

TRANSLINK ENTERPRISE
2021 ACCOUNTABILITY REPORT

Glossary of Terms

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Access Transit

Refer to [HandyDART](#).

American Public Transportation Association (APTA)

An industry organization composed of North America public transit service providers, private transportation design and operating companies, metropolitan planning organizations, state departments of transportation, and academic institutions. Its main functions are advocacy and information sharing. APTA also maintains a Sustainability Commitment which aims to advance a sustainability agenda among member agencies. See Sustainability Commitment for more information.

Boarded Passenger

Refer to Passenger Boarding.

British Columbia Rapid Transit Company (BCRTC)

An operating company of the South Coast British Columbia Transportation Authority (TransLink) that operates the Expo and Millennium automated light rail SkyTrain lines and manages the Canada Line concession agreement.

Canada Line

A rapid transit line that opened in August of 2009 connecting Vancouver International Airport and Richmond to downtown Vancouver; managed by BCRTC and operated by ProTrans BC.

Canadian Urban Transit Association (CUTA)

An association representing the public transit community in Canada. CUTA provides conferences, training, public affairs, awards, exhibitions, technical services, research, statistics, and government relations in support of its mission and goals of advancing public transit in Canada.

Capacity Kilometers

A measure of transit passenger capacity provided, measured as the distance travelled by transit vehicles in revenue service multiplied by the number of passenger spaces (seats plus standing spaces) on each vehicle.

Carbon Dioxide Equivalent (CO₂e)

A metric measure used to compare the emissions from various greenhouse gases based upon their global warming potential (GWP) using the functionally equivalent amount or concentration of carbon dioxide (CO₂) as the reference.

Coast Mountain Bus Company (CMBC)

South Coast British Columbia Transportation Authority's (TransLink) largest operating company. CMBC operates the majority of Metro Vancouver's bus service (the balance of which TransLink contracts out to other organizations).

Community Shuttle

A mini-bus that carries approximately 24 people and operates in quieter, residential communities that do not have enough ridership to use a 40ft bus.

Conventional Bus

A 40-foot or 60-foot transit bus; excludes Community Shuttle and HandyDART vehicles.

COVID-19

An infectious disease caused by a coronavirus, resulting in a world-wide pandemic starting in 2020.

Crimes Against Persons / Property

The crime rate represents crime handled by Transit Police (against persons and property, both on and off transit property) per 100,000 boardings.

Criteria Air Contaminants (CACs)

A group of air pollutants including carbon monoxide (CO), hydrocarbons (HC), nitrogen oxides (NOx) and atmospheric particulate matter (PM) that cause smog, acid rain and health hazards. Typically these are by-products of combustion from fossil fuels and/or industrial processes.

CAC emissions are calculated using invoiced fuel consumed between January 1 and December 31 by diesel and CNG buses, Community Shuttle Bus, SeaBus, HandyDart, and West Coast Express multiplied by emission factors derived from the following information: EPA certified engine emission factors and TransLink's fleet type and estimated age.

Customer Service Score

The customer perception of the overall quality of services provided by TransLink using a 10-point scale where 10 means excellent and 1 means very poor. Results are presented to one decimal place as an average of all respondents during the reporting period from January 1 to December 31.

Emission Factor

Representative value that attempts to relate the quantity of a pollutant released to the atmosphere with an activity associated with the release of that pollutant.

Employee Voluntary Turnover

Employees who leave the organization voluntarily or due to resignations and retirements.

Energy Consumed

Energy used in operations – contributing to Scope 1 and Scope 2 emissions – such as the electricity and natural gas used to power buildings, and fuel used to power fleet.

Enterprise Risk Management

A framework of methods and processes used by organizations to manage risk. It typically involves identifying particular risks and opportunities relevant to the organization's objectives, assessing them in terms of likelihood and magnitude of impact, determining a response strategy, and monitoring progress.

Facilities Energy Consumption

Energy, presented in gigajoules, used to power and heat TransLink's facilities between January 1 and December 31, including TransLink's head office – Sapperton, CMBC, SkyTrain, West Coast Express, West Vancouver Transit Centre and HandyDART facilities. Due to the lack of available data at this time, facilities energy does not include data from Canada Line operations.

Fare

Tariff charged per ride. The authorized amount (whether cash, ticket, pass or valid transfer) paid for a ride on a transit vehicle.

Farebox

An electronic fare collection machine that is installed on all TransLink buses, and used by customers to deposit cash fares and to validate tickets and transfers.

Farebox Recovery

See Operating Cost Recovery.

Global Reporting Initiative (GRI)

An international, network-based organization that has developed a reporting framework for sustainability.

Greenhouse Gas

Pollutants released into the air that increase the warming effect of the sun's radiation. Some greenhouse gases occur naturally in the atmosphere; others result from human activities such as fossil fuel combustion and land use changes. Greenhouse gases include: carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulphur hexafluoride (SF₆).

Greenhouse gas emissions, presented in equivalent tonnes of CO₂, are calculated for the period January 1 to December 31 using guidance from the BC Best Practices Methodology for Quantifying Greenhouse Gas Emissions^[1]. For RNG emissions calculations, emissions factors were obtained from TransLink's natural gas provider.

HandyDART

A door-to-door, shared ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance.

International Association of Public Transport (UITP)

An international, information-sharing network and advocacy organization for public transport. It is composed of public transport authorities and operators, policy decision-makers, scientific institutes and the public transport supply and service industry.

Journey

A transit trip. A single journey can include multiple boardings (transfer). Also referred to as Revenue Passengers.

Local Supplier

Organization or person that provides a product or service to the reporting organization, and that is based in the same geographic market as the reporting organization.

Lost Time Injury Frequency Rate (LTIFR)

Refers to the rate of occurrence of workplace incidents that resulted in an employee's inability to work the next full work day. LTIFR refers to the number of such injuries that occur within a given period relative to the total number of hours worked in the same accounting period. The figure is calculated per 200,000 hours worked and includes incidents claimed during the reporting year at the point of report generation (i.e. claims that are awaiting approval by WorkSafe BC have not been captured). Claims relating to the reporting year but received after the Accountability Report is issued will be reviewed and any material changes will be reflected as a restatement in the following year. Due to lack of available data at this time, enterprise wide LTIFR does not include data from Canada Line Operations.

Major Road Network (MRN)

A network of approximately 600 km of road that facilitates the safe and efficient movement of people and goods across the region. It connects the provincial highway system with the local road network and some corridors also serve cyclists and pedestrians.

TransLink, in partnership with municipalities, plans the region's MRN. TransLink provides funding for the operation, maintenance and rehabilitation of the MRN, but ownership and operational responsibility for the MRN remains with the respective municipalities.

[1] <https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/methodology/2018-pso-methodology.pdf>

Materiality

As outlined in the Global Reporting Initiative, the information in a report should cover topics and indicators that reflect the organization's significant economic, environmental, and social impacts or that would substantively influence the assessments and decisions of stakeholders.

Metro Vancouver

A regional governing body comprised of 21 municipalities, one electoral area, and one treaty First Nation (Tsawwassen) in the Greater Vancouver Area. Metro Vancouver provides core service to municipalities, such as drinking water, sewerage and drainage, solid waste management and regional parks. It also has planning and regulatory responsibility for utilities, air quality and regional growth. The updated Regional Growth Strategy, *Metro 2050*, is currently under development and will supersede the existing Regional Growth Strategy, *Metro 2040*. These regional land-use plans are supported by TransLink's plans for the regional transportation system.

Mode

Method of transportation. Examples include walking, cycling, transit and driving. Transit mode may also be disaggregated further, for example, train, bus, single occupant vehicle, and rideshare.

Off-Peak Period

Non-peak or non-rush hours. From 09:30 until 15:00 and from 18:30 until the last bus Monday to Friday and all day Saturday, Sunday and holidays.

Onboard Passenger Injury Rate

Stated per million boardings and presented separately by mode of transport. Due to operational differences, rates for bus and rail divisions are calculated using different methodologies:

- Reportable injuries to CMBC bus passengers comprise injuries resulting from collisions, when onboard (including when boarding or exiting) or when using the SeaBus. Injuries are reported by bus passengers to the TransLink claims department. Contracted bus services (West Vancouver Transit / Community Shuttles) are excluded.
- Rail passenger injuries are injuries occurring on trains and BCTRC/WCE property that are categorized and reported by staff as either serious, major or fatal. Due to lack of available data at this time, Canada Line information is not included in the rail division.
- The definition of a reportable injury for HandyDART passengers was changed for 2019 to include injuries reported by staff and confirmed with the passenger. Due to certain information necessary to apply the new definition not being available, HandyDART injury rates for 2017-2018 have not been restated.

Operating Cost per Capacity Kilometer

Operating costs divided by total capacity kilometers. A capacity kilometer is measured as the distance travelled by transit vehicles in revenue service multiplied by the number of passenger spaces (seats plus standing spaces) on each vehicle.

Operating Cost Recovery

The share of total costs from continuing operations (excluding interest, amortization and roads and bridges) that are paid for by the revenue from transit related revenues.

Pandemic

An epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people^[2].

Passenger Boarding

Each time a transit user enters the transit system, regardless of whether they are transferring from another mode on the system.

[2] <https://www.publichealth.com.ng/world-health-organization-who-pandemic-definition/>

Peak Hours

The hours from start of transit service in the morning until 09:30 – and from 15:00 until 18:30 Monday to Friday.

Public Sector Accounting Board (PSAB)

Created to serve the public interest by establishing accounting standards for the public sector. PSAB also provides guidance for financial and other performance information reported by the public sector.

Regional Growth Strategy

Metro Vancouver’s long-term, regional land-use plan. The updated Regional Growth Strategy, Metro 2050, is currently under development and will supersede the existing Regional Growth Strategy, Metro 2040. Under the SCBCTA Act (see SCBCTA in Glossary), TransLink must provide a regional transportation system that supports Metro Vancouver’s Regional Growth Strategy.

Regional Transportation Strategy

The Strategic Framework that sets out the vision, goals, principles, strategies and key initiatives to help guide transportation decisions in Metro Vancouver over the next 30 years. The approved strategic framework sets out an approach for accommodating the one million more people expected to live in the region by 2045 and the resulting growth in demand on the transportation system. It brings together our strategies on investing in system expansion, managing demand and coordinating land use, to ensure transportation decisions are made that are affordable and help us live healthy lives, in communities with prosperous businesses, safe streets, clean air and thriving natural environments.

Revenue Fleet Greenhouse Gas (GHG) Emissions

Greenhouse gases emitted by TransLink’s fleet between January 1 and December 31. Reported revenue fleet GHG emissions include buses, CMBC, SkyTrain, SeaBus, HandyDart, West Coast Express and Canada Line.

Revenue Hours

The time that transit vehicles are in revenue service, from the time they leave the trip start terminus to the time they arrive at the trip end terminus, and exclude recovery (layover) time at terminuses and deadheading times (i.e. time used by vehicles to travel from a depot to a service start point and to return to the depot from a service end point).

Revenue Kilometres

The distance travelled by transit vehicles while in revenue service, from the time they leave the trip start to the time they arrive at the trip end terminus, and exclude deadheading distance (i.e. distance travelled by vehicles from a depot to a service start point and to return to the depot from a service end point).

Revenue Passenger

Refer to [Journey](#).

Ridership

Measured and reported using two indicators: boardings or journeys. Both indicators are calculated using data generated from the Compass system, on-bus transaction (i.e. farebox data) and HandyDART reporting. Adjustments are made to reflect missing tap data from “all-door boarding” B-Line and RapidBus routes. The methodology for adjustments was adapted to use available data from January through May 2021 due to TransLink’s 2020 cybersecurity attack. An additional adjustment was made to include estimated ridership of children aged 5 – 12 who began to ride for free on September 1st as part of the Province’s K12&U Program. Data is validated through a series of checks and comparisons to data from the Automated Passenger Count system. Ridership is presented in millions to one decimal place.

Scheduled Transit Service

CMBC Bus, Community Shuttle, SkyTrain and Canada Line, SeaBus and the West Coast Express.

SkyTrain

The oldest and one of the longest fully-automated, driverless, rapid transit systems in the world operated by BCRTC. SkyTrain is comprised of Expo and Millennium SkyTrain lines that connect downtown Vancouver with the cities of Burnaby, New Westminster and Surrey. SkyTrain also includes the Canada Line which opened in August of 2009, connecting Vancouver International Airport and Richmond to downtown Vancouver.

South Coast British Columbia Transportation Authority (SCBCTA)

The legal name of TransLink, the regional transportation authority that is responsible for Metro Vancouver's multi-modal transportation network, including transit, roads and bridges, cycling and walking. The Authority is governed by the *SCBCTA Act*, an Act of the provincial legislature.

South Coast British Columbia Transportation Authority Act

An Act of provincial legislation in British Columbia that establishes and governs the South Coast British Columbia Transportation Authority (TransLink).

Supplier

Organization or person that provides a product or service used in the supply chain of the reporting organization.

Supply Chain

Sequence of activities or parties that provides products or services to an organization.

Sustainability

The integration of social and environmental factors into business decision-making. Often used interchangeably with sustainable development.

Sustainability Commitment

An APTA program which gives credit to member agencies for the efforts they are already making as well as to support those that are taking first steps toward sustainability. The Commitment assigns recognitions levels (Bronze, Silver, Gold and Platinum) based on environmental performance.

Transit Police

Metro Vancouver Transit Police, officially South Coast British Columbia Transportation Authority Police Services, a supplementary policing agency within TransLink's service region that have full powers of provincial police, including the ability to enforce the Criminal Code of Canada and issue violation tickets for infractions of provincial statutes, including fare violations.

Sustainable Development Goals (SDGs)

A collection of 17 global goals set by the United Nations in 2015. The SDGs cover social and economic development issues including poverty, hunger, health, education, climate change, gender equality, water, sanitation, energy, urbanization, environment and social justice.

Vehicle Hours

The length of time a vehicle is on the road.

Vehicle Kilometres Traveled (VKT)

The distance a vehicle has travelled.

West Coast Express (WCE)

A wholly-owned operating company of BCRTC that operates commuter trains from Mission City in the Fraser Valley to downtown Vancouver.