TransLink Open Board Meeting

Friday, June 23, 2017
Public Delegations
CEO Report
Kevin Desmond, TransLink CEO
Questions?
TRANSLINK
OPEN BOARD MEETING
June 23, 2017:

Vivienne King
President & General Manager

British Columbia Rapid Transit Company
### Performance

#### SkyTrain and West Coast Express

#### Q1 2017

<table>
<thead>
<tr>
<th></th>
<th>Expo &amp; Millennium</th>
<th>Target</th>
<th>WCE</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>95.2%</td>
<td>95.0%</td>
<td>96.9%</td>
<td>97.8%</td>
</tr>
<tr>
<td>Percentage of Service Hours Delivered</td>
<td>99.6%</td>
<td>99.5%</td>
<td>99.96%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>8.0</td>
<td>8.1</td>
<td>8.0</td>
<td>8.5</td>
</tr>
<tr>
<td>Mystery Shopper</td>
<td>95.7%</td>
<td>95.0%</td>
<td>99.3%</td>
<td>97.0%</td>
</tr>
</tbody>
</table>
Focus on Customer Service

Leveraging our Employees & Connections

• Focus groups
• Brainstorming sessions
• Canada Line

“Thank you to the SkyTrain Attendant that helped me today. She turned my situation into such a positive experience.”
Aligning departments to focus on “One Customer” ethos
Customer Service

Metrotown Station

- Opened two new elevators
- 100% accessible

Outstanding Customer Service

- Two STAs performed life saving measures on passenger in medical distress
State of Good Repair

Continued focus on state of good repair

• Rail Pads & Running Rail Replacement Project
  o Phase 1: 7,000 rail pads replaced COMPLETED
  o Phase 2: 5,000 linear metres of running rail
State of Good Repair

Continued focus on state of good repair

• Turnout Replacement Project
• Station Painting Project
• Rail Grinding Maintenance
  ○ 12.5 km of rail YTD

“We live on East 14th between Commercial and Victoria Drive. We have noticed that the train and track noise has decreased substantially. A big thanks!”
Questions?
Coast Mountain Bus Company Report
Haydn Acheson, President & General Manager
• HandyDART
• 10-Year Vision Bus Service Improvements
• Recognition
• Fleet update
HandyDART

- Extended booking window
- New location
- New option for customers with hearing impairments
### HandyDART

<table>
<thead>
<tr>
<th></th>
<th>YTD May Target</th>
<th>2017 May Actual</th>
<th>2016 May Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Denials</strong></td>
<td>628</td>
<td>570</td>
<td>816</td>
</tr>
<tr>
<td><strong>Trips</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• HandyDART</td>
<td>496,692</td>
<td>455,795</td>
<td>470,178</td>
</tr>
<tr>
<td>• Taxi Supplement</td>
<td>42,736</td>
<td>52,764</td>
<td>51,755</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>539,428</td>
<td>508,559</td>
<td>521,933</td>
</tr>
<tr>
<td><strong>On Time Performance (%)</strong></td>
<td></td>
<td>89</td>
<td>88</td>
</tr>
</tbody>
</table>
Northeast Sector:
Add short turn trips to meet WCE
- 186 Hampton Park/Panorama/Coquitlam Central Station
- 187 Parkway/Panorama/Coquitlam Central Station

Improve to Frequent Transit Network
- 160 Port Coquitlam Station/Kootenay Loop

Improve peak headways
- 171 Fremont/Coquitlam Central Station
- 172 Riverside/Coquitlam Central Station
- 173 Cedar/Coquitlam Central Station
- 174 Rocklin/Coquitlam Central Station
- 183 Moody Centre Station/Coquitlam Central Station
Nightbus extended hours

• N8 Downtown/Fraser
• N20 Downtown/Victoria
• N9 Downtown/Lougheed Station/Coquitlam Central Station
• N35 Downtown/SFU
Seasonal:
Seasonal service level improvements
• 019 Metrotown Station/Stanley Park
• 227 Lynn Valley Centre/Phibbs Exchange
• C52 Seaside/White Rock Centre

Summer season only routes
• 179 Buntzen Lake/Coquitlam Central Station
• C19 Alma/Spanish Banks

Other changes
Improve frequencies all days of week
• 180 Moody Centre Station/Lougheed Station
• 257 Horseshoe Bay Express/Vancouver
Recognition of our commitments

Environment:
Recipient of 2017 RCBC Environmental Award in the Public Sector

Safety:
2016 Recognition of Certification, $1.2 million incentive rebate
Fleet update

- Current fleet
- Current replacement program
- Planned deliveries 2019
- Lower carbon strategy
- Alternate fleet delivery 2019
- Trial programs ahead
Current fleet (May 31, 2017)

<table>
<thead>
<tr>
<th>Propulsion</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric Trolley</td>
<td>262</td>
</tr>
<tr>
<td>CNG</td>
<td>145</td>
</tr>
<tr>
<td>Hybrid</td>
<td>252</td>
</tr>
<tr>
<td>Gasoline</td>
<td>165</td>
</tr>
<tr>
<td>Diesel</td>
<td>759</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,583</strong></td>
</tr>
</tbody>
</table>

- HandyDART: 309
## Current fleet (May 31, 2017)

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>60’ articulated</td>
<td>259</td>
</tr>
<tr>
<td>40’</td>
<td>1,048</td>
</tr>
<tr>
<td>Community shuttles</td>
<td>193</td>
</tr>
<tr>
<td>Highway coaches</td>
<td>83</td>
</tr>
</tbody>
</table>
Current replacement program
• Average lifecycle
• Planned deliveries: replacement and expansion
Average lifecycle

- Shuttle: 7 years
- Conventional: 17 years
- Trolley: 20 years

- Average annual replacement: 80 buses
Mid-life overhaul

- Conventional: 8-10 years
- Body, engine, transmission
- Average cost $80K-$100K
- New technology warrants review of mid-life program
Deliveries:
• Replacement
• Expansion
## Planned deliveries fall 2018/early 2019

<table>
<thead>
<tr>
<th>Propulsion</th>
<th>Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>40’</td>
<td>CNG Replacement</td>
<td>106</td>
</tr>
<tr>
<td></td>
<td>Hybrid Expansion</td>
<td>94</td>
</tr>
<tr>
<td></td>
<td>Diesel Replacement</td>
<td>57</td>
</tr>
<tr>
<td></td>
<td>Diesel (highway) Replacement</td>
<td>23</td>
</tr>
<tr>
<td>60’</td>
<td>Hybrid Expansion</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Diesel Replacement</td>
<td>52</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel</td>
<td>54%</td>
<td>49%</td>
<td>43%</td>
<td>-10%</td>
</tr>
<tr>
<td>Electric</td>
<td>19%</td>
<td>18%</td>
<td>18%</td>
<td>-1%</td>
</tr>
<tr>
<td>Hybrid</td>
<td>18%</td>
<td>20%</td>
<td>24%</td>
<td>+6%</td>
</tr>
<tr>
<td>CNG</td>
<td>9%</td>
<td>12%</td>
<td>16%</td>
<td>+7%</td>
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</table>
Our future fleet priority: A focus on a lower-carbon strategy
Lower carbon strategy

• TransLink is considered a fuel supplier for CNG because we compress the gas at our transit centres.
• Because CNG is considered a low-carbon fuel, we gain carbon credits for using it. The more CNG we consume, the more carbon credits we will gain.
• We can sell the credits to the diesel and gasoline fuel suppliers in BC.
Lower carbon strategy

- **Tailpipe**: created from the combustion of fuel in the vehicles engine
- **Upstream**: emissions from the production, processing, and transport of fuel.
Reassessment of Order

- RFP still open, soon to close
- November approval of Phase One of 10-Year Vision
- Carbon credits
- Lifecycle lower fuel costs
- Purchase price
# Alternate deliveries fall 2018/early 2019

<table>
<thead>
<tr>
<th>Propulsion</th>
<th>Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>40' CNG</td>
<td>Replacement</td>
<td>153</td>
</tr>
<tr>
<td>Hybrid</td>
<td>Expansion</td>
<td>104</td>
</tr>
<tr>
<td>Diesel (highway)</td>
<td>Replacement</td>
<td>23</td>
</tr>
<tr>
<td>60' Hybrid</td>
<td>Expansion</td>
<td>11</td>
</tr>
<tr>
<td>Hybrid</td>
<td>Replacement</td>
<td>52</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Diesel</th>
<th>Electric</th>
<th>Hybrid</th>
<th>CNG</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>53%</td>
<td>19%</td>
<td>18%</td>
<td>10%</td>
</tr>
<tr>
<td>2018</td>
<td>45%</td>
<td>18%</td>
<td>21%</td>
<td>17%</td>
</tr>
<tr>
<td>2019</td>
<td>35%</td>
<td>18%</td>
<td>27%</td>
<td>21%</td>
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<table>
<thead>
<tr>
<th>Change</th>
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<td>45%</td>
<td>35%</td>
</tr>
<tr>
<td></td>
<td>CNG</td>
<td>10%</td>
<td>17%</td>
<td>21%</td>
</tr>
<tr>
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<td>Electric</td>
<td>19%</td>
<td>18%</td>
<td>18%</td>
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<td></td>
<td>Hybrid</td>
<td>18%</td>
<td>21%</td>
<td>27%</td>
</tr>
<tr>
<td></td>
<td>CNG</td>
<td>10%</td>
<td>17%</td>
<td>21%</td>
</tr>
</tbody>
</table>
Why trial programs?

• Customer satisfaction
• Customer feedback
• Customer amenities
• Innovative technologies
Trial programs/Fleet diversity

Xcelsior battery electric
- Two buses
- 120 mile range

Nova battery electric
- Two buses
- 40 km range
 Trial programs/Fleet diversity

Enviro 500 double-decker
- Two buses
- Seating capacity: 82 (vs 50 for 60’ articulated)
  - 50 on upper level
  - 30 on lower level
- Comfortable ride for customers
- Used by BC Transit
Luggage rack trial

Luggage rack
• 620 (Tsawwassen ferry to Bridgeport Exchange)
• Location adjusted based on feedback from operators, maintenance, and customers
Questions?
Transit Police Report
Doug LePard, Transit Police Chief
TransLink Board Update
June 2017
A Day in the Life...
Helping the Vulnerable

Intranasal Naloxone
Naloxone HCl

Naloxone First Responder Kit

Kit Includes

(2) 2ml boxes of Naloxone/needless luer-lock syringes
(2) Mucosal atomization device
(2) Medium alcohol prep pads
(2) Nitrile gloves
(2) Rescue breathing barrier
(2) Use documentation card
(2) Educational insert

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www.mountainside-medical.com
Leveraging Technology

SceneDoc – Pilot Project

• Digital notebook/evidence collection

• Foot patrol friendly

• Real time information sharing

• Enhanced and efficient supervision for front line

• Evaluation by TransLink Audit team
Transit Police & Transit Security Task Force

- Joint Task Force established to oversee initiatives
- Joint training opportunities to be identified
- Intelligence-led complementary deployment
- Coordinated responses during emergencies
- Sharing of analytical data where possible
“POLICING MOVING CITIES”

Urban Public Transit - Policing and Security Conference

Transit Policing - The Value Proposition
Questions?
Planning and Stakeholder Relations Committee
Moving the Economy
A Regional Goods Movement Strategy for Metro Vancouver

TransLink Board
June 23, 2017
The legislated purpose of TransLink is to provide a regional transportation system that moves

**People & Goods**
With respect to goods movement, TransLink plays four key functions.
The region has lacked a coherent, agreed-upon, multi-partner **regional strategy for urban freight**.
We have **collaborated with partners** over the past three years to develop and **agree on** this regional strategy.
Some **key challenges** prevent the **private sector** from achieving its full potential.
Some **key challenges** relate to the community **livability impacts** of goods movement.
VISION

As a region, we maintain our economic competitiveness and global position as a great place to live and do business because we deliver goods and services efficiently and reliably in a way that supports our prosperity and protects the environment, health, safety, and livability of our communities.

GOALS

1. More efficient and reliable goods movement

2. Cleaner, safer, and quieter goods movement
RGMS
STRATEGIES & ACTIONS

1.0 INVEST
2.0 MANAGE
3.0 PARTNER
1.0 INVEST Strategically to Maintain & Grow the System

1.1 Maintain roads and bridges in good repair
1.2 Make strategic investments in the road network
1.3 Shift driving trips to walking, cycling and transit
2.0 MANAGE the System to be Efficient & User-Focused

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1</strong></td>
<td>Make travel safer</td>
</tr>
<tr>
<td><strong>2.2</strong></td>
<td>Make the system easy to navigate</td>
</tr>
<tr>
<td><strong>2.3</strong></td>
<td>Designate a Regional Truck Route Network</td>
</tr>
<tr>
<td><strong>2.4</strong></td>
<td>Implement mgmt solutions to improve reliability</td>
</tr>
<tr>
<td><strong>2.5</strong></td>
<td>Harmonize truck permitting &amp; regulations</td>
</tr>
<tr>
<td><strong>2.6</strong></td>
<td>Balance intra-regional goods movement with community livability</td>
</tr>
<tr>
<td><strong>2.7</strong></td>
<td>Support quieter, cleaner, and lower-carbon goods movement</td>
</tr>
<tr>
<td><strong>2.8</strong></td>
<td>Create a policy and regulatory environment that supports innovation</td>
</tr>
<tr>
<td><strong>2.9</strong></td>
<td>Support the Port of Vancouver in optimizing container drayage</td>
</tr>
<tr>
<td><strong>2.10</strong></td>
<td>Price the transportation system more effectively</td>
</tr>
</tbody>
</table>
3.0 PARTNER to Make it Happen

3.1 Plan for land use and transport needs of business & industry

3.2 Integrate goods movement considerations into community planning and development

3.3 Ensure effective coordination through strong partnerships

3.4 Collect and share data for monitoring & decision-making
Greater Vancouver Urban Freight Council
Implementation Priorities

1. Price the transportation system more effectively to reduce congestion and improve travel time reliability (Mobility Pricing).
2. Develop a Regional Road Network Strategy (RRNS).
3. Streamline processes to improve freight efficiency.
4. Improve regional road network operations and management.
5. Protect the existing supply of accessible industrial land.
6. Raise awareness of the value and contribution of goods movement to the economy.
Implementation Priorities

1. Price the transportation system more effectively to reduce congestion and improve travel time reliability (Mobility Pricing).

2. Develop a Regional Road Network Strategy (RRNS).
Implementation Priorities

1. Price the transportation system more effectively to reduce congestion and improve travel time reliability (Mobility Pricing).

2. Develop a Regional Road Network Strategy (RRNS).

3. **Streamline processes to improve freight efficiency.**
Proposed Resolution

That the TransLink Board of Directors approve and adopt the attached final draft of the Regional Goods Movement Strategy.
Questions?
Finance and Audit Committee
Major Projects: Business Cases & Procurement Readiness

- Millennium Line Broadway Extension
- Pattullo Bridge Replacement
- SoF Light Rapid Transit
Major Projects: Business Cases & Procurement Readiness

- Due Diligence
- Business Case
  - Scope / Schedule / Budget
  - Funding
  - Governance
  - Delivery Models
- Investment Plan
- Procurement
## Major Projects:
### Current Round of Public Engagement

<table>
<thead>
<tr>
<th>Pattullo Bridge Replacement</th>
<th>Millennium Line Broadway Extension</th>
<th>South of Fraser LRT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Open House #1</strong>&lt;br&gt;Mon. June 26, 5-8pm&lt;br&gt;Sapperton Pensioners' Hall</td>
<td><strong>Public Event #1</strong>&lt;br&gt;Sat. June 24, 10am–2pm&lt;br&gt;City of Vancouver Engagement Space</td>
<td><strong>Stakeholder Workshop #1</strong>&lt;br&gt;Tues. June 13, 1–3:30pm&lt;br&gt;City Centre Library</td>
</tr>
<tr>
<td><strong>Open House #2</strong>&lt;br&gt;Tues. June 27, 5-8pm&lt;br&gt;Surrey City Hall</td>
<td><strong>Public Event #2</strong>&lt;br&gt;Tues. June 27, 4–7pm&lt;br&gt;City of Vancouver Engagement Space</td>
<td><strong>Stakeholder Workshop #2</strong>&lt;br&gt;Thurs. June 15, 5–7:30pm&lt;br&gt;City Centre Library</td>
</tr>
<tr>
<td><strong>Open House #3</strong>&lt;br&gt;TBD late June/early July&lt;br&gt;Musqueam Community Open House&lt;br&gt;Musqueam Indian Band office</td>
<td><strong>Public Event #3</strong>&lt;br&gt;Wed. June 28, 4–7pm&lt;br&gt;City of Vancouver Engagement Space</td>
<td><strong>Open House #1</strong>&lt;br&gt;Sat. June 17, 10am–2pm&lt;br&gt;Surrey Arts Centre</td>
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- **Open House #3**
  - TBD late June/early July
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  - Thurs. June 15, 5–7:30pm
  - City Centre Library
- **Open House #1**
  - Sat. June 17, 10am–2pm
  - Surrey Arts Centre
- **Open House #2**
  - Thurs. June 22, 3–7pm
  - Surrey City Hall
- **Open House #3**
  - Thurs. June 29, 4–8pm
  - People's Church
Questions?
Human Resources and Governance Committee