EXECUTIVE SUMMARY

The Board received two public delegations at its June 21, 2018 open Board meeting. Management followed up with each delegation after the meeting.

PURPOSE

The purpose of this report is to brief the Board on Management’s response to topics raised by public delegations at the TransLink Board meeting on June 21, 2018.

BACKGROUND

On June 21, 2018, the TransLink Board of Directors received two public delegations on the following topics:

- Extension of public transportation service to regions beyond the Greater Vancouver Transportation Authority (GVTA) region; and
- Improvements to the transit system with respect to specific bus stop locations; and concerns about Tap to Pay and Compass Card system.

DISCUSSION

Management responded to each of the delegations on issues as follows:

- Extension of public transportation service beyond the GVTA region – A member of the Planning Department met with the delegation after the Board meeting to address the issues he raised.
- Improvements to the transit system – Geoff Cross, VP Transportation Planning and Policy met with the delegation after the Board meeting to address the issues he raised. Mr. Cross also provided a written response addressing his queries about TransLink’s Compass Card system, the SkyTrain system, and future Light Rail Transit (LRT) line in Surrey.
TransLink Strategic Priority: Improve Customer Experience and Public Support

**BCRTC’s corresponding business plan initiatives related to this strategic priority.**

“*Putting the needs of our customers first will be made possible with a new customer experience plan that sets standards of excellence for our system. We’ll measure our progress with key performance indicators and data dashboards brought to life through our visual management centres.*”

**Customer Experience**

The Communications and Customer Service teams continue to work with several TransLink departments on a number of key customer facing projects. This work involves providing communications support, advice, and coordination for signage and notices to ensure internal and external clients are well informed of maintenance and capital projects that may affect their commute or business activities.

Projects supported this quarter include:

- Supported TransLink’s Marketing, Wayfinding, and Communications departments with communications advice, signage development, and printing ahead of the Granville Escalator Replacement project.
- Supported TransLink’s Marketing, Wayfinding, and Communications departments with communications advice, signage development, and printing ahead of the Joyce – Collingwood Skip Stop Tile project.
- Supported TransLink Marketing and Communications in preparation for the June 25 Lougheed Station platform changes.
- Assisting TransLink Communications in preparation for a media and customer appreciation event for the opening of the completed upgrades at Metrotown Station.
- Assisted TransLink Media Relations with organizing a Tap-to-Pay media event for the launch of this Compass fare initiative. Assistance was also provided to inform STAs on the “card clash” component of Tap-to-Pay so they could educate customers on “tapping their card, not their wallet”.

Thanks to the team’s proactive work on station signage ahead of major maintenance and capital projects, customer complaints associated with these activities are relatively low. In Q2, the Granville Escalator Replacement Project had received only four complaints and three for the Joyce – Collingwood Skip Stop Tile Work. For the Lougheed Station Platform Change, we have only received two suggestions to the end of Q2.

**Operations**

In Q2, SkyTrain service delivery was 99.9% and on-time performance was 96.8%. These results are above the respective targets of 99.6% and 95.4%. WCE service delivery was on target at 99.9% and on-time performance was 97.0%, just below the target of 97.8%.

The scope of work has been completed for the front line staffing optimization review. This initiative is to assess current staffing levels to ensure the Rail division has an appropriate model for customer requirements and ridership. The Request for Proposal has been issued for a contractor response by July
Service Delivery
Customer Experience & Performance Reporting, Maintenance & Engineering, Operations, and Safety divisions continue to debrief on all major (>30 mins) service delays to recognize successes and identify gaps to enhance our response and resiliency. This quarter 20 follow-up action items were raised, of which 18 were resolved.

TransLink Strategic Priority: State of Good Repair
BCRTC’s corresponding business plan initiatives related to this strategic priority.
“Ensuring a state of good repair is essential. We’re focused on introducing new guiding principles and standards, and building out longer-term maintenance plans with an eye to keeping our customers moving.”

Maintenance
The Maintenance division has begun work on updating business critical IT systems to support core business processes. Two workshops have been completed and the Target Operating Model is in the finalization stage.

An important part of SkyTrain and West Coast Express’ ability to accommodate the growing demand of ridership is the renewal and expansion of our rail fleet. Taking the lead on this important undertaking is the Fleet department within the Maintenance Division, which deals with the planning, procurement, overhaul, refurbishment and retirement of our rail fleet. With the addition of a Fleet Project Manager in Q2 the department is fully formed. In Q2, the Fleet team prepared Request for Proposals for the End of Life Program for Mark I vehicles and a condition assessment for the Mark II Refurbishment Program.

The RFPs for both these projects will be issued in Q3.

Resiliency and response to failure
Q2 saw the continuation of the Engineering Maintenance Duty Managers (EMDM) role and ability to coordinate response to failures. The EMDM role has become a “go to” gathering point for information about the status of maintenance equipment across the system, with both Operations and Maintenance departments regularly communicating issues with EMDMs in order to respond appropriately.

Safety
The Safety, Environment & Emergency Management department has begun working plans related to the company’s update of its Safety Management System (SMS) to align it with ISO 45001. This work is a result of a three year SMS plan delivered in consultation with PriceWaterhouseCoopers, who identified five initiatives:
1. Risk Assessment process
2. Incident Management + Corrective Actions
3. Safety Framework
4. Documentation
5. Safety Performance Management and Evaluation

Business Effectiveness
An important part of the Rail business plan is to ensure the development of our teams and people. This
quarter, Rail’s Corporate Services department is currently working on updating the company’s succession planning to minimize the risk associated with an aging workforce. Related to this initiative is the implementation of a Knowledge Transfer program. Corporate Services is working with TransLink Human Resource on a strategy document.

Training
Training has been delivering the 2018 training calendar. Resources have been dedicated to course instruction and curriculum development. The department has been working with managers to determine department needs to finalize training for the remainder of 2018 and shape 2019.

Performance Reporting
Building on momentum from last quarter’s work with the Maintenance division, the Performance Reporting (PR) team developed and produced monthly performance reports based on the division’s needs. The PR team has been able to assist Maintenance with automating their reporting processes and create simple, easy to view key performance indicators. The goal of these monthly reports is to help Maintenance better utilize the data they currently produce in order to identify trends and gaps to improve or enhance their business and maintenance activities to the benefit of the company and ultimately the customer experience of our passengers.

Work also began with the development of dashboards for several departments including Customer Service, Attendance Management, and Training. These online dashboards provide a quick reference look at key performance measures that these departments track on a daily, weekly and monthly basis.

TransLink Strategic Priority: Deliver Mayors’ Plan
BCRTC’s corresponding business plan initiatives related to this strategic priority.
“We’ll maintain our progress on delivering agreed fleet, network and service enhancements. We are also committed to the 10-year transportation and mobility vision to serve the growing number of residents in our region.”

Fleet Expansion
BCRTC continues to support rail related projects contained in the Mayors’ Council 10-year transit and transportation vision including the procurement of rail vehicles and supporting preliminary work for the Millennium Line Broadway Extension and the South of Fraser rapid transit project. Operations, and Engineering departments have assigned dedicated resources to the respective project teams.

The first of 14 new Mark III trains is expected to be delivered in fall 2018 with an anticipated in-service date of late 2018.

The Operations Planning group has updated and circulated its annual 2019 service plan to the relevant stakeholders.
The TransLink Customer Satisfaction survey is completed quarterly for Expo/Millennium Lines and bi-annually for West Coast Express. The EM score has improved, mostly due to improved results over last year in the categories pertaining to ‘On-Time, Reliable Service’ & ‘Courteous, Competent & Helpful Staff’.

SkyTrain Ridership for the first half of 2018 hit a record high, up 6.2% compared to last year. May’s 9.7 million boarded passengers was the highest month on record.

As for WCE, although no records were set, ridership has grown by 6.0% over 2017. WCE ridership had dropped 6.2% during the first half of 2017 compared to 2016, due to the opening of the Evergreen extension.

CVM complaints were included in the 2017 total, but were not in 2018. Excluding the CVM complaints, the EM Complaints rate over last year dropped 11.3%.

As for WCE, the complaint rate is up over last year, mostly due to two incidents; delays caused by a passenger fatality in January, and delays in March caused by CP track maintenance.

Passenger injuries for EM are down, (62 YTD 2018 compared to 72 last year), even though ridership went up. Slips, trips and falls continue to be the leading cause of injuries.

WCE had 2 passenger injuries in the first half of 2018 compared to 1 last year. Both injuries were due to trips/falls.

On-Time Performance and Service Delivery for Expo/Millennium saw positive results, with both categories finishing above target in four out of the six months. February and June ended below target for both categories; February due to the Feb 23 snow storm, and multiple delay incidents in June. However, results for OTP are 1% above last year, mostly due to a reduction in delay incidents so far this year. There has been a reduction in the number of train-caused delays, from 13 in the first half of 2017 to four this year. Also, to a lesser extent, EM experienced fewer customer-caused delays, including persons in the track and emergency services calls.

WCE OTP improved, with all three months in Q2 finishing over 98%. March’s 90.34% result continues to impact the YTD result (the low result was due to delays caused by CP Track maintenance). Service Delivery has been at 100% for five out of the six months of 2018.

Lost Time Frequency continues to trend above target but is trending positively compared to the same period last year. There have been 19

Key Performance Indicators – as of June 30, 2018

<table>
<thead>
<tr>
<th>Key Performance Indicators</th>
<th>June YTD Target</th>
<th>June YTD Actual</th>
<th>June YTD Last Year</th>
<th>June YTD Target</th>
<th>June YTD Actual</th>
<th>June YTD Last Year</th>
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<tbody>
<tr>
<td>Customer Satisfaction Survey – SkyTrain Service Overall (Q2 Results)</td>
<td>8.1</td>
<td>8.3</td>
<td>8.1</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Boarded Passengers (in thousands)</td>
<td>51,851</td>
<td>54,390</td>
<td>51,198</td>
<td>1,159</td>
<td>1,248</td>
<td>1,178</td>
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<tr>
<td>Customer Complaints (per million boarded passengers)</td>
<td>15.0</td>
<td>13.5</td>
<td>30.6</td>
<td>98.5</td>
<td>106.6</td>
<td>96.0</td>
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<tr>
<td>Major Passenger Injuries (per million boarded passengers)</td>
<td>1.1</td>
<td>1.1</td>
<td>1.4</td>
<td>0.3</td>
<td>1.6</td>
<td>1.7</td>
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<tr>
<td>On-Time Performance</td>
<td>95.4%</td>
<td>96.1%</td>
<td>95.1%</td>
<td>97.8%</td>
<td>97.0%</td>
<td>97.7%</td>
</tr>
<tr>
<td>Percentage of Scheduled Service Delivered</td>
<td>99.6%</td>
<td>99.6%</td>
<td>99.6%</td>
<td>99.9%</td>
<td>99.9%</td>
<td>96.2%</td>
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<tr>
<td>Service Delays 16 – 30 Minutes</td>
<td>-</td>
<td>23</td>
<td>29</td>
<td>-</td>
<td>-</td>
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<td>Service Delays 30 Minutes or more</td>
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<td>8</td>
<td>11</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<td>Employee Lost Time Frequency (per 200,000 hours worked)</td>
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<td>4.7</td>
<td>6.9</td>
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<td>Operating Cost per Vehicle km</td>
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<td>Operating Cost per Capacity km</td>
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<td>$0.033</td>
<td>$0.030</td>
<td>$0.095</td>
<td>$0.096</td>
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</table>
Lost Time Accidents accepted by WorkSafe BC so far in 2018, compared to 26 in 2017.

There were no reported Lost Time Accidents for WCE in the first half of 2018.

For the six months ended June 30, 2018, Expo and Millennium operations was on budget overall. Higher train and rail maintenance activities, diesel prices and hydro expenses, lower salary capitalization and higher overtime costs were offset by favourable variances from temporary vacancies and the timing of expenditures related to professional services and IT Rail network purchases. Increased capacity from changes in fleet configuration and fewer service reductions for planned maintenance also contributed to favourable operating costs per vehicle km.

For the six months ended June 30, 2018, West Coast Express was on budget overall. Higher fuel prices were mostly offset by contractual performance discounts.
CUSTOMER EXPERIENCE

Seasonal Improvements
- Due to fluctuations in customer demand during the spring and summer, many routes were adjusted. Service increases on the following routes were in effect through Labour Day: 19 (Stanley Park), 42 (Spanish Banks), 150 (White Pine Beach), 236 (Grouse Mountain) and 620 (Tsawwassen Ferry).

On-time Performance
- Each depot continues to focus on operator performance related to early leaves and late leaves. Reports are issued monthly and significant improvement has been observed over the past year. From June 2017 to June 2018, on-time performance of non-frequent service improved by 1.8%.
- Construction along Ewen Avenue in Queensborough has negatively affected customer experience and operational running time on route 410. To maintain service and improve reliability, a one-way loop (instead of a double loop) was set up, providing extra time to help with recovery in the eastbound direction. In addition, effective September 3, the route was split at Brighouse versus Steveston terminus which is expected to also increase reliability.

Route Number Change for Community Shuttles (Removal of “C” Designation)
- In a joint initiative by TransLink Planning and CMBC Service Design, the “C” designation on community shuttle routes is being gradually phased out, moving to a full numeric route number. For example, route C43 will become 743. This change allows community shuttle and conventional buses to be used interchangeably.

Night Bus District
- CMBC ran a “Night Bus District” pilot in downtown Vancouver over the summer to increase awareness of the service. Two Transit Security Officers were positioned at the hub at Granville and Georgia from 2 a.m. to 5 a.m. to assist customers, promote safety, and support Transit Operators.

Transit Security
- In Q2 2018, Transit Security participated in joint initiatives with Transit Police to assist with large-scale events such as the Surrey Vaisakhi Parade, North Vancouver Caribbean Days, the Honda Celebration of Light, and the “4-20” event in Vancouver.

Access Transit Service Delivery Change in Leadership
- Following Louise Hearty’s retirement, Kathy Pereira took over as director of Access Transit Service Delivery. Kathy has been with CMBC for almost 10 years and was most recently our director for Training, Health and Workplace Management Services, providing leadership for a diverse portfolio including areas as varied as Transit Operator Training and Occupational Health.
HandyDART Transition to First Transit

- HandyDART customers experienced a seamless transition from MVT Canadian Bus to First Transit on July 1. The majority of MVT employees were hired by First Transit, assisting with the transition. First Transit opened an additional depot for HandyDART at Main and Terminal in downtown Vancouver, helping to improve on-time performance in the Vancouver area.

Snowy Weather Action Plan (SWAP)

- Maintenance Engineering completed a tire sock testing report based on last winter’s trial at Simon Fraser University in Burnaby.
- Maintenance Engineering is working with the tire sock manufacturer to increase their durability. If possible, a new version could be available for testing this winter.
- The SWAP Working Group identified two potential routes on the North Shore for expansion of the program. Cost estimates will be provided before a final decision is made to proceed.

SAFETY

Safety Management System

- Implementation of the Occupational Health and Safety Assessment Series 18001 Safety Management System at CMBC is now effectively complete. This standard is used across the globe and helps organizations put in place sound occupational health and safety practices. CMBC is beginning to work towards transitioning the system to the new ISO 45001 standard. A gap analysis will be completed by TransLink’s Internal Audit team to help provide a road map for any necessary changes.

Distracted Driving Campaign

- In the face of an ever-growing digital culture including new types of mobile devices such as smart watches, CMBC will deliver an internal distracted driving campaign in October. The campaign will include updates to relevant policies, development and distribution of educational brochures to Transit Operators, communications aimed at education and awareness, speaking points for managers, and the development of an e-learning module for future delivery.

Operator Protection Barriers

- New buses fitted with Operator Protection Barriers have begun to arrive and go into service at Surrey Transit Centre. The barriers are intended to provide protection to Transit Operators, part of CMBC’s larger effort to reduce employee assaults. The barriers are now standard equipment on all new 40’ and 60’ conventional buses. The first phase of a retrofit program is scheduled to begin in the fall and involves the installation of barriers on 208 air-conditioned New Flyer Xcelsiors. The second phase, if approved, will see the installation of barriers on trolleybuses.
ENVIRONMENTAL STEWARDSHIP

Low Carbon Fleet Strategy (LCFS)

- The proposal for Phase Two of the LCFS was approved by the Bus and Facilities Steering Committee on August 21, 2018. The targeted completion date for this work is March 2019. The outcome of this work will detail a recommended approach for the next 10 years.

Battery-electric Revenue Buses

- New Flyer is expected to deliver two demonstration buses in late fall followed by electric bus chargers in January 2019. Nova Bus will provide two buses in February 2019. These four buses will operate on route 100 (22nd Street Station/Marpole Loop). The route is currently served by 13 peak vehicles. During the trial, 30% of the fleet on the 100 will be comprised of battery-electric buses. This trial will run for 2.5 years until approximately spring 2019.

Battery-electric Non-Revenue Vehicles

- The 2018 capital for non-revenue pool vehicles will include two battery-electric vehicles.

Spills KPI Target

- The implementation of the Preventive Maintenance Program (PMP) for silicon coolant hoses at Hamilton, Vancouver and Burnaby Transit Centres is ongoing. So far, we have implemented 155 of 228 PMPs.
- As of July 31, the year-to-date spill KPI is 5.44 spills per million kilometres. This is well below CMBC’s target of 7.9, and the past three-year average of 8.0.
TransLink Strategic Priority: ENSURE STATE OF GOOD REPAIR

OUR PEOPLE

Transit Operator Resourcing
- CMBC, TransLink Human Resources and Marketing have made a significant effort to ensure current and future Transit Operator needs are met. A refreshed marketing campaign included new digital advertisements profiling current Operators. One initiative saw short recruitment videos played during the previews at local Cineplex movie theaters. In addition, over 600 applicants participated in a pre-screen and interview process at an open house on June 15. Approximately 500 new Operators need to be hired by September 2019 to meet the current demands of attrition and the initial Rapid Bus launch slated for fall 2019.

Violent Incident Prevention Training for Transit Operators
- All active Transit Operators have received Violent Incident Prevention (VIP) training through a three-year initiative. Operators on long-term leave are scheduled for the fall of 2018.

Bus Simulator
- The Transit Operator Training team is working with TransLink to integrate a bus simulator into new operator and remedial training. The simulator has been sourced and is anticipated to be in place for early 2019, pending manufacture, delivery, instructor training, and program redesign.

West Vancouver Transit Operators join CMBC
- As part of the transfer of Blue Bus route 257 to CMBC, nine West Vancouver Transit Operators joined the organization and began training on September 4. The Operator Training team developed a specialized 17-day program to bring these new additions up-to-speed with CMBC’s operational expectations, including instruction on trolleybuses.

New Mental Health First Aid Training
- In June and July, Occupational Health Specialists provided two sessions of Mental Health First Aid Training to first aiders, Transit Supervisors and Transit Security Officers. Starting in September, two sessions are provided monthly with 25 participants per class until the majority of the focus group has been trained. There are approximately 420 employees in the focus group and by the end of 2019 we expect to have all of them trained.

Revisions to Drug and Alcohol Policy Regarding Legalization of Cannabis
- With legalization of cannabis expected in October, CMBC is actively working towards an updated drug and alcohol policy to ensure the safety of our customers and employees.

OUR ASSETS

Preventive Maintenance Program (PMP)
- The implementation of the 8,000 km (versus 6,000 km) inspection interval is scheduled to start in Q2 2019 to ensure all maintenance and operations processes required by the Memorandum of Understanding (MOU) with Commercial Vehicle Safety and Enforcement (CVSE) are fully supported before the PMP rollout.
Farebox Replacement for Community Shuttles
- The replacement farebox contract was awarded to TAG Canada. New fareboxes and depot vaults are expected to arrive in January 2019. Installation will be scheduled one transit centre at a time, starting with Langley and West Vancouver contracted garages. As these are simple mechanical fareboxes, Transit Operators will provide paper transfers to customers. Development of the new transfer has begun.

Camera Replacement Project Update
- A pilot including 10 buses will run until December 2018 to compare cameras from Pennsylvania-based TSI, Inc. and Coquitlam-based SEON in a real-world environment. Previous testing took place within the depot. More than half of our current fleet has cameras onboard while all new buses will arrive equipped. By the end of 2019, 88% of our fleet will be equipped with cameras.

Bus Radio Replacement Project
- To outfit expansion vehicles in 2019, the INIT radio system in non-revenue vehicles is being replaced. The project team is working on upgrading the revenue vehicle fleet to the new INIT system.

Depot Re-allocation and Facilities Re-measure
- A cost analysis project was conducted to analyse all current and future deadhead trips (no customers onboard) with their present and proposed depot. The objective was to find cost efficiencies in deadhead hours by better allocating a route and associated vehicles to a depot.
- Depots will be re-measured to maximize available space to accommodate Phase Two of the Mayors’ Plan. The objective is to address depot constraints as it is currently estimated we will reach maximum capacity in 2021.

SeaBus State of Good Repair (SOGR) Projects
- On August 10, envelope rehabilitation was completed at the west berth of the South Terminal and re-opened to the public. Work began at the east berth in mid-August and will continue until approximately spring 2019. The project remains on budget and on schedule.
- The current four escalators at the South Terminal were installed 40 years ago and are beyond their lifespan. As such, the two up escalators had mechanical failures resulting in all escalators being out of service for three months. The down escalators were stopped to allow them to act as stairs until parts could be manufactured for the up escalators. As of September 6, one up and one down escalator went back in service. The timeline for the remaining escalators is four to six weeks. Full replacement of four existing escalators will occur in 2019 along with the addition of a new stairwell.
- Additional work: seismic upgrades, refurbishment of current elevator and addition of second elevator.

DOMS Project
- DOMS is a software system that manages sign-ups, vacation, absences, daily dispatching and wage records. At the end of 2020, our current version of DOMS will no longer be supported and will need to be replaced. A Request for Proposal is expected by October 11. The RFP will be posted for a minimum of five weeks due to the complexity of the requirements.

Financial Results
- Our 2018 Operating Costs year-to-date for August are $8.1M favourable to plan. Access Transit Services is $1.0M favourable and Contracted Transit Services is $1.3M unfavourable, for a combined total of $7.7M favourable.
BUS HIGHLIGHTS

Phase One
- Service improvements for the spring and summer schedules included weekend service with additional trips on conventional routes 229 and 403 and shuttle route 337. The enhancements sought to address customer demand and reduce pass-ups. A majority of the projects aimed to reduce overcrowding during peak periods on busy routes by increasing service frequency. In addition, four new B-Lines are expected to launch in 2019: 41st Avenue (Vancouver–UBC), Fraser Highway (Surrey Central–Langley), Lougheed Highway (Coquitlam Central–Maple Ridge) and Marine-Main (Dundarave–Phibbs Exchange). The estimated amount budgeted for the B-Lines is 167,000 annual service hours.

Phase Two
- A key element of Phase Two is an 8% increase in bus service to address overcrowding, reduce wait times and increase service to some communities. An additional estimated 400,000 annual service hours are expected in Phase Two for 2020 and 2021. Phase Two also includes service improvements on up to 75 different routes with high ridership and expansion to new areas such as Harbour Side in North Vancouver and East Fraser Land in Vancouver. In addition, two new B-Lines are expected by 2021: Richmond to Expo Line and Scott Road (120th Street) in Surrey.

FLEET

Bus Deliveries for Service Expansion
- 238 replacement buses – currently arriving and continuing until Q2 2019
- 105 expansion buses – arriving Q3 2018 though Q3 2019
- 4 battery-electric buses – arrival by March 2019

Double-decker Buses
- After extensive evaluation and negotiations, a Notice to Proceed on the procurement of 32 double-decker buses has been issued to Alexander Dennis. Deliveries are expected to start in Q3 2019. Double-deckers buses will replace highway coaches (Orions) on a one-for-one basis.

Commissioning of New Compressed Natural Gas (CNG) Fueling Facility and Buses
- The new CNG fueling facility has been commissioned and is fully functional.
- Thirty-five of the 106 new CNG buses are in revenue service at Surrey Transit Centre. Orientation and training for staff on the new CNG buses is complete.

New SeaBus Vessel
- Construction of our additional SeaBus continues. The delivery date was adjusted to March 2019. A third maintenance berth is being designed with a June 2020 construction completion target.

Future Transit Centre – Silvertree/Marpole
- Efforts are currently focused on resolving real estate and land development issues. When complete, the facility will accommodate diesel/hybrid buses and include provisions for a battery-electric fleet. Functional programming will begin in Q4 2018 and will form the basis of design work in 2019.
<table>
<thead>
<tr>
<th>KEY PERFORMANCE INDICATORS$^1$</th>
<th>ANNUAL TARGET</th>
<th>JULY YTD TARGET</th>
<th>JULY YTD ACTUAL</th>
<th>JULY YTD LAST YEAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>TransLink Customer Survey – Bus service overall$^2$</td>
<td>7.9</td>
<td>7.9</td>
<td>7.9$^2$</td>
<td>7.9</td>
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<tr>
<td>Scheduled Service Delivered (under review)$^3$</td>
<td>99.5%</td>
<td>99.5%</td>
<td>98.9%</td>
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<td>Customer complaints per million boarded passengers</td>
<td>105</td>
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<td>Customer commendations per million boarded passengers</td>
<td>15</td>
<td>15</td>
<td>16</td>
<td>13</td>
</tr>
<tr>
<td>HandyDART Denial Rate – % of trips delivered</td>
<td>0.12%</td>
<td>0.12%</td>
<td>0.04%</td>
<td>0.11%</td>
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<tr>
<td>On-time Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Regularity – frequent service</td>
<td>78%</td>
<td>78%</td>
<td>76%</td>
<td>76%</td>
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<tr>
<td>Bus Punctuality – infrequent service</td>
<td>80%</td>
<td>80%</td>
<td>81%</td>
<td>79%</td>
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<td>Spills per million Kms</td>
<td>7.9$^4$</td>
<td>7.9</td>
<td>5.6</td>
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<td>Preventable Collisions per million Kms$^5$</td>
<td>10.5$^6$</td>
<td>10.5</td>
<td>9.2$^5$</td>
<td>11.2</td>
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<td>0.37</td>
<td>0.31</td>
<td>0.39</td>
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<td>Employee Lost Time Accident frequency (incidents per 200,000 hours worked)</td>
<td>8.3$^6$</td>
<td>8.3</td>
<td>7.6</td>
<td>9.0</td>
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<td>CMBC Operating Cost per Km (incl. fuel)</td>
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<td>$6.05</td>
<td>$6.01</td>
<td>$5.99</td>
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<tr>
<td>Access Transit Operating Cost per trip</td>
<td>$41.69</td>
<td>$41.30</td>
<td>$41.07</td>
<td>$42.10</td>
</tr>
</tbody>
</table>

| METRICS | |
|-------------------|-----------------|-----------------|-----------------|-----------------|
| Access Transit Trips Provided (thousands) | | | | |
| HandyDART | 1,233 | 723 | 684 | 650 |
| Supplemental Taxi Service | 102 | 60 | 81 | 74 |
| Total Trips$^7$ | 1,335 | 783 | 765 | 724 |

$^1$ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle and SeaBus) and exclude contracted conventional transit and contracted community shuttle.

$^2$ As of June 30, 2018.

$^3$ CMBC Service Analysis is working to develop more comprehensive Service Not Operated tracking and reporting that will capture more service cancellations.

$^4$ 2018 target based on a 1% reduction from 2017 target of 8.0.

$^5$ Data subject to change due to timing of final adjudications.

$^6$ 2018 target based on a 5% reduction from 2017 annual actual.

$^7$ Total trips delivered YTD are down when compared to budget primarily due to lower than expected demand for service.
TransLink Strategic Priority: Customer First

- **Interaction Patrols of Bus Loops/Exchanges**
  In June 2018, the Transit Police launched an initiative to increase uniform presence at designated bus loops and exchanges. This initiative was designed in coordination with the Coast Mountain Bus Company and Transit Security Department. The purpose is to preserve and maintain the public peace, protect life and property, prevent crime, enforce laws, and apprehend offenders to ensure the safety/security of transit passengers and employees. Transit Police Officers conduct focused patrols at a set loop/exchange and a marked car is placed for visibility. Two Officers from each squad attend to two designated locations in a four day block, and patrol at each location for a thirty to sixty minute period. While engaged in foot patrols of the loop/exchange and its immediate surroundings, the Officers actively engage with the public, front-line transit staff (i.e., Transit Operators, Supervisors and Security) and business owners. The Officers conduct fare enforcement when appropriate. Where feasible, Transit Security and Supervisors join the Transit Police for shared patrol and interaction.

- **Transit Police Centralized Detention Facility Pilot Project**
  In September 2018, Transit Police started a six-month pilot project with the New Westminster Police Department (“NWPD”) in which NWPD became the centralized detention facility for Transit Police arrests made in Burnaby, New Westminster, Port Moody, Coquitlam and Port Coquitlam. This model provides the Transit Police with three centralized detention facilities (Vancouver, Surrey and New Westminster) which are all staffed with jail personnel to assist Transit Police Officers with the book-in processes. The aim of the pilot project is to simplify prisoner transport and booking processes (which varies by jurisdiction), by reducing the number of locations to which individuals need to be transported and processed. *(As per the MOU between Transit Police and its jurisdictional police partners, Transit Police continues to transport prisoners arrested on Breach of Recognizance /Undertaking or Probation to the detention facility where the original charge is held.)*

- **Sex Offending Campaign**
  In June 2018, the annual “Sexual Offending on Transit” awareness campaign was introduced (with community partners) outside the new Transit Police Neighbourhood Policing Office at Waterfront Station. This year’s campaign, developed in partnership with TransLink Marketing and community partners, will run during 2018 Q3 and encourages both witnesses and victims
to report any incidents of assault, harassment, unwanted touching or gestures. Transit Police take each and every report of sexual offence or harassment on the transit system seriously and investigates thoroughly.

The comprehensive Transit Police campaign includes: ads on buses, SkyTrain, LCD monitors at Expo and Millennium Line stations, SkyTrain stations and selected bus shelters (across Greater Vancouver as provided by Crime Stoppers); and digital ads on Twitter and Facebook. The six Transit Police Neighbourhood Police Officers and the Communications Team are also promoting this initiative through social media accounts and at public events. Further, there are posters displayed and transit safety flyers to pick up at partner locations such as Surrey Public Libraries.

• **Lower Lonsdale (“LoLo”) Joint Patrol Project**
  The Lolo Project was a joint initiative of the North Vancouver RCMP Crime Reduction Unit and Transit Police Neighbourhood Police Officers. It ran from May 4th to September 15th and targeted the Lonsdale Quay area, including the SeaBus terminal and bus loop, and the lower portion of Lonsdale Avenue. The project involved the deployment of two teams, each with one RCMP member and one Transit Police Officer, patrolling Friday and Saturday evenings. One team focused on the SeaBus system and terminals, while the other team focused on the associated bus loop and the surrounding Lower Lonsdale area. This deployment model provides visible police presence and builds confidence in the use of public transit while promoting a safer community.

• **Incident Highlights**

  **Suspects Arrested in String of Distraction Thefts and Transit Passengers Educated**
  In July 2018, Transit Police began an investigation into 10 reported incidents of distraction thefts of Canada Line passengers. The suspects offered assistance to the victims at the ticket vending machines, obtained the victims credit/debit card personal identification number (PIN), distracted the victims stealing their wallet/purse, allowing the suspects to remove large sums of money and make purchases.
On July 21, 2018, Transit Police Officers spotted two of the suspects at Yaletown Station and detained them. Both were wanted on Canada-Wide Immigration Warrants and remanded in custody pending immigration hearings. The third male suspect was observed on video from Yaletown Station and an outstanding Canada-Wide Immigration Warrant issued for him. Transit Police issued a media release to seek the public’s help in locating the wanted suspect.

Transit Police also released a video, “Anatomy of a Distraction Theft”, in order to remind transit passengers to be aware of their surroundings, to cover the keypad when entering their security PIN, and to report anything suspicious to Transit Police.

**Assault Suspect Identified Thanks to Public Appeal**
On the New Westminster SkyTrain platform in April 2018, a male threw coffee on a female before shoving her to the ground. Transit Police attended and began investigation of the incident, including obtaining of CCTV video. The Transit Police appealed to the public for help in identifying a suspect in the video and this appeal led to several tips which the Transit Police General Investigation Unit rigorously investigated. A member of the public recognized the male (a 27-year-old from Coquitlam) and he was subsequently arrested by the Transit Police and charged with assault. The suspect’s next court appearance is in September.

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

- **HOT Presentations**
  As part of the anti-terrorism strategies, the Transit Police provides training to TransLink enterprise employees on how to respond to unattended packages and suspicious packages, using the “HOT” (Hidden, Obvious and Typical) approach. In 2017, over 50 sessions were delivered to station attendants, transit supervisors and managers, and bus operators. In 2018 Q1/Q2, another 14 presentations were given. This training is beneficial for purposes of transit safety and security, coordinated incident response with Transit Police, and support to transit system resiliency and rider satisfaction.

- **Performance Measurement Culture**
  The Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. The Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools. A snapshot of key statistics for the January - June 2018 (“Q1/Q2”) period follows:
### Transit Crime and Safety Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>2018 Q1/Q2</th>
<th>2017 Q1/Q2</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crimes Against Persons/100,000 Boarded Passengers <em>(primary and assists)</em></td>
<td>0.448</td>
<td>0.460</td>
<td>-2%</td>
</tr>
<tr>
<td>Crimes Against Property/100,000 Boarded Passengers <em>(primary and assists)</em></td>
<td>0.597</td>
<td>0.622</td>
<td>-4%</td>
</tr>
<tr>
<td>Other Criminal Code Violations/100,000 Boarded Passengers <em>(primary and assists)</em></td>
<td>0.660</td>
<td>0609</td>
<td>8%</td>
</tr>
<tr>
<td>Provincial Violation Tickets (“VT”)</td>
<td>8,310</td>
<td>5,661</td>
<td>47%</td>
</tr>
<tr>
<td>Arrests - Warrants Executed (All)</td>
<td>498</td>
<td>451</td>
<td>10%</td>
</tr>
<tr>
<td>Arrests - New Charges</td>
<td>395</td>
<td>376</td>
<td>5%</td>
</tr>
<tr>
<td>Total S. 28 Mental Health Act Apprehension Files</td>
<td>90</td>
<td>83</td>
<td>8%</td>
</tr>
<tr>
<td>Sexual Offences <em>(primary and assists)</em></td>
<td>116</td>
<td>122</td>
<td>-5%</td>
</tr>
<tr>
<td>SCBCTA Fare Bylaw Infractions</td>
<td>7,486</td>
<td>10,694</td>
<td>-30%</td>
</tr>
</tbody>
</table>

Of positive note for 2018 Q1/Q2 when compared to 2017 Q1/Q2:
- Crimes Against Persons per 100,000 Boarded Passengers decreased by 4% from the same period in 2018 and Crimes Against Property per 100,000 Boarded Passengers decreased by 2%.
- There was a 10% increase in the number of Transit Police arrests for outstanding criminal warrant arrests (includes RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere) and a 5% increase in arrests for new offences/charges.

### Criminal Warrant Arrests

Reducing crime and disorder on transit and the surrounding community is Strategic Objective #1 of the Transit Police. In 2015, Transit Police Officers made 591 criminal warrant arrests and in 2017 - 837. Already in the first half of 2018, Transit Police made 498 warrant arrests, a notable increase. Many warrant arrests arise from on-view work of Transit Police Officers in their Hubs, calls for service, or confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates). Transit Police Officers also familiarize themselves with offenders and criminals of concern or wanted through law enforcement intelligence sharing, regional ‘Be on the Look Out For’ and the Transit Police Offender Management Program.

### Misuse of Fare Gates and Violation Tickets

There was a 30% decrease in Fare Infraction Notices (“FINs”), a TransLink bylaw, issued by the Transit Police for the 2018 Q1/Q2 when compared to the same period in 2017. However, there was an important offset with a 47% increase in both Provincial Violation Tickets (“VTs”) and 71% increase in Transit Conduct and Safety Regulation (“Regulation”) files.

The majority of these increases are associated to Officers’ active observations and enforcement of the provincial offences regarding the misuse of fare gates. As well, there has been

---

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

2 The amended Transit Conduct and Safety Regulation came into effect March 2017. A person who commits an offence under the Regulation can be issued a violation ticket in the amount of $173. The new offences are intended to focus on “disorderly behavior”, instead of the loss of fare revenue. Neither the Transit Police Officer nor the offender needs to be inside the fare paid zone to issue a ticket to a person who commits an offence under s. 8(4) of the Regulation. Because the person has
increased Officer attention to transit safety rule compliance issues (e.g., misuse of emergency exit, failure to obey a sign/rules, obstruction of a police Officer). The enforcement of the Regulation positively contributes to TransLink’s efforts to strengthen public confidence in the transit system and transit passengers’ feelings of safety and security.

Of critical importance to the safety and security of transit customers and staff, and the general public, is how the process of confirming an offender’s identity allows Officers to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. The FIN process does not allow this to occur. This also contributes positively to the work of Jurisdictional Police partners and their offender management and community safety efforts. For example:

Main Street SkyTrain Station – On Aug. 27, 2018, Transit Police Officers were doing fare checks and observed a female push through the fare gate. When asked for ID, she said that she had none and then provided a name and birthdate. However, police records check showed that it was not her. Upon warning of obstructing a fare officer, she provided another name, which confirmed that the female had warrants out of Abbotsford Police and Vancouver Police. She was arrested and served Violation Tickets for pushing through the fare gate, and for obstructing a fare officer.

committed an “offence”, the Officer has lawful authority to briefly detain the person outside of the fare paid zone. There is not a specific offence for the failure to “tap in/tap out”; however, persons who do not “tap in/tap out” will contravene section 8(4)(d) – “going through a fare gate that was not opened by that person.” Accordingly, Transit Police can issue a ticket on that basis.
TO: Board of Directors
FROM: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services
DATE: September 4, 2018

PROPOSED RESOLUTIONS:
1) That the TransLink Board of Directors approve the proposed changes to the following policies as set out in Attachments A, B, C and D of the report titled “Annual Review of Financial Risk and Debt Management Policies” dated September 4, 2018:
   • Hedging Policy
   • Debt Management Policy
   • Investment Policy

EXECUTIVE SUMMARY
Management is proposing minor housekeeping changes to the Debt Management Policy; increases to Schedule 1 bank limits in the Investment Policy to match increased liquidity holding requirements; and adding an additional fuel cost hedging option to the Hedging Policy to allow for the more efficient management of fuel costs.

PURPOSE
The purpose of this report is to provide the Board with an annual review of TransLink’s Financial Risk and Debt Management Policies and to recommend changes to these Policies based on changing circumstances since the last annual review.

BACKGROUND
TransLink’s Financial Risk and Debt Management Policies consist of the following separate but interrelated Policies:

Budgeted Contingency and Accumulated Funding Resources Policy
The Budgeted Contingency and Accumulated Funding Resources policy provides TransLink with the ability to manage adverse risks on revenues and expenses. Without a reasonable buffer, TransLink may not be able to absorb negative economic shocks without impacting service levels, which would have considerable reputational risk with our stakeholders and customers. A copy of the policy is attached as Attachment A.

Hedging Policy
The Hedging policy provides guidelines for entering into hedging arrangements, including establishing objectives, standards of care, authorized financing instruments, and reporting requirements and responsibilities relating to TransLink’s exposure to market risks such as interest rates, fuel, and foreign
exchange. It serves to maintain TransLink’s risk profile and safeguard its assets. A copy of the policy is attached as Attachment B.

**Debt Management Policy**
The Debt Management policy provides the guidelines, objectives, standards of care, authorized financing instruments, reporting requirements and responsibilities relating to TransLink’s exposure to debt and sinking fund programs. The policy primarily serves to ensure management adheres to statutory requirements while limiting risk exposure and ensuring financial flexibility within its debt limit. A copy of the policy is attached as Attachment C.

**Investment Policy**
The Investment policy provides guidelines for the use, investment and administration of TransLink’s funds. A copy of the policy is attached as Attachment D.

The Finance-Audit Committee is required to review these policies annually to ensure congruence with the changing activities of TransLink’s market conditions, technology, evolving regulatory standards and best practices.

**DISCUSSION**
Management has reviewed the policies, and based on changes in conditions, a number of changes are proposed to three of these policies:

- Budgeted Contingency and Accumulated Funding Resources Policy
- Hedging Policy (Attachment B)
- Debt Management Policy (Attachment C)
- Investment Policy (Attachment D)

**Budgeted Contingency and Accumulated Funding Resources Policy**
Minor housekeeping edits were made to the policy.

**Hedging Policy**
One of TransLink’s main exposures to pricing risk is the cost of diesel fuel. We have previously made use of a physical hedge through fixed price and volume contracts with a supplier for up to 75% of the expected diesel consumption over the next 12 months. However, management considers the additional cost of maintaining this current practice to outweigh the benefits of having this price certainty and will thus explore the costs and benefits of alternative means of achieving similar risk mitigation measures. Only minor housekeeping edits have been made to this policy.

**Debt Management Policy**
Minor housekeeping edits were made to the policy.

**Investment Policy**
Increases were made to Schedule 1 Bank Limits ranging from $15 million to $25 million. This is to reflect the increased investment activity. We are also adding two more restricted funds, namely Green Bond Proceeds Fund and DCC Fund. These two new funds are needed to separately house these designated funds until authorized to release them according to their respective eligibility spending requirements.
South Coast British Columbia Transportation Authority

Budgeted Contingency and Accumulated Funding Resources Policy

November 23, 2016
October 4, 2018
1. Policy Statement
2. Application
3. Purpose
4. Policy Objectives
5. Policy Descriptions
6. Reporting
7. Adoption and Review of Policy
1. Policy Statement

The Budgeted Contingency and Accumulated Funding Resources Policy governs the use of Budgeted Contingencies and Accumulated Funding Resources by South Coast British Columbia Transportation Authority (“TransLink”).

This policy supports the TransLink Enterprise Vision, Mission and Values and in particular directly supports the Values of Integrity, Excellence, Sustainability and Accountability.

2. Application

The Budgeted Contingency and Accumulated Funding Resources Policy applies to all Annual Budgets, Quarterly Forecasts and 10-Year Investment Plans developed by TransLink to ensure the control, administration and management of these financial plans.

3. Purpose

To establish prudent guidelines for the short, medium and long-term financial planning processes required by TransLink's governing legislation.

4. Policy Objectives

This policy will meet the following objectives:

- provision of measurable key performance indicators to determine the financial health of the organization;
- maintenance or improvement of TransLink's current AA (stable) credit ratings;
- optimization of TransLink's capital structure and risk profile;
- improvement of TransLink's financial flexibility and ability to weather negative economic shocks; and
- improvement of the predictability and consistency of TransLink's 10-Year Investment Plans.

5. Policy Descriptions

Budgeted Contingency

A minimum Budgeted Contingency of 1% of budgeted operating expenditures\(^1\) will be included in the Annual Budget for each fiscal year to handle pricing uncertainties and unforeseen initiatives or circumstances.

Access to the Budgeted Contingency Reserve is subject to Executive approval and any application will require a supportive business case.

\(^1\) Total budgeted expenditures, before the contingency, less interest expense, amortization of capital assets and municipal capital infrastructure contributions.
Accumulated Funding Resources

TransLink is required by law to maintain a positive Accumulated Funding Resources position throughout any 10-year Investment Plan period.

TransLink’s Accumulated Funding Resources is equal to TransLink’s unrestricted cash and investments and can thus be verified in TransLink’s Consolidated Financial Statements of Operations. For these purposes any investments held in the name of TransLink’s captive insurance company, Transportation Property & Casualty Company Inc. and any restricted cash and investments, such as the unspent government transfers and TransLink’s self-administered sinking funds and the cash-unspent portion of TransLink’s Revolving Land Account, will be excluded from the Accumulated Funding Resources balance.

For the first three years of any 10-year Investment Plan period the Accumulated Funding Resources, as defined above, may not be lower than 15 percent of total Ongoing Operating Expenditures plus Ongoing Debts Service Costs.1 During the remaining seven years of any 10-year Investment Plan period the Accumulated Funding Resources, as defined above, may not be lower than 12 percent of total Ongoing Operating Expenditures plus Ongoing Debts Service Costs.

Management will ensure that the minimum reserve requirements set out above for the Accumulated Funding Resources are met at all times. The Audit Committee will review the level of the Accumulated Funding Resources as part of its approval of the 10-Year Investment Plan.

6. Reporting

The Chief Financial Officer and Executive Vice President, Finance and Corporate Services will provide the Audit Committee status updates as part of the quarterly financial report.

7. Adoption and Review of Policy

The Finance and Audit Committee will review the Budgeted and Accumulated Funding Resources Policy annually to ensure congruence with the changing activities of TransLink, market conditions, technology, evolving regulatory standards and best practices.

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1 Includes Operating Expenditures (excluding municipal capital infrastructure contributions), Interest Expense and Debt Principal Repayments.
South Coast British Columbia Transportation Authority

Hedging Policy

Last updated September 10, 2018, October 4, 2016
# TRANSLINK HEDGING POLICY

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1. **Policy Statement**

The TransLink Hedging Policy governs the use and administration of derivative instruments and oversight of the strategies employed to manage the market risks, primarily interest rates, fuel and foreign exchange exposures faced by South Coast British Columbia Transportation Authority ("TransLink"). This policy supports the TransLink Enterprises’ Vision, Mission and Values and in particular it directly supports the Values of Integrity, Excellence, Sustainability and Accountability.

2. **Risk Tolerance**

That TransLink considers safety, liquidity and certainty before potential rewards when applying this Hedging Policy.

3. **Application**

All derivative instruments and hedging strategies entered into by TransLink and its subsidiaries will ensure control, administration and management of these financial instruments.

4. **Purpose**

To establish objectives, standards of care, authorized financing instruments, reporting requirements and responsibilities for hedging of TransLink’s exposure to market risks on interest rates, fuel and foreign exchange exposures.

5. **Policy Objectives**

- optimize the price certainty, safety and liquidity;
- optimize TransLink's capital structure and reduce risk profile;
- improve TransLink's financial flexibility; and
- improve the predictability and consistency of its long-term expenditures.

Derivatives are not permitted for the following purposes:

- for a speculative transaction or to create any leverage;
- when the fair market value of the transaction cannot be readily and reliably determined;
- when there is a lack of liquidity;
- when the notional amount of the derivative instrument exceeds the total amount of the underlying exposure being hedged; or
- when the term of the swap or derivative instrument extends beyond the final maturity date of the underlying exposure.
6. **Standard of Care**

Employees responsible for swap and derivative instruments will follow the standard of care set out in this policy.

**Ethics and Conflicts of Interest**

Officers and employees involved in the hedging activities will comply with TransLink’s Director and Employee Code of Conduct.

**Requirement for Outside Advice**

TransLink’s staff are expected to have sufficient knowledge to evaluate standard financing transactions. However, should it be deemed that the appropriate level of knowledge does not exist within the organization, outside financial and / or legal advice will be obtained.

If external advisors are engaged, they are required to exercise the appropriate degree of care, diligence and skill. This level of care, diligence, and skill must be clearly incorporated into their engagement provisions.

Risk Assessment Management will evaluate each derivative transaction to assess:

- the types of risks associated with it
- the means to mitigate them
- whether all proposed transactions are consistent with the objectives and constraints defined in this Policy.

7. **Authorities**

The Chief Financial Officer and Executive Vice President, Finance and Corporate Services has the authority to enter into the Permitted Derivative Products (Section 8) reporting to the Audit Committee quarterly on all outstanding derivative products.

The authorized parameters are as follows:

<table>
<thead>
<tr>
<th>Exposure</th>
<th>Annual Maximum Purchase /Issuance</th>
<th>Maximum Hedge %</th>
<th>Maximum Notional Amount</th>
<th>Maximum Term-to-maturity of hedge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign Exchange</td>
<td>$100 million</td>
<td>100%</td>
<td>$100 million</td>
<td>3 years</td>
</tr>
<tr>
<td>Fuel</td>
<td>$60 million</td>
<td>75%</td>
<td>$45 million</td>
<td>12 months*</td>
</tr>
<tr>
<td>Interest Rates – Issuance / Refinancing</td>
<td>$300 million</td>
<td>75%</td>
<td>$225 million</td>
<td>6 months</td>
</tr>
<tr>
<td>Interest Rates – Floating Rate Note</td>
<td>No limit</td>
<td>100%</td>
<td>Value of underlying floating rate note</td>
<td>Term of underlying floating rate note</td>
</tr>
</tbody>
</table>

*Vendors will only provide 12 months future pricing.*
8. Permitted Products

The South Coast British Columbia Transportation Authority Act in Subsection 31(8)(d) specifically allows TransLink to enter into the following agreements for the purpose of reducing risks or maximizing benefits in relation to the borrowing or investment of money:

- currency exchange agreements;
- spot and future currency agreements;
- interest rate exchange agreements;
- future interest rate agreements.

The financial instruments used in these agreements often include embedded options, and option based strategies to reduce risk or maximize benefits. Option based strategies and instruments can be especially useful between the period of commitment and financial close of contracts.

Subject to the policies for Limitation on Overall Level of Derivatives, Form and Content of Swap and Derivatives, and Counterparty Collateral Requirements (Section #’s 9, 10, and 13), this policy permits the use of any of the following derivative products in relation to interest rates, foreign exchange and fuel cost hedging:

- swaps;
- swaptions;
- caps;
- floors;
- collars;
- forwards; and
- interest rate swaps and rate locks

Refer to Appendix 1 – Glossary of Terms for definitions of above listed derivative products.

9. Limitation on Overall Level of Derivatives

Foreign Exchange

Projects with known large foreign contents will include two price quotes:

- one quote in Canadian dollars for both foreign and local content; and
- one quote with the foreign component quoted in the acceptable foreign currencies listed below and local component in Canadian dollars.
Acceptable foreign currencies for bids on projects include:

- U.S. dollar
- European euro;
- U.K. pound sterling; and
- Japanese yen

TransLink will prepare a thorough analysis to determine, potential cost savings and will hedge the foreign currency as soon as the contract with the vendor has been signed.

Foreign exchange risk will be managed by using Forward Exchange Contracts at a fixed rate for up to 100% of the value of the contract. The decision to accept and internally manage the foreign exchange risk should be done on a case-by-case basis when there is a potential cost savings of at least $100,000.

**Commodities - Fuel**

One of TransLink’s main exposures to pricing risk is the cost of diesel fuel. A physical hedge through fixed price and volume contracts with a supplier for up to 75% of the expected diesel consumption over the next 12 months will provide price certainty. Throughout the year, management will obtain fixed price quotes and may lock-in up to 75% for any given month.

**Interest Rates**

This policy permits strategic lock-in of long term interest rates using the Permitted Products (Section 8) up to six months (183 days) in advance of expected renewal or issue date of bonds, for up to 75% of the amount of the expected borrowing.

As authorized in TransLink’s Debt Management Policy, if a situation arises where TransLink has debt maturity longer than one year that is subject to fluctuations in interest rates, a hedging strategy will be considered to either reduce or eliminate the interest rate risk. This policy will allow converting up to 100% of the floating interest rates to fixed interest rates.

10. **Form and Content of Swap and Derivative Agreements**

All derivative transactions will be documented using standard International Swap and Derivatives Association, Inc. (“ISDA”) swap and derivative documentation, including the Schedule to the Master Agreement and a Credit Support Annex and any transaction Confirmations.

At a minimum, all contracts will reflect the following guidelines:

- Terms of Swap and Derivative Agreements – The term of interest rate related swap and derivative agreements will not extend beyond the final maturity date of the related bonds.
11. Authorized Swap and Derivative Counterparties

TransLink will enter into derivative transactions with the members of the TransLink’s Bank Facility Syndicate, who have entered into an ISDA Master Agreement with TransLink and at the time of the execution will be rated at least in the double-A category as follows:

<table>
<thead>
<tr>
<th>Ratings Agency</th>
<th>Minimum Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moody’s Investors Service</td>
<td>Aa3 or better</td>
</tr>
<tr>
<td>Standard &amp; Poor’s</td>
<td>AA- or better</td>
</tr>
<tr>
<td>Fitch Ratings</td>
<td>AA- or better</td>
</tr>
<tr>
<td>Dominion Bond Rating Service</td>
<td>AA low or better</td>
</tr>
</tbody>
</table>

When the credit ratings for a counterparty differ (“split”), the rating of the second highest rating agency will be used to assess eligibility.

Management will monitor creditworthiness of all counterparties on a regular basis over the term of any given swap and derivative contract.


TransLink may structure swap and derivative agreements to protect itself from credit deterioration of counterparties, including the use of credit support annexes or other forms of credit enhancement to secure counterparty performance. For example if a counterparty’s rating falls below the A high category (i.e., A1, or A+) by any two of three rating agencies listed in Section 11, Authorized Swap and Derivative Counterparties, the counterparty must either provide collateral or the swap and derivative agreement will be terminated.

Collateral protection will include any terms and conditions that management considers necessary or appropriate or in TransLink’s best interest and that are generally consistent with collateral requirements in Section 13, Counterparty Collateral Requirements.

13. Counterparty Collateral Requirements

TransLink may require collateralization or other forms of credit enhancements to secure any or all swap derivative payment obligations with the following provisions:

- each counterparty will be required to post collateral if the credit rating falls below the A high category (i.e., A1, or A+) by any two of three rating agencies. Collateral will be deposited with an independent third party custodian;
threshold amounts for the initial deposit and for increments of collateral posting thereafter will be determined by Management on a case-by-case basis;

- a list of acceptable securities that may be posted as collateral and the valuation of such collateral will be determined and mutually agreed upon during the negotiation of the swap and derivative agreement with each swap and derivative counterparty;

- eligible collateral should be limited to cash, Government of Canada Treasury securities, and Government of Canada guaranteed Agency’s securities;

- the market value of the collateral will be determined on a monthly basis, or more frequently if the management determines it is necessary; and

- management will determine on a case-by-case basis whether other forms of credit enhancement, such as swap and derivative insurance, are required.

14. **Counterparty Exposure Limits**

The aggregate notional amount of all derivative products with each Authorized Swap and Derivative Counterparty, as per Section 11, Authorized Swap and Derivative Counterparties may not exceed $250 million (denominated in Canadian dollars). TransLink will obtain the Audit Committee’s approval to extend the limit.

15. **Internal Controls**

The Chief Financial Officer and Executive Vice President, Finance and Corporate Services is responsible for establishing and maintaining an internal control structure and written procedures designed to provide reasonable assurance that the risk mitigation strategies undertaken are in the best interests of TransLink and are in line with the stated goals of the organization.

Written procedures shall address the following points:

- obtaining competitive bids from counterparties;
- prevention of collusion;
- segregation of authorities for approvals and transactions;
- separation of transaction authority from accounting and recordkeeping;
- clear delegation of responsibility and authorities;
- effective data management and reporting system for financing activities; and
- documentation of transactions and strategies.

The internal and/or external auditors will conduct a periodic independent review to assure compliance with policies and procedures. The outcome of this review will be reported to the Chief Financial Officer and Executive Vice President, Finance and Corporate Services and the Audit Committee.
16. Reporting

The Chief Financial Officer and Executive Vice President, Finance and Corporate Services will provide the Finance and Audit Committee, as part of a quarterly report, a summary of the current outstanding derivative transactions and plans for any future transactions.

17. Adoption and Review of Policy

The Finance and Audit Committee will review the Hedging Policy annually to ensure congruence with the changing activities of TransLink, market conditions, technology, evolving regulatory standards and private sector best practices.
Appendix 1 – Glossary of Terms

Cap – A contract that caps the price or interest rate paid, often to hedge against rising prices or floating rate risk.

Collar – A hedging strategy that limits the range of possible price or interest rate outcomes, and can often be used to mitigate the cost of hedging downside risk by foregoing positive outcomes.

Counterparties – In any financial contract, the persons or institutions entering the contract on the opposite sides of the transaction are called the counterparties. While it could apply to any transaction, the term is most common when referring to the counterparties of a swap or derivative transaction.

Derivative Instrument – A contract between two parties that specifies conditions—in particular, dates and the resulting values of the underlying variables—under which payments, or payoffs, are to be made between the parties. The term "Derivative" indicates that it has no independent value, i.e. its value is entirely "derived" from the value of the underlying asset. The underlying asset can be securities, commodities, bullion, currency, livestock or anything else. In other words, derivative means a forward, future, option or any other hybrid contract of pre-determined fixed duration, linked for the purpose of contract fulfillment to the value of a specified real or financial asset or to an index of securities.

Floor – A floor is a contract that caps the price or interest rate paid, often to hedge a seller, investor or lender against falling prices or interest rates, and can be combined with other instruments to create a collar.

Forward – A forward is a non-standardized contract between two parties to buy or sell an asset at a specified future time at a price agreed today. Delivery of the asset, generally a foreign currency, is deferred until after the contract has been made. Although the delivery is made in the future, the price is determined on the initial trade date.

Forward Rate Agreement (FRA) – An FRA is a forward contract, an over-the-counter contract, between parties that determines the rate of interest, or the currency exchange rate, to be paid or received on an obligation beginning at a future start date. The contract will determine the rates to be used along with the termination date and notional value. On this type of agreement, it is only the differential that is paid on the notional amount of the contract. An FRA differs from a swap in that a payment is only made once at maturity.

Futures – A futures contract is a standardized contract between two parties to exchange a specified asset of standardized quantity and quality for a price agreed today (the futures price or the strike price) with delivery occurring at a specified future date, the delivery date. The contracts are traded on a futures exchange.
Hedging – Hedging is a risk management strategy used in limiting or offsetting probability of loss from fluctuations in the prices of commodities, currencies, or securities. In effect, hedging is a transfer of risk without buying insurance policies. Hedging employs various techniques but, basically, involves taking equal and opposite positions in two different markets (such as cash and futures markets).

Interest Rate Locks – A contract to lock in a component of the bond yield associated with a future bond issuance.

Interest Rate Swaps – Interest rate swaps allow borrowers to convert fixed interest rate exposures to floating interest rate exposures or vice versa. It is an agreement between two parties (known as counterparties) where one stream of future interest payments is exchanged for another based on a specified principal amount and predetermined term. A standard Canadian interest rate swap involves the fixed payer making semi-annual payments and the floating rate payer paying the three-month CDOR rate.

Market Risk – Is the risk that as a result of market movements, an individual or organization may be exposed to fluctuations in the value of its assets, the amount of its liabilities, or the income from its assets.

Notional amount (or notional principal amount or notional value) – On a financial instrument is the nominal or face amount that is used to calculate payments made on that instrument. This amount generally does not change hands and is thus referred to as notional.

Option – The right, without any obligation to buy or sell an instrument at a particular price until a particular expiration date. If the option is not exercised by its expiry date, the option expires, worthless.

Over-the-Counter (OTC) – Refers to a one-time transaction negotiated between a bank and a customer, as opposed to “exchange traded” when the terms of the contract are predefined by the exchange.

Swap – An agreement between two parties for the exchange of a series of cash flows, one representing a fixed rate and the other a floating rate.

Swaption – An agreement giving the right but not the obligation to engage in a swap.

Term-to-Maturity – The remaining life of a financial instrument. In bonds, it is the time between when the bond is issued and when it matures (maturity date), at which time the issuer must redeem the bond by paying the principal (or face value).

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1 A swaption is useful in instances when a company’s need for interest rate protection is contingent on some external factor beyond its control. This form of interest rate protection would be useful in circumstances where TransLink is tendering for some large P3 project, and was desirous of some protection against large negative fluctuations in interest rates prior to financial close. The upfront premium paid on entering into the swaption would be the maximum cost in the event interest rates stayed the same. If long term interest rates actually fell during the term of the option, the option would not be exercised.
South Coast British Columbia Transportation Authority

Debt Management Policy

Last updated September-October 2018
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1. **Policy Statement**
   This policy governs the management and administration of TransLink's capital financing and debt.
   
   This policy supports the TransLink Enterprises’ Vision, Mission and Values and in particular directly supports the Values of Integrity, Excellence, Sustainability and Accountability.

2. **Application**
   The Debt Management Policy applies to all capital financing and debt issuance related activities and agreements entered into by the South Coast British Columbia Transportation Authority (“TransLink”), and its subsidiaries.

3. **Purpose**
   To establish objectives, standards of care, authorized financing instruments, reporting requirements and responsibilities for the financing of TransLink’s operating and infrastructure needs.

4. **Debt Management Policy Objectives:**
   **Adherence to Statutory Requirements**
   All capital financing activities of TransLink will comply with the relevant sections of the South Coast British Columbia Transportation Authority Act (SCBCTA Act).

   **Ensuring Financial Flexibility**
   Operational requirements as well as new capital expenditures will be funded through rates, user fees, senior government funding and reserve fund monies. Adequate reserves will be developed and maintained for all capital assets owned by TransLink and its subsidiaries to ensure long-term financial flexibility. Financing requires due consideration to all forms of financing including debentures, construction financing, bank loans, lease financing agreements and commercial paper programs.

   **Limitation of Financial Risk Exposure**
   The capital financing program will be managed to limit the financial risk exposure. As a result, TransLink’s normal practice will be to issue debt that is denominated in Canadian dollars with an interest rate that will be fixed over its term.

   Notwithstanding, if a situation arises where there is a material financial advantage and/or it is deemed prudent for TransLink to issue debt that is subject to fluctuations, in exchange rates and/or interest rates, a hedging strategy will be considered to either reduce or eliminate the currency and interest rate risks. This hedging strategy will be subject to TransLink’s Hedging Policy.
Any commercial paper and other outstanding variable interest rate loans or variable interest rate debentures, will not exceed thirty percent (30%) of the total outstanding interest-bearing debt of TransLink.

All TransLink Bonds with a bullet maturity TransLink will establish a related sinking fund to ensure adequate cash to ultimately retire the debt. Although this may have some negative carry, the risk mitigating benefits will outweigh the potential cost of negative carry.

Minimization/Optimization of Cost of Financing

The timing, type and term of financing for TransLink’s capital assets and operational requirements will consider the following:

- alignment of long term assets and liabilities;
- current versus expected future interest rates;
- the availability of related reserve fund monies;
- the pattern of anticipated revenues or costs savings attributable to the project or purpose;
- the applicability of using any interest rate derivatives to hedge interest costs;
- all direct and ancillary costs related to the financing; and
- all other requirements and objectives of this Debt Management Policy.

Balance Portfolio

TransLink, where practical, will consider aligning the long-term assets with appropriate long-term financing. As such, debt terms of up to 30 years will likely be well suited to TransLink’s objectives. TransLink may consider longer terms than 30 years in special circumstance. The term of any financing will be determined through careful consideration of current rates, term availability based on capital market conditions, the nature of the financing requirement and the expected capital requirements in the year of maturity to ensure a balanced portfolio.

Diversification of Financing Sources

TransLink will use multiple sources of potential financing in order to manage the risk of financing availability. Potential sources of financings are included, but not limited to the instruments listed in Section 6. Authorized Instruments, Ratings Requirements and Restrictions.
Maintain Adequate Liquidity

A committed credit facility will have a term of no less than one year. TransLink’s commercial paper program and related backstop credit facility with its diversified dealer group will adhere to the commercial paper program policy. See Liquidity Policy for further details on cash flow management guidelines.

TransLink will maintain the following:

- diversified bond syndicate of investment dealers;
- prospectus exempt status, granted by the Ontario and British Columbia Securities Commissions;
- strong investment grade credit ratings.

Investor Relations Program

TransLink will maintain an active investor relations program.

5. Standard of Care

All officers and employees responsible for capital financing and debt activities will follow the standard of care identified in this policy.

The capital financing program will be managed in a manner consistent with other long-term planning, financial and management objectives. Before the issuance of any new capital financing, consideration will be given to its impact on future ratepayers in order to achieve an appropriate balance between capital financing and other forms of funding, e.g. other senior government funding.

Ethics and Conflicts of Interest

Officers and employees involved in the capital financing process will comply with TransLink’s Director and Employee Code of Conduct.

Requirement for Outside Advice

TransLink’s staff is expected to have sufficient knowledge to evaluate standard financing transactions. However, if staff determines the appropriate level of knowledge does not exist, outside financial and/or legal advice will be obtained.

If external advisors are engaged, they are required to exercise the appropriate degree of care, diligence, and skill. This level of care, diligence, and skill must be clearly incorporated in their engagement provisions.
6. **Authorized Instruments, Ratings Requirements and Restrictions**

The form of financing that meets TransLink’s objectives will be dependent upon the term and type of asset to be financed and/or the operational requirements of the organization.

**Short-Term Requirements**

Financing of operational needs for a period of less than one year or interim financing for capital assets may be from one or more of the following sources:

- reserves and reserve funds;
- bank line of credit;
- commercial paper through TransLink’s facility;
- short-term promissory notes;
- bankers’ acceptances; and
- Municipal Finance Authority of British Columbia (“MFABC”) short-term advances pending issuance of long-term debentures.

**Long-Term Requirements**

Financing of assets for a period of greater than one year may be from any of the following sources:

- debentures (including those issued to the MFABC);
- long-term bank loans (including Syndicated Bank Loans);
- construction financing (may be used for a period up to five years during construction or rehabilitation of certain facilities.)

**Credit Rating Requirements**

TransLink will endeavour to maintain strong investment grade credit ratings. The following credit metrics will include:

- total net debt\(^1\) as a percentage of operating revenue\(^2\) of not more than 300%; and
- gross PSAB interest cost\(^3\) as a percent of operating revenue of not more than 20%.

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\(^1\) Net debt includes Deferred Concessionaire credit for Canada Line, Golden Ears Bridge contractor liability, debt reserve deposit and sinking funds.

\(^2\) Operating revenues exclude capital contributions, interest income and deferred concessionaire credits.

\(^3\) Gross PSAB interest cost includes Interest on the Golden Ears Bridge contractor liability.
7. Risks and Risk Management

There may be risks associated with certain types of financing. It is expected that these risks be identified and considered prior to their use. The risks listed below and the associated mitigation strategies can be used to reduce the risk.

Financing Availability Risk
A large portion of TransLink’s capital expenditures are funded through debt financing. One potential risk is that financing will not be available when it is required due to a credit crisis in the debt markets, negative market sentiment or oversaturation in the market by TransLink.

TransLink can manage this potential risk by:

• strategic long-term planning for capital expenditures;
• ensuring multiple sources of financing;
• maintaining relationships with multiple providers;
• maintaining comprehensive Investor Relations Program;
• monitoring current market conditions;
• maintaining adequate availability within short-term lines of credit;
• developing accurate cash flow forecasts;
• using the Hedging Policy effectively;
• applying Liquidity Policy
• developing detailed analysis of cash balances and financing requirements;
• regular financial reporting;
• adhering to internal policies and procedures, including this Debt Management Policy;
• staggering maturity dates; and
• ensuring sinking funds for all TransLink bonds that have a bullet maturity.

Liquidity and Refinancing Risk – Sinking Fund Program
Management will establish a Sinking Fund Program for bonds with a bullet maturity. This Sinking Fund Program will follow these guidelines:

• One or multiple amortization periods, which can be longer than when the bond matures, will be designated;
• Contributions to the sinking fund will provide for repayment of TransLink bonds at the end of these amortization periods based on an assumed yield on the investment
of these contributions;
• Annual reviews will be performed to ensure that the composition and projected maturity values (current balances plus future contributions plus estimated earnings on these funds) of bond investments within the sinking fund will provide adequate liquidity to pay down bond debts at the end of their amortization periods. If there is a projected deficit, the future contributions will be increased. If there is a projected surplus of less than 1% of the maturity value of the bond, the current contributions will be maintained. If there is a projected surplus of more than 1%, the contributions may be adjusted lower to ensure the projected maturity values equal the maturity value of the related bond;

• The Sinking Fund Program will adhere to TransLink’s Investment Policy; and

• In emergency cases only and with prior Board approval, temporary borrowings could be made from these sinking funds, but only in special circumstances when it is not feasible to go into the capital markets and action plans are in place for repayment of these funds.

Cost of Financing Risk

TransLink’s cost of financing on new or refinanced debt could potentially increase significantly.

TransLink can manage this potential risk by:
• maintaining a strong investment grade credit rating;
• pre-financing capital requirements when appropriate and/or locking in interest rates that are favourable with a derivative product;
• adhering to internal policies and procedures including this Debt Management Policy;
• maintaining a level of financial and operational excellence; and
• matching debt to the expected life of assets.

Regulatory/Statutory Risk

Major changes to the regulatory or operating environment are a potential risk to TransLink. Changes to the regulatory regime may include but are not limited to a retraction of TransLink’s exempt issuer status, the inability to set rates and fees and the elimination of TransLink’s ultimate taxing authority.

To mitigate potential regulatory/statutory risk, TransLink will:
• ensure that all applicable legislation is being properly adhered to;
• maintain financial and operational excellence; and
• maintain good stakeholder and government relations.
Systemic Risk

Potential risks such as recessions or geo-political instability are outside of TransLink’s control. These risks are wide-ranging and while difficult to predict are not necessarily infrequent. The effect of such risks can be minor (e.g. small change in cost of financing) or major (e.g. seizing up of the capital markets); however, they are often more frequent than predicted.

TransLink will prepare for such shocks by employing appropriate policies, including:

- maintaining adequate availability within short-term lines of credit;
- developing accurate cash flow forecasts;
- pre-financing future expected requirements;
- developing detailed analysis of cash and financing needs;
- reducing the Capital Program
- maintaining adequate levels of liquidity and solvency
- maintaining access to a sinking fund program;
- maintaining the ability to resize the business to match revenues.

8. Methods of Marketing/Selling Debenture Issues

Debenture securities issued by TransLink will be sold through one of the following means:

- Agency/Underwriting Syndicate: The use of an agency or underwriting syndicate will be the preferred method of selling debentures; or
- Private Placement: This may be appropriate for "one off" or unusual financing structures when significant savings could be expected or when market conditions justify; or
- Tender/Auction: A tender or auction process may be used if and when significant savings could be expected compared to issuance through an Agency or underwriting syndicate.

9. Authorizations

The authority to borrow money will comply with any specific or Omnibus Borrowing Resolutions.
10. Internal Controls
The Chief Financial Officer and Executive Vice President, Finance and Corporate Services is responsible for establishing and maintaining an internal control structure and written procedures designed to provide reasonable assurance that the debt or capital financing undertaken is in the best interests of TransLink and aligns with the stated goals of the organization.

Written procedures will address the following points:
- prevention of collusion;
- segregation of authorities for approvals and transactions;
- separation of transaction authority from accounting and record-keeping;
- cash management techniques;
- clear delegation of responsibility authority to the Treasury Manager;
- effective data management and reporting system for financing activities; and
- documentation of transactions and strategies.

TransLink’s internal and/or external auditors will conduct a periodic independent review to assure compliance with policies and procedures. The outcome of this review is to be reported to the Chief Financial Officer and Executive Vice President, Finance and Corporate Services and TransLink’s Audit Committee.

11. Reporting
The Chief Financial Officer and Executive Vice President, Finance and Corporate Services will provide the Audit Committee, as part of a quarterly report, a written summary that presents the status of the current net debt outstanding and plans for any future indebtedness.

12. Adoption and Review of Policy
The Finance and Audit Committee will review this Debt Management Policy annually to ensure congruence with the changing activities of TransLink, market conditions, technology, evolving regulatory standards and private sector best practices.
South Coast British Columbia Transportation Authority

Investment Policy

Last updated, September-October 428, 2018
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1. **Policy Statement**
   
   This Policy governs the use and administration of TransLink’s investments. TransLink as an organization is mindful of using rate-payers’ funds, and therefore management will adhere to the objectives of safety, liquidity and yield, in that priority, in its administration of investments.

2. **Application**
   
   The Investment Policy applies to the investment activities and administration of funds of TransLink and its subsidiaries.

3. **Purpose**
   
   To govern the investments and administration of TransLink’s funds.

4. **Scope and Context**
   
   The Investment Policy applies to the following **four** pools of funds:

   **TransLink’s Unrestricted:**
   
   - The “General Fund” pool comprises a daily consolidation (and monthly a sweep into one account) of all disbursements and receipts of TransLink and its four main operating subsidiaries, namely Coast Mountain Bus Company Ltd., British Columbia Rapid Transit Company Ltd., and West Coast Express Ltd. The balance in this General Fund account can vastly fluctuate during the year. This Fund is equivalent to TransLink’s Accumulated Funding Resources.

   **TransLink’s Restricted:**
   
   - The “Federal Fund” pool comprises funds TransLink has received in advance under Federal Gas Tax Programs and that need to be specifically directed towards eligible capital projects and qualifying administrative costs.
   - The “Sinking Fund” pool is set aside for the retirement of TransLink bonds issued with bullet maturities.
   - The “Land Reserve Fund” comprises funds primarily intended to finance real estate purchases related to future expansion plans.
   - The “Green Bond Proceeds Fund” is intended to finance any capital projects designated as eligible in terms of our Green Bond Framework.
   - The “DCC Fund” is comprised of funds for capital projects specifically designated as eligible in terms of our submissions to the Inspector of Municipalities.

   TransLink also holds the following pools of funds:

   - Transportation Property and Casualty Company Inc.’s (TPCC) Restricted: This pool contains funds from TransLink’s captive insurance subsidiary, and is managed
separately. Some investment advice and transactional execution is performed by TransLink's Treasury Department, but transactional authorization, oversight and reporting are performed by the TPCC management. TPCC has its own Investment Policy.

- Municipal Finance Authority of British Columbia (MFA) Restricted: Under the loan arrangement with the MFA, TransLink must contribute to two funds, the Debt Reserve Fund and Sinking Fund. These two funds, as required by legislation (MFA Act), are managed by the MFA and are restricted to use in servicing TransLink’s borrowings from the MFA.

5. **Investment Objectives**

TransLink's Investment Objectives are listed below in order of priority:

**Safety**

Safety of principal is the foremost objective of the investment program. Investments will be undertaken in a manner that seeks to ensure the preservation of all funds invested and to mitigate credit and interest rate risk by investing only in creditworthy institutions and instruments, and by maintaining portfolio diversification. Diversification is required to minimize concentration risk.

**Liquidity**

The investment portfolios will remain sufficiently liquid to meet all operating requirements that can be reasonably anticipated. This is accomplished by structuring the portfolios so that securities mature concurrent with cash needs to meet anticipated demands. Further, because all possible cash demands cannot be anticipated, the portfolios will consist largely of securities with active secondary or resale markets.

**Yield**

The investment portfolio mix will be designed with the objective of attaining at a minimum, a market rate of return, taking into account the investment risk constraints and liquidity needs. Return on investment is of secondary importance to the safety and liquidity objectives described above.

6. **Risk Management**

This Investment Policy and attached procedures seek to control the following risks:

- Credit Risk;
- Interest Rate Risk;
- Concentration Risk;
- Liquidity Risk; and
- Operational Risk.

**Managing Credit Risk**
TransLink will minimize exposure to credit risk by limiting investments to the safest types of securities, by:

- investing in Canadian financial institutions;
- conducting business with broker/dealers, intermediaries and advisers that meet the requirements detailed in Section 7, Authorized Investment Dealers; and
- adequately diversifying the investment portfolios.

The Treasury Manager will not invest beyond the allowable limit for each issuer without the prior approval of the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services. The Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services will only authorize exceptions for Schedule I and Schedule II banks, Provincial Government and Federal Government issuers (including entities guaranteed by them) and only up to an additional 30% of the Individual Entity limits in Appendix 1, Credit Limits, and for no longer than a period of 60 days. For investments with a term-to-maturity of one year or less, TransLink will rely on the credit analysis of one of the credit rating agencies listed below.

For investments with a term-to-maturity of more than one year, in any addition to any in-house credit analysis, TransLink will rely on the credit analysis of at least two of the following credit rating agencies:

- Dominion Bond Rating Service (DBRS);
- Standard and Poor’s (S&P);
- Moody’s Investor Services; or
- Fitch Ratings Ltd.

When the credit ratings for a particular issuer differ between the credit rating agencies (“split”), the rating of the second highest rating agency will be used to assess eligibility.

The use of in-house or rating agency credit analysis information provides a measure of the safety of principal but is not a guarantee of the creditworthiness of individual issuers or investment instruments. The Treasury Manager is responsible for maintaining ratings information, exercising due diligence and advising the Vice President, Financial Services and the Chief Financial Officer and Executive Vice President, Finance and Corporate Services in a timely manner of any real or potential problems related to the credit risk of issuers and their impact on the investment portfolios. Investment purchases by TransLink will be limited to those with the following Dominion Bond Rating Service (DBRS) or equivalent ratings.

- Minimum DBRS (or equivalent) Credit Ratings: Short-Term Debt (up to 1 year)
  - R-1 Mid

- Minimum DBRS (or equivalent) Credit Ratings: Medium-Term Debt (between 1 to 3 years)
A High

- Minimum DBRS (or equivalent) Credit Ratings: Long-Term Debt (exceeding 3 years)
- AA Low

TransLink also relies on independent analysis to gauge the credit risk of issuers. Although the DBRS credit rating is the primary credit measure used by TransLink, the Treasury Manager will augment the DBRS rating with other reported commentary. The Treasury Manager is responsible for informing the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services of real or potential problems related to the credit of particular issuers and the impact of such problems on the investment portfolios on a timely basis. Any investment with a rating downgraded to below the minimum levels set out in the Investment Credit Risk Limits outlined in this policy will be disposed of as expeditiously as possible without compromising the integrity of the portfolios.

- Securities of British Columbia Credit Unions

Limits for certain BC credit unions are based on the implicit provincial guarantee of the Credit Union Deposit Insurance Corporation of British Columbia, and are set out in Appendix 1, Credit Limits.

Managing Interest Rate Risk

TransLink will minimize exposure to changes in the market value of securities that result from changes in general interest rates by structuring the investment portfolios so that securities mature to meet cash requirements for ongoing operations and capital requirements.

TransLink will use competitive bidding among Authorized Investment Dealers in seeking to achieve investment income and obtain, on average, yields that are equal to or better than market returns. The Treasury Manager will maintain for audit purposes a record of bids quoted by various dealers as indication that the best yield was attained on the purchase or sale made on a particular time of day.

Each quarter the estimated year-to-date return for TransLink’s General Fund and Federal Fund portfolios will be benchmarked against the MFA Money Market Fund and average one-month BA rate published on the Bank of Canada website. The TransLink Sinking Fund portfolio will be benchmarked against the weighted average effective rate on TransLink’s Bonds. This benchmark will be compared to the return on the Sinking Fund measured on an average historical cost basis.

Managing Concentration Risk through Diversification

Diversifying the portfolios through different terms to maturity, issuer and category of issuer can mitigate the risk to safety and liquidity. Assets held in investment portfolios will be diversified to maximize the yield from a blend of financial products and to eliminate
exposure resulting from the concentration of assets in a specific maturity, a specific issuer, or a specific class of securities. Investments will be diversified by:

- limiting investments to avoid overconcentration in securities from a specific issuer, excluding securities of or guaranteed by the Government of Canada (see Appendix 1, Credit Limits); and
- investing in securities with varying maturities to provide for income stability and reasonable liquidity.

The Treasury Manager will ensure that the diversification limits documented in Appendix 1, Credit Limits are observed. The Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services may grant exceptions to the limits for strategic reasons. If the limits are inadvertently exceeded, the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services will be notified immediately for guidance on remedial actions.

Managing Liquidity Risk

To the extent possible, TransLink will attempt to match its investments with anticipated cash flow requirements.

- Funds Required for Normal Operations. To ensure that appropriate liquidity is maintained to meet ongoing obligations, a portion of the General Fund portfolio should be continuously invested in instruments with maturities generally falling within one year.
- Longer Term Investment Horizons. Investments not required in the short-term may be invested for periods beyond one year. Credit and associated term limits are determined within each fund, and are based on the liquidity objectives of each fund.

Managing Operational Risk

See Sections 7 to 15 below.

7. Authorized Investment Dealers & Investment Holders

Authorized Investment Dealers must be members of the Investment Industry Regulatory Organization of Canada (a full listing is available at www.iiroc.ca).

Deposits at Credit Unions are 100% guaranteed by CUDIC.

For clarity, investment dealers are usually distinct entities from their banking parent or affiliated subsidiary company. Chartered banks are regulated by the Office of the Superintendent of Financial Institutions (OSFI) and this section 7 does not preclude dealing directly with the chartered banks listed in Appendix 1, Credit Limits.
The Treasury Manager will maintain a list of Authorized Investment Dealers and Investment Holders authorized to provide investment services to TransLink (see Appendix 3, Authorized Investment Dealers & Investment Holders, for a current list). The Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services, will approve any changes to the Authorized Investment Dealers.

The Treasury Manager will ensure that the dealers and custodians with whom TransLink regularly conducts business receive written notice signed by the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services of the following:

- current Investment Authorities
- current copy of TransLink’s Investment Policy
- list of the names of the individuals at TransLink who have the authority to invest
- TransLink’s investment limits and constraints.

Investment Dealers are expected to disclose to the Treasury Manager potential risks and credit rating changes of the issuers that are included in TransLink’s investment list.

Investment Dealers are to advise TransLink in writing of any changes in their key contacts with TransLink.

The Treasury Manager will regularly review the list of Authorized Investment Dealers & Investment Holders to ensure that TransLink is receiving the best available service, being offered a wide range of products and achieving the highest possible yield. Any proposed changes to the list of Authorized Investment Dealers & Investment Holders will be submitted to the Audit Committee for approval.

8. Investment Authorities

The following individuals are authorized to make investments on behalf of TransLink:

- Treasury Manager
- Vice President, Financial Services, or
- Chief Financial Officer and Executive Vice President, Finance and Corporate Services

The Treasury Manager is authorized to manage the investment program on a day-to-day basis.

In the absence of the Treasury Manager, the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services, will authorize a designate. No individual may engage in an investment transaction except as provided under the terms of this Policy and the procedures approved by the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services.
In managing the investment program, the Treasury Manager will act in accordance with established written procedures and internal controls consistent with this Investment Policy.

TransLink’s objective is to purchase securities with maturities that match the cash requirements of TransLink. The Treasury Manager will obtain the approval of the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services, in advance, supported by an analysis on the rate of return of the investment, and the reason for the sale of the investment prior to maturity.

Transfer of investments among TransLink’s various funds at current market value does not constitute a “sale” for the purposes of this policy and may be completed on the authority of TransLink’s Vice President, Financial Services or the Chief Financial officer and Executive Vice President, Finance and Corporate Services.

9. **Internal Controls**

The Treasury Manager is responsible for establishing and maintaining an internal control structure and written procedures designed to provide reasonable assurance that the assets of TransLink are protected from loss, theft or misuse. The controls will be designed to prevent losses of public funds arising from fraud, employee error, and misrepresentation by third parties or imprudent actions by employees and officers of TransLink. These written procedures will address the following points:

- prevention of collusion
- segregation of authorities for approvals and transactions
- separation of transaction authority from accounting and recordkeeping
- custodial safekeeping and communication of instructions to the Custodian
- cash management techniques
- clear delegation of responsibility and authority to the Treasury Manager
- supervisory control of employee actions
- minimization of the number of authorized investment signatories
- effective data management and reporting system for investment activities
- documentation of transactions and strategies
- written confirmation of authorities from the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services to Investment Dealers as provided for in this Investment Policy.

TransLink’s internal and/or external auditors will periodically review compliance with policies and procedures. The outcome of this review will be reported to the Chief Financial Officer and Executive Vice President, Finance and Corporate Services and the Audit Committee.
Appendix 2, Investment Procedures, contains the following:

- Authorities to Buy and Sell Securities
- Regular Investment Strategy Meetings
- General Procedure for and Authorization of Investment Transactions
- Transferring Funds Between Accounts
- Accounting Procedures

See also Appendix 3, Authorized Investment Dealers & Investment Holders.

10. **Standard of Care and Ethics and Conflict of Interest**

Investments will be made:

- With judgment and care, under circumstances then prevailing, by persons of prudence, discretion and intelligence exercised in the management of other people’s affairs.
- Not for speculation, but for investment, considering the probable safety of capital as well as the probable income to be derived.

If an external fully discretionary investment manager is engaged, the manager is required to exercise the degree of care, diligence and skill which prudent investment counsel would exercise in similar circumstances.

The Treasury Manager acting in accordance with this policy and exercising due diligence will be relieved of personal responsibility.

Employees involved in the investment process will conduct themselves in accordance with the provisions of the TransLink Director and Employee Code of Conduct.

11. **Portfolio Limits**

TransLink manages investments in three separate portfolios (see Section 4, Scope and Context):

- General Fund
- Federal Fund; and
- Sinking Fund

Credit limits and term limits for each portfolio are set out in Appendix 1, Credit Limits.

12. **Permitted Investments**

TransLink will invest funds in the following types of investments:

- Securities of the MFA
- Pooled investment funds of the MFA
TRANSLINK INVESTMENT POLICY

Revision Date: September October 428, 2018

- Securities of Canada or of a province
- Securities guaranteed for principal and interest by Canada or by a province
- Securities of a municipality, regional district or greater board
- Investments guaranteed by a Schedule I or Schedule II bank
- Deposits in a saving institution, or non-equity or membership shares of a credit union of British Columbia.

13. Approved Investment Instruments
The following are approved investment instruments:
- Banker’s Acceptances
- Bearer Deposit Notes (BDNs)
- Term Deposits
- Guaranteed Investment Certificates (GICs)
- Commercial Paper
- Deposits or high yield accounts with Schedule I and Schedule II banks, and BC credit unions
- Portfolio units of pooled funds
- Bonds and Structured Notes.

14. Safekeeping and Custody
All “book-based” investments will be maintained in a safekeeping and custody account with a third-party custodian that is a financial institution with a credit rating equal to or greater than those of the major Canadian Schedule I banks (the Custodian).

The services to be provided by the Custodian and the price of the services offered are to be contained in a written contract duly signed by the Custodian and the Chief Financial Officer and Executive Vice President, Finance and Corporate Services.

Securities to be held by the Custodian will be evidenced by regular safekeeping receipts and reports. The custodial holdings reports will be reconciled to the portfolio database by the Treasury Manager on a monthly basis.

15. Reporting
The Chief Financial Officer and Executive Vice President, Finance and Corporate Services shall provide the Audit Committee as part of an annual report, a summary that presents the status of the current investment portfolios.

16. Adoption and Review of Policy
This Investment Policy will be reviewed periodically as required but at least annually by the Treasury Manager to ensure congruence with the changing activities of TransLink, market conditions, technology, evolving regulatory standards and private sector best practices. As part of this periodic review, if changes need to be made to this policy, the Chief Financial Officer and Executive Vice President, Finance and Corporate Services will submit these recommended changes to the Finance and Audit Committee and the Board of Directors for approval.
# Appendix 1 – Credit Limits

## General Fund

<table>
<thead>
<tr>
<th>General Fund Sector Limits</th>
<th>% of Gen Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sector</td>
<td>100%</td>
<td>1 year</td>
</tr>
<tr>
<td>Corporate Sector</td>
<td>100%</td>
<td>1 year</td>
</tr>
</tbody>
</table>

### General Fund Issuer Limits:

1. **Permitted Government Sector Issuers**
   - Federal Government of Canada: Unlimited, Term Limit: 1 year
   - Canadian Provincial: $75, Term Limit: 1 year
   - Canadian Municipal: $50, Term Limit: 1 year

2. **Permitted Corporate Sector Issuers**
   a. **Corporate – Banks**
      - TD Bank: $100, Term Limit: 1 year
      - Scotiabank: $100, Term Limit: 1 year
      - Royal Bank: $100, Term Limit: 1 year
      - BMO: $100, Term Limit: 1 year
      - CIBC: $100, Term Limit: 1 year
      - National Bank: $75, Term Limit: 1 year
      - Manulife Bank: $50, Term Limit: 1 year
      - HSBC Bank Canada: $50, Term Limit: 1 year
   b. **Corporate - Credit Unions**
      - Vancity Savings: $25, Term Limit: 1 year
      - Coast Capital: $20, Term Limit: 1 year
      - Westminster Savings: $15, Term Limit: 1 year
   c. **Corporate – Other**
      - MFA Money Market fund: $100, Term Limit: N/A
## Federal Fund

### Federal Fund Sector Limits

<table>
<thead>
<tr>
<th>Sector</th>
<th>% of Federal Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sector</td>
<td>100%</td>
<td>5 years</td>
</tr>
<tr>
<td>Corporate Sector</td>
<td>100%</td>
<td>5 years</td>
</tr>
</tbody>
</table>

### Federal Fund Issuer Limits:

#### Permitted Government Sector Issuers

<table>
<thead>
<tr>
<th>Issuer</th>
<th>% of Federal Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Government of Canada</td>
<td>100%</td>
<td>5 years</td>
</tr>
<tr>
<td>Canadian Provincial</td>
<td>35%</td>
<td>5 years</td>
</tr>
<tr>
<td>Canadian Municipal</td>
<td>30%</td>
<td>5 years</td>
</tr>
</tbody>
</table>

#### Permitted Corporate Sector Issuers

<table>
<thead>
<tr>
<th>Issuer</th>
<th>% of Federal Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFA Money Market Fund</td>
<td>30%</td>
<td>N/A</td>
</tr>
<tr>
<td>MFA Intermediate Bond Fund</td>
<td>30%</td>
<td>N/A</td>
</tr>
<tr>
<td>TD Bank</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>Scotiabank</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>BMO</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>CIBC</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>National Bank</td>
<td>15%</td>
<td>3 years</td>
</tr>
<tr>
<td>Manulife Bank</td>
<td>10%</td>
<td>3 years</td>
</tr>
<tr>
<td>HSBC Bank Canada</td>
<td>10%</td>
<td>3 years</td>
</tr>
<tr>
<td>Central 1 Credit Union</td>
<td>10%</td>
<td>2 years</td>
</tr>
</tbody>
</table>
## Sinking Fund

### Sinking Fund Sector Limits

<table>
<thead>
<tr>
<th>Sector</th>
<th>% of Sinking</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sector</td>
<td>100%</td>
<td>30 years</td>
</tr>
<tr>
<td>Corporate Sector</td>
<td>30%</td>
<td>Various - see below</td>
</tr>
</tbody>
</table>

### Sinking Fund Issuer Limits:

#### Permitted Government Sector Issuers

<table>
<thead>
<tr>
<th>Issuer</th>
<th>% of Sinking</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Government of Canada</td>
<td>100%</td>
<td>30 years</td>
</tr>
<tr>
<td>Canadian Provincial</td>
<td>35%</td>
<td>30 years</td>
</tr>
<tr>
<td>Canadian Municipal</td>
<td>25%</td>
<td>30 years</td>
</tr>
</tbody>
</table>

#### Permitted Corporate Sector Issuers

<table>
<thead>
<tr>
<th>Issuer</th>
<th>% of Sinking</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFA Bond Fund</td>
<td>10%</td>
<td>N/A</td>
</tr>
<tr>
<td>TD Bank</td>
<td>10%</td>
<td>5 years</td>
</tr>
<tr>
<td>Scotiabank</td>
<td>10%</td>
<td>5 years</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>10%</td>
<td>5 years</td>
</tr>
<tr>
<td>BMO</td>
<td>10%</td>
<td>5 years</td>
</tr>
<tr>
<td>CIBC</td>
<td>10%</td>
<td>5 years</td>
</tr>
<tr>
<td>National Bank</td>
<td>5%</td>
<td>3 years</td>
</tr>
<tr>
<td>Manulife Bank</td>
<td>5%</td>
<td>3 years</td>
</tr>
<tr>
<td>HSBC Bank Canada</td>
<td>5%</td>
<td>3 years</td>
</tr>
</tbody>
</table>
# Land Reserve Fund

<table>
<thead>
<tr>
<th>Land Reserve Fund Sector Limits</th>
<th>% of Land Reserve Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sector</td>
<td>100%</td>
<td>2 years</td>
</tr>
<tr>
<td>Corporate Sector</td>
<td>100%</td>
<td>2 years</td>
</tr>
</tbody>
</table>

## Land Reserve Fund Issuer Limits:

<table>
<thead>
<tr>
<th>Permitted Government Sector Issuers</th>
<th>% of Land Reserve Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Government of Canada</td>
<td>100%</td>
<td>2 years</td>
</tr>
<tr>
<td>Canadian Provincial</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>Canadian Municipal</td>
<td>35%</td>
<td>2 years</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permitted Corporate Sector Issuers</th>
<th>% of Land Reserve Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFA Money Market Fund</td>
<td>35%</td>
<td>N/A</td>
</tr>
<tr>
<td>TD Bank</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>Scotiabank</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>BMO</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>CIBC</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
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<td>25%</td>
<td>2 years</td>
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<tr>
<td>Manulife Bank</td>
<td>15%</td>
<td>2 years</td>
</tr>
<tr>
<td>HSBC Bank Canada</td>
<td>15%</td>
<td>2 years</td>
</tr>
</tbody>
</table>
# Green Bond Proceeds Fund

<table>
<thead>
<tr>
<th>Green Bond Proceeds Fund Sector</th>
<th>% of Green Bond Proceeds Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sector</td>
<td>100%</td>
<td>2 years</td>
</tr>
<tr>
<td>Corporate Sector</td>
<td>100%</td>
<td>2 years</td>
</tr>
</tbody>
</table>

## Green Bond Proceeds Fund Issuer Limits:

### Permitted Government Sector Issuers

<table>
<thead>
<tr>
<th>Government Issuer</th>
<th>% of Green Bond Proceeds Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Government of Canada</td>
<td>100%</td>
<td>2 years</td>
</tr>
<tr>
<td>Canadian Provincial</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>Canadian Municipal</td>
<td>35%</td>
<td>2 years</td>
</tr>
</tbody>
</table>

### Permitted Corporate Sector Issuers

<table>
<thead>
<tr>
<th>Corporate Issuer</th>
<th>% of Green Bond Proceeds Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFA Money Market Fund</td>
<td>35%</td>
<td>N/A</td>
</tr>
<tr>
<td>TD Bank</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>Scotiabank</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>BMO</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>CIBC</td>
<td>35%</td>
<td>2 years</td>
</tr>
<tr>
<td>National Bank</td>
<td>25%</td>
<td>2 years</td>
</tr>
<tr>
<td>Manulife Bank</td>
<td>15%</td>
<td>2 years</td>
</tr>
<tr>
<td>HSBC Bank Canada</td>
<td>15%</td>
<td>2 years</td>
</tr>
</tbody>
</table>
## DCC Fund

### DCC Fund Sector Limits

<table>
<thead>
<tr>
<th>Sector</th>
<th>% of DCC Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Sector</td>
<td>100%</td>
<td>5 years</td>
</tr>
<tr>
<td>Corporate Sector</td>
<td>100%</td>
<td>5 years</td>
</tr>
</tbody>
</table>

### DCC Fund Issuer Limits:

#### Permitted Government Sector Issuers

<table>
<thead>
<tr>
<th>Issuer</th>
<th>% of DCC Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Government of Canada</td>
<td>100%</td>
<td>5 years</td>
</tr>
<tr>
<td>Canadian Provincial</td>
<td>35%</td>
<td>5 years</td>
</tr>
<tr>
<td>Canadian Municipal</td>
<td>30%</td>
<td>5 years</td>
</tr>
</tbody>
</table>

#### Permitted Corporate Sector Issuers

<table>
<thead>
<tr>
<th>Issuer</th>
<th>% of DCC Fund</th>
<th>Term Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFA Money Market Fund</td>
<td>30%</td>
<td>N/A</td>
</tr>
<tr>
<td>MFA Intermediate Bond Fund</td>
<td>30%</td>
<td>N/A</td>
</tr>
<tr>
<td>TD Bank</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>Scotiabank</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>BMO</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>CIBC</td>
<td>20%</td>
<td>5 years</td>
</tr>
<tr>
<td>National Bank</td>
<td>15%</td>
<td>3 years</td>
</tr>
<tr>
<td>Manulife Bank</td>
<td>10%</td>
<td>3 years</td>
</tr>
<tr>
<td>HSBC Bank Canada</td>
<td>10%</td>
<td>3 years</td>
</tr>
<tr>
<td>Central 1 Credit Union</td>
<td>10%</td>
<td>2 years</td>
</tr>
</tbody>
</table>

Points for Further Clarification Purposes:

1. Any investment exceeding the Issuer Limit or Term Limit requires the prior approval of the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services.

2. Cash balances of up to $2 million may be held at TransLink’s approved Custodian and at each authorized broker.

3. Issuer Limits are to be measured against maturity values excluding accrued interest.

4. Investments with a term-to-maturity of one year or less, only the short-term credit rating is relevant and therefore the long-term credit rating could be below A (high) as long as the issuer’s short-term credit rating is rated R-1 (middle) or better by DBRS (or equivalent).

5. TransLink relies on the implicit provincial guarantee of CUDIC and thus no credit rating is required for any of the BC credit unions listed above.
Appendix 2 – Investment Procedures

1. **Authorities to Buy and Sell Securities**

   The following individuals are authorized to make investments on behalf of TransLink:
   - Treasury Manager
   - Vice President, Financial Services; and
   - Chief Financial Officer and Executive Vice President, Finance and Corporate Services.

2. **Regular Investment Strategy Meetings**

   The Treasury Manager will meet regularly with the Vice President, Financial Services, to discuss current holdings, market conditions, anticipated cash flows, investment strategies and any other issues relevant to the investing function.

   The Treasury Manager is responsible for developing the operational investment strategy for each investment fund, based on the discussions at the investment strategy meetings. These investment strategies will be provided in writing to the Chief Financial Officer and Executive Vice President, Finance and Corporate Services.

3. **General Procedure for and Authorization of Investment Transactions**

   For each investment transaction, the following authorization process will be followed. The Treasury Manager is responsible for ensuring that the delegations and segregations of authorities inherent in this process are kept current.

   - **Appointed Treasury Manager:**
     Investments are made by the Treasury Manager or, where circumstances require, a designate authorized by the Vice President, Financial Services or the Chief Financial Officer and Executive Vice President, Finance and Corporate Services.

   - **Guidelines for Investment Decisions:**
     The Treasury Manager will determine the appropriate investment according to the guidelines set out in this Investment Policy.

   - **Authorized Dealers:**
     The Treasury Manager will proceed with the transaction through an Authorized Investment Dealer (see Appendix 3, Authorized Investment Dealers & Investment Holders). Dealers are expected to confirm investment transactions directly with the Treasury Manager or his/her designate.

   - **Notification of Custodian:**
     The Treasury Manager will confirm the transaction with TransLink’s Custodian (currently Northern Trust) within 24 hours via the Custodian’s online workbench and
will print an electronic (.pdf) confirmation of the transaction (See Section 9, Safekeeping and Custody).

- **Internal Independent Review and Concurrence:**
  At the time it is sent, the electronic (.pdf) confirmation will be e-mailed to the Vice President, Financial Services for his/her review. The Vice President, Financial Services is responsible for reviewing these transactions and notifying the Treasury Manager of potential concerns related to the investment.

- **Record Keeping:**
  The Treasury Manager will maintain a paper copy of electronic (.pdf) confirmations on file.

- **Recording of Investments**
  On completing an investment transaction, the Treasury Manager will record the investment in TransLink’s Portfolio database. Access to this database will be provided on a “read only” basis to the Accounting staff responsible for the recording and reconciling investments.

4. **Transferring Funds Between Accounts**
   Because TransLink maintains its operating accounts at its primary banker, the Bank of Nova Scotia, the settlement of investment transactions often requires funds to be transferred to/from TransLink’s accounts at the Bank of Nova Scotia and its matching custodial accounts at the Custodian using an electronic funds transfer process.

   - The Treasury Manager’s assistant/analyst will normally initiate transfers of funds by entering the transaction on the Bank of Nova Scotia’s online electronic funds transfer system.

   - Fund transfers in amounts of less than $20 million require two authorized persons (one to initiate and the other to approve) to finalize the transfer. Fund transfers in amounts of $20 million or greater require three authorized persons (one to initiate and two to approve). These authorized persons will be determined by Vice President, Financial Services.

   - The Treasury Manager may also provide e-mail/fax instructions to the appropriate institution. This confirmation e-mail/fax will be copied to the Vice President, Financial Services for review. The Vice President, Financial Services is responsible for reviewing these transactions and notifying the Treasury Manager of potential concerns.
5. Accounting Procedures

- **Recording Investment Transactions in TransLink’s Accounting System (currently SmartStream):**

  The Treasury Analyst is responsible for preparing entries to the TransLink’s Accounting System (SmartStream) corresponding with the purchase or sale of securities and with cash receipts upon maturity of investments.

- **Recording Cash Transfers in SmartStream:**

  The Treasury Analyst is responsible for recording cash transfers among TransLink’s operating accounts at the primary banker and the custodial cash accounts in SmartStream.

- **Regular Third-Party Reconciliations**

  A designate from the Accounting Department appointed by the Vice President, Financial Services, will be responsible for reconciling the relevant General Ledger accounts to third party documentation and the portfolio database. The Treasury Manager will provide the Accounting Department with a complete set of copies of electronic trade confirmations, portfolio database reports, custodial holdings reports and custodial cash account statements on a monthly basis for this purpose.

- **Interest Accrual**

  An estimate of interest earned but not received will be calculated monthly for each fund as part of the Accounting month-end process.
Appendix 3 – Authorized Investment Dealers & Investment Holders

The following are TransLink’s Authorized Investment Dealers and Investment Holders as approved by the TransLink Board of Directors:

<table>
<thead>
<tr>
<th>Investment Dealers (settled through Custodian)</th>
<th>Credit Unions</th>
<th>Brokers</th>
<th>Other (Custodian)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMO Capital Markets (a.k.a. BMO Nesbitt Burns)</td>
<td>Central 1 Credit Union</td>
<td>BMO Nesbitt Burns</td>
<td>MFABC</td>
</tr>
<tr>
<td>Canaccord Capital Corp.</td>
<td>Coast Capital Savings Credit Union</td>
<td>CIBC Wood Gundy</td>
<td>TransLink’s approved Investment Custodian</td>
</tr>
<tr>
<td>Casgrain and Company Ltd.</td>
<td>Vancouver City Savings Credit Union</td>
<td>National Bank Financial</td>
<td></td>
</tr>
<tr>
<td>CIBC World Markets (a.k.a. CIBC Wood Gundy)</td>
<td>Westminster Savings Credit Union</td>
<td>Raymond James</td>
<td></td>
</tr>
<tr>
<td>HSBC Bank Canada (Treasury)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laurentian Bank Securities</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>National Bank Financial (Treasury)</td>
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<tr>
<td>RBC Dominion Securities</td>
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<tr>
<td>Scotia Capital</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TD Securities</td>
<td></td>
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</tbody>
</table>
EXECUTIVE SUMMARY
On September 4, 2018, the Federal and Provincial governments announced approval of the Business Case and full funding for the Millennium Line Broadway Extension (MLBE) Project. The Province also announced that it will deliver the project and own the assets. These milestone announcements bring to a close the procurement readiness stage, and launch the procurement and delivery stage.

The MLBE Project will be an approximately six-kilometre extension to the Millennium Line SkyTrain from VCC-Clark Station to Arbutus Street via a primarily underground alignment beneath the Broadway corridor.

Further to September 4, Management is working on:
- A Memorandum of Understanding with the Province to formalize the transfer of responsibility and staff secondments;
- A Support Agreement to define TransLink’s role during the procurement and delivery stage; and
- Resourcing through the newly created Major Projects Division to deliver on TransLink’s accountabilities.

PURPOSE
This report provides an update on the Millennium Line Broadway Extension Project.

BACKGROUND
The Millennium Line Broadway Extension (MLBE) Project is a key priority of the Mayors’ Council 10-Year Vision. The $2.83b MLBE Project is a six-kilometre extension to the Millennium Line SkyTrain from its current terminus station at VCC-Clark Station to a new western terminus station at Arbutus Street in Vancouver. The Project will transition from the elevated VCC-Clark station to an underground alignment, tunnelled beneath the Broadway corridor. In total, the Project will include six new stations. A future phase of investment will further extend rapid transit to the University of British Columbia.
On June 28 2018, the TransLink Board of Directors and the Mayors’ Council approved TransLink’s new 2018-2027 Investment Plan: Phase Two of the 10-Year Vision. The Phase Two Plan enabled regional funding to deliver the project. Full capital funding confirmation was announced on September 4, 2018 by the Federal and Provincial governments. The Province was announced as the delivery agency, and will own the assets upon completion. TransLink will operate and maintain the extension similar to the rest of the SkyTrain system. As the delivery agency the Province will assume all responsibility for delivery risks, including cost and schedule overruns.

**DISCUSSION**

Recently concluded activities include completion of the technical program including reference design refinements informed by a due diligence process; preparation of procurement documentation; environmental, traffic, transit, and other studies; and development of draft agreements.

Project development work over the summer was focussed on procurement readiness. With the confirmation of full Project funding, the procurement process will be led by the Province and commence in the fourth quarter of 2018. Construction is expected to start in 2020 and operations on the Extension could commence by 2025. The project will be built using a Design Build Finance delivery model.

**CURRENT PROJECT ACTIVITIES**

Management is currently working on the following MLBE-related activities:

- A Memorandum of Understanding with the Province to formalize the transfer of the project and the secondment of some staff members to assist the Province during the procurement and delivery stage.

- A Support Agreement with the Province to formalize TransLink’s role and accountabilities. As the operators and maintainers of the extension, TransLink and BCRTC will have a significant role during procurement and construction, including involvement on the following issues:
  - Design specifications (stations, guideway, systems)
  - Proposal reviews
  - Design reviews
  - Systems integration (communications, train control, safety, Compass, etc.)
  - Cambie / City Hall station integration
  - Transit service impacts during construction
  - Post-launch bus service
  - Station names
  - Public art program
  - Inspections and certifications
  - Testing and commissioning
o Service initiation management
o Launch marketing and communications
o Operate and Maintain on Day 1

- Project resourcing to deliver on TransLink’s accountabilities through the newly created Major Project Division.

**Customer Impact**
None at this time.

**Communications Implications**
A communications strategy has been developed to underpin Project communications. This strategy will be delivered by the Province, with support from TransLink and City of Vancouver. It will be refined as required.
TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management & Engineering

DATE: September 7, 2018

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 since the previous update to the Board include:

- *Condition Inspection* by the Ministry of Transportation and Infrastructure, Mott MacDonald, and WSP
- *Pattullo Bridge Railing Inspection* by COWI North America Ltd and Mainroad Contracting Ltd
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP
- *Pattullo Bridge Deck Cantilever Beams Load Capacity Evaluation* by COWI North America
- *2018 Freshet Monitoring and Survey* by Northwest Hydraulic Consultants
- Design of the *Wind and Seismic Warning System* project by PBX

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**PURPOSE**

This recurring status report provides an update on condition monitoring activities on the Pattullo Bridge since the previous report was issued in June 2018.

**BACKGROUND**

The Pattullo Bridge is 80 years old. Most of the structural components have passed the predicted design life and are reaching the end of their useful life. The deterioration of the bridge condition is a dynamic event, with conditions generally degrading over time. Temperature fluctuation, rainfall, wind, river action, live traffic loads and aging of the steel and concrete components all contribute to the degradation of the bridge condition.

To ensure that appropriate inspection and monitoring activities are identified and implemented, TransLink regularly consults with experienced bridge engineers working in the private and public sectors in Metro Vancouver.

With responsibility for the safety and operations of the bridge, TransLink monitors the condition of the bridge structure closely through regular inspections of the bridge components. TransLink then performs maintenance and repairs in response to the findings of the inspection reports.
DISCUSSION
Recent and on-going inspection activities since the June 2018 update to the Board are listed in Table 1.

Table 1: June 2018 to September 2018 Pattullo Bridge Ongoing Inspections and Monitoring

<table>
<thead>
<tr>
<th>REFERENCE</th>
<th>ACTIVITY</th>
<th>CONSULTANTS / PARTNERS</th>
<th>STATUS</th>
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<tbody>
<tr>
<td>1</td>
<td>Condition Inspection</td>
<td>Ministry of Transportation and Infrastructure (Ministry)</td>
<td>2018 inspection scheduled for September 2018</td>
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<td></td>
<td></td>
<td>Mott MacDonald (Mott) – structural experts</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>WSP – deck experts</td>
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</tr>
<tr>
<td>2</td>
<td>Pattullo Bridge Railing Inspection</td>
<td>COWI North America Ltd.</td>
<td>Inspection completed Q3 2018</td>
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<td></td>
<td>Mainroad Contracting Ltd.</td>
<td>Railing repairs to be competed Q4 2018</td>
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<td>Deck Condition Monitoring</td>
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<td>Ongoing deck monitoring</td>
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<td>WSP</td>
<td>Structural analysis completed in May 2018</td>
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<td>COWI North America Ltd.</td>
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<td>4</td>
<td>Pattullo Bridge Deck Cantilever Beams Load Capacity Evaluation</td>
<td>COWI North America Ltd.</td>
<td>Analysis completed Q3 2018</td>
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<td>5</td>
<td>2018 Freshet Monitoring Survey</td>
<td>Northwest Hydraulic Consultants</td>
<td>Next survey – December 2018</td>
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<tr>
<td>6</td>
<td>Wind and Seismic Warning System Implementation</td>
<td>PBX Engineering Ltd.</td>
<td>In Progress (in service by Spring 2019)</td>
</tr>
</tbody>
</table>

A summary of each of these activities is provided as follows:

1. Condition Inspection
Each year, the BC Ministry of Transportation and Infrastructure (Ministry) performs a condition inspection of the Pattullo Bridge with the aid of a snooper truck. The 2018 inspection will be conducted between September 16 and September 18, 2018. To take advantage of the snooper truck, TransLink reserved the snooper truck for an additional two nights (September 19 and September 20) to enable TransLink’s structural and deck experts to complete inspections of select areas previously identified for follow-up investigation. The focus of the 2018 inspection is to evaluate the progression of deterioration compared to the 2017 inspection, and to flag any components requiring urgent attention. Reports summarizing the findings of the inspection from the Ministry and from TransLink’s consultants will be submitted to TransLink in Q4 2018.
2. Pattullo Bridge Railing Inspection
In Q3 2018, COWI North America Ltd. (COWI) completed an inspection of the railings on both sides of the Bridge. A total of 606 railing posts were inspected and assigned deficiency ratings based on their observed conditions. Of the 606 posts inspected, 128 posts were classified as needing immediate repair or replacement.

Based on the findings of the inspection, documented in the Pattullo Bridge Railing Inspection report, TransLink is currently working with Mainroad Contracting Ltd. (Mainroad) to repair all railings requiring urgent attention. The work varies from repairing and replacing individual posts to replacing nuts and bolts at the connections. The railing repairs are expected to be completed by Q4 2018.

As the railings will continue to deteriorate over the remaining service life of the Bridge, TransLink will continue to monitor and repair or replace the railing posts as needed. A tracking spreadsheet is currently used to track the condition of each railing post on the structure.

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 entire deck is functional and safe for operations, bridge deck experts from WSP conduct bi-weekly walk-through inspections from the deck, ground and catwalk levels. Signs of pothole formation are monitored and flagged for future interventions during overnight lane closures or during full bridge closures. No new significant repair requirements have been identified since repairs were conducted in the summer of 2017. No summer closures were required in 2018 for deck repairs.

In addition to the top surface of the deck, 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. A close proximity inspection will be conducted by WSP using the Ministry’s snooper truck in September 2018 (see Item 1).

4. Pattullo Bridge Deck Cantilever Beams Load Capacity Evaluation
COWI was tasked with completing a load evaluation of the cantilever beams supporting the east side of the deck to ensure the load carrying capacity is not comprised by the concrete delaminations in the soffit (see Item 3). The load capacity of the west side is a lesser concern as it supports lighter pedestrian and cyclist loadings.

Based on findings of the analysis, documented in the Pattullo Bridge – Deck Cantilever Beam Loads Capacity Evaluation report, COWI does not consider repairs to be immediately required. A follow-up inspection using the Ministry’s snooper truck will be conducted in September (see item 1) to assess whether the load carrying capacity of the beams have been affected by any progression in deterioration of those elements.
5. 2018 Freshet Monitoring and Survey
The Pattullo Bridge is situated in the narrowest part of the river, which experiences large tidal fluctuations. This elevates the risk to the Bridge from scour and erosion. To proactively address risks arising from changing river hydraulics, Northwest Hydraulic Consultants Ltd (NHC) has conducts bi-annual surveys at the Pattullo Bridge. The 2018 freshet monitoring survey was conducted in June 2018, after the peak of freshet, to monitor the condition of pier protection currently in place at the Bridge and to identify whether any repairs are required.

Based on results of the survey, NHC considers the pier protection currently in place to be effective, and recommends on-going monitoring be conducted. The next survey is scheduled for December 2018. Based on recent discussions with NHC, more frequent surveys should be considered leading up to and during the construction of the new Pattullo Bridge. TransLink is working with the Pattullo Bridge Replacement team to monitor and manage the impacts of the planned project on the existing Pattullo Bridge.

6. Wind and Seismic Warning Systems
The Pattullo Bridge was not designed to meet current wind and seismic loading standards, and as a result, may be vulnerable in a seismic or hurricane-level wind event.

To improve the safety of the Bridge, an advance warning and monitoring system is being designed and implemented. The wind warning system will monitor and measure wind speeds at the bridge, and a seismic warning system will sense an earthquake in progress and provide alerts up to 1 minute prior to damaging ground waves reaching the bridge. Both systems will provide opportunities to reduce risks to bridge users through warnings and closures. PBX Engineering Ltd. (PBX) is currently completing detailed design of the system. The system is scheduled to be in service by spring 2019.

Customer Impact and Communications
Condition inspection with the Ministry’s snooper truck in September 2018 will require directional closures on the Bridge.

A robust communications plan has been developed to support the inspection work and will be initiated for the upcoming inspections. The public will be informed through:

- Media releases to stakeholders;
- Media releases to television, radio, newspaper, and road reporting;
- TransLink website, blog postings and twitter feeds;
- Notice on City of Surrey and City of New Westminster websites;
- Advance changeable message signs for vehicles; and,
- Posting signs on bus stops.

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

TransLink has been asked to bring back to the Board and Mayors’ Council a recommended policy and high-level plan to commit to achieving an 80 per cent or greater reduction in greenhouse gas (GHG) emissions by 2050 and utilize 100 per cent renewable energy by 2050 in all TransLink operations. Although ambitious, our analysis indicates that meeting these targets is possible with zero and low-carbon fuels and technologies, but it means that bold action is required through policy decisions, investment planning, and funding support. It is recommended that the Board adopt the two targets with the understanding that further work is required to develop a detailed action and financial plan to support the achievement. The detailed plan will be presented to the Board and Mayors’ Council at the end of Q3 2019.

PROPOSED RESOLUTION

That the TransLink Board of Directors adopt the target of 80 per cent reduction of GHG emissions by 2050, and 100 per cent renewable energy by 2050; and direct staff to bring forward by Q3 2019, 2030 and 2040 GHG emission reduction targets and renewable energy goals to support the 2050 commitments. In support of these goals, TransLink procure renewable fuels when available and cost-effective.

PURPOSE

This report provides information on the feasibility of and actions required to meet the greenhouse gas (GHG) emission reduction target of 80 per cent by 2050, and the target of utilizing 100 per cent renewable energy in operations by 2050.

BACKGROUND

The motion below was brought forward and approved by both bodies at the Joint Public Meeting of the Mayors’ Council on Regional Transportation (Mayors’ Council) and TransLink Board of Directors (Board) on June 28, 2018.

Notice of Motion

Reducing TransLink’s climate impact with clear GHG emissions targets and a 100% renewable energy goal.

WHERAS the Province of BC, Metro Vancouver, and many other jurisdictions similar to our region have
adopted clear GHG emissions targets and a 100% renewable energy goal.

Be it resolved,

**THAT** Translink and its operating companies and contractors (CMBC, BCRTC, WCE, Transit Police) align with British Columbia’s GHG target of 80% or greater reduction between 2007 and 2050; and

**THAT** Staff bring back to the Board and Mayors’ Council in September 2018 with a recommended policy and High-Level Plan to commit to an 80% or greater reduction in GHG emissions (base year 2007) and utilize 100% renewable energy by 2050 in all TransLink operations, and include interim 2030 and 2040 GHG and renewable energy targets; and,

**THAT** the High-Level Plan include an analysis of air quality and financial implications.

**DISCUSSION**

Due to the service life of our fleet and useful life of our facilities, TransLink’s current policy decisions and investments have the potential to lock-in high or low levels of carbon emissions for up to a century. Although ambitious, our analysis shows that moving to zero and low-carbon operations is achievable with existing fuels and technologies, but it means that bold action is required through policy decisions, investment planning, and funding support. Many of the low-carbon actions will pay for themselves over the long term and will support the achievement of:

- Cleaner air as the combustion of fossil fuels for transportation is one of the highest-impact pollutions sources;
- Expanding mobility options and embracing electrification, opening up new opportunities in smart grid applications that integrate electric mobility with new types of customer experience;
- Improved energy performance and cost savings by retrofitting existing buildings and designing new facilities;
- Healthier buildings by improving the indoor environmental quality, providing more comfortable indoor air temperatures and improved circulation of fresh intake air;
- Reduced costs of renewable fuels (renewable natural gas and renewable diesel) through increased demand; and
- Cost saving opportunities through the generation of renewable energy on-site, such as solar photovoltaic panels.

**Overview of Policy Commitments**

**Global:**

The Paris Agreement, which came into force in April 2016, provides the world’s first global framework to respond to climate change and has the support of all but three countries globally. This includes over 100 cities and regions that are working towards 100% renewable energy commitments.

**Canada:**

Nationally, the Pan-Canadian Framework on Clean Growth and Climate Change was signed by the federal government and 11 provinces and territories in December 2016. The agreement provides a
pathway for progress on a number of fronts including low carbon transportation and buildings, carbon pricing, and clean electricity grids. Canada aims to reduce its GHG emissions to 30% below its 2005 emission levels by 2030, and 80% by 2050.

Province of BC:

In 2007, the BC government set targets to reduce GHG emissions in the province by 33 per cent by 2020 and 80 per cent by 2050 from 2007 levels. In May 2018, the provincial government introduced legislation to update the Province’s GHG reduction targets. The Climate Change Accountability Act sets new legislated targets of a 40 per cent reduction of GHG emissions by 2030, a 60 per cent reduction by 2040, and an 80 per cent reduction by 2050 (all from 2007 levels).

Provincial legislation adopted in 2008 requires all local governments to identify GHG reduction targets, policies, and actions in their Official Community Plans (OCP) and Regional Growth Strategies.

Metro Vancouver:

Transportation accounts for over 35 per cent of GHG emissions in Metro Vancouver, and is the largest single source of air pollutants having a direct impact on human health. Second to transportation, buildings (commercial, institutional and residential) account for approximately 30 per cent of GHG emissions in Metro Vancouver.

Through their Regional Growth Strategy (Metro 2040 Vision), Metro Vancouver made the commitment to reduce GHG emissions within the region by 33 per cent by 2020 and by 80 per cent by 2050 compared to the 2007 baseline.

Municipalities:

Municipalities in Metro Vancouver have adopted targets for GHG reductions. In addition to GHG reduction targets, The City of Vancouver’s Renewable City Strategy commits to deriving 100% of the energy used in Vancouver from renewable sources before 20501.

GOAL 1: 80% REDUCTION OF GHG EMISSIONS BY 2050, INCLUDING INTERIM 2030 TARGETS

TransLink’s GHG emissions are predominantly from fleet operations versus facilities (94 per cent and 6 per cent, respectively). Our analysis shows that by transitioning to a full low carbon bus fleet, TransLink would be able to achieve the goal of an 80 per cent reduction of GHG emission by 2050.

A commitment was made in Phase One of the 10-Year Mayors’ Vision to develop Low Carbon Fleet Strategy (LCFS) with the goal of reducing fleet emissions across the region of Metro Vancouver. TransLink has spent the past year on the development of Phase I of the LCFS with the goal of:

- Comparing bus technologies and fuels that:
  - are expected to be commercially available in 2020 and later years;
  - can significantly reduce fleet GHG emissions; and
  - will be consistent with projected future funding and CMBC service requirements.

1 The reason that 100% renewable energy does not translate to a 100% reduction in GHG emissions is that biofuels will likely have some sources of GHG emissions even if there is a successful transition to entirely renewable energy.
• Identifying the level of additional funding that would be required to meet an 80 per cent reduction of GHG emissions from our revenue bus fleet by 2050.

The objectives and tasks of the LCFS were presented to the Metro Vancouver’s Finance and Intergovernmental Committee on October 11, 2017 and results of the analysis have been presented to Metro Vancouver staff. The findings were presented at the April 2018 Board strategy session and the Board supported moving to the next phase of analysis which will include a detailed roadmap for bus purchases, charging infrastructure design and installation, and a financial plan.

**High-Level Findings of the Low Carbon Fleet Strategy**

There are realistically only two options for a significant reduction of GHG emissions (>60%) from TransLink’s fleet: renewable fuels (using renewable natural gas and/or renewable diesel) or electrification (expanding the trolley bus network, using battery electric buses, and/or using hydrogen fuel cell buses). The analysis concluded that the use of renewable fuels in existing buses can provide a cost-effective way to get early GHG reductions, but only significant electrification can achieve the 80 per cent reduction of GHG emissions by 2050 (refer to Figure 1 below).

![Figure 1: Projected GHG Emissions from Fleet Transition](image)

**Figure 1: Projected GHG Emissions from Fleet Transition**

CMBC Bus Fleet Annual GHG (MT)

- **Baseline**
- **RNG + Electrification**
- **RNG+HDRD + Electrification**

- **BASELINE**
- **RNG + ELECTRIFICATION**
- **RNG + HDRD + ELECTRIFICATION**

- 2% reduction in GHG emissions
- 92% reduction in GHG emissions
- 97% reduction in GHG emissions

RNG = Renewable Natural Gas
HDRD = Renewable Diesel
While current electric buses are more expensive than diesel buses, costs are projected to come down as the technology matures. Life-cycle cost parity for electric battery buses is expected by model year 2023 and this timing aligns well with TransLink/CMCB’s fleet procurement schedule where a large number of buses (>560) are to be replaced in the 2024-2026 timeframe (refer to TransLink/CMBC Revenue Fleet Procurement Plan 2019-2033 in Attachment 1).

The life-cycle fleet costs for electrification over the next 30 years are projected to be marginally less expensive compared to diesel primarily because of fuel cost savings. Transitioning to battery electric buses will require significant charging infrastructure development and changes to bus operations. The required incremental capital investment is estimated to be on the order of $250M upwards to $780M depending on the electrification scenario and whether or not trolley buses are replaced with trolley buses or are replaced with battery-electric buses. The capital investments will be offset by significant operating savings – primarily fuel cost savings. The breakeven point is expected to be in 2029-2039, and net savings are estimated to be in the average of $24-$50M annually.

**GOAL 2: 100% RENEWABLE ENERGY BY 2050, INCLUDING INTERIM 2030 TARGETS**

To achieve the goal of 100 per cent renewable energy, TransLink’s entire fleet including highway coaches, SeaBus vessels, West Coast Express, Community Shuttles, HandyDART vehicles, and non-revenue Transit Police cars, pool cars and maintenance vehicles would be battery-electric, hydrogen fuel cell, or run off of renewable fuels. Our facilities would be primarily powered by electricity, and where required, by renewable natural gas. New buildings would be designed and built to be near zero GHG emissions, and building scale renewable energy, such as solar photovoltaic panels could be utilized. This is an ambitious target; however, we have the next 32 years to plan and execute accordingly and transition away from fossil fuels.

Currently 26 per cent of the energy consumed in TransLink’s fleet is electricity. By transitioning the bus fleet to battery-electric buses and with the interim use of renewable fuels, TransLink would move closer to achieving the goal of 100 per cent renewable energy by 2050. However, further study will be required to assess the feasibility of renewable energy and technologies for the remaining revenue and non-revenue diesel and gasoline vehicles in the fleet.

Approximately 60 per cent of the energy consumed in TransLink’s facilities is electricity, and 40 per cent is natural gas. The majority of natural gas is consumed by CMCB’s transit centres primarily for water and space heating - boilers and make up air units. Shifting to 100 per cent renewable fuels for our facilities would be part of an effort to reduce the overall energy intensity, shift to electric where possible and practical and for remaining uses, shift from conventional to renewable natural gas. Then, we have completed partial studies and plans on the intensity.

Approximately 60 per cent of the energy consumed in TransLink’s facilities is electricity, and 40 per cent is natural gas. Shifting to 100 per cent renewable fuels for our facilities would be part of an effort to reduce the overall energy intensity, shift to electricity where possible and practical, and for remaining uses, shift from conventional natural gas to renewable natural gas.

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2 The total fleet costs take into account bus driver labour, bus purchase, annual bus maintenance, overhauls, battery pack replacement midlife, fuel and fueling infrastructure, annual infrastructure maintenance and depot expansion.
The majority of natural gas consumed by TransLink’s building portfolio is from CMCB’s transit centres primarily for water and space heating - boilers and make up air units. CMCB has developed a robust Strategic Energy Management Plan with support from BC Hydro. As part of the Plan, CMBC has set a target to reduce energy intensity by 10% from 2015 baseline by 2020. Energy audits and retro commissioning studies have been conducted at many of CMBC’s transit centres and energy efficiency projects are planned or have been completed. The energy studies provide a detailed review of energy consumption and identify energy efficiency opportunities and return on investments on projects such as lighting upgrades, control optimization and mechanical upgrades. Further study will be required for the facilities that have not yet been studied, including but not limited to BCRTC’s SkyTrain Operations and Maintenance Centres, West Coast Express and HandyDART offices, and SeaBus terminals. In addition, the design for new facilities such as CMBC’s new Silvertree bus depot and BCRTC’s new operations and maintenance centre will have to target zero GHG emissions.

**CONSIDERATIONS**

Achieving the 2050 targets will require ambitious and ongoing action that builds on actions taken to date in a way that is coordinated across the Enterprise. TransLink cannot do this alone – we will need support from our municipal partners, the province and the federal government. Some of the key federal and provincial actions include policies that increase the supply of zero emissions vehicles, policies that increase the availability of renewable fuels, and policies that increase the incentives to improve energy efficiency and switch to renewable energy. While the long-term targets are achievable, there are risks to achieving them:

1. **Funding support:** for TransLink to achieve its targets, full electrification of the fleet will be more capital intensive and will require leveraging capital contributions from external sources, such as the Green Infrastructure Fund, and/or require diversion of TransLink operating dollars to capital to support the charging infrastructure. With respect to the funding strategy, staff are monitoring and engaging with provincial and federal counterparts in pursuit of available funding that is aligned with TransLink’s Low Carbon Fleet Strategy.

2. **Technology advancements:** while the pathways to achieving the targets don’t depend on new technologies, existing technologies are expected to improve in quality and/or price over time. For example: the cost of batteries for electric buses is expected to drop almost 50 per cent in the next ten years. If the availability and cost of renewable fuels doesn’t improve over time, it will be difficult to justify the transition. Conversely, if existing technologies advance faster than anticipated and/or new technologies emerge, achieving the targets will become easier.

**RECOMMENDATIONS**

Management recommends that adopting the proposed targets is consistent with TransLink’s policy objectives and is ambitious but feasible given our current assessment of the opportunities and risks.

It is recommended that:

1. The Mayors’ Council / Board adopt the target of 80 per cent reduction of GHG emissions by 2050, and 100 per cent renewable energy by 2050;
2. By the end of Q3 2019, staff bring forward 2030 and 2040 GHG emission reduction targets and renewable energy goals to support the 2050 commitments. These will help to provide further clarity on the required actions and financial implications;

3. As part of the GHG reductions goal, TransLink procure renewable fuels when available and cost-effective; and

4. TransLink seek external grant funding from Green Infrastructure Fund, and other sources of provincial and federal funding for the upfront capital investments required to transition to electrification.

ATTACHMENT

Attachment 1: TransLink/CMBC Revenue Fleet Procurement Plan 2019-2033
## TransLink/CMBC Revenue Fleet Procurement Plan 2019-2033

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<td>SeaBus</td>
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</table>

**Notes:**

1) **Ordered**

**In Procurement**

- Community shuttle replacement based on 5 year replacement cycle for van-based cut-aways, 7 year replacement cycle for truck-based cut-aways.
- HandyDART vehicles service life estimated at 7 yrs/250,000+ kms (Micros/Midis)
- Conventional 40’ & 60’ fleet assets replacement cycle assumed at 17 years/1,000,000+ kms
- Trolley bus service life estimated at 20+ years/1,000,000+ kms
- SeaBuses have an estimated service life of 40 years
TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy
       Rob Malli, CFO and EVP Financial Services

DATE: September 10, 2018

SUBJECT: Fare Policy for the Universal Fare Gate Access Program RFID Card and Transit Tariff Amendment – effective January 1, 2019

PROPOSED RESOLUTION:
That the TransLink Board of Directors:

A. Authorize TransLink to continue to provide the Radio Frequency Identification Card administered and delivered through the Universal Fare Gate Access Program as valid fare media at no charge to residents of the transportation service region who are persons who travel independently and due to a disability, confirmed by a medical practitioner, are physically not able to tap fare media, without assistance, at a Compass Fare Gate, to use conventional SkyTrain and SeaBus, effective January 1, 2019;

B. Introduces and reads a first, second and third time the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 126-2018, attached to this report as Attachment 1, effective January 1, 2019; and

C. Reconsiders and finally adopts the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 126-2018.

EXECUTIVE SUMMARY

TransLink introduced the Universal Fare Gate Access Program (“UFGAP”) in January, 2018. The intention of this program is to provide solutions for customers who are not able to tap at Compass fare gates, including the provision of a Radio Frequency Identification (“RFID”) Card to eligible customers to open the gates without tapping. The RFID Card does not integrate with existing fare payment systems but does allow access into and out of the fare paid zone. During the installation period of RFID readers in SkyTrain and SeaBus stations, as part of program’s soft launch, the TransLink Board approved the provision of RFID Cards to eligible UFGAP participants as valid fare media at no charge.

Based on Management’s review of the program to date, the recommended fare policy for the UFGAP is to continue to not charge fares, until a cost effective method of fare collection becomes available or program uptake changes substantially.

PURPOSE

The purpose of this Report is to:

1. Provide an update on UFGAP and seek Board approval of the proposed fare policy for eligible users of the RFID Card administered and delivered through the UFGAP; and

2. Amend the Transit Tariff effective January 1, 2019 to incorporate the above noted changes.
BACKGROUND

On December 4, 2017, the TransLink Board approved the eligibility criteria and application process for the UFGAP and approved the provision of the associated RFID Card as valid fare media in the gated transit system at no charge until December 31, 2018. Since the soft launch of the UFGAP and the RFID Card on January 15th, 2018, TransLink staff have been monitoring its uptake, usage and reception by customers. This has informed the development of fare policy for the UFGAP, along with an internal evaluation of fare policy options.

DISCUSSION

Program Uptake and RFID Card Usage
As of August, 2018, there have been 20 applications to the UFGAP. Eleven of these applicants have been approved for the UFGAP, five are waiting for a meeting with Occupational Therapists, and while four have not been approved for the UFGAP, these applicants have been offered assistive devices to enable tapping at Compass fare gates with Compass fare media. On average, there have been 100 instances of the RFID Card being used to access the gated transit system per month, with most users travelling infrequently.

Customer Reception
According to a survey of applicants, most individuals applying for the UFGAP provided positive feedback on the application process. Based on feedback and suggestions collected from these survey results, minor updates have been made to the application form and application process.

Fare Policy Recommendation
The recommended fare policy for the UFGAP is that the RFID Card be accepted on an ongoing basis as valid fare media on the gated transit system for applicants meeting the UFGAP eligibility criteria, and that the status of the UFGAP be periodically reviewed, allowing for updates to the fare policy as needed. The reasons for this recommendation are as follows:

1. **There is a High Cost to Develop a Fare Payment System for the RFID Card**
   The RFID technology does not interface with Compass systems and based on current usage, the resources necessary to capture revenue from RFID Card users would be higher than the revenue itself for the foreseeable future. While it is technically possible to charge fares for use of the RFID Card, staff have determined that all approaches to charging fares involved some combination of significant financial impacts and/or cumbersome manual processes.

2. **There is Low Demand for the RFID Card**
   Application volume for the UFGAP is low, even with the temporary provision of the RFID Card at no charge. This is because:
   - potential customers who meet the program eligibility criteria (of physically being unable to tap without assistance and who travel independently), make up a small proportion of the total population; and
   - there is a rigorous application and approval process for the program.
As a result, not charging fares for the UFGAP is not anticipated to increase demand beyond a level that cannot be controlled by the program eligibility criteria and application process.

3. **Extension of Fare Policy Allows for Change if Necessary**

Should a cost effective method of fare collection become available for the RFID Card or program uptake change substantially, a review of the status of the UFGAP fare policy would be warranted. This will be clearly stated in the RFID Cards Terms and Conditions of Use for existing and future users in order to reinforce the fact that fares may begin to be charged at a later date.

**Analysis of Alternatives**

Staff analyzed seven fare policy options for the RFID Card. These included options related to not charging fares, developing a new automated fare system to calculate and invoice fares outside of the Compass system, integrating the RFID Card into Compass infrastructure, or developing a simplified approach with manual back-end processes. The following criteria were used to evaluate these options:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Maximize Scalability</td>
<td>Scalable as user group grows</td>
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<tr>
<td>Maximize Fare Policy Alignment</td>
<td>Alignment across customers</td>
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<tr>
<td>Minimize Costs</td>
<td>Minimizes cost to implement/operate</td>
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<tr>
<td>Minimize Eligibility Pressure</td>
<td>Minimizes pressure on eligibility/application processes</td>
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</tbody>
</table>

Through the results of the evaluation it was determined that no single fare policy option satisfied all the criteria. For instance, tying the RFID Card to Compass or developing a new fare system would satisfy criteria related to scalability, alignment and minimizing eligibility pressure, but would entail a multi-million dollar project with a long development time. Conversely, while a simplified fare policy such as an annual fee for the RFID Card or pay-per-journey model would be relatively low cost, it would be challenging to overcome alignment concerns, potential errors, and manual processes that would be difficult to scale.

Based on this evaluation and through discussions with internal stakeholders, the recommended option of not charging fare to RFID Card users to access the gated transit system was approved by the Transit Fare Review Corporate Steering Committee on July 18th, 2018 and was reviewed by the Senior Leadership Team on August 9th, 2018.

**Financial Impact**

There is no cost to implement this solution. Potential lost fare revenue is negligible based on usage patterns reported since the UFGAP launch.

**Tariff Amendments**

The proposed Transit Tariff amendment set out in Bylaw Number 126-2018, attached as Attachment 1, is effective January 1, 2019, and will incorporate into the Transit Tariff the issuance of RFID Cards to eligible participants of the UFGAP to travel through all Zones on Conventional SkyTrain and SeaBus without charge of fare. A blacklined version of the proposed January 1, 2019 Tariff, compared to the current July 1, 2018 Tariff, is included as Attachment 2 for reference.
CONCLUSION

It is recommended that the Board approve the fare policy set out above in this Report for RFID Card users administered and delivered through the UFGAP, and to adopt and approve the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 126-2018.
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 126-2018

A bylaw to amend the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 122-2018

WHEREAS, pursuant to the South Coast British Columbia Transportation Authority Act (the Act), the Authority may, by by-law, assess user fees on persons using the regional transportation system (as defined in the Act) in the transportation service region (as defined in the Act);

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

1. This By-law may be cited as the “South Coast British Columbia Transportation Authority Bylaw Number 126-2018.”

2. The South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 122-2018 is amended as follows:

(a) Part A – Definitions is amended to delete the definition of “Proof of Payment” and replace it with the following:

“Verifiable Compass Fare Media and Verifiable Contactless Payment, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2”, with respect only to HandyDART service and Conventional Bus service, FareSavers, FareCards and Bus Transfers, and with respect only to Conventional SkyTrain and SeaBus, RFID Cards and personal identification as required in Appendix “2”."

(b) Part A – Definitions is amended to add immediately after the definition of “Regular Hours” the following:

“RFID Card” A long-term use, reusable radio frequency identification fare card issued under the Universal Fare Gate Access Program for opening Fare Gates for transit use on Conventional SkyTrain and SeaBus and which is subject to the RFID Card Terms and Conditions of Use.
**RFID Cardholder**  Resident of the Transportation Service Region who:

(i) is a person who travels independently and due to a disability, confirmed by a medical practitioner, is physically not able to tap fare media, without assistance, at a Fare Gate; and

(ii) has completed TransLink’s registration process for the Universal Fare Gate Access Program and been issued a RFID Card.

**RFID Card Terms and Conditions of Use** The RFID Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca.”;

(c) Part B – Terms & Conditions is amended to add a new Section 1(d) as follows:

“(d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card Terms and Conditions of Use shall be resolved in favour of this Tariff.”;

(d) Part B – Terms & Conditions is amended to delete Section 4(a)(iii) and to replace it with the following:

“(iii) any person who, in the sole discretion of TransLink, uses or fails to use a Fare Gate in any manner other than as permitted by this Tariff, the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use including, but not limited to, proceeding over or under a Fare Gate, forcing a Fare Gate open or closed, holding a Fare Gate open for more than one passenger to proceed through a Fare Gate at one time based on one Tap In (with the exception of children under five years of age and Attendants as permitted by subsection 5(i) of this Part B), or vandalizing, damaging or in any way marking a Fare Gate.”;

(e) Part B – Terms & Conditions is amended to add the following immediately at the end of Section 5(i):

“A RFID Cardholder is not required to Tap In or Tap Out on Conventional SkyTrain and SeaBus and may proceed through a Fare Gate on Conventional SkyTrain and SeaBus opened by the RFID Cardholder’s RFID Card.”;

(f) Part B – Terms & Conditions is amended to delete Section 5(j) and to replace it with the following:

“(j) Any Compass Fare Media, FareSaver, FareCard, Bus Transfer or RFID
Card is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired. Contactless Payment is invalid if damaged, expired or does not have sufficient battery or charge to Tap In, complete the journey, Tap Out and/or to possess and present as Proof of Payment as required under this Tariff.

(g) Part B – Terms & Conditions is amended to renumber Sections 5(o) and (p) to Sections 5(p) and (q), respectively, and to add the following as a new Section 5(o):

“(o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder’s journey while in the Fare Paid Zone.”;

(h) Part B – Terms & Conditions is amended to delete Section 5(p) and to replace it with the following:

“(p) All Compass Fare Media, FareSavers, FareCards, Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, FareCards, Bus Transfers and RFID Cards or any fare product loaded or stored thereon as set out in Appendix “2”, may be cancelled by TransLink at any time and must be surrendered to TransLink or a Transit Employee upon request.”;

(i) Part B – Terms & Conditions is amended to delete the first sentence of Section 6(c) and to replace it with the following:

“In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any FareSaver, FareCard, Bus Transfer, Compass Fare Media and/or RFID Card if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “2” other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification.”;

(j) Part B – Terms & Conditions is amended to delete Section 6(d) and to replace it with the following:

“TransLink reserves the right to withhold any FareSaver, FareCard, Bus Transfer, Compass Fare Media and/or RFID Card from any person who has not complied with the terms of this Tariff or has previously been required to surrender any FareSaver, FareCard, Bus Transfer, Compass Fare Media and/or RFID Card.”;
(k) Part B – Terms & Conditions is amended to delete the first sentence of Section 10(a) and to replace it with the following:

“Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “2” or the applicable FareSaver, FareCard, Bus Transfer or RFID Card as set out in Appendix “2”, must pay their fare at the time of travel as follows:”;

(l) Part B – Terms & Conditions is amended to delete the first sentence of Section 15(k)(ii) and to replace it with the following:

“No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, FareCards, Bus Transfers or RFID Cards, or fares purchased by Contactless Payment, other than those, if any, described in this Section 15 and in the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use, as applicable, will be considered or granted by TransLink, and TransLink reserves the right to require proof of purchase in connection with any refund or replacement.”; and

(m) Appendix “2” – Fare Media: Fares and Proof of Payment is amended to add the following immediately after the row for MultiPass on Compass Card* or Compass Ticket* (specified dates) as Proof of Payment:

<table>
<thead>
<tr>
<th>RFID Card</th>
<th>RFID Cardholder who displays valid identification</th>
<th>N/A</th>
<th>No</th>
<th>Not valid</th>
<th>Valid for unlimited travel through all Zones</th>
<th>Not valid</th>
<th>Not valid</th>
<th>No Add-Fare required</th>
</tr>
</thead>
</table>

3. This Bylaw comes into force and takes effect on January 1, 2019.

READ A FIRST, SECOND AND THIRD TIME this 4th day of October, 2018.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 4th day of October, 2018.

________________________________________
Lorraine Cunningham, Chair

________________________________________
Gigi Chen-Kuo, General Counsel and Corporate Secretary
This Tariff is available for public inspection at:

1. TransLink Head Office, 400 - 287 Nelson’s Court, New Westminster
   Transit Police Office, 300 - 287 Nelson’s Court, New Westminster

2. The following Coast Mountain Bus Company Ltd. offices:
   • Head Office, 13401 108th Avenue, Surrey
   • Vancouver Transit Centre, 9149 Hudson Street, Vancouver
   • Burnaby Transit Centre, 3750 Kitchener Street, Burnaby
   • Hamilton Transit Centre, 4111 Boundary Road, Richmond
   • Surrey Transit Centre, 7740 132nd Street, Surrey
   • Port Coquitlam Transit Centre, 2061 Kingsway, Port Coquitlam
   • SeaBus Administration Office, 2 Chesterfield Place, North Vancouver

3. West Vancouver Transit, 221 Lloyd Avenue, North Vancouver

4. British Columbia Rapid Transit Company Ltd., 6800 - 14th Avenue, Burnaby

5. West Coast Express Limited, 295 - 601 West Cordova Street, Vancouver

6. HandyDART Operator – FirstCanada ULC, 17535 - 55B Avenue, Surrey

7. TransLink Website: www.translink.ca
GENERAL

All persons using TransLink’s transit system must comply with this Tariff. This includes, but is not limited to, the requirement to pay sufficient fare and possess valid fare media / proof of payment at all times while in a fare paid zone as more specifically set out herein. Any individual failing to comply with the terms and conditions contained in this Tariff may be subject to fines or any other measures or consequences available to TransLink.
PART A - Definitions

In this Transit Tariff, the following terms will have the following meanings:

**Add-Fare** Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.

**Adult** Person who is not a Child, Youth or Senior.

**Adult Fare** Fare required to:

(i) obtain the Single Fare (Adult) required to travel on Conventional Transit for the applicable Hours and Zones, as set out in Appendix “2”;

(ii) obtain an Adult WCE One-Way Fare to travel on WCE Service, for the applicable Hours and Zones, as set out in Appendix “2”;

(iii) travel on HandyDART by paying the necessary cash fare, for the applicable Zones, as set out in Appendix “2”; and

(iv) travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “2” as an Add-Fare, in addition to one of the fares described in paragraphs (i) or (ii) above.

**Attendant** A person who is required to accompany and assist an Eligible HandyDART User in using HandyDART service or a HandyCard Holder in using Conventional Transit or WCE Service.

**Business Day** Any day other than a Saturday, Sunday, or Statutory Holiday.

**Bus Transfer** A single use transfer issued to passengers paying by cash for travel on Conventional Bus service. This single use transfer will allow a passenger to transfer between Conventional Buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.

**Card Reader** A card and ticket reader, Fare Gate, mobile validator, bus or rail station validator or any other mechanism implemented by TransLink from time to time, used by passengers to Tap In and/or Tap Out.

**Child** Person who is 13 years of age or younger.

**Compass Card** A long-term use, reusable electronic Compass farecard or Compass Wearable for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission and which is subject to the Compass Card Terms and Conditions of Use.

**Compass Card Terms and Conditions of Use** The Compass Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca.
**PART A - Definitions**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Compass Customer Service</td>
<td>Customer service that can be reached by calling 604.398.2042, by emailing <a href="mailto:customerservice@compasscard.ca">customerservice@compasscard.ca</a> or by mail at PO Box 2212, Station Terminal, Vancouver, V6B 3W2.</td>
</tr>
<tr>
<td>Compass Customer Service Centre</td>
<td>The customer service centre that can be reached by visiting the walk-in centre at Stadium-Chinatown SkyTrain Station.</td>
</tr>
<tr>
<td>Compass Fare Media</td>
<td>Compass Tickets, Compass Cards and any other electronic Compass fare media issued by or on behalf of TransLink.</td>
</tr>
<tr>
<td>Compass Retailer</td>
<td>TransLink-authorized vendor of Compass Cards.</td>
</tr>
<tr>
<td>Compass Ticket</td>
<td>A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission and which is subject to the Compass Ticket Terms and Conditions of Use.</td>
</tr>
<tr>
<td>Compass Ticket Terms and Conditions of Use</td>
<td>The Compass Ticket Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a>.</td>
</tr>
<tr>
<td>Compass Vending Machine</td>
<td>A vending machine located outside Fare Paid Zones for the sale of:</td>
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<tr>
<td></td>
<td>(i) Compass Tickets, Compass Cards (excluding Compass Wearables) or other Compass fare media; and/or</td>
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<tr>
<td></td>
<td>(ii) Compass fare products which may be loaded or issued on Compass Fare Media, by or on behalf of TransLink.</td>
</tr>
<tr>
<td>Compass Wearable</td>
<td>A long-term use, reusable electronic Compass smart-chip enabled wearable product or device, other than a long-term use, reusable electronic farecard or Compass Ticket, issued by or on behalf of TransLink for transit use in TransLink’s Transportation Service Region.</td>
</tr>
<tr>
<td>Contactless Payment</td>
<td>A contactless payment card or contactless payment method issued by third parties other than TransLink and accepted by TransLink for the purposes of the contactless payment of fares in accordance with this Tariiff, but excluding all Compass Fare Media issued by or on behalf of TransLink. TransLink’s accepted contactless payment cards, brands and methods of payment are posted on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a>.</td>
</tr>
<tr>
<td>Conventional Bus</td>
<td>Transit service provided by or on behalf of TransLink in the Transportation Service Region on transit buses, and a bus service extension between Haney Place Exchange and the WCE Mission station, except SeaBus service, SkyTrain service, WCE Service and HandyDART service.</td>
</tr>
<tr>
<td>Conventional SkyTrain and SeaBus</td>
<td>Transit service provided by or on behalf of TransLink in the Transportation Service Region on SkyTrain and SeaBus, except Conventional Bus service, WCE Service, HandyDART service and Canada Line service between Bridgeport and Templeton Stations.</td>
</tr>
</tbody>
</table>
**Conventional Transit**

Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink.

**Eligible HandyDART User**

Person who:

(i) has a temporary or permanent physical or cognitive disability, confirmed by a medical practitioner, that is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and

(ii) has completed TransLink’s registration process and has been approved by TransLink as a HandyDART user.

**Employee Pass Holder**

Person who is:

(i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;

(ii) a spouse or dependant child of an employee described in paragraph (i);

(iii) a retired, former full-time employee of TransLink or TransLink subsidiary who retired after 2 or more years of employment (or who, after 5 or more years of employment, ceased employment by reason of medically proven total disability);

(iv) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999;

(v) a spouse of a person described in paragraph (iii) or (iv) above;

(vi) a full-time employee of a HandyDART Operating Company; or

(vii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes, and has been issued an Employee Pass as set out in Appendix “2”.

**Excursion Fare**

If using Stored Value, a fare equivalent to a Single Fare (Adult) or Single Fare (Concession), as applicable, based on the applicable Hours at the Stored Value rate, as set out in Appendix “2”.

If using Contactless Payment, a fare equivalent to a Single Fare (Adult) based on the applicable Hours at the Contactless Payment rate, as set out in Appendix “2”.

**Exit Ticket**

A Compass Ticket purchased from an Exit Ticket Machine that will allow a passenger to proceed through a Fare Gate to exit a Fare Paid Zone upon payment of the fare for such Exit Ticket as set out in Appendix “2”.

**Exit Ticket Machine**

A vending machine located within Fare Paid Zones for the sale of Exit Tickets.

**Fare Gate**

A physical fare gate located at the entry and exit points of a Fare Paid Zone.

**Fare Paid Zones**

All transit vehicles (including buses, SeaBuses, SkyTrain cars and WCE cars), all areas within Fare Gates, regardless of whether such Fare Gates are open or closed, and any other transit property designated as “fare paid zones” from time to time by TransLink but excluding all HandyDART vehicles.
**HandyCard Holder**  Resident of the Transportation Service Region who:

(i) is a person with a permanent physical or cognitive disability, confirmed by a medical practitioner, which is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and

(ii) has completed TransLink’s registration process and been issued a HandyCard.

**HandyDART**  Custom transit service which provides Eligible HandyDART Users with accessible service from a pick-up location to a drop-off location, in accordance with the policies, procedures and guidelines of TransLink’s Custom Transit Policy & Procedure Manual.

**Hours**  Regular Hours and Off-Peak Hours.

**In-System Time**  The time from Tap In as set out in Appendix “2” within which passengers may complete their journey and Tap Out without paying additional fare, excluding any applicable Add-Fare which shall remain payable, provided that any Tap In for the last part of the journey must occur prior to the expiry of the Transfer Time.
PART A - Definitions

Maximum Fare

If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:

(i) on Conventional Bus, for travel during Regular Hours and Off-Peak Hours for Conventional Bus;
(ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and
(iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Stored Value rate for Conventional SkyTrain and SeaBus and WCE Service,
as set out in Appendix “2”.

If using a Period Pass, and travelling outside the Zone(s) within which such Period Pass is valid, the maximum fare will be the applicable Add-Fare, based on the cash rate, as set out in Appendix “2”.

If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:

(i) on Conventional Bus, for travel during Regular Hours and Off-Peak Hours for Conventional Bus;
(ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and
(iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Contactless Payment rate for Conventional SkyTrain and SeaBus and WCE Service,
as set out in Appendix “2”.

Mobility Device

Wheelchair or scooter required by a passenger with a physical disability.

Off-Peak Hours

Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.

Operating Company

A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.

Period Pass

The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card, or in the case of DayPasses only loaded on a Compass Ticket.

Proof of Payment

Verifiable Compass Fare Media and Verifiable Contactless Payment, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2”, and with respect only to HandyDART service and Conventional Bus service, FareSavers, FareCards and Bus Transfers, and with respect only to Conventional SkyTrain and SeaBus, RFID Cards and personal identification as required in Appendix “2”.


**Registered Users**

Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s Compass website at [www.compasscard.ca](http://www.compasscard.ca), through Compass Customer Service or in person at the Compass Customer Service Centre, all in accordance with the Compass Card Terms and Conditions of Use.

**Regular Hours**

Hours of service other than Off-Peak Hours.

**RFID Card**

A long-term use, reusable radio frequency identification fare card issued under the Universal Fare Gate Access Program for opening Fare Gates for transit use on Conventional SkyTrain and SeaBus and which is subject to the RFID Card Terms and Conditions of Use.

**RFID Cardholder**

Resident of the Transportation Service Region who:

1. is a person who travels independently and due to a disability, confirmed by a medical practitioner, is physically not able to tap fare media, without assistance, at a Fare Gate; and
2. has completed TransLink’s registration process for the Universal Fare Gate Access Program and been issued a RFID Card.

**RFID Card Terms and Conditions of Use**

The RFID Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at [www.translink.ca](http://www.translink.ca).

**Senior**

A person who is 65 years of age or older and holds:

1. a Gold Carecard issued by the Province of BC;
2. a valid driver’s license, passport, birth certificate indicating date of birth;
3. a Health and Welfare Canada Old Age Security Identification Card; or
4. equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.

**SkyTrain**

Rail rapid transit service on the Expo Line, Millennium Line, including the Evergreen Extension, and Canada Line.

**Statutory Holidays**


**Stored Value**

The electronic equivalent of cash stored on a Compass Card, excluding the deposit payable at the time a Compass Card is acquired in accordance with the Compass Card Terms and Conditions of Use.

**Tap In**

The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to commence a single transit trip and for entry into a Fare Paid Zone.
Tap Out

The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.

TaxiSaver Coupons

Coupons that may be:
(i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and
(ii) used by HandyCard Holders described in paragraph (i) to pay their metered taxi fare, up to the face value of the coupons, when travelling on taxis operated by participating taxi companies in the Transportation Service Region.

Transfer Time

The time from:
(i) validation of a FareSaver;
(ii) issuance of a Bus Transfer; or
(iii) Tap In of Compass Fare Media or of Contactless Payment, as set out in Appendix “2”, within which passengers may transfer to another transit vehicle, without paying additional fare, excluding any applicable AddFare which shall remain payable.

Transit Employee

Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.

Transit Police

South Coast British Columbia Transportation Authority Police Service.

TransLink

South Coast British Columbia Transportation Authority.

Transportation Service Region

All municipalities and rural areas located within the Greater Vancouver Regional District.

U-Pass BC Student

Person who:
(i) is attending a post-secondary educational institution that has entered into a written agreement with TransLink to participate in the U-Pass BC program;
(ii) has been issued a valid student card from such post-secondary educational institution, and displays such valid student card, together with valid government issued photo identification if there is no photograph on the student card; and
(iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.

Verifiable Compass Fare Media

Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones, as set out in Appendix “2” and Tapped In.

Verifiable Contactless Payment

Contactless Payment which has been Tapped In.
WCE
West Coast Express Limited, a subsidiary of TransLink.

WCE Service
Commuter rail transit service provided by WCE between Vancouver and Mission.

Youth
Person who:
(i) is between the ages of 14 and 18 years (inclusive); and
(ii) holds:
   (A) a valid school identification card issued by any secondary school which displays such person’s photograph, name and school and validated, in the space provided, by an official of the school; or
   (B) a valid picture identification issued by any national, provincial or state government agency showing age or date of birth.

Zones
Designated fare zones for Conventional Transit, WCE Service and HandyDART service as shown in Appendix “1” of this Tariff.

Any capitalized fare products referenced in this Tariff, that are not defined above, will have the meanings set out in Appendix “2”.
PART B - Terms & Conditions

1. APPLICABILITY

(a) The terms and conditions contained in this Tariff are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission.

(b) The use of Contactless Payment, FareSavers, FareCards and Bus Transfers is governed by this Tariff.

(c) The use of Compass Fare Media is governed by this Tariff together with the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, as applicable. Any inconsistencies between this Tariff and the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use shall be resolved in favour of this Tariff.

(d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card Terms and Conditions of Use shall be resolved in favour of this Tariff.

2. ENFORCEABILITY

(a) This Tariff is authorized by and made pursuant to the BC South Coast British Columbia Transportation Authority Act.

(b) Any Transit Employee may exercise all of the rights of TransLink under this Tariff and enforce all provisions of this Tariff.

3. SERVICE DELIVERY/NON-GUARANTEE

(a) Transit services operated by or on or behalf of TransLink are under continuous review and subject to change. While efforts are made to advise the public of service revisions and schedule adjustments, TransLink does not undertake or guarantee that any transit service will be operated in accordance with published timetables and notices, or at all.

(b) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.

(c) TransLink, its subsidiaries, and their Boards of Directors and employees, are not responsible for any loss, damage or inconvenience caused by any operating failure, transit service disruption or any lack of or delay in transit service.

4. REFUSAL OF TRANSPORTATION

(a) TransLink reserves the right to refuse to carry in any transit vehicle, or cause to be removed from any transit vehicle, Fare Paid Zone or other transit property:
(i) any person who is sick, intoxicated, boisterous, disorderly or profane, or who for any other reason may be offensive or dangerous or pose a risk to others or their property;
(ii) any person who does not tender the required fare as set out in Appendix “2” or does not possess and present valid Proof of Payment;
(iii) any person who, in the sole discretion of TransLink, uses or fails to use a Fare Gate in any manner other than as permitted by this Tariff, the Compass Card Terms and Conditions of Use, and the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use including, but not limited to, proceeding over or under a Fare Gate, forcing a Fare Gate open or closed, holding a Fare Gate open for more than one passenger to proceed through a Fare Gate at one time based on one Tap In (with the exception of children under five years of age and Attendants as permitted by subsection 5(i) of this Part B), or vandalizing, damaging or in any way marking a Fare Gate;
(iv) any passenger with a Mobility Device that a Transit Employee considers unsafe;
(v) anything (including baggage) that, in the sole opinion of a Transit Employee, might cause inconvenience to others, soil or damage transit property, or represent a safety hazard; or
(vi) any person who does not comply with the terms and conditions of this Tariff.

5. REQUIREMENT TO PAY FARE AND POSSESS PROOF OF PAYMENT

(a) Except as otherwise permitted by this Tariff, all persons (other than Transit Employees acting in the course of duty and contractors and licensees of TransLink or any Operating Company requiring access solely for work purposes) boarding a transit vehicle or entering a Fare Paid Zone must:

(i) pay an Adult Fare as set out in Appendix “2” prior to boarding a transit vehicle or entering a Fare Paid Zone;
(ii) if travelling with a FareSaver, FareCard or Bus Transfer, obtain a valid FareSaver, FareCard or Bus Transfer for an Adult fare as set out in Appendix “2” prior to boarding a HandyDART vehicle or Conventional Bus, and validate such FareSaver as set out in Section 11(a);
(iii) if travelling with Compass Fare Media: (A) Tap In the Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones as set out in Appendix “2” when entering a Fare Paid Zone, and (B) Tap Out the Compass Fare Media loaded or issued with Verifiable Compass Fare Media when exiting a Fare Paid Zone, except as provided in Section 5(c);
(iv) if travelling with Contactless Payment: (A) Tap In the Contactless Payment when entering a Fare Paid Zone, and (B) Tap Out the Contactless Payment when exiting a Fare Paid Zone, except as provided in Section 5(c);
(v) possess Proof of Payment for the entire duration of his or her journey; and
(vi) present Proof of Payment to any Transit Employee upon request.

If using a mobile phone or other contactless device for Contactless Payment, such phone or device must have sufficient battery or charge to complete the journey and Tap Out, and to possess and present Proof of Payment as required in this Tariff.

Failure to comply with the foregoing may result in fines being levied and/or other consequences imposed pursuant to the BC South Coast British Columbia Transportation Authority Act and a
Maximum Fare being deducted from a Compass Card or charged to a Contactless Payment, if applicable.

(b) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, the minimum Stored Value for entry into a Fare Paid Zone is $0.01. For passengers using a Compass Card with Stored Value for travel on WCE Service, the minimum Stored Value for entry into a Fare Paid Zone is the amount equal to the Adult WCE One-Way Fare for one Zone during Regular Hours, based on the Stored Value rate for WCE Service as set out in Appendix “2”. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service. For passengers using Contactless Payment, if the Contactless Payment has unpaid fares for previous travel, the passenger will not be able to use the Contactless Payment for travel until the amount owed has been paid in full by calling Compass Customer Service or by visiting the Compass Customer Service Centre.

(c) Passengers using Compass Fare Media or Contactless Payment for travel on Conventional Bus must Tap In when boarding a Conventional Bus vehicle but are not required to Tap Out when departing the Conventional Bus vehicle.

(d) Subject to subsection 5(c) above, passengers who Tap In but fail to Tap Out, or Tap Out but fail to Tap In, will be charged a Maximum Fare. Passengers are responsible for ensuring that the same Contactless Payment or Compass Fare Media, as the case may be, used to Tap In is used to Tap Out to avoid being charged Maximum Fare on each such fare media used.

(e) Passengers will have the Transfer Time and/or In-System Time for the applicable Proof of Payment as set out in Appendix “2”. Passengers using Compass Fare Media or Contactless Payment who transfer to another vehicle and Tap In after expiry of the Transfer Time will be charged the applicable fare as set out in Appendix “2” as if the passenger is beginning a new journey. Passengers who complete their journey and Tap Out (except on Conventional Bus) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.

(f) Passengers with Compass Cards, Compass Tickets or Contactless Payment may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards, Compass Tickets or Contactless Payment seeking to travel at no cost between Canada Line stations located on Sea Island must first obtain a zero-value Sea Island Compass Ticket from a Compass Vending Machine. A zero-value Sea Island Compass Ticket will not allow entry to or exit from TransLink’s transit system outside of the Canada Line stations located on Sea Island.

(g) Passengers using a Compass Card with Stored Value or Contactless Payment for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value or Contactless Payment at a SkyTrain station, at a SeaBus terminal or at a WCE Station to begin a new journey, can reverse the transaction if:

(i) on Conventional SkyTrain and SeaBus, the passenger Taps Out to exit the Fare Paid Zone at the same SkyTrain or at the same SeaBus station if such Tap Out occurs within 21 minutes after Tap In at the SkyTrain Station or Seabus terminal; and

(ii) on WCE, the passenger Taps Out to exit the Fare Paid Zone at the same WCE Station within 60 minutes after Tap In at the WCE Station.
Passengers cannot reverse a transaction resulting from an unintentional Tap In on a Conventional Bus. If the Tap Out on Conventional SkyTrain and SeaBus or WCE Service occurs within the applicable In-System Time as set out in Appendix “2” but later than the time periods set out in this subsection 5(g) above, the passenger will be charged an Excursion Fare.

(h) Except as permitted by this Tariff, Proof of Payment is not transferable and must not be used by any person, unless it was purchased for use by such person at the required fare as set out in Appendix “2”. Use of Proof of Payment by any person other than to whom it was issued or by whom it was purchased is fraudulent use of Proof of Payment.

(i) Except as permitted by this Tariff, multiple passengers are not permitted to travel on a single Compass Card or Contactless Payment, and all persons proceeding past a Card Reader into a Fare Paid Zone must Tap In. No more than one person is permitted to proceed through a Fare Gate at any one time based on the Tap In of Compass Fare Media loaded or issued with valid fare or Contactless Payment as set out in Appendix “2”, provided that Attendants and children under five years of age, as set out in Table “2” (Exemptions) of Appendix “2” are not required to Tap In and may proceed through a Fare Gate together with and at the same time as a HandyCard Holder or accompanying passenger, as applicable, who has Tapped In and possesses sufficient Proof of Payment. A RFID Cardholder is not required to Tap In or Tap Out on Conventional SkyTrain and SeaBus and may proceed through a Fare Gate on Conventional SkyTrain and SeaBus opened by the RFID Cardholder’s RFID Card.

(j) Any Compass Fare Media, FareSaver, FareCard, or Bus Transfer or RFID Card is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired. Contactless Payment is invalid if damaged, expired or does not have sufficient battery or charge to Tap In, complete the journey, Tap Out and/or to possess and present as Proof of Payment as required under this Tariff.

(k) If a Transit Employee is of the opinion that Proof of Payment is being used fraudulently or improperly by any passenger, in addition to any other rights and remedies available to TransLink, the passenger must immediately pay an Adult Fare as set out in Appendix “2” prior to continuing his or her journey and, except in the case of Contactless Payment, surrender the Proof of Payment to the Transit Employee upon request. The passenger will not be entitled to any refund of payment or other compensation with respect to the specific transit trip during which the passenger was required to pay an Adult Fare as set out in this subsection 5(k).

(l) In addition to any other rights and remedies available to TransLink, if a Transit Employee is not satisfied with the validity of Proof of Payment or identification demonstrating eligibility for any fare as set out in Appendix “2” other than an Adult Fare, passengers must:

(i) pay an Adult Fare as set out in Appendix “2”; and
(ii) obtain Proof of Payment for an Adult Fare as set out in Appendix “2”,

before continuing their journey.

(m) If a passenger travelling with a FareSaver, FareCard or Bus Transfer on Conventional Bus loses Proof of Payment as set out in Appendix “2” prior to exiting a Fare Paid Zone, the passenger
must immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.

(n) If a passenger travelling with Compass Fare Media or Contactless Payment on Conventional Transit or WCE Service, who has Tapped In upon entry into a Fare Paid Zone with Compass Fare Media loaded or issued with the required fare, or Contactless Payment, loses Proof of Payment as set out in Appendix “2” prior to Tapping Out and exiting a Fare Paid Zone, the passenger must:

(i) if travelling on Conventional Bus, immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone; or

(ii) if travelling on Conventional SkyTrain and SeaBus or WCE Service, immediately purchase an Exit Ticket and retain the Exit Ticket as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.

Exit Tickets are available for purchase at Exit Ticket Machines located within SkyTrain and SeaBus stations. Availability of Exit Tickets or any other form of fare media, including Compass Fare Media or Contactless Payment, do not in any manner exempt passengers from being required to possess Proof of Payment at all times while in a Fare Paid Zone and a valid Exit Ticket or other form of Verifiable Compass Fare Media or Verifiable Contactless Payment must be in the possession of the passenger to constitute valid Proof of Payment.

(o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder’s journey while in the Fare Paid Zone.

(p) All Compass Fare Media, FareSavers, FareCards and Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, FareCards, and Bus Transfers and RFID Cards or any fare product loaded or stored thereon as set out in Appendix “2”, may be cancelled by TransLink at any time and must be surrendered to TransLink or a Transit Employee upon request.

For passengers travelling with Contactless Payment:

(i) Tap In and Tap Out with Contactless Payment authorizes TransLink to charge the applicable fare as set out in Appendix “2”, including any Maximum Fare or unpaid fares, to the Contactless Payment.

(ii) If the Contactless Payment is declined when TransLink submits it for payment of the applicable fare, the passenger authorizes TransLink to seek to obtain payment using the Contactless Payment again on a number of additional occasions until payment is made.

(iii) If the Contactless Payment is declined when TransLink submits it for payment, TransLink will also attempt to collect any unpaid fares the next time the Contactless Payment is used to Tap In or Tap Out or touched to a Card Reader. Alternatively any such unpaid fares may be paid by by calling Compass Customer Service or by visiting the Compass Customer Service Centre.
6. **FARES OTHER THAN ADULT FARES**

(a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Proof of Payment described in such table, in accordance with the conditions and restrictions set out therein.

(b) Any passenger paying a fare other than an Adult Fare as set out in Appendix “2”, presenting Proof of Payment for a fare other than an Adult Fare as set out in Appendix “2”, or presenting a non-transferable Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth and/or as otherwise required by this Tariff.

(c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any FareSaver, FareCard, Bus Transfer, and/or Compass Fare Media and/or RFID Card if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “2” other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Single Fare (Adult) or WCE One-Way Fare (Adult), as applicable, as set out in Appendix “2” must be paid. With respect to any form of identification authorized or issued by or on behalf of TransLink, such identification must be surrendered to TransLink or a Transit Employee upon request.

(d) TransLink reserves the right to withhold any FareSaver, FareCard, Bus Transfer, and/or Compass Fare Media and/or RFID Card from any person who has not complied with the terms of this Tariff or has previously been required to surrender any FareSaver, FareCard, Bus Transfer, and/or Compass Fare Media and/or RFID Card.

7. **ADD-FARES**

(a) A passenger must upgrade any Proof of Payment for travel in additional fare Zones or for an additional transit service beyond that for which the passenger has already paid by paying, in advance of entering a Zone or use of additional transit service for which the passenger has not paid the applicable fare, an Add-Fare equivalent to the difference in fares as set out in Appendix “2”. Proof of Payment may be upgraded with Add-Fare as follows:

(i) **FareSavers, FareCards and Bus Transfers** - FareSavers, FareCards and Bus Transfers are not valid for travel on Conventional SkyTrain and SeaBus or WCE Service, and therefore are not eligible for upgrading with Add-Fare. Passengers must purchase other forms of Compass Fare Media loaded or issued with a fare as set out in Appendix “2” or Tap In with Contactless Payment for any travel in additional fare Zones or for an additional transit service;

(ii) **Compass Card** - passengers may purchase Add-Fare by loading a Compass Card with Stored Value at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations. For passengers travelling on a valid Period Pass who require Add-Fare, the Add-Fare will be charged to the passenger’s Compass Card Stored Value at the applicable cash fare rates set out in Appendix “2”; or
(iii) **Compass Ticket** - passengers may purchase Add-Fare by upgrading an existing Compass Ticket at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations, with upgrades to zero-value Sea Island Compass Tickets requiring, in addition to any other fare required by Appendix “2”, the Add-Fare required to travel outside the Canada Line stations located on Sea Island.

(b) Passengers must retain upgraded Proof of Payment while in a Fare Paid Zone.

8. **EXEMPTIONS FROM PAYMENT/DISCOUNTS**

(a) The persons described in Table “2” (Exemptions) of Appendix “2” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.

(b) The TransLink Board of Directors may, from time to time, reduce the fares as set out in Appendix “2” required to be paid by this Tariff on selected days and for a limited number of days to promote the introduction of new transit services, to encourage the use of specific transit services, or to facilitate travel for special or seasonal events without the necessity of amending this Tariff to reflect such temporary fare modification.

(c) TransLink and its subsidiaries may, from time to time, provide fare media, including any fare media loaded or issued with a fare as set out in Appendix “2”, at no charge:

(i) for promotional purposes, service recovery, fare replacement, or advertising; and/or

(ii) to specified persons or categories of persons as authorized by resolution of the TransLink Board of Directors from time to time.

(d) TransLink may, upon request and subject to eligibility, provide Compass Fare Media loaded or issued with a fare as set out in Appendix “2” at no charge to Police Departments within the Transportation Service Region for use by undercover police officers while on duty. Requests should be directed to Transit Police.

(e) TransLink has absolute discretion in making decisions regarding fare reductions, or provision of FareSavers, FareCards, Bus Transfers and Compass Fare Media, including those products loaded or issued with a fare as set out in Appendix “2”, at no charge, under this Tariff.

9. **PURCHASE OF PROOF OF PAYMENT**

(a) **Conventional Transit** - Compass Fare Media and fares set out in Appendix “2” for travel on Conventional Transit may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Period Passes for use on Conventional Transit are not available at Compass Vending Machines located at certain WCE stations. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

(b) **WCE Service** - Compass Fare Media and fares set out in Appendix “2” for travel on WCE Service may only be purchased directly from TransLink, an Operating Company or a Compass
Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Compass Tickets for WCE Service are only available at Compass Vending Machines located at WCE stations and Waterfront Station. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

(c) **HandyDART** - Adult FareSavers and Adult FareCards may only be purchased directly from TransLink or an Operating Company. Eligible HandyDART Users who wish to transfer from a HandyDART vehicle onto Conventional Transit or WCE may do so as follows:

(i) Eligible HandyDART Users paying in cash to travel on a HandyDART vehicle will be provided with a Compass Ticket for the number of Zones paid for;

(ii) Eligible HandyDART Users using an Adult FareSaver to travel on a HandyDART vehicle will be provided, in exchange for such Adult FareSaver, a Compass Ticket valid for the number of Zones equivalent to the number of Zones for which such Adult FareSaver is valid; and

(iii) Eligible HandyDART Users using a FareCard to travel on a HandyDART vehicle will be provided with a Compass Ticket equivalent to the number of Zones for which such FareCard is valid,

and such Compass Tickets may be used by such Eligible HandyDART Users to transfer onto Conventional Transit or WCE in accordance with Appendix “2”.

Eligible HandyDART Users who:

(iv) commence a trip on Conventional Transit or WCE Service and wish to transfer to a HandyDART vehicle to complete a transit trip;

(v) hold valid Proof of Payment for an Adult fare on Compass Fare Media or Contactless Payment; and

(vi) remain within the Transfer Time,

may use such Proof of Payment for an Adult fare on Compass Fare Media or Contactless Payment to transfer onto a HandyDART vehicle in accordance with Appendix “2”. Eligible HandyDART Users will not be permitted to initiate or commence a transit trip on a HandyDART vehicle using Compass Fare Media or Contactless Payment.

(d) **TaxiSaver Coupons** - Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to $100, by visiting the Compass Customer Service Centre or through the mail from:

Access Transit Office
400 - 287 Nelson’s Court,
New Westminster, BC V3L 0E7

10. FARE PAYMENT AT TIME OF TRAVEL

(a) Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “2” or the applicable FareSaver, FareCard, or Bus...
Transfer or RFID Card as set out in Appendix “2”, must pay their fare at the time of travel as follows:

(i) **Conventional Bus Service** – Passengers must either Tap In with Contactless Payment or pay cash using exact change in Canadian funds and deposited in fareboxes for Conventional Bus service. Upon payment of the required cash fare as set out in Appendix “2”, a Bus Transfer will be dispensed and must be retained as Proof of Payment. A Bus Transfer will allow a passenger to transfer between Conventional Buses or from Conventional Bus to a HandyDART vehicle, within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus service or WCE Service. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.

(ii) **Conventional SkyTrain and SeaBus** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines for Conventional SkyTrain and SeaBus service. If paying by cash or debit/credit transaction at a Compass Vending Machine, a passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.

(iii) **HandyDART** - Cash payment for fares on HandyDART service must be paid using exact change in Canadian funds and given to the driver.

(iv) **WCE Service** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station for WCE Service. If paying by cash or debit/credit transaction at a Compass Vending Machine, a passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by Contactless Payment, a passenger must retain such Contactless payment used to Tap In as Proof of Payment.

11. **FARESAVER VALIDATION (CONVENTIONAL BUS OR HANDYDART ONLY)**

(a) A FareSaver must be validated in the farebox when boarding a Conventional Bus or validated by a HandyDART driver when boarding a HandyDART vehicle. A validated FareSaver must be retained as Proof of Payment while travelling on Conventional Bus or HandyDART vehicle, as applicable.

12. **BULK COMPASS TICKETS**

(a) A person may order by phone or by mail to TransLink, a minimum of 50 Compass Tickets at the applicable Stored Value rate as set out in Appendix “2”. Prepayment is required for all bulk orders. All Compass Tickets purchased in bulk at the Stored Value rate will have a set expiry date of no more than 254 days from the date of issuance.
13. **INITIAL SYSTEM CHARGE**

(a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, a Maximum Fare will be deducted upon Tap In. For passengers using a Compass Card with Stored Value for travel on WCE Service, the amount deducted upon Tap In will be:

(i) in the a.m., the fare as set out in Appendix “2” between the originating WCE station and Waterfront Station; and

(ii) in the p.m., the fare as set out in Appendix “2” between the originating WCE station and Mission Station.

(b) For passengers using Contactless Payment for travel on Conventional Transit, an amount up to a Maximum Fare will be pre-authorized to the Contactless Payment upon Tap In. For passengers using Contactless Payment for travel on WCE Service, the amount determined in Section 13(a)(i) and (ii) will be pre-authorized to the Contactless Payment upon Tap In. After the journey is complete, the Contactless Payment will be charged the applicable fare as set out in Appendix “2” for the Zones travelled. The amount of time it takes for the final charge to appear on the statement issued by the applicable financial institution issuing the Contactless Payment card may vary depending upon the applicable financial institution. If more than one journey is travelled by a passenger within a short period using the same Contactless Payment the applicable fares charged as set out in Appendix “2” for such journeys may appear as a single charge or as multiple charges totalling the applicable fares charged.

(c) For passengers using a Compass Card for travel on Conventional SkyTrain and SeaBus and WCE Service, Compass Cards will be credited upon Tap Out for any difference between the amount initially deducted from Stored Value upon Tap In and the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being deducted from the Compass Card in accordance with subsection 5(a) of this Part B. For passengers using Contactless Payment for travel on Conventional SkyTrain and SeaBus and WCE Service, the Contactless Payment will be charged upon Tap Out for the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being charged to the Contactless Payment in accordance with subsection 5(a) of this Part B.

14. **COMPASS CARD REGISTRATION**

(a) A Registered User who reports his or her Compass Card lost or stolen is eligible for Compass Card deactivation and transfer of all fare products loaded or issued on such registered Compass Card, at the time of reporting such Compass Card lost or stolen, subject to and in accordance with the Compass Card Terms and Conditions of Use. An individual who does not register a Compass Card with TransLink or a Registered User who does not report his or her Compass Card as lost or stolen bears all risk for loss or theft of such unregistered Compass Card, including all fare products loaded or issued on such Compass Card. Additional details respecting the benefits associated with registration, and the registration process, are set out in the Compass Card Terms and Conditions of Use.
15. REFUND POLICY

(a) TransLink will not consider or grant any requests for refunds or replacements for lost or damaged fare media or Proof of Payment, except as specifically described in this Section 15.

(b) Compass Card deposit - Subject to the Compass Card Terms and Conditions of Use, the deposit paid in accordance with the Compass Card Terms and Conditions of Use at the time a Compass Card is acquired, less any amounts owed to TransLink for transit fare as set out in Appendix “2”, is refundable upon surrender of the cardholder’s Compass Card to TransLink.

(c) Stored Value - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within a two year period from the date on which the Compass Card was last Tapped In or Tapped Out, obtain a refund of Stored Value on a registered Compass Card.

(d) Period Passes - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within 60 days of the date of purchase, obtain a refund of a Period Pass on a registered Compass Card provided travel has not been initiated on the Period Pass by Tap In or Tap Out of the Compass Card holding the Period Pass and the Period Pass has not otherwise been used by the Registered User.

(e) Program passes - Subject to the Compass Card Terms and Conditions of Use, an individual may obtain a refund of a program pass as set out in Appendix “2”, if permitted under the terms of the applicable program, by contacting the program administrator.

(f) Compass Tickets - Compass Tickets are not refundable. Compass Tickets purchased in bulk pursuant to subsection 12(a) of this Part B may be replaced at the request of the initial purchaser in accordance with the Compass Ticket Terms and Conditions of Use.

(g) FareSavers and FareCards - FareSavers and FareCards are not refundable.

(h) Compass Vending Machine malfunctions - When a Compass Vending Machine issues a receipt indicating that an amount to be refunded was not returned, a product was not dispensed, or another malfunction occurred, a refund will be issued in accordance with the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use, as applicable.

(i) TaxiSaver Coupons - TransLink will (through the Access Transit Office) refund TaxiSaver coupons at 50% of face value to the HandyCard Holder.

(j) Contactless Payment – Fares purchased by Contactless Payment are not refundable. TransLink is not responsible for lost or stolen Contactless Payment, including without limitation cards, devices or other Contactless Payment methods. In the event that a Contactless Payment card is lost or stolen passengers must contact their card issuer as soon as possible. In addition, TransLink is not the responsible for any transaction fees or charges applied by a third party, including financial institutions or Contactless Card issuers, in connection with use of a Contactless Payment.

(k) General -
(i) Details respecting refunds for Compass Fare Media, the process for obtaining a refund, and the manner in which refunds will be paid, are set out in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, which are posted on TransLink’s website at www.translink.ca.

(ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, FareCards, or Bus Transfers or RFID Cards, or fares purchased by Contactless Payment, other than those, if any, described in this Section 15 and in the Compass Card Terms and Conditions of Use, and the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use, as applicable, will be considered or granted by TransLink, and TransLink reserves the right to require proof of purchase in connection with any refund or replacement.

(iii) TransLink reserves the right to restrict the number of refunds for Stored Value or Period Passes granted to an individual in a calendar year.

(iv) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for partial or complete refunds and/or adjustments or replacements for otherwise valid FareCards, Compass Tickets, Period Passes or Stored Value that cannot be used due to:

(A) transit service being completely shut down for at least for 3 consecutive Business Days (Monday to Friday) in any one month, in which event:

   a. Stored Value may be granted equivalent to two Stored Value trips of the same Zone purchased, per day or a replacement Compass Ticket if applicable; or
   b. a prorated discount may be applied to the purchase of a FareCard for the next month upon presentation and surrender of the previous month’s FareCard;

(B) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid in connection with:

   a. a FareCard, by cheque, calculated from the date the FareCard is physically surrendered to TransLink or the post-marked date for a FareCard returned by mail;
   b. a Period Pass, based on the number of days remaining in the month; or
   c. Stored Value, based on the remaining balance; or

(C) death, upon request from the estate of a deceased person substantiated by a death certificate, in which event a prorated refund may be paid for a FareCard or a monthly pass on a Compass Card, based on the number of days remaining in the month, a full refund may be paid for unused DayPass(es) and/or a refund of the balance may be paid in the case of Stored Value.

The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “2”.
(v) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for refunds for valid FareCards if a FareCard is physically surrendered to TransLink for refund (or exchange) prior to the first day of the month for which the FareCard is valid.

16. ACCESSIBILITY

(a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:

(i) Mobility Devices:
   - must be safe and well maintained with functioning brakes;
   - must not carry any aerials, flagpoles or other projections which could injure others or interfere with the securement of the Mobility Device;
   - must have secure and suitably located compartments to which securement straps can be attached (passengers must ensure that securement straps do not cause damage to the Mobility Device);
   - must be secured only at designated locations on the transit vehicle;
   - for HandyDART service, must have escort handles if passengers require assistance to board HandyDART vehicles;

(ii) Wheelchair lifts:
   - Conventional Bus (including community shuttle) - combined weight of the Mobility Device and passenger must not exceed 205 kgs, and Mobility Device must be smaller than 61 cm wide x 122 cm long;
   - HandyDART - combined weight of the Mobility Device, passenger and HandyDART driver must not exceed 364 kgs, and Mobility Device must be smaller than 94 cm wide and 122 cm long; and

(iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

17. CARRIAGE OF SPECIFIC GOODS

(a) Animals - TransLink has no obligation to carry any animals except assistance animals recognized by the BC Guide Animal Act which are assisting or being trained by an accredited animal training school. Small pets, including dogs, cats, rabbits and small fur bearing or feathered pets, may be permitted on Conventional Transit vehicles provided they are in hand held cages.

(b) Bicycles and Other Personal Transportation Devices - Two wheeled bicycles, having a maximum length of 73 inches (185 cm), are permitted on Conventional Transit and WCE cars in accordance with this Tariff, any rules established by TransLink from time to time, and any posted signs. Bicycle trailers are not permitted. TransLink reserves the right to restrict the carriage of bicycles at any time, in its absolute discretion. No motorized bicycles or other personal transportation devices are permitted except as set out in this Tariff or in accordance with rules established by TransLink or posted signs.

(c) Buses - Bicycles are permitted on exterior bike racks of buses at no additional charge. Passengers travelling with bicycles are required to load and unload the bicycles.
(d) **SeaBus** - Bicycles are permitted on a SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest to the stern (rear) section.

(e) **WCE** - Bicycles are permitted in WCE cars at no additional charge, and are limited to two bikes per car.

(f) **SkyTrain** - Bicycles are permitted in SkyTrain cars at no additional charge, and are limited to two bikes per car on Expo and Millennium lines and two bikes per train on Canada Line.

### 18. PRIVATE CHARTER SERVICE

(a) Transit vehicles (with operator or driver) may be chartered at the absolute discretion of TransLink, provided that TransLink’s ability to provide public transit service will not be adversely affected or the transit vehicle is not otherwise required. TransLink reserves the right, in its absolute discretion, to refuse any request for charter service. TransLink will require a written agreement and may require pre-payment of fees and/or payment of a damage deposit prior to providing the charter service.

(b) Minimum rates and charges for charter service are set out in Table “3” of Appendix “2”. TransLink reserves the right, in its absolute discretion, to charge a higher charter rate if limited availability of labour or transit vehicles increases TransLink’s cost to provide charter service. Charter rates will be calculated from the time the transit vehicle leaves its depot or garage until it is returned to the same depot or garage. Charter service cancelled by the charterer with fewer than 12 hours notice will be subject to the cancellation fee set out in Table “3” of Appendix “2”.

(c) Despite the rates set out in Table “3” of Appendix “2”, where public institutions require charter service in excess of two consecutive weeks, charter rates may, at the absolute discretion of TransLink, be calculated based on the actual cost of providing the charter service less any fare revenue accruing to TransLink for providing such charter service, as specified in the written charter agreement.
APPENDIX “1”

FARE ZONES

Conventional Transit

Zone 1
City of Vancouver
University Endowment Lands

Zone 2
District of West Vancouver
District of North Vancouver
City of North Vancouver
City of Burnaby
Bus stops located on Barnet Highway at the Petro-Canada refinery
City of New Westminster
Annacis Island ("Suburban Zone Boundary (Zones 2 and 3")
City of Richmond
Village of Lions Bay
Bowen Island

Zone 3
Corporation of Delta, except Annacis Island
City of Surrey
City of White Rock
City of Langley
Township of Langley
Village of Belcarra
Village of Anmore
Electoral Area “C” east of Indian Arm
City of Port Moody
City of Coquitlam
City of Port Coquitlam
District of Pitt Meadows
District of Maple Ridge
Conventional Transit – Fare Zone Map
HandyDART – Fare Zone Map

**HandyDART**

**Zone 1**  
City of Vancouver  
University Endowment Lands

**Zone 2**  
District of North Vancouver  
District of West Vancouver  
City of North Vancouver

**Zone 3**  
City of Burnaby

**Zone 4**  
City of New Westminster (including Queensborough)  
City of Coquitlam  
City of Port Coquitlam  
City of Port Moody  
Village of Anmore  
Village of Belcarra
Zone 5
City of Richmond

Zone 6
North Surrey (north of Colebrook Road)

Zone 7
Corporation of Delta (Tsawwassen, Ladner, North Delta, Annacis Island)

Zone 8
City of Langley
Township of Langley
South Surrey (Colebrook Road and South)
City of White Rock

Zone 9
District of Pitt Meadows
District of Maple Ridge

Zone 10
(not shown on above map) Horseshoe Bay, Lion’s Bay (Bowen Island excluded)
**West Coast Express**

Zone 1  
Vancouver station (Waterfront station)

Zone 2  
Burnaby [no station yet];

Zone 3  
Port Moody, Coquitlam and Port Coquitlam stations;

Zone 4  
Pitt Meadows, Maple Meadows and Port Haney stations;

Zone 5  
Mission station.

**West Coast Express – Fare Zone Map**
# APPENDIX “2” – FARE MEDIA: FARES AND PROOF OF PAYMENT

## Table “1” – Cash Fares and Proof of Payment

<table>
<thead>
<tr>
<th>Proof of Payment</th>
<th>Eligible Person</th>
<th>Fare or Cost – Regular Hours</th>
<th>Fare or Cost – Off-Peak Hours</th>
<th>Transferability</th>
<th>Conventional Bus (3 Zones)</th>
<th>Conventional SkyTrain and SeaBus (3 Zones)</th>
<th>West Coast Express (5 Zones)</th>
<th>HandyDART (10 Zones)</th>
<th>Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Conventional Transit (3 Zones)</strong></td>
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<tr>
<td>Canadian National Institute for the Blind (CNIB) Pass on Compass Card*</td>
<td>Person with vision impairment who holds a CNIB Pass and displays valid identification</td>
<td>N/A</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Not valid</td>
<td>No Add-Fare required</td>
<td></td>
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<tr>
<td>DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)</td>
<td>Purchaser who holds a valid DayPass (Adult)</td>
<td>All Zones – fare of $10.25</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>$2.95 credit toward WCE applicable fare</td>
<td>Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART</td>
<td>Add-Fare required**</td>
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<td></td>
</tr>
<tr>
<td>DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)</td>
<td>Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)</td>
<td>All Zones – fare of $8.00</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>$1.90 credit toward WCE applicable fare</td>
<td>Not valid</td>
<td>Add-Fare required**</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Pass on Compass Card* (until revoked or expired)</td>
<td>Employee Pass Holder who holds a valid Employee Pass</td>
<td>N/A</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td></td>
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<td></td>
<td>Valid for an Eligible HandyDART User</td>
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<tr>
<td>Proof of Payment</td>
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<tr>
<td>Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)</td>
<td>Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone</td>
<td>$5.70</td>
<td>$2.95</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the Hours paid for</td>
<td>$2.95 credit toward WCE applicable fare</td>
<td>Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART</td>
<td>Add-Fare required**</td>
<td></td>
</tr>
<tr>
<td>FareCard* – Adult (calendar month)</td>
<td>Eligible HandyDART User who displays a valid Adult FareCard</td>
<td>Conventional Bus and HandyDART: All Zones (1 Zone FareCard) - $95.00 per month</td>
<td>2 Zone FareCard - $128.00 per month 3 Zone FareCard - $174.00 per month</td>
<td>Yes</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Not valid***</td>
<td>Not valid***</td>
<td>For an Eligible HandyDART User, valid in all HandyDART Zones</td>
<td>Not Valid</td>
</tr>
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</table>

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<table>
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<tr>
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<th>Fare or Cost – Regular Hours</th>
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<tr>
<td>FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)</td>
<td>Purchaser who displays a valid Adult FareSaver that has been validated</td>
<td>Conventional Bus and HandyDART: All Zones (1 Zone FareSaver) - 1 yellow ticket (book of 10, $23.00)</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the Hours paid for</td>
<td>Not valid***</td>
<td>Not valid***</td>
<td>Not valid***</td>
<td>For an Eligible HandyDART User, valid in all HandyDART Zones</td>
<td>Not Valid</td>
</tr>
<tr>
<td>FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)</td>
<td>Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated</td>
<td>Conventional Bus: All Zones – 1 brown ticket (book of 10, $18.50)</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the Hours paid for</td>
<td>Not valid</td>
<td>Not valid</td>
<td>Not valid</td>
<td>Not Valid</td>
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<tr>
<td>Government Bus Pass on Compass Card*</td>
<td>Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification</td>
<td>Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Eligible for WCE Concession fare</td>
<td>Not valid</td>
<td>No Add-Fare required</td>
<td></td>
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<tr>
<td>GradPass on Compass Ticket* (on specified date between May 1st and June 30th)</td>
<td>Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification</td>
<td>N/A</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones for the specified date</td>
<td>Not valid</td>
<td>No Add-Fare required</td>
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<tr>
<td>Monthly Pass (Adult) on Compass Card* (calendar month)</td>
<td>Purchaser who holds a valid Monthly Pass (Adult)</td>
<td>Conventional Bus: All Zones - $95.00 per month</td>
<td>Conventional Bus: All Zones - $95.00 per month</td>
<td>Yes</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Valid for unlimited travel through 1 Zone</td>
<td>$2.95 credit toward WCE applicable fare</td>
<td>Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART</td>
<td>No Add-Fare required</td>
</tr>
<tr>
<td>Conventional SkyTrain and SeaBus: 1 Zone - $95.00 2 Zones - $128.00 3 Zones - $174.00 per month</td>
<td>Conventional SkyTrain and SeaBus: All Zones - $95.00 per month</td>
<td>Valid for unlimited travel through the number of Zones paid for</td>
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<td>Monthly Pass (Concession) on Compass Card* (calendar month)</td>
<td>Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)</td>
<td>All Zones - $54.00 per month</td>
<td>Yes</td>
<td>Valid for unlimited travel through all Zones</td>
<td>$1.90 credit toward WCE applicable fare</td>
<td>Not valid</td>
<td>No Add-Fare required</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| MultiPass on Compass Card* or Compass Ticket* (specified dates) | Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations | N/A for officials of other transit agencies  
$6.75 per pass (if > 500 passes purchased per day);  
$5.75 per pass (if > 5,000 purchased per day) | No                          | Valid for unlimited travel through all Zones | $2.95 credit toward WCE applicable fare | Not valid | No Add-Fare required |
<p>| RFID Card | RFID Cardholder who displays valid identification | N/A | No | Not valid | Valid for unlimited travel through all Zones | Not valid | Not valid | No Add-Fare required |</p>
<table>
<thead>
<tr>
<th>Proof of Payment</th>
<th>Eligible Person</th>
<th>Fare or Cost – Regular Hours</th>
<th>Fare or Cost – Off-Peak Hours</th>
<th>Transfer-ability</th>
<th>Conventional Bus (3 Zones)</th>
<th>Conventional SkyTrain and SeaBus (3 Zones)</th>
<th>West Coast Express (5 Zones)</th>
<th>HandyDART (10 Zones)</th>
<th>Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)</td>
<td>Purchaser who holds a Single Fare (Adult)</td>
<td>Conventional Bus: Cash or Contactless Payment: All Zones $2.95</td>
<td>Conventional Bus: Cash or Contactless Payment: All Zones $2.95</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the Hours paid for</td>
<td>Valid for unlimited travel through 1 Zone during the Hours paid for</td>
<td>Cash or Contactless Payment: $2.95 credit toward WCE applicable fare</td>
<td>Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART</td>
<td>Conventional Bus: No Add-Fare required **</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conventional Bus: Stored Value¹: All Zones $2.30</td>
<td>Conventional Bus: Stored Value¹: All Zones $2.30</td>
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<td></td>
<td></td>
<td>Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone $2.95 2 Zones $4.20 3 Zones $5.70</td>
<td>Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones $2.95</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Conventional SkyTrain and SeaBus: Stored Value¹: 1 Zone $2.30 2 Zones $3.35 3 Zones $4.40</td>
<td>Conventional SkyTrain and SeaBus: Stored Value¹: All Zones $2.30</td>
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<tr>
<td>Proof of Payment</td>
<td>Eligible Person</td>
<td>Fare or Cost – Regular Hours</td>
<td>Fare or Cost – Off-Peak Hours</td>
<td>Transfer-ability</td>
<td>Conventional Bus (3 Zones)</td>
<td>Conventional SkyTrain and SeaBus (3 Zones)</td>
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</tr>
<tr>
<td>Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)</td>
<td>Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)</td>
<td>Conventional Bus: Cash: All Zones $1.90</td>
<td>Conventional Bus: Cash: All Zones $1.90</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the Hours paid for</td>
<td>Valid for unlimited travel through 1 Zone during the Hours paid for</td>
<td>Cash: $1.90 credit toward WCE applicable fare</td>
<td>Not valid</td>
<td>Conventional Bus: No Add-Fare required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conventional Bus: Stored Value: All Zones $1.85</td>
<td>Conventional Bus: Stored Value: All Zones $1.85</td>
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<td>Conventional SkyTrain and SeaBus: Cash: Add-Fare required**</td>
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<td></td>
<td>Conventional SkyTrain and SeaBus: Cash: 1 Zone $1.90 2 Zones $2.90 3 Zones $3.90</td>
<td>Conventional SkyTrain and SeaBus: Cash: All Zones $1.90</td>
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<td>Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**</td>
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<td></td>
<td></td>
<td>Conventional SkyTrain and SeaBus: Stored Value: 1 Zone $1.85 2 Zones $2.85 3 Zones $3.85</td>
<td>Conventional SkyTrain and SeaBus: Stored Value: All Zones $1.85</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**</td>
</tr>
<tr>
<td>Proof of Payment</td>
<td>Eligible Person</td>
<td>Fare or Cost – Regular Hours</td>
<td>Fare or Cost – Off-Peak Hours</td>
<td>Transferability</td>
<td>Validity/Conditions</td>
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<tr>
<td><em><em>Single Fare (Adult) on Bus Transfer</em> (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)</em>*</td>
<td>Purchaser who holds a Single Fare (Adult)</td>
<td>All Zones $2.95 (cash only)</td>
<td>All Zones $2.95 (cash only)</td>
<td>No</td>
<td>Not Valid</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><em><em>Single Fare (Concession) on Bus Transfer</em> (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)</em>*</td>
<td>Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)</td>
<td>All Zones $1.90 (cash only)</td>
<td>All Zones $1.90 (cash only)</td>
<td>No</td>
<td>Not Valid</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em><em>Special Event Ticket on Bus Transfer</em>, Compass Card</em> or Compass Ticket* (specified period)**</td>
<td>Purchaser</td>
<td>Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)</td>
<td>Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)</td>
<td>No</td>
<td>Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART</td>
<td></td>
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</tr>
</tbody>
</table>

*Add-Fare required**
<table>
<thead>
<tr>
<th>Proof of Payment</th>
<th>Eligible Person</th>
<th>Fare or Cost – Regular Hours</th>
<th>Fare or Cost – Off-Peak Hours</th>
<th>Transferability</th>
<th>Conventional Bus (3 Zones)</th>
<th>Conventional SkyTrain and SeaBus (3 Zones)</th>
<th>West Coast Express (5 Zones)</th>
<th>HandyDART (10 Zones)</th>
<th>Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**</th>
</tr>
</thead>
<tbody>
<tr>
<td>U-Pass BC on Compass Card* (calendar months)</td>
<td>A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card</td>
<td>As determined by the agreement between the post-secondary educational institution, its student society, and TransLink</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Valid toward purchase of a WCE Monthly U-Pass or $2.95 credit toward WCE applicable fare</td>
<td>Valid for an Eligible HandyDART User</td>
<td>No Add-Fare required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>War Amputee Pass on Compass Card* (calendar year)</td>
<td>Veterans of WW1 &amp; WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification</td>
<td>N/A</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Not valid</td>
<td>No Add-Fare required</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### West Coast Express (WCE) Service (5 Zones)

<p>| WCE Monthly Pass (Adult) on Compass Card* (calendar month)                      | Purchaser who holds a valid WCE Monthly Pass (Adult) | 1 or 2 Zones - $155.75(^1), 3 Zones - $205.00(^1), 4 Zones - $248.00(^1), 5 Zones - $339.75(^1) | Yes                           | Valid for unlimited travel through all Zones | Valid for unlimited travel through the number of Zones paid for | Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART | No Add-Fare required |
| WCE Monthly Pass (Concession) on Compass Card* (calendar month)                 | Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession) | 1 or 2 Zones - $95.00(^1), 3 Zones - $126.50(^1), 4 Zones - $156.25(^1), 5 Zones - $219.25(^1) | Yes                           | Valid for unlimited travel through all Zones | Valid for unlimited travel through the number of Zones paid for | Not valid | No Add-Fare required |</p>
<table>
<thead>
<tr>
<th>Proof of Payment</th>
<th>Eligible Person</th>
<th>Fare or Cost – Regular Hours</th>
<th>Fare or Cost – Off-Peak Hours</th>
<th>Transferability</th>
<th>Validity/Conditions</th>
<th>West Coast Express (5 Zones)</th>
<th>HandyDART (10 Zones)</th>
<th>Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCE Monthly U-Pass on Compass Card* (calendar month)</td>
<td>Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass</td>
<td>All Zones - $98.00 per month¹.</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones</td>
<td>Valid for an Eligible HandyDART User</td>
<td>No Add-Fare required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)</td>
<td>Purchaser who holds a valid WCE One-Way Fare (Adult)</td>
<td>Cash or Contactless Payment: 1 or 2 Zones - $5.70 3 Zones - $7.45 4 Zones - $9.20 5 Zones - $12.45</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the hours paid for</td>
<td>Valid for unlimited travel in one direction through the number of Zones paid for</td>
<td>Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART</td>
<td>Add-Fare required**</td>
<td></td>
</tr>
<tr>
<td>WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)</td>
<td>Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)</td>
<td>Cash: 1 or 2 Zones - $3.40 3 Zones - $4.40 4 Zones - $5.65 5 Zones - $7.65</td>
<td>No</td>
<td>Valid for unlimited travel through all Zones during the hours paid for</td>
<td>Valid for unlimited travel in one direction through the number of Zones paid for</td>
<td>Not valid</td>
<td>Add-Fare required**</td>
<td></td>
</tr>
</tbody>
</table>

¹ Valid for unlimited travel through all Zones during the hours paid for.

² Add-Fare required.

³ Valid for unlimited travel in one direction through the number of Zones paid for.

** Add-Fare required.
<table>
<thead>
<tr>
<th>Proof of Payment</th>
<th>Eligible Person</th>
<th>Fare or Cost – Regular Hours</th>
<th>Fare or Cost – Off-Peak Hours</th>
<th>Transferability</th>
<th>Validity/Conditions</th>
</tr>
</thead>
</table>
| WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day’s end-of-service In-System Time) | Purchaser who holds a valid WCE Return Fare (Adult) | Cash:  
1 or 2 Zones - $10.75  
3 Zones - $14.25  
4 Zones - $17.50  
5 Zones - $23.50 | Stored Value:  
1 or 2 Zones: $10.50  
3 Zones: $13.50  
4 Zones: $16.75  
5 Zones: $22.50 | No | Valid for unlimited travel through all Zones | Valid for unlimited travel through the number of Zones paid for | Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART | No Add-Fare required |
| WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day’s end-of-service In-System Time) | Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession) | Cash:  
1 or 2 Zones - $6.75  
3 Zones - $8.75  
4 Zones - $11.00  
5 Zones - $15.00 | Stored Value:  
1 or 2 Zones: $6.50  
3 Zones: $8.25  
4 Zones: $10.50  
5 Zones: $14.25 | No | Valid for unlimited travel through all Zones | Valid for unlimited travel through the number of Zones paid for | Not valid | No Add-Fare required |
| HandyDART Service (10 Zones) | Eligible HandyDART User | All Zones - $2.95 | Not valid**** | Not valid**** | Not valid**** | Valid for travel through all Zones | No Add-Fare required |

1 Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.

* Indicates Proof of Payment.

** Canada Line YVR Add-Fare is a short term fare premium over the applicable fare in the amount of $2.50 each way, which will be collected as a return fare premium of $5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.

*** For transfers from WCE to Canada Line or Conventional Bus where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Conventional Bus.

**** Eligible HandyDART Users using FareCards/FareSavers or paying cash fare for travel on a HandyDART vehicle will be permitted to transfer onto Conventional Transit or WCE by obtaining valid Compass Fare Media in accordance with subsection 9(c), Part B of the Tariff.
<table>
<thead>
<tr>
<th>Eligible Person</th>
<th>Conditions</th>
<th>Conventional Transit</th>
<th>West Coast Express</th>
<th>Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any person</td>
<td>None</td>
<td>Exempt from fare payment while travelling between Canada Line stations located on Sea Island</td>
<td>Not exempt from fare payment</td>
<td>N/A</td>
</tr>
<tr>
<td>Attendant</td>
<td>Only one Attendant is eligible for the exemption</td>
<td>Exempt from fare payment, when accompanying HandyCard Holder</td>
<td>Exempt from fare payment, when accompanying HandyCard Holder</td>
<td>Exempt from fare payment, when accompanying HandyCard Holder</td>
</tr>
<tr>
<td>Child under 5 years of age</td>
<td>Child must be accompanied by a passenger possessing Proof of Payment</td>
<td>Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children under the age of 5</td>
<td></td>
<td>Exempt from Add-Fare</td>
</tr>
<tr>
<td>Persons having their regular location of work on Sea Island</td>
<td>Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare</td>
<td>Not exempt from fare payment</td>
<td>Not exempt from fare payment</td>
<td>Exempt from Add-Fare</td>
</tr>
<tr>
<td>Residents of Burkeville, Richmond</td>
<td>Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification</td>
<td>Not exempt from fare payment</td>
<td>Not exempt from fare payment</td>
<td>Exempt from Add-Fare</td>
</tr>
</tbody>
</table>
### Table “3” – Private Charters

<table>
<thead>
<tr>
<th>Rates, Charges and Cancellation Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Conventional Bus, Community Shuttle and HandyDART Vehicle</strong></td>
</tr>
<tr>
<td>(includes operator or driver)</td>
</tr>
<tr>
<td>$62.50 per ½ hour or part</td>
</tr>
<tr>
<td>Minimum charge of $125.00</td>
</tr>
<tr>
<td>Bridge and road tolls, special licence fees and other out-of-pocket expenses extra</td>
</tr>
<tr>
<td><strong>Cancellation Fee</strong></td>
</tr>
<tr>
<td>$125.00</td>
</tr>
<tr>
<td><strong>WCE train</strong></td>
</tr>
<tr>
<td>To be determined by WCE on a case-by-case basis</td>
</tr>
</tbody>
</table>
TO: Board of Directors

FROM: Geoff Cross, VP Transportation Planning & Policy

DATE: September 9, 2018

SUBJECT: Langley Community Shuttle Service Contract

RECOMMENDATION

That the Board of Directors authorizes:

A. Management to negotiate a service contract with First Canada ULC to operate community shuttle services in Langley beginning January 1, 2019, for an initial term of three years and with the option to extend the term for two additional one year periods; and

B. The Chief Executive Officer or his designate to execute a contract with First Canada ULC to operate community shuttle services in Langley, on terms satisfactory to the CEO.

EXECUTIVE SUMMARY

In September 2017, the TransLink Board approved a one-year contract extension of the Langley Community Shuttle services to enable staff to complete preparation for a Request For Proposal (RFP) for the next community shuttle contract in Langley. This extension with First Canada ULC expires December 31, 2018. An RFP for Langley Community Shuttle services was issued on May 10, 2018. Since then, staff have been engaged in a rigorous procurement process to gain an understanding of the current market, assess prospective vendors, and provide recommendations for a successful proponent.

Management is seeking approval to negotiate and execute a contract with the incumbent, First Canada ULC, for the provision of community shuttle services in Langley for the next three years, commencing on January 1, 2019.

BACKGROUND

Langley Community Shuttle services are operated under contract in alignment with 2007 Board policy that recommends a portion of community shuttle services be delivered by private sector contractors and awarded through competitive procurement. Langley Community Shuttle services are comprised of seven routes, which provide approximately 600,000 customer trips per year to the City of Langley and the Township of Langley. An update on the initiation of the RFP process was provided at the Board meeting on June 21, 2018.

DISCUSSION

Procurement process

On May 10, 2018, TransLink issued a Request For Proposal (RFP) for the provision of Langley Community Shuttle services starting January 1, 2019. Proponents were given seven weeks to respond to the RFP.
The structure and content of the RFP focused on qualifications, experience, and suitability of the proponent to deliver the service.

Procurement-related activities, such as clarification and evaluation, ran from May to August 2018. The RFP timeline allowed for sufficient transition time, starting October 2018, should there be a change in the provider.

Proponents were asked to provide detailed responses to questions structured into technical areas to demonstrate how they would achieve the requirements. These areas included:

- Qualifications and Experience (e.g. company and project experience, key personnel)
- Service hours that would be required to operate the service in an efficient manner
- A facility location from which to operate the services and safely store the buses
- A detailed vehicle maintenance plan
- Technology and Info Management (e.g. software management, data security)
- Detailed transition plan outlining necessary changes to start a new contract on January 1, 2019
- Personnel Management (e.g. recruitment, training, and retention)

Other technical information was collected regarding operating policies and safety and environmental practices. Proponents also described how service levels and performance standards (Key Performance Indicators) would be achieved to ensure a high-level of customer experience and operational efficiency.

Proponents were required to submit detailed pricing information, corporate financial information, and proposed contract deviations as part of the commercial component of the RFP.

Proposal Review and Evaluation

The evaluation team was composed of representatives from TransLink System Planning, Strategic Sourcing and CMBC Operations. An evaluation framework and weightings based on technical and commercial components was established, in advance of the competition close date.

TransLink received bids from three companies and proposals were reviewed to assess:

- Completeness of submission: Did the proposal respond to the scope of work?
- Explicit service requirements: Did the proposal reflect an understanding of the scope of work?
- Ability to perform the service: Do the qualifications and experience of the proponent demonstrate an ability to deliver the service outlined in the scope and achieve a high quality of customer service?
- Ability to be efficient and innovative: Is there a demonstrated ability to be efficient in their approach to day-to-day operations of this system? What innovative approaches are being proposed in the management of the services?
- Ability to provide an Operations facility: Does the proponent include an Operations facility in their proposal? If so, what impact does the location of the facility have on the service delivery?
- Operations, maintenance and training: Do the proponent’s policies and practices align with operations/maintenance training and processes outlined in the RFP?
- Safety and environmental policies and procedures: Do the proponent’s environmental regulations, labour relations, safety, customer service standards/training, operations plans/protocols, staff scheduling processes, records management, cost management/controls meet the requirements set out in the RFP?
• Transition plan: Did the proposed transition plan provide assurance in service continuity and customer service?

The commercial assessment considered proponents’ commercial viability through a combination of pricing proposal, corporate financial information and underlying business information. The evaluation also considered proposed deviations from the contract terms and proponents’ clarifications on the need for these deviations.

Commercial evaluation information was not provided to the evaluation team until after the initial technical review was completed. Subject matter experts in corresponding business areas within the enterprise were consulted to provide feedback on components of proposals.

Three proposals were received and two of the three companies were shortlisted based on their scoring on the above criteria. Staff initiated a clarification process with the shortlisted companies by holding proponent presentations and two rounds of clarification questions and responses. The clarification process refined the technical and pricing information, final scoring, and ultimately, the selection of a successful proponent.

**Recommendation**

First Canada ULC achieved the highest overall score, with their most competitive advantage in the commercial sections of the RFP.

**Technical assessment**

The technical assessment was very competitive, with both shortlisted proponents demonstrating the ability to manage the operations in Langley, given their considerable experience in running similar operations within British Columbia and in neighbouring provinces. Both shortlisted proponents scored similarly high on the technical assessment.

First Canada ULC demonstrated a strong knowledge of the operations, customers, and deficiencies in the system. While its proposal also presented the least risk in terms of transition, facility, staffing and vehicle maintenance, it did not have a strong reporting component and did not demonstrate use of the latest systems or technology for monitoring and reporting.

**Commercial assessment**

First Canada’s proposal was the most competitive option in the commercial evaluation. Their pricing model takes advantage of economies of scale in existing operations and is able to offer reduced cost in maintenance work and in overall operations of the system.

Considering the technical and commercial evaluation, First Canada’s proposal presented a strong case for responsible use of public resources, combined with assured ability to continue operations and improve upon the customer experience. The few areas identified for continued improvement in First Canada’s current contract, like the use of technology in operations and performance management, will be addressed in the new contract as discussed below.
Negotiations and Contract Award

A new contract presents an opportunity for TransLink to put in place tools that monitor and manage performance to ensure that Key Performance Indicators (KPIs) are consistently achieved. The new contract stipulates which performance metrics must be measured, financial levers that will be used if metrics are not achieved, and how performance issues will be tracked. These KPIs were not included in previous contracts for the Langley community shuttle services. The KPIs included follow industry standards.

Work between TransLink and the contractor will be required to ensure transition to the new contract begins January 1, 2019. Through its proposal, First Canada ULC committed to working with TransLink to implement new performance standards and systems prior to service commencement in 2019. TransLink will work to complete the contract negotiations by the end of 2018.

CUSTOMER IMPACT

Through improved contract management, the new performance monitoring and reporting measures will make it easier to identify and address issues in service delivery, like on-time performance and schedule adherence. This will result in better operations and ultimately enhanced customer experience. This recommendation also ensures service continuity for existing Langley Community Shuttle services through 2019 till the end of the new contract term.

FINANCIAL IMPACT

Expenses associated with the new contract are included in the 2019 budget and no financial impacts are anticipated as a result.
TO: Planning and Stakeholder Relations Committee
FROM: Geoff Cross, Vice President, Transportation Planning and Policy
DATE: September 5, 2018
SUBJECT: Update: TransLink Participation in Partner Agency Plans (March through August, 2018)

PURPOSE

The purpose of this report is to update the Board regarding those partner agency plans and initiatives that TransLink staff have reviewed and/or participated in as mandated by legislation and policy since March 2018.

BACKGROUND

Pursuant to Section 4 of the South Coast British Columbia Authority Act, TransLink is legislated to review the following partner agency plans and advise on their implications for the regional transportation system:

- regional growth strategy updates and amendments;
- official community plan (OCP) updates and amendments;
- major development proposals; and
- Provincial highway infrastructure plans.

TransLink is also directed by the Regional Transportation Strategy to work with partner agencies toward the alignment of transportation and land use plans, and is committed to supporting the regional land use objectives in Metro Vancouver’s Regional Growth Strategy. These objectives include focusing growth in designated Urban Centres, Frequent Transit Development Areas, and along the Frequent Transit Network, with the goal of creating a compact urban area where jobs, housing and major trip generators are located to facilitate more trips by walking, cycling and transit. Key partner agencies include but are not limited to Metro Vancouver and its local governments, First Nations, the Province and the Port of Vancouver.

When TransLink staff review a partner agency plan, development or other initiative, the response considers potential impacts to the existing and future regional transportation system, including service, operations, infrastructure, network capacity, and potential cost-share funding opportunities, as all of these issues relate to transit, the Major Road Network (MRN), goods movement, walking and cycling.

DISCUSSION

While TransLink staff have many different touchpoints with partner agency staff, the list shown in Appendix 1 is specific to those plans, developments and other initiatives which meet the above-described legislated and policy mandates, and with which TransLink has been actively involved from March through August, 2018.
A significant new component of TransLink’s participation in partner agency planning is the recent completion of the Supportive Policies Agreements (SPAs) for the Surrey-Newton-Guildford LRT and the Millennium Line Broadway Extension. In June of this year, TransLink and the Cities of Surrey and Vancouver executed SPAs for the two new rapid transit projects, these SPAs forming a key part of the ‘Partnership Agreements’ required by the 10-Year Vision for major project investments.

Each of these two agreements includes commitments from the respective City to complete transit-supportive land use plans and initiatives for the new rapid transit corridor, as well as commitments to collaborate with TransLink on the development of those plans and initiatives. This new and proactive approach to integrated transportation and land use planning will provide closer TransLink involvement in municipal plan processes, and will be key to advancing the objectives for the two new rapid transit projects.

TransLink and municipal staff commenced work this summer to implement the SPAs and monitor progress on their commitments, a process already defined in the agreements and which will include reporting to the Board, Mayors’ Council, two City Councils, and senior Provincial staff. Work has begun on this implementation and monitoring, with the Province as well as Metro Vancouver also involved in discussions with municipal staff. It is expected that the first meetings of the two Monitoring Committees will take place by early December this year.

**CONCLUSION**

In accordance with legislated and policy mandates, TransLink staff continue to work with partner agency staff to coordinate on all planning activities relevant to the regional transportation system, in a manner that advances regional goals and which results in the most beneficial outcomes from regional transportation investments. Staff will continue to update the Committee of these activities on an ongoing basis.

Additional information regarding partner agency plans involvement and/or work on the SPAs can be provided if members of the Committee are interested in the specifics of any of the listed initiatives, including TransLink’s input.

**ATTACHMENTS**

APPENDIX 1: TransLink Participation in Partner Agency Plans, March - August, 2018
<table>
<thead>
<tr>
<th>PARTNER PLAN/INITIATIVE</th>
<th>SUMMARY</th>
<th>TRANSLINK PARTICIPATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC Ferries</td>
<td>BC Ferries is in the visioning phase for a redevelopment plan for the Horseshoe Bay terminal.</td>
<td>TransLink staff are participating as a stakeholder in the plan process. Key issues include multimodal connections and integration.</td>
</tr>
<tr>
<td>BC Ministry of Transportation and Infrastructure (MoTI)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brunette Avenue Interchange redesign</td>
<td>The Ministry has proposed options to re-align the Brunette Avenue interchange over Highway 1.</td>
<td>TransLink staff have participated in work with MoTI, New Westminster, and Coquitlam, to review project objectives and develop a framework for discussing potential option refinements. Next steps are yet to be confirmed.</td>
</tr>
<tr>
<td>BURNABY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burnaby Transportation Plan</td>
<td>The City is currently reviewing Burnaby’s road network, cycling and walking infrastructure and connections to transit.</td>
<td>TransLink and Burnaby staff have been in discussions regarding the early phases of the Plan update. Following further engagement and a public consultation program in late 2018/early 2019, the final Plan is expected by late 2019.</td>
</tr>
<tr>
<td>9850 Austin Rd (Lougheed Station re-development)</td>
<td>Pinnacle Development has acquired the lands adjacent to the Lougheed town centre station at 9850 Austin Road and is proposing three mixed use towers above 8 stories of underground parking</td>
<td>TransLink staff met with Pinnacle Development regarding their proposal. Major redevelopment with AID implications. Road realignment, bus stop relocation and bus loop repurposing are proposed.</td>
</tr>
<tr>
<td>COQUITLAM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Centre Area Plan Update</td>
<td>The City is updating land uses and policies for the city centre area, focused around the stations along the Evergreen extension.</td>
<td>Key issues under discussion include potential impacts to MRN, bus priority measures, and park and ride revenues, as well as property redevelopment around Coquitlam Central Station.</td>
</tr>
<tr>
<td>Fraser Mills</td>
<td>An OCP amendment application was submitted for a large mixed-use and residential development at Fraser Mills, currently an industrial site.</td>
<td>TransLink provided comments on a technical memo related to potential transportation demand management measures for the site.</td>
</tr>
</tbody>
</table>
**DELTA**

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
</table>
| 120 Street (Scott Road) and 75A Avenue | An OCP amendment was submitted for a mixed-use development including commercial units, daycare, townhomes and a residential tower at the corner of 120 Street and 75A Avenue. | TransLink provided comments to the City related to the following, noting that the site is located on the Frequent Transit Network (FTN):  
• Locating a high density development on the FTN; and  
• Potential MRN concerns regarding the addition of a new laneway entrance on Scott Road. |
| 9553 120 Street | A rezoning application was submitted for a mixed-use development including commercial units at street level with a residential tower. The City also asked for comments regarding potential future rapid transit on 120 Street. | TransLink provided comments to the City related to the following, noting that the site is located on the FTN:  
• Locating a high density development on the FTN, and;  
• Current transit plans for 120 Street. |

**LANGLEY (TOWNSHIP)**

<table>
<thead>
<tr>
<th>Plan</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williams Neighbourhood Plan</td>
<td>The Township of Langley requested that Metro Vancouver amend the Regional Growth Strategy to re-designate two parcels from “Mixed Employment” to “General Urban” and from “General Urban” to “Mixed Employment”, to align with the Township’s Williams Neighbourhood Plan.</td>
<td>At the writing of this report, TransLink staff are in the process of finalizing comments in response to the Metro Vancouver referral requesting TransLink input into the proposed amendment (see separate report).</td>
</tr>
</tbody>
</table>

**METRO VANCOUVER**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Industrial Lands Strategy (RILS)</td>
<td>The RILS is meant to provide a vision for the future of industrial lands across the region to 2050, and actions for various stakeholders to achieve that vision.</td>
<td>TransLink is a partner in the Regional Industrial Lands Strategy (RILS) Advisory Committee (via Metro Vancouver’s Regional Planning Advisory Committee, or RPAC) as well as being represented on the RILS Task Force.</td>
</tr>
<tr>
<td>Lougheed Corridor Land Use and Monitoring Study</td>
<td>This Study is intended to complement TransLink’s ongoing work to implement the Lougheed B-Line and plan for longer-term investments by exploring transit-supportive land use and market opportunities with the partner municipalities, and by developing a monitoring program for the corridor.</td>
<td>TransLink is a partner in the Study’s staff working group, and will use land use findings from this Study as an input to the long-term transit planning for the Lougheed corridor.</td>
</tr>
</tbody>
</table>
### NEW WESTMINSTER

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>22nd Street Station Area Plan</td>
<td>The City is developing a plan for updated land uses and transit amenities around 22nd Street Station, including redevelopment of the bus exchange and station access and egress.</td>
</tr>
<tr>
<td>Downtown Strategic Transportation Study</td>
<td>The City is undertaking a study of the downtown area, including Royal Avenue and the Quayside community, to identify transportation-related issues impacting pedestrians, cyclists and auto users, and develop measures to address them.</td>
</tr>
<tr>
<td>Sapperton Transportation Plan</td>
<td>The City has prepared a plan that proposes a number of traffic calming measures, cycling improvements, and complete street upgrades for the Sapperton area.</td>
</tr>
<tr>
<td>Sapperton Station Plaza</td>
<td>The City and developer are proposing to remove part of the SkyTrain walkway, to integrate the station entrance with an adjacent plaza.</td>
</tr>
</tbody>
</table>

### NORTH SHORE

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated North Transportation Planning Project (INSTPP)</td>
<td>INSTPP is a now completed collaborative project with the Federal and Provincial Governments, Squamish and Tsleil-Waututh First Nations, both the City and District of North Vancouver, District of West Vancouver, and TransLink. The project was meant to identify short term actions to help manage congestion and to enable greater collaboration for integrated approach to North Shore transportation, one that is environmentally progressive, values safety, and improves the movement of people and goods.</td>
</tr>
<tr>
<td></td>
<td>The project was completed in late July 2018. The INSTPP report includes a set of recommendations that address access and mobility issues on the North Shore. The recommendations were comprehensive and broadly supported by partner agencies (more detail previously provided in separate report).</td>
</tr>
</tbody>
</table>
### NORTH VANCOUVER (DISTRICT)

**Maplewood Village Centre and Innovation District**

To provide increased transit service to the mixed use growth planned for the Maplewood area, the District of North Vancouver has proposed that the eastern terminus of the future Marine-Main corridor B-Line (to be implemented in 2019) be extended from Phibbs Exchange to Maplewood Village Centre and Innovation District.

TransLink staff have been in discussions with District of North Vancouver staff as well the developer for the Innovation District to consider options for potentially extending the B-Line to Maplewood, including both a possible service design (routing) as well as funding.

### PORT MOODY

**Flavelle site redevelopment**

The City of Port Moody requested that Metro Vancouver amend the site’s Regional Growth Strategy designation from General Industrial—Special Study Area to Mixed-Use Oceanfront district to allow redevelopment to a high density mixed use neighbourhood.

TransLink staff provided Metro Vancouver with comments in response to the proposed RGS amendment, noting significant issues related to transit generation and the loss of accessible industrial land (more detail previously provided in separate report).

### PORT OF METRO VANCOUVER

**Land Use Plan Amendments**

The Port has proposed amendments to the Port’s Land Use Plan to include in the Plan those sites newly acquired over the past year, and to remove those sites recently divested that are not located near any TransLink assets, and do not significantly generate demand for new transit services.

TransLink staff reviewed the proposed Land Use Plan amendments and determined that none of the changes pose implications for the regional transportation system.

### RICHMOND

**Lansdowne Centre redevelopment**

An OCP amendment application has been submitted for the Lansdowne Mall site, which would see high density residential and mixed-use development with pedestrian-oriented design next to Lansdowne Station.

TransLink staff have met with and provided comments to the City, focused largely on the location of high density mixed-use development adjacent to the rapid transit station, and the opportunity to improve pedestrian and cycling facilities in the area.
## SURREY

<table>
<thead>
<tr>
<th><strong>Guildford Town Centre / 104th Avenue Plan</strong></th>
<th>The City is undertaking a land use and transportation plan for 104th Avenue (Surrey City Centre to Guildford Mall) and Guildford Town Centre in support and advance of the future LRT line.</th>
<th>TransLink staff previously met with City staff in the development of the plan work, and will continue to engage and provide input, consistent with mutual commitments around collaboration which are set out in the Supportive Policies Agreement for the Surrey-Newton-Guildford LRT project.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hazelmere</strong></td>
<td>The City of Surrey requested that Metro Vancouver amend the Regional Growth Strategy (RGS) to create a 23.7 hectare non-contiguous extension of the RGS Urban Containment Boundary in the Hazelmere Valley. The amendment would allow for a development of 145 single family residences averaging one-quarter acre lot size, and an extension of the Greater Vancouver Sewerage and Drainage District Fraser Sewerage Area to service the development.</td>
<td>TransLink staff provided Metro Vancouver with comments in response to the proposed RGS amendment, noting that the proposal was inconsistent with the type of development that will advance the RTS headline targets, and also noting the lack of planned transit service expansion in the area (more detail previously provided in separate report).</td>
</tr>
<tr>
<td><strong>9677 King George Boulevard</strong></td>
<td>A 271 unit development has been proposed, with ground floor commercial space and four levels of parking located on King George Boulevard between 97a Avenue and 96 Avenue.</td>
<td>TransLink staff have been engaging with City staff, and have requested additional information to help clarify potential impacts on the MRN.</td>
</tr>
</tbody>
</table>

## VANCOUVER

<p>| <strong>False Creek Flats (East-West) arterial</strong> | The City is working to identify a new arterial road through False Creek Flats. This new arterial would allow the City to downgrade Prior to a local street and create a new east-west connection by building an over or underpass to separate the road from the rail corridor. | TransLink staff participated in a stakeholders meeting to discuss the Community Panel process that will be used to select the route for the grade-separated arterial in the False Creek Flats. TransLink will be providing input into the Community Panel’s Terms of Reference and learning program, based on our interest of ensuring that the route selected maximizes continued transit access for Strathcona residents, and retains existing goods movement capacity and functionality for the area’s industrial and distribution uses. |</p>
<table>
<thead>
<tr>
<th>Plan Description</th>
<th>Description</th>
<th>TransLink Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Fraser Lands Transit Study</td>
<td>The City is leading a technical study with TransLink involvement to assess options for improving transit to the East Fraser Lands (River District) area.</td>
<td>TransLink staff participated in two City-led open houses and have had ongoing meetings with City staff to provide transit planning input. TransLink staff have now received the draft Study report and will be providing comments.</td>
</tr>
</tbody>
</table>
| Arbutus Greenway | The City of Vancouver is developing a plan and design for the future of the Arbutus Greenway. | TransLink met recently with City staff to discuss key issues, including:  
- Potential MRN impacts at key crossing points;  
- Southern connection to the Fraser River;  
- The Major Bike Network and opportunities from TransLink cost-sharing funding for cycling and walking projects.  
While the City’s long-term proposition is for streetcar in the corridor, the current design work is not addressing technology, other than to reserve space for a potential future streetcar. |
| Nanaimo Complete Street Project | The City of Vancouver is embarking on a complete streets project redesign of Nanaimo Street to prioritize sustainable transportation choices. | TransLink staff provided early comments on the overall concept and will meet with City staff to further discuss key issues, including potential:  
- MRN and goods movement impacts;  
- Transit service operations challenges during construction;  
- Bus stops consolidation;  
- Walking and cycling improvements. |
| False Creek South Neighbourhood Plan | The City is initiating a neighbourhood planning program for False Creek South that will help renew the area and guide growth over the long-term. | TransLink staff met with City staff, and will have more involvement as the plan develops. Key issues identified to date include:  
- The need for connectivity and public realm improvements  
- Potential MRN and truck route impacts |
| St. Paul’s Hospital and Health Campus Plan | This plan will guide the development of the new St. Paul’s site in the False Creek Flats, including land use, sustainability, transportation, density, building types and heights, amenities, phases of development, and other site specific considerations. | TransLink staff have provided feedback to the City in terms of accommodating transit service at the new hospital site. |
| Places for People Downtown: Public Space Strategy | The City is developing a public realm plan to deliver public spaces, places, and experiences in the downtown peninsula: the Central Business District, Coal Harbour, West End, Yaletown, and Northeast False Creek. | TransLink met with City staff for a kick off meeting to discuss the project and how TransLink staff could be engaged in the Strategy’s development. Key issues discussed include:  
- Potential implications for layover  
- Potential rerouting  
- Improving public realm around SkyTrain stations and major bus stops  
The City will continue to consult with TransLink staff as the Strategy progresses. |
TO: Board of Directors  
FROM: Geoff Cross, Vice President, Transportation Planning and Policy  
DATE: September 5, 2018  
SUBJECT: Proposed Amendment to Metro Vancouver’s Regional Growth Strategy: Williams Neighbourhood, Township of Langley  

EXECUTIVE SUMMARY  
Metro Vancouver recently requested TransLink comment on a proposed amendment to the regional growth strategy (RGS), for a land use designation change related to the Township of Langley’s Williams Neighbourhood Plan. Given the response deadline, TransLink Management provided Metro Vancouver with comments regarding the proposed amendment, but will continue past practice of seeking a Board response for future RGS amendment referrals, time permitting within Metro Vancouver’s deadline.  
While the Metro Vancouver Board has to consider multiple objectives when considering a possible amendment to the RGS, TransLink’s role is to advise on the implications to regional transportation. It is Management’s perspective that the proposed amendment discussed in this report will not result in any significant implications for the regional transportation system.

PURPOSE  
The purpose of this report is to inform the Board of (1) a recently requested amendment to Metro Vancouver’s regional growth strategy (RGS), Metro Vancouver 2040: Shaping Our Future (Metro 2040), and (2) the comments provided to Metro Vancouver by TransLink Management, regarding the regional transportation system implications of the proposed amendment.

BACKGROUND  
TransLink is mandated under the South Coast British Columbia Transportation Authority Act to provide a regional transportation system that supports the RGS and further to review and advise Metro Vancouver regarding the regional transportation system implications of proposed RGS amendments. TransLink is considered by Metro Vancouver to be an “affected local government“ and is therefore required to be notified and invited to comment on proposed amendments.

DISCUSSION  
TransLink recently received notification regarding an RGS amendment advanced by the Metro Vancouver Board, proposing that two parcels of land in the Township of Langley’s Williams Neighbourhood be redesignated from “Mixed Employment” to “General Urban” and from “General Urban” to “Mixed Employment”. Given that the requested response deadline was prior to the September/October Board meetings cycle, TransLink Management responded to Metro Vancouver regarding the regional transportation system implications of this proposal. Management typically seeks
Board resolutions on responses to RGS amendment requests and will continue to do so going forward, as Metro Vancouver deadlines permit.

The intent of the amendment is to provide a transition area between an established residential neighbourhood and the future (designated but not developed) light industrial/employment lands located immediately east of that residential area. The Township of Langley’s current RGS amendment proposal would redesignate 4 ha of Mixed Employment to General Urban and 2 ha of General Urban to Mixed Employment, in the Williams Neighbourhood (Willoughby area), near to 212th Street and just south of Highway 1. The RGS defines Mixed Employment as areas meant for industrial, commercial and other employment related uses to help meet the needs of the regional economy, and defines General Urban as areas meant for residential neighbourhoods and centres, supported by shopping, services, institutions, recreational facilities and parks. The redesignation would align with the Williams Neighbourhood Plan and enable the Township to give the Plan final approval.

The subject site is as shown below in the map provided by Metro Vancouver:

The amendment was advanced by the Metro Vancouver Board of Directors at their June 22, 2018 meeting, to be referred for comment from affected local governments but with no requirement for a regional public hearing, given that it is considered a “Type 3 minor amendment”. The report from Metro Vancouver staff noted no issues of concern and considered it a relatively minor and administrative (“fine tune”) issue.

While the proposed RGS amendment itself is minor in nature and poses no implications for the regional transportation system, it should be noted that in relation to growth in this broader neighbourhood generally, the area has limited bus service and is not identified for transit expansion in the 10-Year
Vision for Metro Transportation. This information has previously been relayed to Township staff as part of the earlier OCP amendment process for the Williams Neighbourhood Plan, and was further noted in the response comments to Metro Vancouver (Attachment 1).

Also worth noting as part of the area context is that, in addition to a new Highway 1 interchange planned for 216th Street, the segment of 216th Street between 80th Avenue and Highway is currently under evaluation for potential inclusion in the Major Road Network (MRN). Neither the interchange planning nor the possible MRN designation is expected to be impacted by the proposed RGS amendment.

**CONCLUSION**

Metro Vancouver recently requested TransLink comment on a proposed amendment to the regional growth strategy (RGS), for the Williams Neighbourhood Plan in the Township of Langley. Given the timing of the Metro Vancouver response deadline, TransLink Management provided Metro Vancouver with comments regarding this proposed amendment, but will continue past practice of seeking a Board response for any future RGS amendment referrals, time permitting within Metro Vancouver’s deadlines.

**ATTACHMENTS**

ATTACHMENT 1: Letter from TransLink to Metro Vancouver dated September 5, 2018 (Williams Neighbourhood Plan RGS Amendment)
September 5, 2018

Greg Moore
Chair, Metro Vancouver Board
Metrotower III, 4730 Kingsway
Burnaby, BC  V5H 0C6

Dear Mr. Moore,

Re:  *Metro Vancouver 2040: Shaping our Future* Land Use Designation Amendment Request from the Township of Langley – Williams Neighbourhood Plan

Thank you for your letter dated July 26, 2018, providing TransLink with the opportunity for comment on the regional growth strategy amendment request from the Township of Langley for the Williams Neighbourhood Plan.

We have reviewed the proposed amendment and are providing our comments based on:

- Our legislated mandate in the *South Coast British Columbia Transportation Authority Act* to "...review, and advise the Greater Vancouver Regional District... regarding the implications to the regional transportation system of... the regional growth strategy and any amendments to it";

- Our legislated mandate also stated in our Act to provide a regional transportation system that supports Metro Vancouver’s regional growth strategy (RGS); and

- Our *Regional Transportation Strategy* (RTS) direction to work with partner agencies toward aligned transportation and land use.

Following our assessment, we have determined that the proposed *Metro 2040* redesignation of portions of the Williams Neighbourhood Plan area from Mixed Employment to General Urban (4 ha) and from General Urban to Mixed Employment (2 ha) does not have any significant implications for the regional transportation system.
In terms of broader geographic context, we note that the Williams Neighbourhood area has limited bus service and is not identified for transit expansion in the 10-Year Vision for Metro Transportation. This information has previously been relayed to Township staff as part of the earlier OCP amendment process for the Williams Neighbourhood Plan.

**Conclusion**

The proposed RGS Amendment for the Williams Neighbourhood Plan does not bear any negative impacts to the regional transportation system.

Thank you again for the opportunity to comment on this requested amendment. We look forward to continued coordination with Metro Vancouver and the Township of Langley related to the Williams Neighbourhood Plan, and would be pleased to discuss these comments further if you have any questions or clarifications regarding our response.

Sincerely,

[Signature]

Geoff Cross
Vice President, Transportation Planning & Policy

cc: Neal Carley, General Manager, Parks, Planning and Environment, Metro Vancouver
    James Stiver, Manager, Growth Management and Transportation, Parks Planning and Environment
EXECUTIVE SUMMARY

In response to concerns raised by delegations at previous Board meetings and in anticipation of continued increasing density around the SkyTrain system, Management commissioned a SkyTrain Noise Study (the Study) to measure the system-generated external noise around the Expo and Millennium Lines, and to assess causes and possible mitigations. The Study found that noise levels vary considerably along the network, with the highest recorded levels at some locations immediately fronting the system exceeding desirable thresholds.

The Study concludes that track condition, including rail roughness, corrugation, track defects, and/or worn switches, results in the greatest variation of noise levels across the network and should be the primary focus of mitigation measures. Management is considering the recommended mitigation measures in the context of ongoing maintenance activities, planned upgrades, financial implications, impacts on customer service, possible pilot applications, and other considerations. A further update will be presented to the Board in March 2019.

PURPOSE

This report summarizes the results of the SkyTrain noise study and identifies potential next steps to pilot and evaluate mitigation measures.

BACKGROUND

The SkyTrain system was initially conceived and built more than 30 years, at a time when residential density along the line was relatively limited. In the intervening decades, service levels and train lengths have increased, and equipment has worn. At the same time densification of residential housing in proximity to transit has emerged as a highly desirable development attribute to help meet the region’s sustainability and mobility objectives.

Between 2014 and 2017, TransLink received an increased number of noise complaints from residents adjacent to the SkyTrain network. Following an analysis of these complaints, TransLink initiated the SkyTrain Noise Study (the Study) to examine noise, as experienced either outside the train or station, caused by the day-to-day operation of the Expo & Millennium Lines. The Study’s objectives were to quantify noise levels, identify its impact on residents, and identify possible mitigation measures to reduce the noise levels.

The Study collected measurements and observations at 32 locations distributed around the network between February and June 2018. Additional noise measurements were conducted inside a test train as it traversed the network. This report summarizes key results from the Study.
DISCUSSION

No previously established noise level criteria exist for the Expo and Millennium Lines. In order to assess and benchmark noise levels, the Study referenced World Health Organization recommendations,¹ which identify a maximum passby noise level of 75 decibels (dBA) at the façade of residential buildings. Higher noise levels could be acceptable if adjacent buildings incorporated non-standard building construction and specialized acoustic design. Otherwise, levels above 75 dBA could adversely impact the quality of life for adjacent residents.

The results of the Study indicate that noise levels at residential facades vary considerably. Typically, residential areas within half-a-block of the SkyTrain system are most likely to be exposed to system noise. Residential buildings immediately fronting the system are exposed to the highest noise levels. In some cases maximum noise levels in the order of 90 dBA were measured (see embedded map for a sample segment). This noise is predominantly caused by the rolling contact of steel wheels of the train on the steel rails (wheel/rail rolling noise).

Factors such as temperature, weather condition, and wheel condition had only minor effect on the noise levels, as did train type (Mk I, II, and III trains all resulted in similar external noise levels). Based on the analysis, the main contributing factors to high noise levels are:

- Train speed, with highest noise levels occurring adjacent to high speed sections of track;
- Proximity and elevation of the residence; and
- Track condition.

The analysis concluded that track condition was the predominant, controllable factor that contributes to high noise levels, and which varies depending on the state of the asset. Rail roughness, corrugation, track defects and/or worn switches result in noise levels that can be upwards of 15dB greater than corresponding locations with track and/or switches in good condition.

Based on the analysis, a list of 17 noise mitigation options were identified and reviewed to assess their feasibility and effectiveness. This original list of options was subsequently narrowed to a short-list of six recommended measures:

<table>
<thead>
<tr>
<th>dBA</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>70-75</td>
<td>Loud radio or television (Target Range)</td>
</tr>
<tr>
<td>75-80</td>
<td>Curbside of busy street</td>
</tr>
<tr>
<td>80 - 85</td>
<td>Construction site with pneumatic hammering</td>
</tr>
<tr>
<td>85 - 90</td>
<td>Loud car horn at 3 metre</td>
</tr>
<tr>
<td>&gt;90</td>
<td></td>
</tr>
</tbody>
</table>

¹ World Health Organization, Guidelines for Community Noise, 1999
1. Improve switch maintenance practices
2. Improve rail grinding practices
3. Install rail dampers
4. Re-introduce top-of-rail friction modifiers
5. Investigate head-hardened rail in place of current rail standard
6. Develop guidelines for new residential developments near SkyTrain

Upcoming Evaluation and Analysis
Implementing the first two measures would require changing the maintenance process to identify, repair, and replace worn switches sooner and improving rail grinding practices to achieve an acoustic grinding specification. The third measure would attached mass-spring dampers to the rail in-between existing fasteners to reduce vibration and resulting noise.

Measures four and five would not reduce current noise levels, but combined with measures one through three may prolong the interval between required maintenance by discouraging the formation of rail corrugation and resulting noise.

Additional analysis is required to determine the quantitative impact on noise levels, as well as develop the ideal design of each measure and the optimal mix and integration of measures with SkyTrain maintenance, planned upgrades, and other priorities. Management is assessing these measures to determine feasibility, quantifiable benefits, expected cost, potential for pilot applications and other implications. Management expects to report back to the Board on the assessment findings in six months (March 2019).

The sixth mitigation recommendation is to develop noise mitigation guidelines for new residential developments in proximity to the SkyTrain guideway. Consultation is required with the development industry and the seven municipalities that regulate development adjacent to SkyTrain. Management proposes to initiate development of these guidelines in 2019.

Customer and Neighbour Impact
The external noise issue impacts the neighbours of the system, many of whom are also customers. The Study demonstrates that the noise level for residents immediately fronting the rail network exceeds desirable levels for an urban environment. Residents in older buildings or buildings without air conditioning are most impacted. The increase in frequency, size, and number of trains directly impacts noise levels. As TransLink plans for higher levels of service in the future and development in proximity to SkyTrain remain attractive for the region's sustainable future, noise is an issue that needs to be proactively managed.

At the same time, and subject to further reviews, better proactive management of the noise issue (for example, more frequent rail grinding) may result in increased service disruptions (single-tracking) that would impact the customer experience. These potential impacts are being considered as part of the ongoing assessment of recommendations.

Financial Impact
The implementation of mitigation measures could have a sizable impact on capital and operating and maintenance expenditures. Management is assessing the magnitude of this impact and will report back to the Board with another progress report in March 2019.
Communications
The Study was conducted with input from a Community Advisory Committee (CAC), comprised of residence from across the network that had previously made noise complaints. CAC members are interested in how TransLink will respond to the findings, reiterate that current noise levels are problematic, and are eager to know when TransLink will address noise levels.

The CAC provided recommendations regarding ways to communicate the report and its findings to the local community. They encouraged the use of noise equivalencies, additional visual elements, and increased transparency in communicating the result to the community.

Management is developing a summary to communicate the results and indicate next steps. A dedicated Noise Study email address is maintained by TransLink Communications, and is a means to receive inquiries regarding the noise study, and communicate directly with customers and residents regarding their concerns.
To: Board of Directors  
From: Sany Zein, Vice President, Infrastructure Management and Engineering  
Date: September 7, 2018  
Subject: North Langley Truck Route Review  

PROPOSED RESOLUTION:  
That the TransLink Board of Directors approve the Township of Langley request to remove the truck route designation for the following routes in North Langley:

a) Glover Road from 88 Avenue to the Fraser River;
b) 96 Avenue from 216 Street to Glover Road;
c) Mavis Avenue from Glover Road to River Road;
d) River Road from Mavis Avenue to 240 Street; and
e) 88 Avenue east of 264 Street;

effective upon the Township of Langley making the following additions to the designated truck route network:

a) Rawlison Crescent between 232 Street and 240 Street; and
b) 240 Street between Rawlison Crescent and River Road.

EXECUTIVE SUMMARY  
In accordance with the South Coast British Columbia Transportation Authority (SCBCTA) Act, Part 2 Section 21, the Township of Langley submitted a Council-endorsed request in a letter dated July 5, 2018 to remove several truck routes in the North Langley area. TransLink engaged the services of an independent engineering consultant to conduct a technical review of the proposed truck route removals. Management concurs with the conclusions from the technical review and supports the Township’s request, which forms the basis for the Proposed Resolution, and recommends that the TransLink Board approve the request.

PURPOSE  
The purpose of this report is to summarize the results of the technical review of the Township of Langley’s request to remove the truck route designation on a number of truck routes in the North Langley area, and to communicate TransLink Management’s recommendations.
BACKGROUND

The *South Coast British Columbia Transportation Authority* (SCBCTA) Act, Part 2 Section 21 requires Municipalities to seek TransLink approval for any action that would prohibit the movement of trucks on any road in the transportation service region.

21 (2) Despite the Community Charter, the Vancouver Charter or any other enactment but subject to subsection (3) of this section, a municipality must not, without the approval of the authority, take, authorize or permit any action that would prohibit the movement of trucks on all or any part of a highway in the transportation service region.

Consistent with the Township’s truck route bylaw, removing the truck route designation would prohibit trucks from using a downgraded road for through-travel and is therefore subject to review under Section 21 (2) of the SCBCTA Act.

TransLink’s *Standard Operating Procedure INM-005* (Appendix 1) guides the review and analysis of municipal requests for changes to truck routes. Municipalities are advised to follow this procedure and provide supporting information to assist TransLink in the review process. The starting point in the process is a Council resolution endorsing the changes. TransLink reviews requested changes as submitted by a municipality. If the analysis of the proposed changes shows that they would compromise the continuity and completeness of the truck route network, it is incumbent on the municipality to identify appropriate mitigation measures, which could include the designation of new (alternate) truck routes. However, additions to the truck route network are outside TransLink’s authority under the SCBCTA Act.

DISCUSSION

The Township of Langley submitted a Council-endorsed request to remove a number of truck routes in North Langley in June 2017. Management engaged the services of Urban Systems Ltd. to conduct an independent technical review of the proposed changes. The review showed that the entire package of proposed truck route removals cannot be accommodated without compromising the connectivity, completeness, and resilience of the road network for goods movement in and through the North Langley area. However, the technical review also identified three alternate packages of truck route removals and mitigation measures that would balance local objectives and preferences with maintaining key goods movement links in the area.

Management summarized the results of the technical review in a memorandum that was sent to the Township in conjunction with the Technical Review report. Township of Langley Council subsequently endorsed a revised proposal consistent with one of the alternate packages of truck route removals. The revised proposal, which was submitted to TransLink in July 2018, and the original proposal are included in Appendix 2 and 3, respectively.

Scope and Rationale for the Requested Changes

The Township’s truck route removal request is shown in Exhibit 1. The rationale for these changes dates back to 2011, when residents in the Fort Langley area approached the Township about removing the truck route designation on Glover Road through Fort Langley. Fort Langley is a national historic site and popular visitor destination, and the truck route designation competes with Glover Road’s function as a main street with shops, restaurants, and pedestrian traffic.
Furthermore, significant changes to the road network in the area, including the construction of the Golden Ears Bridge, discontinuation of the Albion Ferry service, completion of the Port Mann Highway 1 (PMH1) Project, and South Fraser Perimeter Road (SFPR) have resulted in a reduction in truck traffic on municipal routes through the area (see Exhibit 2).

**Exhibit 2: Historical and Current Average Daily Weekday Truck Volumes in North Langley**

<table>
<thead>
<tr>
<th>Location</th>
<th>2012</th>
<th>2016</th>
<th>Difference</th>
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<tbody>
<tr>
<td>Glover Road north of 88 Avenue</td>
<td>850</td>
<td>250</td>
<td>-600</td>
</tr>
<tr>
<td>216 Street north of 88 Ave</td>
<td>700</td>
<td>50</td>
<td>-650</td>
</tr>
<tr>
<td>88 Avenue east of 216 Street</td>
<td>140</td>
<td>100</td>
<td>-40</td>
</tr>
<tr>
<td>96 Avenue east of 216 Street</td>
<td>300</td>
<td>180</td>
<td>-120</td>
</tr>
<tr>
<td>Glover Road South of 88 Avenue</td>
<td>570</td>
<td>350</td>
<td>-220</td>
</tr>
<tr>
<td>72 Avenue east of 232 Street</td>
<td>85</td>
<td>240</td>
<td>+155</td>
</tr>
</tbody>
</table>

Source: CTS Study, April 12, 2017

There are also two “stubs” that no longer function as a truck route. Their removal would have limited impact on the movement of goods in and through North Langley. Glover Road north of Mavis Avenue to the Fraser River terminates at the river and has not functioned as a truck route since the Albion Ferry Service was discontinued. Its removal would have no impact on the through-movement of trucks, and consistent with the Township’s truck route bylaws, local access would be maintained. River Road east of 264 Street terminates as a designated truck route at the border with Abbotsford – i.e., River Road/91
Ave is not a designated truck route east of 27600 block. Its removal would eliminate the discontinuity in the truck route network between the two municipalities.

Public and Stakeholder Consultation

Consistent with TransLink’s Standard Operating Procedure INM-005, the Township undertook public and stakeholder consultations about the proposed changes to the truck route network. The results of a public information session held in June 2017 are summarized in a Township Memorandum to Mayor and Council dated April 5, 2018 (Appendix 4). Few of the comments and written feedback that the Township received expressed opposition to the removal of any of the proposed truck routes. The vast majority of comments focused on the proposal to add 216 Street between Hwy 1 and 88 Avenue to the truck route network, which the Township is no longer considering.

Stakeholders submitting comments included the City of Surrey, City of Langley, and BC Trucking Association (Appendix 5). Of the stakeholder groups listed for consultation in the Standard Operating Procedure, BCTA was the only organization to formally submit concerns about some aspects of the Township’s original proposal. However, having reviewed the findings of the technical analysis and the Township’s revised proposal, BCTA is supportive of the recommended package of truck route removals. Follow-up correspondence between BCTA and TransLink is provided in the Appendix.

Alternatives

Management considered the following alternatives.

Alternative 1 – Approve the Township’s revised proposal.

This alternative is supported by Management and is consistent with the outcome of the technical review. Consistent with the Township’s revised proposal, the approval should be made contingent on the addition Rawlison Crescent between Glover Road and 240 Street, and 240 Street between Glover Road and River Road to the truck route network.

Alternative 2 – Approve one of the other alternate packages of truck route removals.

This alternative is not supported by Management given that it would involve TransLink choosing among options with similar impacts from a regional goods movement perspective, that may however be viewed more or less favourably by the Township and local stakeholders. It would also entail revising a standing Council resolution, which would be inconsistent with the truck route review process.

Alternative 3 – Deny the revised package of truck route removals.

This alternative is not supported by Management given that the technical review showed changes to the truck route network in North Langley are feasible and can be implemented without unduly compromising goods movement in and through the area.

Risk Assessment

There are no significant financial or operational risks for TransLink associated with the alternatives identified in this report. There is public relations risk, but it is not directly linked to the review of the proposed truck route removals. The construction of the new Highway 1 interchange at 216 Street has
garnered considerable public attention, particularly with respect to proposals to add 216 Street between Highway 1 and 88 Avenue to the truck route network.

The technical review showed that the addition of 216 Street between Highway 1 and 88 Avenue to the truck route network is not a significant factor in maintaining key goods movement links in the area, and therefore has no direct bearing on the proposed truck route removals. Consistent with this finding, the Township has indicated that it no longer intends to add this section of 216 Street to the truck route network.

Financial Impact

The proposed resolutions in this report carry no financial implications for TransLink.

Communications

Management will prepare a letter to formally communicate the outcome of the Board of Directors’ decision to the Township of Langley.

CONCLUSION

Management agrees with the conclusions of the technical review of the Township of Langley’s proposed truck route changes in North Langley. Management recommends that the Board of Directors approve the removals listed below contingent on the addition of Rawlison Crescent between 232 Street and 240 Street, and 240 Street between Rawlison Crescent and River Road to the truck route network, as proposed by the Township of Langley.

Truck Route Removals Recommended for TransLink Board Approval:

a) Glover Road from 88 Avenue to the Fraser River;
b) 96 Avenue from 216 Street to Glover Road;
c) Mavis Avenue from Glover Road to River Road;
d) River Road from Mavis Avenue to 240 Street;
e) 88 Avenue east of 264 Street.
## SOP: Truck Route Review Process Guidelines

<table>
<thead>
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<th>SOP #</th>
<th>INM-005 (Rev 00)</th>
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<tbody>
<tr>
<td>Owner</td>
<td>TransLink Infrastructure and Network Management Department</td>
</tr>
<tr>
<td>Purpose of the SOP</td>
<td>The purpose of this Standard Operating Procedure is to provide guidance on the process to review municipal requests to remove truck routes from the regional road network (see Exhibit 1).</td>
</tr>
<tr>
<td></td>
<td>The South Coast British Columbia Transportation Authority Act (SCBCTA) Part 2 Section 21 requires Municipalities to seek TransLink approval for any action that would prohibit the movement of trucks on any road in the transportation service region.</td>
</tr>
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<td></td>
<td>(2) Despite the Community Charter, the Vancouver Charter or any other enactment but subject to subsection (3) of this section, a municipality must not, without the approval of the authority, take, authorize or permit any action that would prohibit the movement of trucks on all or any part of a highway in the transportation service region.</td>
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### Approved by

<table>
<thead>
<tr>
<th>Project Manager (if applicable)</th>
<th>Phoebe Cheung/Helen Cook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Infrastructure and Network Management</td>
<td>Sany Zein</td>
</tr>
<tr>
<td>VP, Infrastructure Management and Engineering</td>
<td>David Beckley</td>
</tr>
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### SOP No. INM-005: Revision History

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<tr>
<th>Revision Number</th>
<th>Date of Revision</th>
<th>Brief description of revision(s)</th>
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<tr>
<td>Rev 00</td>
<td>February 2014</td>
<td>First version for internal distribution</td>
</tr>
</tbody>
</table>
Exhibit 1: Truck Route Review Process

Municipal Request:
Truck Bylaw Changes

- Justification
- Traffic volume, travel time & re-assignment (peak and non-peak periods)
- Effect on adjacent routes/municipalities
- Emergency access
- Other modes - bicycles, pedestrians, etc.
- Current and future land use
- Net impacts (GHG, noise, etc.)

Official Request per Council Resolution

Feedback

Stakeholder Consultations
(by Municipality)

To include:
- MoT
- Port Metro Vancouver
- VVR
- BC Trucking Association
- Greater Vancouver Gateway Council
- Metro Vancouver
- Adjacent Municipalities

TransLink Preparces
Technical Report
and Due Diligence

Legal Review
(TransLink)

Staff Report and
Executive Review
(TransLink)

TransLink Board
Review & Final
Decision

Approved
Not Approved

TransLink informs
Municipality of Board
Decision

Action By:
- Municipality
- TransLink

SOP#: INM-005 (Rev 00)
July 5, 2018

TransLink
Roads and Goods Movement Initiatives Infrastructure Program Management
400-287 Nelsons Court
New Westminster, BC  V3L 0E7

Attention: Greg Kolesniak, Project Manager

Dear Mr. Kolesniak:

Re: North Langley Truck Route Amendments Revised Submission

Thank you for your letter of May 28, 2018 regarding the TransLink review of the Township of Langley’s previous submission for amendments to the truck route network in north Langley. Following a review of the TransLink memorandum and Urban Systems’ review of the previous submission, a revised North Langley Truck Route proposal was prepared and submitted to Township Council at their Regular Afternoon Meeting of June 25, 2018. At that meeting, Council passed the following resolutions:

That Council direct staff to submit a revised application to TransLink for the North Langley Truck Route and bring forward amendments to the Highway and Traffic Bylaw, as necessary, to incorporate the following modifications:

- Remove the truck route designation for Glover Road from 88 Avenue to the Fraser River;
- Remove the truck route designation for 96 Avenue from 216 Street to Glover Road;
- Remove the truck route designation for Mavis Avenue from Glover Road to River Road;
- Remove the truck route designation for River Road from Mavis Avenue to 240 Street;
- Remove the truck route designation for 88 Avenue east of 264 Street;

That Council direct staff to bring forward additional amendments to the Highway and Traffic Bylaw, upon receiving TransLink approval of the revised application, to incorporate the following modifications:

- Designate Rawlison Crescent from 232 Street to 240 Street as a truck route;
- Designate 240 Street from Rawlison Crescent to River Road as a truck route;

That Council direct staff that when the bylaw to amend the Master Transportation Plan (Highway and Traffic Control Bylaw) regarding truck routes comes to Council for approval, a public hearing style meeting to allow public input be specifically included in this process; and further

That Council direct staff that the designation of 216 Street as a Truck Route from Highway 1 north to 88 Avenue be withdrawn.
North Langley Truck Route Amendments Revised Submission

Under the South Coast British Columbia Transportation Authority Act (SCBTA) Part 2, Section 21, TransLink’s approval is required if a municipal bylaw is created or amended that would prohibit the movement of trucks on a highway in the transportation service region. This letter is the Township’s revised application to seek TransLink approval for amending the Township of Langley Truck Route Network by removing the following routes:

- Glover Road from 88 Avenue to the Fraser River
- 96 Avenue from 216 Street to Glover Road
- Mavis Avenue from Glover Road to River Road
- River Road from Mavis Avenue to 240 Street
- 88 Avenue east of 264 Street

As per TransLink’s Truck Route Review Process Guidelines, it is our understanding that TransLink approval is not required for the addition of truck routes. However, the TransLink memorandum and Urban Systems’ review indicated that the removal of the proposed truck routes above, would be conditional on the addition of their replacement with a suitable alternative route between Highway 1 and areas east of Fort Langley. The Township is proposing the addition of the following routes to the Township of Langley Truck Route Network:

- Rowlison Crescent from 232 Street to 240 Street
- 240 Street from Rowlison Crescent to River Road

In accordance with the TransLink Truck Route Review Process Guidelines, the Township’s previous submission included input received from stakeholders and the public. As noted in the Council resolution, additional opportunities for input will be available as part of the future bylaw amendment process. Please advise us if additional consultation is required at this time. Further, based upon the information in the TransLink memorandum and the Urban Systems review, the designation of 216 Street north of Highway 1 to 88 Avenue as a truck route is not required to support the proposed removals and is not being pursued at this time.

Thank you for your assistance and review of the Township’s previous submission. We anticipate that the revised submission will be viewed more favorably by TransLink staff and the board. If you have any questions or require further information, I can be contacted at 604.533.6183 or at pcordeiro@tol.ca.

Yours truly,

[Signature]

Paul Cordeiro, P.Eng.
MANAGER, TRANSPORTATION ENGINEERING

Copies to: Jeff Busby, Director of Infrastructure Program Management and Engineering, TransLink
Mark Bakken, Chief Administrative Officer, Township of Langley
Ramin Seifi, General Manager, Engineering and Community Development, Township of Langley
James Sun, Transportation Engineer, Township of Langley
June 21, 2017

TransLink
Roads and Goods Movement Initiatives Infrastructure Program Management
400-287 – Nelsons Court
New Westminster, BC V3LOE7

Attention: Greg Kolesniak, Project Manager

Dear Mr. Kolesniak:

Re: North Langley Truck Route Amendments

At the Monday May 8, 2017 Township of Langley Council meeting, the following resolution was passed by Council:

*That Council direct staff to initiate application to TransLink, conduct a public information session to respond to questions and provide additional information as needed, and bring forward amendments to the Highway and Traffic Bylaw, as necessary to incorporate the following modifications:*

**A) 216 Street Interchange:**
- Designate 216 Street from 88 Avenue to the new interchange at Trans-Canada Highway No. 1 as a truck route; and
- Designate 216 Street from the new interchange at Trans-Canada Highway No. 1 to provincial Highway No. 10 as a truck route.

*That Council direct staff to incorporate the following modifications:*

**B) Fort Langley:**
- Remove the truck route designation for Glover Road from Rawlison Crescent to River Road;
- Remove the truck route designation for 96 Avenue from 216 Street to Glover Road;
- Remove the truck route designation for 88 Avenue from 216 Street to Glover Road;
- Remove the truck route designation for Mavis Avenue from River Road to Glover Road;
- Remove the truck route designation for River Road from Mavis Avenue to 240 Street;
- Remove the truck route designation for River Road east of 264 Street;
- Designate Rawlison Crescent from 232 Street to 240 Street as a truck route; and
- Designate 240 Street from Rawlison Crescent to River Road as a truck route
Under the South Coast British Columbia Transportation Authority Act (SCBCTA) Part 2, Section 21, TransLink's approval is required if a municipal bylaw is created or amended that would prohibit the movement of trucks on a highway in the transportation service region. This letter is the Township's application to seek TransLink's approval for amending the Township of Langley's Truck Route Network by removing the following routes:

- Glover Road from Rawlison Crescent to River Road
- 96 Avenue from 216 Street to Glover Road
- 88 Avenue from 216 Street to Glover Road
- Mavis Avenue from Glover Road to River Road
- River Road from Mavis Avenue to 240 Street, and
- River Road east of 264 Street

As per TransLink’s Truck Route Review Process Guidelines, the municipality is required to provide supporting information to justify the proposed truck route removals and consult stakeholders regarding the proposed truck route amendments. It is our understanding that TransLink's approval is not required for the addition of truck routes. For your information and in support of TransLink’s review and approval of the above noted removals from the truck route, the Township proposes amending the Truck Route Network by adding the following routes to ensure connectivity of the network and the effective movement of goods and services:

- 216 Street from 88 Avenue to the new interchange at Highway No.1.
- 216 Street from the new interchange at Highway No. 10 to Highway No. 10
- Rawlison Crescent from 232 Street to 240 Street
- 240 Street from Rawlison Crescent to River Road

The Township engaged the services of Creative Transportation Solutions Ltd. (CTS) to conduct a technical review of the North Langley Truck Routes and produce a report outlining potential amendments to the truck route network. On May 8, 2017, Council endorsed the report recommendations and passed a resolution to direct staff to initiate an application to TransLink for the removal of the aforementioned roads from the Township’s Truck Route Network. I have enclosed the staff council report with the consultant’s study for your reference.

A Public Information Session for the proposed truck routes changes was held on June 19, 2017. The public and stakeholders including BC Ministry of Transportation and Infrastructure, Port Metro Vancouver, YVR, BC Trucking Association, Greater Vancouver Gateway Council, Metro Vancouver, City of Langley, City of Surrey and City of Abbotsford, were invited to provide feedbacks on the proposed truck route amendments.
The Township will share the stakeholders’ consultation results once we have received them. If you have any questions or require further information, I can be contacted at 604.533.6183 or pcordeiro@tol.ca.

Yours truly,

Paul Cordeiro, P.Eng.
Manager, Transportation Engineering

Enclosure: North Langley Truck Route Review Council Report
Copy to: Jeffrey Busby, Director of Infrastructure Program Management Infrastructure Management and Engineering Administrator GM, Engineering and Community Development Transportation Engineer
In August 2016, the Township retained Creative Transportation Solutions (CTS) to review and provide a report outlining potential improvements to the truck route network in north Langley.

A report was subsequently submitted to Council on May 8, 2017 (Attachment A). The report measured existing truck volumes on key routes, undertook a high level evaluation of potential and existing truck routes in the area, completed technical analysis, and produced key finding and recommendations. At its meeting on May 8, 2017, Council passed the following resolution:

“That Council direct staff to initiate application to TransLink, conduct a public information session to respond to questions and provide additional information as needed, and bring forward amendments to the Highway and Traffic Bylaw, as necessary to incorporate the following modifications:

A) 216 Street Interchange:
   • Designate 216 Street from 88 Avenue to the new interchange at Trans-Canada Highway No. 1 as a truck route; and
   • Designate 216 Street from the new interchange at Trans-Canada Highway No. 1 to provincial Highway No. 10 as a truck route.

That Council direct staff to incorporate the following modifications:

B) Fort Langley:
   • Remove the truck route designation for Glover Road from Rawlison Crescent to River Road;
   • Remove the truck route designation for 96 Avenue from 216 Street to Glover Road;
   • Remove the truck route designation for 88 Avenue from 216 Street to Glover Road;
   • Remove the truck route designation for Mavis Avenue from River Road to Glover Road;
   • Remove the truck route designation for River Road from Mavis Avenue to 240 Street;
   • Remove the truck route designation for River Road east of 264 Street;
   • Designate Rawlison Crescent from 232 Street to 240 Street as a truck route; and
   • Designate 240 Street from Rawlison Crescent to River Road as a truck route.”
Based on the above Council direction, a letter was submitted to TransLink, dated June 21, 2017, with respect to amendments to the Township’s Truck Route Network. A Public Information Session was held on June 19, 2017. At its Regular Evening Meeting on July 10, 2017, Council discussed the North Langley Truck Route Review and passed the following resolution:

“That when the bylaw to amend the Master Transportation Plan (Highway and Traffic Control Bylaw) truck routes comes to Council for approval, in accordance with the Council resolution of May 8, 2017, a public hearing style meeting to allow public input be specifically included in this process.”

On October 12, 2017, TransLink staff advised they would engage the services of Urban Systems, an Engineering consulting firm specializing in transportation, to undertake an independent third party review of the Township submission. Urban Systems provided a finalized scope of their review to the Township on January 25, 2018 and met with staff on February 16, 2018 to discuss the issues further. As part of their review, Urban Systems has requested a summary of the feedback received at the June 19, 2017 Public Information Session.

The Public Information Session was attended by 222 people, according to the sign-in sheets. Attendees were able to view display boards providing information regarding truck routes, existing and proposed routes in the Township. Attendees were provided with a feedback form, where they could provide their details, thoughts of the display boards and the information on them, and any further comments or concerns they had.

The Township received feedback from a total of 128 attendees who submitted 121 forms that were recordable (legible and valid). A copy of the feedback forms received is attached in Appendix B. The input received in the feedback forms was compiled into common themes and sub-categories of input. This included input on support or opposition to the proposed truck route amendments, safety and community concerns, traffic concerns and other concerns. Input was received with both opposition and support of the proposed amendments to the designated truck route network.

The following summarizes the feedback received:

Opposition:
- Both additions and removals: 8 responses or 7% of the total responses opposed both the additions and removals
- Additions: 91 responses or 75% of the total responses opposed the additions only
- Removals: 8 responses or 7% of the total responses opposed the removals only

Support:
- Both additions and removal: 24 responses or 20% of the total responses supported both the additions and removals
- Additions: 25 responses or 21% of the total responses supported the additions only
- Removals: 24 responses or 20% of the total responses supported the removals only

There was concern and opposition raised with the addition of truck routes. Please note that only a portion of 216 Street from 88 Avenue south to Highway 10 was being proposed as an addition. The portion of 216 Street from 88 Avenue to 96 Avenue is already designated as a truck route in the Township Highway and Traffic Bylaw and no changes were proposed to that designation. However, there was concern that the construction of the new 216 Street Interchange at Highway 1 would result in increased traffic, and in particular, truck traffic on 216 Street. It should also be noted that with the completion of the new interchange at Highway 1, trucks would be able to use 216 Street to facilitate goods movement in Walnut Grove and Fort Langley.
There were 24 responses in favor of both the additions and removals, as well as 25 responses in support of the removals. As such, it appears that overall, there is some support for the removals which included 88 Avenue east of 216 Street, 96 Avenue east of 216 Street and Glover Road north of Rawlison Crescent.

Input was received on safety and community concerns such as the proximity of schools, noise, pedestrians, cyclists, children and seniors, air quality/pollution/health access, road widening, residential street impact, speed, quality of life and the need for a buffer zone. The following summarizes the safety and community concerns received:

- Proximity of truck routes to schools: 46 responses or 38% of the total responses were concerned with the proximity of schools to the truck route
- Noise pollution of traffic: 23 responses or 19% of the total responses were concerned with the noise caused by traffic
- Safety concerns associated with pedestrians crossing roads: 13 responses or 11% of the total responses were concerned with pedestrian safety
- Safety concerns with cyclists sharing roads: 5 responses or 4% of the total responses were concerned with cyclist safety
- Safety concerns with at risk population crossing roads or using sidewalks: 25 responses or 21% of the total responses were concerned with children and senior safety
- Health related concerns brought up by air quality, noise and pollution due to traffic: 35 responses or 29% of the total responses were concerned with Air Quality/Pollution/Health concerns
- Concerns with road geometry and connections: 5 responses or 4% of the total responses were concerned with road geometry
- Concerns with traffic going through residential area: 31 responses or 26% of the total responses were concerned with traffic going through residential streets/neighbourhoods
- Speeding concerns: 13 responses or 11% of the total responses were concerned with speeding
- Concerns with the Impact of traffic on quality of life of residents in the area: 11 responses or 9% of the total responses were concerned that quality of life will decrease
- Concerns with the lack of a Buffer Zone or noise wall: 4 responses or 3% of the total responses were concerned by lack of buffer zone

Some of the concerns raised with the proximity to truck routes originated from residences that are already adjacent to the existing truck route on 216 Street. Please note that both Topham Elementary and Ecole Des Voyageurs are adjacent to existing truck routes, 216 Street and 88 Avenue respectively. The Township has arranged for the installation of a noise attenuation wall on the west side of 216 Street between 88 Avenue and Highway 1 to mitigate the concerns raised with noise.

The project includes the installation of a new traffic signal at the intersection of Telegraph Trail and 216 Street, which along with the recently installed Special Crosswalk at 88B Avenue, the Pedestrian Signal at 91 Avenue and existing traffic signal at 88 Avenue, provide opportunities for pedestrians to cross 216 Street. The Interchange project is also constructing cycling and pedestrian facilities on portions of 216 Street. It is anticipated that there would be additional cycling, pedestrian and crossing facilities provided in the future as traffic, pedestrian and cycling demands increase along the
corridor. As noted in a memorandum to Council dated March 1, 2018, the Ministry of Transportation and Infrastructure (MoTI) is undertaking a Health Impact Assessment of 216 Street north of Highway 1 that includes an assessment of air quality, noise, safety and walkability. This assessment may identify opportunities for future traffic, pedestrian and cycling improvements.

The road network improvements are being constructed to meet MoTI, Township and/or Transportation Association of Canada (TAC) guidelines. The road network improvements provide new improved routes for vehicles and are anticipated to mitigate concerns with traffic shortcutting through residential areas. However, if concerns do arise, the Township has a Neighbourhood Traffic Calming Policy whereby additional mitigation measures such as traffic calming measures or alternatively, additional road network improvements may be considered to mitigate concerns.

Input was received on traffic concerns such as increased traffic on 216 Street, increased truck traffic on roads connecting to and on 216 Street, difficulty with turning movements to access roads off 216 Street or across 216 Street, potential parking removal and the lack of details on traffic control, with the following summary:

- Increase of traffic along 216 Street: 31 responses or 26% of the total responses were concerned by an increase of traffic on addition
- Increase of truck traffic on roads connecting to and on 216 Street: 11 responses or 9% of the total responses were concerned by an increase in truck traffic on addition
- Concerns with difficulty in making turning movements to access roads off 216 Street: 8 responses or 7% of the total responses were concerned by difficulty to complete movements
- Concerns with crossing movements to access both side of the area off 216 Street: 5 responses or 4% of the total responses were concerned by difficulty crossing
- Concerns with parking removal: 5 responses or 4% of the total responses were concerned by parking removal
- Concerns with no details of traffic control and lack of Lack of intersection plans (signals etc): 8 responses or 7% of the total responses were concerned with the lack of traffic control plans

It is anticipated that the construction of the 216 Street Interchange will modify traffic patterns in the Walnut Grove and Willoughby communities. It anticipated that there will be an increase in traffic volumes on 216 Street north of Highway 1. As part of the MoTI Health Impact Assessment, there will be an updated traffic assessment undertaken that may provide additional information on the potential traffic patterns changes. Similar to other areas and roads, the Township regularly monitors traffic volumes to determine when future road network changes are warranted. The Township uses TAC guidelines to assist in determining when future traffic control such as traffic signals or the installation of pedestrian facilities are warranted. It is anticipated as traffic volumes increase, additional traffic control and pedestrian facilities may be warranted on 216 Street, and if so, will be included in future budgets for the consideration of Council. The MoTI health impact assessment will also be estimating truck traffic and related potential impacts.

With respect to parking, 216 Street has been signed with “temporary parking - future travel lane” signs to advise residents of potential parking changes. Similar to other roads in the Township, parking has been allowed temporarily on some designated arterial roads, such as 216 Street, and would be removed when necessitated by increased traffic demands. The Township does not currently have plans to remove on-street parking on 216 Street until such as time as the new 216 Street Interchange has been opened and the impact of potential traffic increases has been further assessed.
Input was also received expressing concerns with the report such as the Multiple Account Evaluation, the nature of the report, and forecast traffic numbers.

- Concerns with Multiple Attribute Evaluation in report: 5 responses or 4% of the total responses
- Concerns that the report serves the Township: 11 responses or 9% of the total responses thought the report was self-serving to the Township
- Concerns with the lack of forecasted truck numbers to use 216 Street: 3 responses or 2% of the total responses thought the report lacked forecasted truck numbers

The multiple account evaluation was undertaken by CTS, a qualified transportation engineering consulting firm, as part of the study. The assessment was a mixture of qualitative and quantitative measures assessed by CTS in an objective manner. As noted previously, it is anticipated that the MoTI health impact assessment will provide additional information related to truck traffic.

Input was also received regarding several other issues which did not easily fit within the categories of concerns previously noted, such as the use of 216 Street for Electric or HOV vehicles, the need for other studies, the need for a buffer zone, the need to improve 200 Street, devaluation of properties on 216 Street, community plan concerns, negative impact to Walnut Grove, promotion of unwanted development, relative impact Walnut Grove and Fort Langley.

- Opinion that Northbound 216 Street for electric or HOV vehicles only: 1 responses or 1% of the total responses thought 216 Street northbound should be Electric/HOV only
- Concern that other studies required, such as Health Impact Assessment (HIA): 2 responses or 2% of the total responses thought further studies is necessary
- Concern for the need for a buffer Zone/217 Street: 3 response or 2% of the total responses thought a buffer zone / 217 Street is necessary
- Provide improvements to 200 Street and utilize that instead: 14 responses or 12% of the total responses thought improving 200 Street or 192 Street would be more beneficial
- Concern with the devaluation of property in immediate area of 216 Street: 3 responses or 2% of the total responses thought that these changes will cause property devaluation
- Concerns that 216 Street interchange wasn’t in community plan:2 responses or 2% of the total responses felt that this was not in community plan and it should be at 217 Street
- Negative for Walnut Grove: 13 responses or 11% of the total responses felt that this was negative for Walnut Grove
- Promotes unwanted development: 1 response or 1% of the total responses felt that this promotes unwanted development
- Pro Fort Langley Street Removal: 22 responses or 18% of the total responses supported
- Fort Langley vs. 216 Street: 8 responses or 7% of the total responses felt that it was benefitting Fort Langley vs. 216 Street

The 216 Street Interchange has been in Township Community and Neighbourhood Plans or Transportation Plans since the 1980's. The surrounding road network has been constructed consistently with those plans in anticipation of a future Highway Interchange in the vicinity of 216 Street. At one time, there was an alternative plan for a Highway Interchange at 217 Street as part of a “Cottonwood Connector” and a Fraser River Crossing to the north of 216/217 Street. As the
Golden Ears Bridge was constructed along the 200 Street alignment, the location of the future Interchange was confirmed to be 216 Street. The “buffer zone” was only envisioned as part of a future Cottonwood Connector, which would have functioned as a Provincial Highway, which is not the case for the 216 Street Interchange.

MoTI is currently undertaking improvements to Highway 1 between 200 Street and 202 Street including widening the Highway to six lanes, opening the east facing HOV ramps at 202 Street and improving the westbound off ramp at 200 Street. These improvements will facilitate access to 200 Street. However, as part of the design for the 200 Street Interchange, it was assumed that 208 Street would be widened to four lanes and there would be a future interchange at 216 Street. The Township is continuing to widen 200 Street and 208 Street as development progresses to meet future traffic demands. Staff are also working towards a future memorandum to Council to discuss the widening of 208 Street. It is anticipated that there will be a change in traffic patterns in both Walnut Grove and Willoughby following opening of the 216 Street Interchange. It is believed that overall, the addition of a new access point to Highway 1 at 216 Street will be of benefit to Township residents.

The CTS report and the corresponding staff report reviewed the overall north Langley truck route network. There were potential additions and deletions to truck routes proposed over the network. Staff submitted the requested deletions to TransLink, as required by legislation, but also provided information on potential additions. TransLink has hired Urban Systems to undertake a review of the Township’s submission, focussing on the proposed deletions, which is at TransLink’s discretion. The decision to add routes to the Truck Route network is at the discretion of the Municipality and would be done through an amendment to the Highway and Traffic Bylaw. Council has also required that when amendments to the Highway Traffic Bylaw are brought forward for consideration, that a Public Hearing style meeting be held to obtain additional public input.

Staff will provide a copy this memorandum to Urban Systems, as requested, to assist them in the evaluation of the Township’s submission to TransLink. Staff will provide further updates to Council once the consultant has completed their assessment and TransLink has made a decision. Staff will also provide Council with further updates once MoTI has completed their health impact assessment.

**Note:** Attachments A and B are available for viewing in the Legislative Services Dept.

Attachment B: Feedback Forms
No comments from Rick Bomhof.

Thank you,
Kelly

Kelly Campbell | Business Support Clerk
Engineering Division | 604.532.7501

The City of Langley has no comments on the proposed new truck routes in the north area of the Township of Langley.

Regards,
Rick

RICK BOMHOF, P.Eng
DIRECTOR OF ENGINEERING, PARKS & ENVIRONMENT
20399 Douglas Crescent, Langley BC V3A 4B3
P 604.514.2825 F 604.514.2322 E rbomhof@langleycity.ca

Good morning,
The Township of Langley has since held the North Langley Truck Route Review Public Information Session on June 19, 2017 and we are interested in hearing your comments regarding the review.

I have attached the North Langley Truck Route Display Boards that were presented at the meeting. If you could please submit your comments to enginfo@tol.ca by the end of December, it would be greatly appreciated.

If you have already submitted your comments we thank you and please disregard this email.

Thank you,
Kelly

Kelly Campbell | Business Support Clerk
Business Support | Engineering
20338 – 65 Avenue, Langley, BC V2Y 3J1
Phone: 604.533.6006
Web | Facebook | Twitter | YouTube
Please see comments below from the City of Surrey.

Kelly Campbell | Business Support Clerk
Engineering Division | 604.532.7501

From: Tse, Cindy [mailto:Cindy.Tse@surrey.ca]
Sent: Wednesday, December 13, 2017 4:11 PM
To: Kelly Campbell
Subject: RE: North Langley Truck Route Review - Stakeholders’ Consultation

FAO Kelly Campbell

Dear Kelly,

Thanks for giving the City of Surrey the opportunity to comment on the North Langley Truck Route review and accompanying display boards.

We have reviewed the existing conditions, evaluation methodology, and proposed truck route network changes. We believe the changes would not impact the integrity of truck traffic movements and network connectively within Surrey and as such have no objections to the proposed changes.

Please feel free to contact me if you have any questions.

Sincerely,

CINDY TSE, P.Eng., M.A.Sc. | PROJECT ENGINEER

CITY OF SURREY
TRANSPORTATION DIVISION | ENGINEERING DEPARTMENT
13450 104th Ave, Surrey, BC, Canada V3T 1V8
T 604.591.4256 | www.surrey.ca
Good morning,

The Township of Langley has since held the North Langley Truck Route Review Public Information Session on June 19, 2017 and we are interested in hearing your comments regarding the review.

I have attached the North Langley Truck Route Display Boards that were presented at the meeting. If you could please submit your comments to enginfo@tol.ca by the end of December, it would be greatly appreciated.

If you have already submitted your comments we thank you and please disregard this email.

Thank you,
Kelly
Good Morning Greg:

I hope you had a great long weekend.

After speaking with our Board Chair, BCTA supports the recommendation by TransLink on proposed truck route removals and additions in the Township of Langley (TOL) (remove 96 Avenue, maintain 88 Ave and add Rawlison Cr and 204St to River Road) on the follow basis:

- The proposal maintains east-west connectivity,
- Maintains truck access to industrial lands east of TOL, and
- That truck routes being proposed for removal primary purposed was to provide access to the Albion Ferry terminal which is no longer in service.

Sincerely,

Cory Paterson
Director of Policy | British Columbia Trucking Association
p 604-888-5319 ext 211 | tf 1-800-565-2282 (Canada) | f 604-888-2941
e coryp@bctrucking.com | www.bctrucking.com

From: Cory Paterson
Sent: Wednesday, August 29, 2018 2:04 PM
To: 'Kolesniak, Greg' <Greg.Kolesniak@Translink.ca>
Subject: RE: North Langley Truck Route Review

Hi Greg:

Further to our conversation, we are in discussions with our members on TransLink’s proposed Township of Langley truck route removals (e.g., to keep 88th Avenue and remove 96 Avenue).

Unfortunately we will not be able to respond until we seek further direction from our Board, which next meets September 20th.

Until that time, our position is that as outlined in the July 2017 letter to Mr. Cordeiro.
Hello Cory,

As you know, the Township of Langley submitted a request to TransLink to review and approve a package of truck route removals in the North Langley area in June 2017. TransLink engaged the services of an independent engineering consultant (Urban Systems Ltd.) to conduct a technical review of the proposed truck route removals. The technical review is complete, and now that the Township has had an opportunity to review the results and has formally submitted a revised proposal for the TransLink Board to consider, we are in a position to share the findings with stakeholders. We are also in the process of drafting a report recommending that the TransLink Board consider approving the revised package of truck route removals.

Of the stakeholder groups listed for consultation in TransLink’s Truck Route Review Process Guidelines, BCTA was the only stakeholder to formally submit concerns about the removal of the truck route designation on some of the routes the Township identified in its original 2017 submission to TransLink. Consistent with BCTA’s submission, the technical review showed that the entire package of requested removals (as originally proposed) cannot be accommodated without compromising the east-west connectivity and resilience of the road network for goods movement in and through the North Langley area. It also identified several alternate packages of truck route removals and mitigation measures that would balance local objectives with maintaining key goods movement links in the area. TransLink shared these results with the Township (see attached TL cover letter and memo), which subsequently revised its original request. The revised request is consistent with the truck route removals and associated mitigation measures in Package C of the Technical Review report (attached), as follows:

Removals:
- a) Glover Road from 88 Avenue to the Fraser River;
- b) 96 Avenue from 216 Street to Glover Road;
- c) Mavis Avenue from Glover Road to River Road;
- d) River Road from Mavis Avenue to 240 Street;
- e) 88 Avenue east of 264 Street.

Additions to provide continued east-west truck route network continuity:
- a) Rawlison Crescent between Glover Road and 240 Street;
- b) 240 Street between Glover Road and River Road.

BCTA’s submission aligns more closely with Package A, which includes the removal of the truck route designation along the “88 Avenue Corridor” rather than Package C, which includes the removal of the truck route designation along the “96 Avenue Corridor”. Nevertheless, we propose that if approved by the TransLink Board, Package C would maintain east-west network continuity through the area and provide sufficient network resilience for goods movement while also aligning with local objectives and preferences. We would of course appreciate receiving BCTA’s perspective, ideally within the next couple of weeks.

Please do not hesitate to contact me if you have any questions.

Best wishes,

Greg Kolesniak  
Project Manager  
Roads and Goods Movement Initiatives  
Infrastructure Program Management  

TransLink  
South Coast British Columbia Transportation Authority  
400-287 Nelson’s Court | New Westminster, BC V3LOE7  
greg.kolesniak@translink.ca | O: 778-375-6798 | M: 604-218-0684

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Hi Paul Cordeiro,

Please see the attached letter in response to the Township of Langley’s North Langley Truck Route Review.

Sincerely,

Cory Paterson
Director of Policy | British Columbia Trucking Association
p 604-888-5319 ext 211 | tf 1-800-565-2282 (Canada) | f 604-888-2941
e coryp@bctrucking.com | www.bctrucking.com

From: James Sun [mailto:jsun@tol.ca]
Sent: Thursday, June 15, 2017 4:06 PM
To: Cory Paterson (BCTA) <coryp@bctrucking.com>
Subject: FW: North Langley Truck Route Review Public Information Session

Good afternoon Cory,

I kept getting “Delivery has failed to these recipients or groups: cory.paterson@bctrucking.com” message when trying to resend you the invitation. I have removed the attached council report. I hope that it can go through this time.

The report can be found at http://www.tol.ca/Current-News-Initiatives/Current-News/Article/2542/North-Langley-Truck-Route-Review-Public-Info-Session

Kind regards,

James

From: James Sun
Sent: Thursday, June 15, 2017 3:38 PM
To: Cory Paterson (coryp@bctrucking.com) <coryp@bctrucking.com>
Subject: FW: North Langley Truck Route Review Public Information Session

Good afternoon Cory,

I am resending you the invitation to the North Langley Truck Route Review Public Information Session, in case you have not received the previous email.
Kind regards,

James

James Sun, M.A.Sc., P.Eng., PTOE | Transportation Engineer
Engineering Division | Township of Langley
20338 – 65 Avenue, Langley, BC V2Y 3J1
Direct Line: 604.532.7329
Web | Facebook | Twitter | YouTube

From: Kelly Campbell On Behalf Of Enginfo
Sent: Wednesday, June 07, 2017 1:35 PM
To: Cory Paterson (coryp@bctrucking.com) <coryp@bctrucking.com>
Subject: North Langley Truck Route Review Public Information Session

Good afternoon Cory,

Please see attached invitation to attend the North Langley Truck Route Review Public Information Session and the Report to Mayor and Council – Truck Route Review.

Thank you,
Kelly

Kelly Campbell | Support Clerk | Engineering Business Support
Engineering Division | Township of Langley
20338 – 65 Avenue, Langley, BC V2Y 3J1
Direct: 604.533.6006
Web | facebook | twitter | YouTube

expect excellence
July 14, 2017

Paul Cordeiro  
Manager, Transportation Engineering  
Township of Langley  
Via e-mail: pcordeiro@tol.ca

Re: North Langley Truck Route Review

Dear Mr. Cordeiro:

Thank you for your June 7, 2017, invitation to comment on potential truck route amendments in the Township of Langley (the Township), as outlined in the Truck Route Review presented to and endorsed by the the Township Council on May 8, 2017.

The BC Trucking Association (BCTA) is a member-based, non-profit, non-partisan organization dedicated to advocating for and representing the commercial road transportation industry in BC since 1913. BCTA members include trucking companies hauling every type of freight, as well as charter and scheduled motor coach companies. In total, BCTA represents over 1,200 trucking and motor coach fleets that operate over 13,000 commercial vehicles and employ over 26,000 British Columbians.

To inform this submission, BCTA surveyed our Lower Mainland motor carrier members from June 16 to 30, 2017, about the Township’s proposed amendments. We received 22 responses.

Based on the survey results, BCTA supports the additions to the truck route network proposed by the Township, which include:

- 216 Street from 88 Avenue to the new interchange at the Trans-Canada Highway,
- 216 Street from the new interchange at the Trans-Canada Highway to Highway 10,
- Rawlison Crescent from 232 Street to 240 Street, and
- 240 Street from Rawlison Crescent to River Road.

Survey results also indicated, however, that BCTA members oppose the removal of a number of proposed truck routes on the basis that it will also remove east-west connectivity and result in unnecessary traffic congestion at the new interchange at the Trans-Canada Highway and 216 Street. BCTA therefore recommends that the Township retain the following existing truck routes to maintain east-west connectivity for commercial carriers:

- 96 Avenue from 216 Street to Glover Road,
- Glover Road from 96 Avenue to Mavis Avenue,
- Mavis Avenue from Glover Road to River Road,
- River Road from Mavis Avenue to 240 Street, and
- River Road east of 264 Street.

BCTA compliments the Township on holding public information sessions to seek feedback on the potential truck route amendments. Feedback from all stakeholders is a critical process for ensuring informed decisions.

Thank you again for the opportunity to provide comments.

Sincerely,

Cory Paterson
Director of Policy

cc: James Sun, Township of Langley, Transportation Engineer
EXECUTIVE SUMMARY

TransLink’s first Open Innovation Call asked innovators to submit ideas that respond to the challenge of improving seamlessly integrated door-to-door mobility across modes and providers. This inaugural Call launched in June 2018, closed in July and received 90 submissions. Applicants making the shortlist of 13 submissions were invited to provide more detailed proposals which are now under review, with the aim of advancing a few of the most promising ideas into pilots or demonstrations by end of 2018.

PURPOSE

This memo provides an overview and update on TransLink’s inaugural Open Innovation Call, including process, outcomes and next steps.

BACKGROUND

To stay relevant and competitive in a rapidly changing mobility landscape, it is critical for TransLink to be constantly generating and considering new ideas for better ways to do business. For this reason, the Mayor’s Council 10-Year Vision provided funding to support:

- A New Mobility program, which was established in the Phase One Plan to leverage new technologies and business models for providing people with more mobility options.
- New functional group within TransLink drawn from different disciplines (planning, marketing, IT, business development, etc.) to develop new programs, products, and services.
- Core technology investments required to enable the development and delivery of the above products and services.

The Phase One Investment Plans provides about $1 million per year from 2017 to 2026 to pilot, field test, and scale new technologies and service concepts. Phase Two provided an additional $5 million from 2018 to 2021 specifically to pilot, field test, and scale flexible, shared-use services such as vanpooling, on-demand micro-transit and first mile / last mile partnerships.

In line with this Vision, the Open Innovation Call concept has been developed through partnership between Planning, Strategic Sourcing, Business Technology Services, Internal Audit and Human Resources. This approach addresses the need for TransLink to stay nimble and creative by welcoming ideas proposed by non-traditional actors – both internal and external – and having the infrastructure in place to generate, evaluate, fund and accelerate good ideas.
THE OPEN INNOVATION CALL

The Open Innovation Calls are a bi-annual Request for Information (RFI) which seeks ideas and project proposals that are innovative in nature. The Call follows normal procurement procedures as for transparency, privacy, and internal review. Each Call has a core challenge or theme, to be determined by senior leadership. This theme will align with and support a TransLink strategic objective for that year.

The Calls aim to widen the net for sourcing new ideas beyond the traditional actors that are able to participate in conventional procurement processes. Participation is open to individuals, established companies, start-ups, entrepreneurs, consultants and academics. To facilitate inclusiveness, the initial submission for the Call is a fairly low barrier two-page submission.

Idea submissions can be at an early concept stage or an already commercialized product or service that has not yet been tried in Metro Vancouver. All ideas should aim for eventual implementation. The goal of the Call is to:

a) generate ideas and concepts to consider in setting strategic directions, such as in the Regional Transportation Strategy; and
b) identify promising pre-commercialized or near-commercialized products to support the development of, demonstrate or pilot.

Each Call involves three stages, starting with an initial submission (2 pages). Short-listed submitters are invited to provide a more detailed proposal (10 pages). The best of these submissions are invited to a verbal presentation in front of a panel of Executives to determine whether to proceed with the idea.

As shown in Figure 1 below, successful participants may be offered:
- co-funding and other support to help further develop ideas (for pre-commercialized ideas);
- access to TransLink assets to test or demonstrate ideas (for near-commercialized ideas); or
- opportunity to pilot ideas on a larger scale in partnership with TransLink (for market-ready ideas).

Figure 1- Multiple TransLink Tomorrow streams designed to harness big and small ideas at various stages of market readiness
HIGHLIGHTS OF THE SPRING 2018 OPEN INNOVATION CALL

TransLink’s inaugural Open Innovation Call launched in June 2018. The theme for this first Call is focused on enabling seamlessly integrated door-to-door mobility across modes and providers. The launch of the Call was communicated through a media release, as well as a variety of other channels including the TransLink Tomorrow webpage, social media announcements by TransLink and supportive organizations, and by direct invitation. The Call was also disseminated worldwide via the ARIBA-network.

This Call closed on July 16 and received 90 submissions. Both the quantity and quality exceeded Management’s expectations. Most of the submissions were from businesses, ranging from small start-ups to large-multinational corporations (see Figure 2). Some submissions came from consultants, academic researchers and private individuals. A number of submissions were proposing similar ideas, with the most common being those that related to services or software that supported micro-transit and Mobility as a Service platforms and software and/or related applications.

TransLink staff evaluated the submissions based on how well the idea supported: seamless mobility; safe, healthy, clean, compact communities; affordable and equitable access for all, and, the level of innovation.

Submissions not selected to move forward in this inaugural Call received customized responses advising that we have shared their proposal with interested business units within TransLink and that we will reconsider their idea in future Calls where the particular theme might be more appropriate. In cases where multiple similar ideas were submitted by a number of commercial vendors and where Management sees a business case to advance these to implementation, submitters will be invited to participate in an upcoming Request for Proposals.

Thirteen applicants from the 90 were selected to proceed to the next phase of the process and invited to submit more detailed proposals. These proposals describe a tangible short-term project which the applicant is seeking TransLink support, funding, or partnership to pursue. These proposals were received on September 4th and are in the process of being evaluated on criteria including feasibility, impact, financial value and team capability. From these 13 project proposals, the objective is to select a few to develop into projects. Management anticipates announcing these partnerships in November, concurrent with an announcement of the next Call and its theme.
TO:          Board of Directors
FROM:      Geoff Cross, Vice President, Transportation Planning & Policy
DATE:      September 13, 2018
SUBJECT:   Independent Transit Services Application – Broadway B-Shuttle (2018)

PROPOSED RESOLUTION:
That the TransLink Board of Directors determine that under section 5 of the South Coast British Columbia Transportation Authority Act the Broadway B-Shuttle:
   1. is an Independent Transit Service, and
   2. not be granted approval to operate.

EXECUTIVE SUMMARY
The applicant is seeking approval to operate an Independent Transit Service (ITS) providing service between Commercial-Broadway SkyTrain Station and the University of British Columbia (UBC). The service is intended to provide an alternative to existing TransLink service along the Broadway corridor. Management’s analysis indicates the service will have a negative impact on both the effectiveness and financial viability of the regional transportation system. Management recommends that the Board not approve the service to operate as an Independent Transit Service.

PURPOSE
The purpose of this report is to summarize Management’s review of and recommendation for Beyond Travel’s application to operate the Broadway B-Shuttle as an Independent Transit Service (ITS). This evaluation is specific to the Broadway ITS and is one of two separate ITS proposed by the applicant Beyond Travel. The other ITS proposed by the applicant (Surrey to UBC) has no relation to the following and has been evaluated in a separate report.

BACKGROUND
Under Section 5 of the South Coast British Columbia Transportation Authority Act, TransLink’s Board of Directors is authorized to determine whether or not this service should be considered an ITS. TransLink’s Independent Transit Service Policy – approved by the Board in December 2012 – provides direction on the process, including a definition of ITS, evaluation criteria, and terms & conditions. As outlined in the Act and the Policy, TransLink may grant approval for an ITS to operate if it does not negatively impact the effectiveness and financial viability of the regional transportation system. TransLink approval would not fulfill the operator’s need to meet all safety and operating regulatory approvals. For more detailed information on the larger regulatory framework in which the ITS policy functions, please refer to Appendix A.
DISCUSSION

Service Characteristics
The proposal is for a service called *Broadway B-Shuttle* to operate Monday to Friday on a year-round basis and provide service along the Broadway corridor between Commercial-Broadway SkyTrain Station and the University of British Columbia (UBC). Proposed routing would mirror existing TransLink service along Broadway with stops at all major intersections, including future Millennium Line SkyTrain stations. The proposed route – approximately 13 km in length – would provide an additional transit option to UBC with connections to the Expo Line at Commercial-Broadway Station and the Canada Line at Broadway-City Hall Station. The applicant has yet to provide specific stop locations beyond the general intersections listed below. With other approved ITS, TransLink has typically made it a condition that they do not use or restrict access to CMBC stops. With the Broadway corridor alternating between peak period bus lanes and off-peak paid parking, it’s unclear where the proposed *Broadway B-Shuttle* intends to stop. Preliminary proposed stops used in our evaluation of the proposal include:

- Commercial-Broadway Station
- Clark Drive
- Fraser Street
- Main Street
- Cambie Street
- Oak Street
- Granville Street
- Burrard Street
- Arbutus Street
- Macdonald Street
- Alma St/W 10 Avenue
- University Boulevard/Wesbrook Mall

With 30 round trips each weekday, the proposed ITS would generally provide service every 20-minutes, with some longer gaps in service between trips occurring periodically throughout the day. The first westbound trip would depart Commercial-Broadway at 6:20 AM, the last trip departing at 7:45 PM. Eastbound, the first trip would depart UBC at 7:00 AM, the last trip departing at 8:25 PM. With a GPS connection to each vehicle, this system would allow passengers to monitor their bus in real time.

*Broadway B-Shuttle* would utilize an online pre-booking system in which each passenger would specify their desired day (or dates) of travel, pickup time and location. This system would restrict booking once the vehicles seating capacity has been reached, ensuring a seat for each passenger. *B-Shuttle* would charge a single-trip fare of $3.75 – $0.80 more than a TransLink Adult fare, and $1.85 more than a Concession fare. Dependent on seating availability, walk-on passengers would be permitted, with a single-trip fare of $4 payable only by credit card.

![Figure 1: Service Diagram, including preliminary stop locations](image-url)
Defining Independent Transit Services

TransLink’s ITS policy includes definitional criteria used to determine whether a service should be considered an ITS. The table below outlines these criteria and how *Broadway B-Shuttle* was assessed.

<table>
<thead>
<tr>
<th>Definitional Criteria</th>
<th>Broadway B-Shuttle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service is either bus or rail transportation</td>
<td>Yes</td>
</tr>
<tr>
<td>Provided primarily within the transportation service region</td>
<td>Yes</td>
</tr>
<tr>
<td>Provided by a person or municipality other than the authority or its subsidiaries or contractors</td>
<td>Yes</td>
</tr>
<tr>
<td>Does not meet any of the following definitions: carpool vehicle, passenger transportation pool vehicle (e.g., employer-sponsored carpool/vanpool), inter-regional bus (connecting outside service area), passenger directed vehicle (e.g., taxis), school bus, emergency vehicle</td>
<td>Yes</td>
</tr>
<tr>
<td>The primary purpose of the service is to provide general mobility</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Table 1: Independent Transit Service Policy Definitional Criteria*

For the purposes of the ITS policy, a bus transportation system is defined as “one or more vehicles providing regularly scheduled vehicle trips, open to the general public, with the capacity to carry multiple passengers whose trips may have different origins, destinations and purposes”. This service would operate between multiple origins in Vancouver and UBC. While UBC is known primarily as an academic institution, there is an increasingly wide range of different reasons for accessing UBC and the surrounding University Endowment Lands (UEL). In addition to 65,000 students, UBC is a major employment centre, served by more than 15,000 academic and administrative staff members. Bounded on three sides by Pacific Spirit Regional Park, campus features various major museums, the UBC Hospital Urgent Care Centre, the Canadian National Soccer Development Centre, entertainment facilities such as the Chan Centre for the Performing Arts and several significant mixed-use commercial areas. In addition to these on-campus destinations, the surrounding UEL has a population of approximately 4,000 permanent residents and as a separate jurisdiction from the City of Vancouver provides a range of different emergency and community services. As such, existing TransLink service serves students, staff, non-academic residents, tourists and visitors.

Management’s assessment is that *Broadway B-Shuttle* is considered an Independent Transit Service per the criteria in Section 2 of the ITS policy.

Intent of the ITS Policy

As noted above, TransLink adopted the ITS policy in 2012 and formalized a process for evaluating potential ITS operations within Metro Vancouver. The intent of the policy is to allow for services that improve transportation options for markets or areas in Metro Vancouver that are not served by TransLink’s existing network, provided they do not reduce the system’s financial viability or effectiveness. Given TransLink’s regional mandate and the process for how resources are allocated, there are many areas or markets that TransLink can’t – or in some cases, shouldn’t – serve efficiently or effectively. This may be because of limited available service hours, other more urgent local needs, and or a service request that does not align with TransLink’s goals or priorities.
Examples of ITS previously approved by the TransLink Board include seasonal tourist-orientated shuttle operations, a limited-stop commuter connection for residents of Bowen Island and several services serving specific retail areas. For each of these, the proposed service improved transportation options in an area (or market) and complemented existing TransLink service without negatively impacting the effectiveness or financial viability of the regional transportation network.

While the proposed Broadway B-Shuttle would expand the range of transportation options available to those travelling to UBC, it would duplicate and directly compete with a market already served by TransLink. TransLink provides more service hours to the Broadway corridor than any other area in the system. More importantly, the level of service currently provided is as high as possible without exceeding the corridors carrying capacity. As such, Broadway B-Shuttle service along the Broadway corridor would not complement existing service but rather provide an additional obstacle to TransLink providing effective regional transit service.

**Impact on the Financial Viability of the Regional Transportation Network**

The #99, #9 and #14 rank first, seventh and fourteenth respectively in weekday daily ridership out of 219 routes evaluated as part of 2017’s Transit Service Performance Review (TSPR). As one of TransLink’s most productive corridors, TransLink allocates a significant amount of service hours to the Broadway corridor, with all three routes ranking in the top 10 system-wide. TransLink invests 132,900 annual service hours in the #99 B-Line – the most in the TransLink network – at an annual cost of $13,688,000. As a measure of cost effectiveness, the TSPR evaluates service cost per Automatic Passenger Counter (APC) boarding in which revenue hours are compared to the total number of boardings generated by that service. With a 2017 service cost of $0.79 per boarding, the #99 is the most cost-effective route in the network, while the #9 and #14 rank 20 and 27. That these routes rank highly in this particular measure is important because having efficient and productive ridership-generating services helps to offset costs of providing service in other areas of the region. As such, any potential loss of ridership on these routes has implications beyond the Broadway corridor.

In terms of projected ridership and financial impact on TransLink, analysis indicates that the annual revenue impact on TransLink of the proposed Broadway B-Shuttle service is estimated at up to $42,000. Analysis was carried out for a lowest-expected and highest-expected diversion rate, 0.5% and 5%, respectively. The diversion rate is the proportion of Stored Value journeys along the Broadway corridor that would replace their existing TransLink journey with the Broadway B-Shuttle. This rate also includes the proportion of Monthly Pass users who would replace TransLink service with Broadway B-Shuttle trips. U-Pass users were not considered, since they would be obliged to continue to purchase their U-Pass regardless of their use of Broadway B-Shuttle, so would have no impact on TL fare revenue. Diversion rates were based primarily on the Broadway B-Shuttle having a proposed frequency that is much lower than that of the #99 B-Line or #9 and the significant additional cost to most of its customers, since most journeys utilizing the #99 or #9 involve a transfer from or to another TransLink transit service.
Impact on the Effectiveness of the Regional Transportation System

As part of the ITS evaluation process, Management assessed the potential impacts of Broadway B-Shuttle on the effectiveness of the regional transportation system, focusing on service reliability, ridership, and fare revenue. If implemented, the proposed ITS would introduce 3 additional buses to the corridor. While minimal, relative to overall volume on the corridor, these vehicles would add to existing congestion along the corridor, competing with TransLink vehicles for space in exclusive bus lanes and at already over-capacity bus stops along the Broadway corridor, thereby also contributing to many of the challenges currently impacting TransLink service.

With as many as 40 transit vehicles operating along the corridor during peak period service, bus bunching – when two or more transit vehicles, which were scheduled to be evenly spaced running along the same route, instead arrive in the same location at the same time or close to one another – is a challenge for existing TransLink service. It is also a limitation for TransLink to be able to add more peak service; thus the need to construct the Millennium Line Broadway Extension. The result is less unreliable service, additional boarding time for extra passengers and longer, more inconsistent wait times than scheduled. All three Broadway routes rank in the worst performing quartile of the whole TransLink system.

<table>
<thead>
<tr>
<th>Route</th>
<th>Vehicles During Peak Period Service</th>
<th>Average Speed (km/hr)</th>
<th>TSPR Average Speed Rank (out of 218)</th>
<th>Bus Bunching (% of all trips)</th>
<th>TSPR Bunching Rank (out of 207)</th>
</tr>
</thead>
<tbody>
<tr>
<td>#99</td>
<td>20</td>
<td>19.9</td>
<td>177</td>
<td>6%</td>
<td>207</td>
</tr>
<tr>
<td>#9</td>
<td>13</td>
<td>15.1</td>
<td>210</td>
<td>5%</td>
<td>153</td>
</tr>
<tr>
<td>#14</td>
<td>6</td>
<td>17.6</td>
<td>192</td>
<td>5%</td>
<td>172</td>
</tr>
</tbody>
</table>

Table 2: TransLink Service Speed and Reliability

Accessibility

According to information provided by the applicant, the proposed Broadway B-Shuttle intends to use vehicles that are not – as currently configured – accessible by those with mobility impediments. While the South Coast British Columbia Transportation Authority Act does not provide TransLink with specific authority to require that an ITS be fully accessible, for approved services the Board has the ability to include an additional Term and Condition encouraging the applicant to improve accessibility.

Broadway Corridor Transit Capacity

Despite a significant allocation of service hours, Broadway remains one of TransLink’s most overcrowded corridors. With a Peak Load Factor – the ratio of passengers actually carried versus the capacity of the vehicle expressed as a percentage – of 119% during peak periods, the #99 is by far the most overcrowded route in the TransLink network. With no capacity for additional bus-based service, Phase Two of TransLink’s 10-Year Vision includes a 5.7-kilometre extension of the Millennium SkyTrain Line from VCC-Clark to Arbutus St. Construction of the Broadway Extension is expected to begin in 2020 and open in 2025. In the meantime, TransLink has been working with the City of Vancouver to develop and implement a range of transit priority measures along the Broadway corridor intended to improve transit travel speed and reliability.
RECOMMENDATION
Based on today’s transportation network, Management does not expect the service to improve the effectiveness of the regional transportation system, but rather contribute to many of the challenges currently impacting TransLink service along the Broadway corridor. Moreover, the cumulative impact of these potential ITS could have a significant negative impact on the financial viability of the regional transportation system. As such, Management recommends that the Board determine Broadway B-Shuttle is an ITS as per in Section 2 of the ITS policy; and that Broadway B-Shuttle not be approved.

Alternatives
There are two potential alternatives to the recommended resolution:

1. The Board could choose to approve the Broadway B-Shuttle to operate.
2. The Board could choose to approve the Broadway B-Shuttle to operate, with conditions as determined by the Board.

ATTACHMENTS
Appendix A – Regulatory Framework
Application Package - Broadway B-Shuttle Service Summary
BROADWAY B-SHUTTLE

Regulatory Framework
While not a consideration in TransLink’s evaluation of the proposed ITS, the applicant has received a Vehicle for Hire Licence from the City of Vancouver (CoV) and a General Authorization Licence from the Passenger Transportation Board (PTB).

The Vehicle for Hire Licence issued by CoV gives the operator permission to operate a charter service within the City of Vancouver. The Vehicles for Hire Bylaw No. 6066 does not approve, regulate or enforce a path of travel (route), that a licensee may intend to achieve. In addition to ensuring compliance with all relevant city bylaws, the licensee is responsible for any additional approvals that may be required – including Section 5 (Approval of Independent Transit Services) of the South Coast British Columbia Transportation Authority Act.

Established under the Passenger Transportation Act, the PTB is an independent tribunal primarily responsible for the licensing of passenger directed vehicles (e.g. taxis, limousines, shuttle vans) and inter-city buses in British Columbia. A General Authorization Licence is available for a commercial passenger vehicle that is not an “inter-city bus” or a “passenger directed vehicle”. However, the Passenger Transportation Act includes several exemptions, including for “a commercial passenger vehicle that is operated on a set time schedule ‘between a location in the Greater Vancouver Regional District and another location inside the Greater Vancouver Regional District’ – an exemption which the applicant applied for and received.

Once so issued, however, the licensee has to operate that general commercial vehicle in compliance with applicable laws, which would therefore include, specifically, Section 5 of the SCBCTA Act which provides that, despite any other enactment (including then, the PTA and notwithstanding the person then having a license under the PTA), no person may operate independent transit services within the transportation service region without the approval of TransLink.

The rationale for excluding as an inter-city bus a commercial passenger vehicle operating wholly within the GVRD would therefore appear to be that the Passenger Transportation Board is not to have any jurisdiction to make a determination of whether or not there is a public need for the service, and whether it would promote sound economic conditions in the passenger transportation business in British Columbia, which would be required to be considered by the Board in order to grant a special authorization for such a commercial passenger vehicle. By excluding this commercial passenger vehicle from being an inter-city bus, the operation of the PTA and SCBCTA together mean that TransLink alone considers such matters in making a determination of whether or not to provide its consent in accordance with its approval right under Section 5 of the SCBCTA Act.
TO: Board of Directors
FROM: Geoff Cross, Vice President, Transportation Planning & Policy
DATE: September 27, 2018

PROPOSED RESOLUTION:
That the TransLink Board of Directors determine that under section 5 of the South Coast British Columbia Transportation Authority Act the Surrey-UBC B-Shuttle:

1. is an Independent Transit Service, and
2. has approval to operate until December 31, 2019, subject to the conditions outlined in this report.

EXECUTIVE SUMMARY

The applicant is seeking approval to operate an Independent Transit Service (ITS) providing service between Surrey and the University of British Columbia, Point Grey Campus (UBC). The service is intended to provide a direct express connection between Surrey and UBC. Management’s analysis indicates the service will have a negligible impact on both the effectiveness and financial viability of the regional transportation system. Management recommends that the Board approve the service to operate as an Independent Transit Service, subject to the conditions outlined in this report.

PURPOSE

The purpose of this report is to summarize Management’s review of and recommendation for Beyond Travel’s application to operate the Surrey-UBC B-Shuttle (Surrey B-Shuttle) as an Independent Transit Service (ITS). This evaluation is specific to the Surrey-UBC ITS and is one of two separate ITS proposed by the applicant Beyond Travel. The other ITS proposed by the applicant (Commercial-Broadway SkyTrain Station to UBC) has no relation to the following and has been evaluated in a separate report.

BACKGROUND

Under Section 5 of the South Coast British Columbia Transportation Authority Act, TransLink’s Board of Directors is authorized to determine whether or not this service should be considered an ITS. TransLink’s Independent Transit Service Policy – approved by the Board in December 2012 – provides direction on the process, including a definition of ITS, evaluation criteria, and terms & conditions. As outlined in the Act and the Policy, TransLink may grant approval for an ITS to operate if it does not negatively impact the effectiveness and financial viability of the regional transportation system. TransLink approval would not take away from the operator’s need to meet all safety and operating regulatory approvals. For more detailed information regarding the regulatory framework in which the ITS policy functions, please refer to Appendix A.
DISCUSSION

Service Characteristics
The proposal is for a service called Surrey B-Shuttle to operate Monday to Friday on a year-round basis and provide service between Surrey/Delta and the University of British Columbia Point Grey campus (UBC). Approximately 47 km in length, the proposed route would provide a direct connection between Surrey and UBC. Beyond identifying general intersections, the applicant has not yet specified stop locations. The City of Surrey has communicated that without a Road Right-of-Way permit, Surrey B-Shuttle shall not be permitted to stop, stand or park a vehicle within 20 metres of the approach of or ten metres beyond any bus stop sign. Proposed stops include:

- 152 Street/Highway 10
- 152 Street/72 Avenue
- 144 Street/72 Avenue
- 138 Street/72 Avenue
- 128 Street/72 Avenue
- 122 Street/72 Avenue
- Scott Road/84 Avenue
- 112 Street/84 Avenue
- Walter Gage Road/Wesbrook Mall

With 12 round trips each weekday, the proposed ITS would provide hourly service. The first westbound trip would depart 152 Street and Highway 10 at 5:45 AM, the last trip departing at 4:20 PM. Eastbound, the first trip would depart UBC at 7:05 AM, the last trip departing at 5:45 PM. The applicant intends to launch service September 17, 2018, despite being advised that Board approval is required.

Surrey B-Shuttle would charge a single-trip one-way fare of $10.00 and would utilize an online pre-booking system in which each passenger would specify their desired day (or dates) of travel, pickup time and location. This system would restrict booking once the vehicles seating capacity has been reached, ensuring a seat for each Surrey B-Shuttle passenger. Walk-on passengers would be permitted dependent on seating availability.
Defining Independent Transit Services

TransLink’s ITS policy includes definitional criteria used to determine whether a service should be considered an ITS. The table below outlines these criteria and how *Surrey B-Shuttle* was assessed.

<table>
<thead>
<tr>
<th>Definitional Criteria</th>
<th>Surrey B-Shuttle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service is either bus or rail transportation</td>
<td>Yes</td>
</tr>
<tr>
<td>Provided primarily within the transportation service region</td>
<td>Yes</td>
</tr>
<tr>
<td>Provided by a person or municipality other than the authority or its subsidiaries or contractors</td>
<td>Yes</td>
</tr>
<tr>
<td>Does not meet any of the following definitions: carpool vehicle, passenger transportation pool vehicle (e.g., employer-sponsored carpool/vanpool), inter-regional bus (connecting outside service area), passenger directed vehicle (e.g., taxis), school bus, emergency vehicle</td>
<td>Yes</td>
</tr>
<tr>
<td>The primary purpose of the service is to provide general mobility</td>
<td>Yes</td>
</tr>
</tbody>
</table>

For the purposes of the ITS policy, a bus transportation system is defined as “one or more vehicles providing regularly scheduled vehicle trips, open to the general public, with the capacity to carry multiple passengers whose trips may have different origins, destinations and purposes”. This service would operate between multiple origins in Surrey/Delta and UBC. While UBC is known primarily as an academic institution, there is an increasingly wide range of different reasons for accessing UBC and the surrounding University Endowment Lands (UEL). In addition to 65,000 students, UBC is a major employment centre, served by more than 15,000 academic and administrative staff members. Bounded on three sides by Pacific Spirit Regional Park, campus features various major museums, the UBC Hospital...
Urgent Care Centre, the Canadian National Soccer Development Centre, entertainment facilities such as the Chan Centre for the Performing Arts and several significant mixed-use commercial areas. In addition to these on-campus destinations, the surrounding UEL has a population of approximately 4,000 permanent residents and as a separate jurisdiction from the City of Vancouver provides a range of different emergency and community services. As such, existing TransLink service serves students, staff, non-academic residents, tourists and visitors.

Management’s assessment is that *Surrey B-Shuttle* is considered an Independent Transit Service per the criteria in Section 2 of the ITS policy.

**Intent of the ITS Policy**

As noted above, TransLink adopted the ITS policy in 2012 and formalized a process for evaluating potential ITS operations within Metro Vancouver. The intent of the policy is to allow for services that improve transportation options for markets or areas in Metro Vancouver that are not served by TransLink’s existing network, provided they do not reduce the system’s financial viability or effectiveness. Given TransLink’s regional mandate and the process for how resources are allocated, there are many areas or markets that TransLink can’t – or in some cases, shouldn’t – serve efficiently and effectively. This may be because of limited available service hours, other more urgent local needs, and or service requests that do not align with TransLink’s regional goals or priorities. This proposal falls into this category.

Examples of ITS previously approved by the TransLink Board include seasonal tourist-orientated shuttle operations, a limited-stop commuter connection for residents of Bowen Island and several services serving specific retail areas. For each of these, the proposed service improved transportation options in an area (or market) and complemented existing TransLink service without negatively impacting the effectiveness or financial viability of the regional transportation network.

**Impact on the Effectiveness of the Regional Transportation System**

TransLink provides direct access to UBC from several different areas of Vancouver, Burnaby, West Vancouver, and Richmond. To access UBC from anywhere else in the Lower Mainland transit users are required to make at least one transfer. A transit user travelling from Surrey’s Newton Town Centre to UBC would be required to transfer from local bus service to the SkyTrain (either Canada Line at Bridgeport Station or the Expo Line at Surrey Central) before transferring to another bus that serves UBC. Travel time in both of these scenarios is approximately 90 minutes to two hours. **B-Shuttle** travelling direct from Surrey is proposed to have a travel time of approximately 75 minutes. While all TransLink’s vehicles are accessible, according to information provided by the applicant, the proposed **Surrey B-Shuttle** intends to use vehicles that are not currently configured for those who are unable or have difficulty using stairs.

The TransLink system reflects its regional mandate and a focus on investing limited resources to maximize effectiveness. As noted earlier, there are areas (or markets) that TransLink can’t – or shouldn’t – serve efficiently and effectively. With routing designed to serve a small and specific long-distance travel market, the proposed **Surrey B-Shuttle** would provide a complementary alternative to existing TransLink service. **Surrey B-Shuttle** would expand the range of sustainable transportation options available within the region and support TransLink’s ongoing commitment to improving regional mobility.
In terms of alignment with TransLink’s regional goals (especially as they relate to mode shift), 2011 TransLink Trip Diary data indicates that a large proportion of trips from the South of the Fraser sub-region to UBC are by personal vehicle. With travel time comparable to that of personal vehicle use, the proposed ITS would provide those who currently drive with an additional transportation option. While the potential impact would likely be minor, fewer regional trips by personal vehicle support TransLink’s commitment to sustainability.

Based on today’s transportation network, Management does not expect the service to reduce the safety, reliability and effectiveness of the regional transportation system, but rather provide an alternative and complementary service that would improve mobility for a market not directly served by existing TransLink service; specifically, those travelling regularly from Surrey and Delta to UBC.

**Impact on the Financial Viability of the Regional Transportation Network**

As noted above, a large proportion of trips from the South of the Fraser sub-region to UBC are by personal vehicle. With travel time and costs that are comparable to personal vehicle use, *Surrey B-Shuttle* service is designed primarily to appeal to those who drive to UBC and not existing transit users. In addition to having no impact on TransLink ridership and revenue, these potential *Surrey B-Shuttle* users shifting from personal vehicle use would be more likely to utilize other transit services within the region.

Since students would be obliged to continue to purchase their U-Pass regardless of their use of *Surrey B-Shuttle*, any potential student ridership migration from TransLink service would have no impact on current revenue. Moreover, given the single-trip fare of $10.00 and limited stops within Surrey and Delta, it is unlikely that existing price-sensitive transit customers within the South of Fraser sub-region would substitute local TransLink trips for *Surrey B-Shuttle* service. In short, the proposed *Surrey B-Shuttle* intends to serve a market that has little overlap with existing TransLink ridership.

Given this regional focus, a more expensive fare structure, secure U-Pass revenue, and limited duplication of existing TransLink service, Management anticipates any negative impacts on ridership and revenue to be very minor and that the impact on the financial viability of the regional transportation system would continue to be negligible.

**Other Considerations**

As noted above, Management does not anticipate this ITS will negatively impact the effectiveness and financial viability of the regional transportation system. TransLink has no plans to offer a comparable service nor would the market warrant it to be a candidate for investment within TransLink’s Transit Service Guidelines. In order to provide an opportunity for this service to be re-assessed in the future, Management recommends that this ITS be granted approval to operate until December 31, 2019, and that one of the conditions of approval be a requirement that the operator provide ridership figures (to enable TransLink to validate the impact assumptions made in this report). If approved, TransLink staff will inform the operator that if he wishes to continue operations beyond the approval period he will need to reapply by September 30, 2019. The re-assessment will also take into account any field operating impacts, such as unauthorized use of bus stops or other factors that may affect the effectiveness of CMBC operations.
Terms and Conditions
The following standard conditions apply to all approved ITS.

1. TransLink reserves the right to review and/or re-evaluate approved services at any point in the future, and revoke approval if deemed appropriate.
2. No financial support will be provided by TransLink or any of its subsidiaries.
3. Approval to operate as an Independent Transit Service does not constitute approval with respect to any other federal, provincial and local transportation regulations, including safety.
4. TransLink may request changes in service provision (including, but not limited to, changes in route, frequency, stops, operating times, passenger access and/or revenue structure). Approval will only be granted if TransLink and the ITS provider agree to service terms.
5. Approved ITS must notify TransLink of any substantive, planned changes in service provision (including, but not limited to, changes in route, frequency, stops, operating times, passenger access and/or revenue structure) at least 60 days in advance of a planned change.
6. Each approved ITS must report annually to TransLink to confirm its service plan and report changes.
7. Use of TransLink-owned or operated infrastructure, including transit exchanges or TransLink bus stops, must be negotiated and approved in advance of use by ITS.
8. Use of TransLink or subsidiaries branding, language, or symbols, must be negotiated and approved in advance of use by ITS.
9. Approved ITS may be recognized or communicated by TransLink to improve the effectiveness of the regional transportation system as appropriate, and at TransLink’s discretion.

Additionally, Management recommends the following condition be applied:
10. That approval is given for operations between October 4, 2018 and December 31, 2019 only (the Approved Period) for the proposed service design as outlined in this report.
11. That the service provider report ridership figures to TransLink every three months during the Approved Period.
12. That the service operator will not use, make stops at and/or restrict access to any TransLink/CMBC bus stops in the service area.
13. That any violation to the terms and conditions could result in the suspension or termination of the ITS.
RECOMMENDATION
Based on today’s transportation network, Management does not expect the service to have a negative impact on the effectiveness of the regional transportation system, but rather provide an additional transit connection to UBC that complements the existing TransLink system. With no existing direct transit connection from Surrey to UBC, the proposed ITS would not be competing with TransLink service and would have a negligible impact on the financial viability of the regional transportation system. As such, Management recommends that the Board determine *Surrey B-Shuttle* is an ITS as per in Section 2 of the ITS policy; and that *Surrey B-Shuttle* be approved with conditions.

Alternatives
There are two potential alternatives to the recommended resolution:

1. The Board could choose to not approve the *Surrey B-Shuttle* to operate.
2. The Board could choose to approve the *Surrey B-Shuttle* to operate with other conditions as determined by the Board.

ATTACHMENTS
Appendix A – Regulatory Framework
SURREY-UBC B-SHUTTLE

Regulatory Framework

While not a consideration in TransLink’s evaluation of the proposed ITS, the applicant has received a Vehicle for Hire Licence from the City of Vancouver (CoV) and a General Authorization Licence from the Passenger Transportation Board (PTB).

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Once so issued, however, the licensee has to operate that general commercial vehicle in compliance with applicable laws, which would therefore include, specifically, Section 5 of the SCBCTA Act which provides that, despite any other enactment (including then, the PTA and notwithstanding the person then having a license under the PTA), no person may operate independent transit services within the transportation service region without the approval of TransLink.

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