of immediate concern.

Due to in-river works required for the Pattullo Bridge Replacement Project and improvements to the CN Rail Bridge, NHC has conducted monthly bathymetric surveys since February 2019 in the vicinity of the existing bridge and will continue to closely monitor the river hydraulics throughout construction of the Pattullo Replacement Bridge. Any issues of concern, including any substantive changes to the riverbed conditions, will be reported to TransLink.

### **5. Coordination with Pattullo Bridge Replacement Project**

Efforts to identify a long-term solution for the Pattullo Bridge have been underway since 2006. While TransLink led the project through the conceptual development and planning phases, the Province is delivering the Pattullo Bridge Replacement Project. Management continues to coordinate with the Province as needed for the Replacement Project.

In Q1 2020, the Fraser Crossing Partners (FCP) consortium was selected by the Province to design and construct the new Pattullo Bridge. TransLink staff meet regularly with Fraser Crossing Partners and the Province to provide support and coordination.

### **Customer Impact**

To minimize impacts on the public, all activities requiring lane and bridge closures are generally scheduled between 10:00 pm and 5:00 am, when volumes on the bridge are lowest. A robust communications plan has been developed to utilize all available channels in support of any closures that impact the public. Inquiries related to the Pattullo Bridge Replacement Project are directed to the Province's 24hr project information line and the Province's project website.

Work to date on the Pattullo Bridge Replacement Project has had minimal impacts on TransLink's customers. Upcoming work will have various interfaces with SkyTrain infrastructure and the existing Pattullo Bridge. TransLink and BCRTC will continue to work with Fraser Crossing Partners as required to ensure impacts on assets, infrastructure and customers are proactively managed.

### **Financial Impact**

All monitoring, inspection, and repair work is being performed under existing approved operating and capital funds.

TO: Board of Directors

FROM: Jeffrey Busby, Acting Vice President, Engineering

DATE: August 31, 2021

SUBJECT: Surrey Langley SkyTrain Project Update

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#### **EXECUTIVE SUMMARY**

In January 2020, the Board and the Mayors' Council endorsed a draft business case for a SkyTrain extension along Fraser Highway. Since December 2020, Management is working to transition project delivery to the Province, a process expected to be completed by Fall of 2021. On July 9, 2021, Prime Minister Trudeau announced \$1.3 billion in federal funding to extend the Expo Line 16-km from the existing terminus to Langley Centre.

#### **PURPOSES**

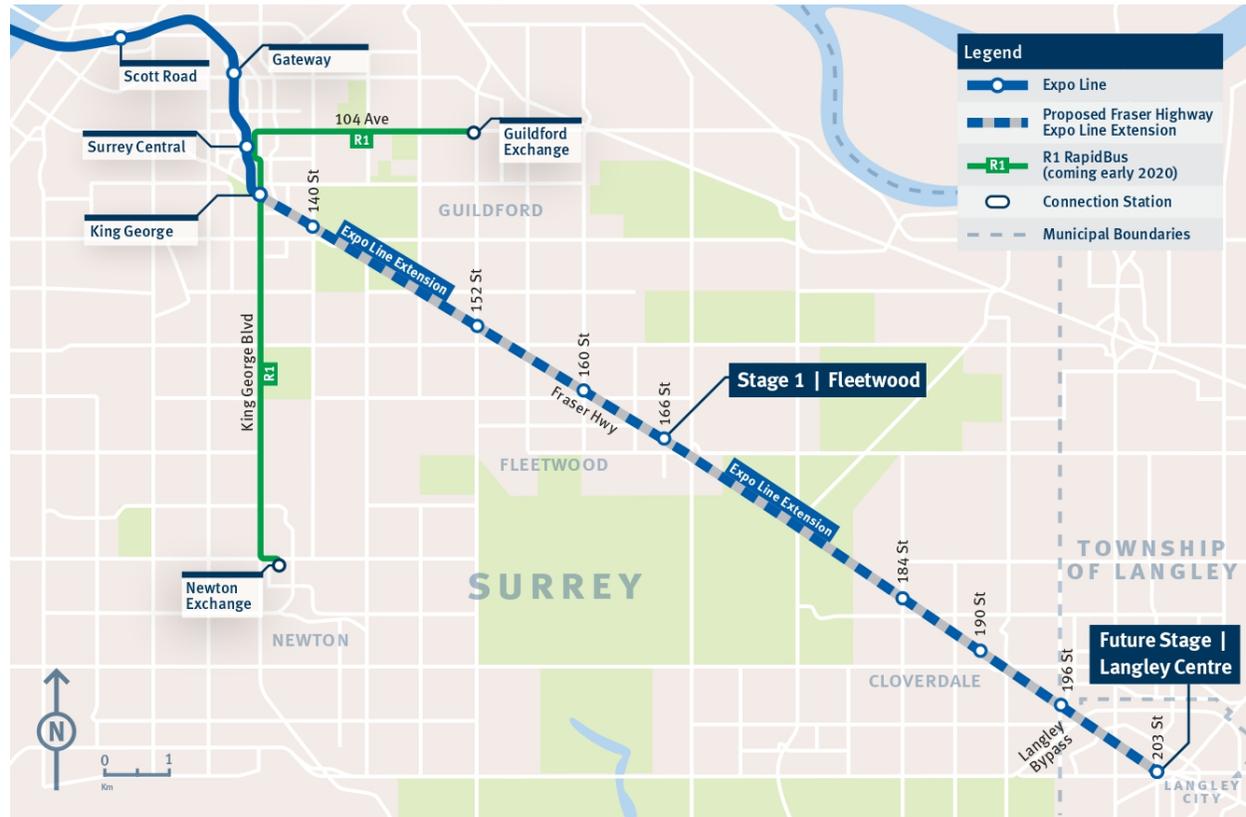
The purposes of this report are to provide an update on the SLS project.

#### **BACKGROUND**

In December 2018, the Mayors' Council and Board requested that Management proceed with development of the Surrey Langley SkyTrain project, and to initiate a planning process to refresh the overall South of Fraser Rapid Transit Plan. A budget of \$30 million was approved for this purpose in January 2019.

In January 2020, the Board and the Mayors' Council endorsed the final draft Business Case and directed Management to submit it to senior government for approval. The draft Business Case describes the full Surrey to Langley project, and recommended construction in stages consistent within available funding. Stage 1 would extend SkyTrain approximately 7 kilometers from King George to Fleetwood with four new stations at a cost of \$1.63 billion to be delivered using a Design Build Finance (DBF) procurement model.

**Figure 1 – Proposed extensions with stages and station locations**



On July 9, 2021, Prime Minister Trudeau announced \$1.3 billion in federal funding to extend the Expo Line 16 kilometres from Surrey City Centre to Langley Centre. The total project cost for both stages is estimated by the Province at \$3.94 billion.

Management is working with provincial staff to assess options to fund the remaining project cost and determining governance, roles and responsibilities of SLS. Since October 2020, Management is working to transition responsibility for project delivery to the Province.

## DISCUSSION

### SLS Project Development Activities

Activities completed since the previous reporting period include:

- Coordination with provincial staff on facility requirements, governance, roles and responsibilities, and funding arrangements of SLS, including OMC5;
- Confirmation of fleet, facilities, and other requirements for both stages of the SLS project;
- Coordination with provincial staff on advanced works, especially upgrades to enable the project on the existing Expo and Millennium Lines;
- Coordination with parallel projects being delivered in the Expo and Millennium Line Upgrade Program (EMUP) and the Broadway Subway Project; and
- Scoping meetings for Supportive Policies Agreements with the Township and City of Langley.

The future work program is anticipated to include:

- Supporting development of the business case, Procurement technical requirements, and Project Agreement for the full scope of the project;
- Finalizing agreements to transfer the SLS Project to the Province;
- Clarifying TransLink's responsibilities through a Support Agreement; and
- Coordinating with the Investment Plan to account for SLS-related financial, ridership, and other outcomes.

#### ***Operations and Maintenance Centre Network Plan***

Operations and Maintenance Centres (OMCs) are required to store and maintain train cars, as well as equipment for the maintenance of tracks and other infrastructure. The existing Expo and Millennium Line network is supported by three OMCs, two near Edmonds Station in Burnaby and a third near Inlet Centre Station in Coquitlam. A fourth OMC is planned near Braid Station in Coquitlam to enable the Broadway Subway Project and growth in fleet in the Expo and Millennium Upgrade Program.

Prior to the July 2021 funding announcement, SLS Stage 1 OMC requirements were planned to be accommodated at existing and planned facilities. The further extension of the network to Langley introduces additional requirements and the opportunity to address strategic network growth through construction of a phased OMC facility near the Langley terminus.

The Surrey Langley SkyTrain Project, when implemented, will increase the size of the Expo and Millennium Line network by 24% as measured by track-km (from 66 to 82 kms) and increase the number of cars by 8%. The length of the extension makes it challenging to stabling vehicles and maintenance equipment from existing OMCs. The Skytrain network currently does not have an OMC south of the Fraser River and the nearest facility to the Langley terminus is approximately 30 minutes away (and longer by maintenance vehicles that travel at slower speeds than revenue service vehicles).

There are currently 205 train cars on order to address planned peak capacity expansion, to service the Broadway Subway Project (BSP) extension, and to replace the retiring MKI trains. An additional 30 train cars will be needed to be ordered by SLS opening day (2028) to service the extended network. By late 2028 there will be a combined 235 trains on the Expo Line peak, and 192 cars on the Millennium Line. In 2028 the total combine Expo-Millennium Line fleet size will be 427 cars, which is more than the total number of available spaces (380 spaces) in the existing and planned OMCs:

- OMC1/2: 185 spaces
- OMC3: 50 spaces
- OMC4: 145 spaces

#### **Communications**

Project related communications and engagement is being led by the Province. TransLink will provide support as appropriate.