



Indigenous art at TransLink's Lonsdale Quay SeaBus terminal, created by artists ?əyx™atəna:t Kelly Cannell, Siobhan Joseph, anda™ənat Angela George.

Vision

A better place to live, built on transportation excellence.

Mission

Together, we connect the region and enhance its livability by providing a sustainable transportation network embraced by our communities and people.

Values

Safety

Customer Service

People

Inclusiveness

Integrity

Excellence

Sustainability

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A message from Kevin Quinn, CEO of TransLink

Delivering for a Rapidly Growing Region - and Preparing for the Future

Metro Vancouver is experiencing record-setting rates of growth, with new residents moving to the region every day. In 2023, we welcomed over 90,000 new residents; that's twice as many as we expected and three times more than previous years.

SOCIAL RESPONSIBILITY

We also saw impressive ridership growth in 2023: we moved the equivalent of one-third of the region's population. We're leading ridership among our Canadian and US peer agencies, having recovered to nearly 90 per cent of pre-pandemic levels. Fastgrowing parts of the region saw up to a 120 per cent increase in ridership compared to 2019 levels, reinforcing the critical role transit plans in the connectivity of our region.

To accommodate this growth, we're working to enhance transit service, including construction of the new R6 Scott Road RapidBus and a return of the Bike Bus in 2023. We're also working to ensure we're creating a region that is accessible and inclusive for everyone. In 2023, we finalized the installation of braille signage at all 8,400 bus stops and began providing customer service in over 300 languages. Lastly, we took major strides to reduce our climate footprint by accelerating our bus fleet's shift to renewable fuels.

While TransLink is delivering for its customers today, we're also preparing for the future and delivering on our vision of Access for Everyone. Close access to public transit ensures residents can stay connected to job opportunities, educational institutions, and essential services. Over the next decade, we're planning to double local transit service, add 450 kilometres to the Major Bikeway Network, and deliver 170 kilometres of new rapid transit.

We know that a sustainable transportation system is key to addressing our region's most pressing challenges, helping build climate resilience and serving as a catalyst for affordable, transit-oriented housing.

Despite challenges with TransLink's funding model, we remain steadfast in our commitment to deliver excellent service and an outstanding customer experience each and every day. As the region and our system continues to grow, we must continue to work with all levels of government to keep up with the demand. We simply cannot stop investing in our system: our customers, and the region, depend on it.

Kevin Quinn, CEO, TransLink

About This Report

This **2023 TransLink Accountability Report** marks our seventh year of integrated reporting on our social, environmental, and financial measures.

This report covers the 2023 performance of TransLink and its operating companies¹, and reports on our progress towards our commitments.

We prepare this Accountability Report for everyone who relies on our regional transportation system: investors, taxpayers, partners at different levels of government, Indigenous Peoples, customers, other stakeholders, and our employees.

In 2023, we conducted a <u>materiality assessment</u>, which resulted in an update of our material priorities, including new priorities such as sustained funding and climate impact risk management. Accordingly, we have updated this report to include our progress on the top material topics. This 2023 report is also structured in conjunction with our Sustainability Framework.

This report aligns with United Nations Sustainable Development Goals (UNSDG), Sustainability Accounting Standards Board (SASB), and Global Reporting Initiative (GRI) Standards. For more information on our report standards, see the <u>Standards Index</u>. In addition, we are transitioning to the new International Sustainability Standards Board (ISSB) International Financial Standards Report (IFSR) Standards S1 (General) and S2 (Climate-related).

For more in-depth information about TransLink's financial performance, please see our 2023 Year-End Financial and Performance Report.

About Us



TransLink (South Coast British Columbia Transportation Authority) plans, funds, operates, and manages a regional transportation system that moves people and goods, and supports the regional growth strategy, provincial and regional environmental and emission reduction objectives, and economic development of the transportation service region.

Who We Are

The TransLink enterprise is a family of companies dedicated to moving people around Metro Vancouver. The enterprise (TransLink) includes TransLink Corporate and our operating companies: Coast Mountain Bus Company (CMBC), BC Rapid Transit Company (BCRTC), Metro Vancouver Transit Police (Transit Police), and West Coast Express (WCE). CMBC, BCRTC, Transit Police, and WCE are separate companies from TransLink Corporate with their own respective executives, Boards of Directors, employee workforce, and governance models.

We work together to connect the region and enhance its livability by providing a sustainable transportation network, embraced by the communities we serve.

Who We Serve

Our services and projects support customers, taxpayers, community members, investors, businesses, suppliers, municipal partners, provincial and federal government agencies, Indigenous communities, and non-governmental organizations, as well as all residents and visitors travelling throughout Metro Vancouver.

Where We Operate

Our regional transit system spans 21 municipalities, as well as Tsawwassen First Nation and Electoral Area 'A' (the unincorporated areas of the regional district), with a total population of 2.6 million people, and a service area that covers more than 1,800 square kilometres.

¹ We do not have full reporting data for all operating companies. We continue to improve this process and incorporate data as it becomes available.

WELCOME

What We Do

We plan Metro Vancouver's regional transportation system for people and goods, setting out the long-term vision, goals, key initiatives, and funding. We also develop transportation demand management strategies, programs, and other activities to support the functioning of regional transportation.

We acquire, construct, and maintain assets, infrastructure, facilities, and property required for the regional transportation system, including:



Active Transportation Infrastructure: With our municipal partners, we invest in building and upgrading the walkway and bikeway network to facilitate better active transportation connections to transit and within and between urban centres across the region. We maintain a network of bike parkades and lockers across the transit network.



Transit Fleet and Infrastructure: We own and/ or manage rail rapid transit guideways; transit stations; storage, maintenance, and operations facilities; and our fleets of passenger ferries, buses, and trains.



Major Roads: In conjunction with local governments, we co-fund and co-manage the Major Road Network, which includes hundreds of kilometres of key roads in the region, connecting major destinations for people and goods.



Bridges: We own and maintain six bridges – Knight Street Bridge, Pattullo Bridge, Golden Ears Bridge, Westham Island Bridge, the SkyTrain SkyBridge, and the Canada Line Bike and Pedestrian Bridge.



Technology: We own and manage the necessary technology assets to deliver our services, including data management and telecommunications.

We also operate transit and transportation services, including:



Bus Service: Bus transit service across the region, delivered by our own bus operating company (CMBC) and via contracts with other bus operating companies.



Paratransit: HandyDART, a paratransit service for those who are unable to safely navigate the region's conventional public transit without assistance.



Ferries: SeaBus, a passenger-only ferry service linking downtown Vancouver and North Vancouver.



Rail Rapid Transit: Rail transit service across the region, including the SkyTrain (Expo and Millennium Lines), which is operated through BCRTC, and the Canada Line, which is operated through a concessionaire.



Commuter Rail: West Coast Express, a commuter rail service operating between downtown Vancouver and Mission.

How We Are Governed

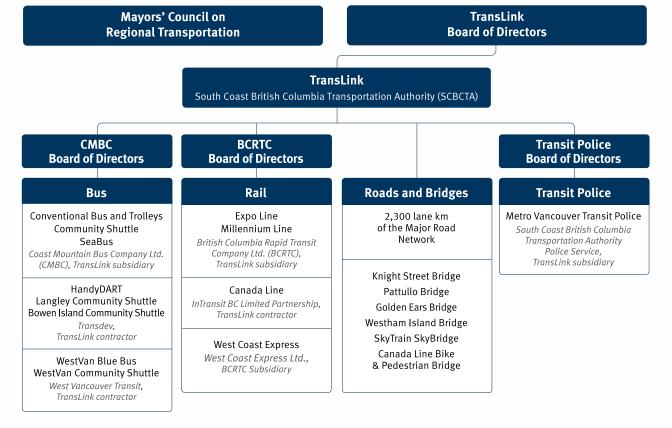
TransLink's governance structure includes our Board of Directors and the Mayors' Council on Regional Transportation.

Mayors' Council on Regional Transportation

The Mayors' Council consists of 21 mayors from municipalities within Metro Vancouver, the Chief of Tsawwassen First Nation, and the Electoral Area 'A' representative. The Mayors' Council is responsible for approving TransLink's long-term strategies, 10-year investment plans, changes in Board member remuneration, executive compensation plans, certain short-term fares, and changes in TransLink's customer complaint and survey processes. The Mayors' Council also appoints independent directors to the TransLink Board. Annually, the Mayors' Council appoints the Chair and Vice-Chair of the Mayors' Council, as well as a Mayors' Council Designate to the Board of Directors.

Board of Directors

TransLink's Board is made up of seven independent directors, the Chair and Vice-Chair of the Mayors' Council, and up to two individuals appointed by the Province. The Mayors' Council selects the independent directors from a shortlist of candidates identified by an independent five-member screening panel, with one appointee from each of the following: Greater Vancouver Board of Trade, Chartered Professional Accountants of BC, Greater Vancouver Gateway Council, the Province, and the Mayors' Council.



2023 Board of Directors



First row from left: Lorraine Cunningham, Chair; Andy Ross, Vice Chair; Jennifer Chan; Harj Dhaliwal; Karen Horcher; Mayor Mike Hurley (Mayor of City of Burnaby). Second row: Tracy Redies; Andrea Reimer; Harpinder Sandhu; Allan Seckel; Mayor Brad West (Mayor of City of Port Coquitlam).

The TransLink Board of Directors is responsible for stewarding the affairs of TransLink. They oversee TransLink's business conduct and operations, and supervise management.

The Board appoints the Chief Executive Officer (CEO) and delegates responsibility to the CEO for the day-to-day leadership and management of the organization. In 2023, TransLink's Board of Directors had four standing committees: Finance and Audit; Planning, Communities, and Communication; Information Technology; and Human Resources and Governance.

Our Board Governance Manual sets out the roles, responsibilities, and accountabilities of the TransLink

Board, the Board Chair, Committees, Chairs, and Directors. It includes a Code of Conduct to guide ethical behaviour and address conflicts of interest. The Finance and Audit Committee is responsible for risk management and sustainability, including climate change.

The Board follows an Annual Board and Committee Calendar to demonstrate their responsibilities and decision-making related to economic, environmental, and social impacts. TransLink provides semi-annual corporate sustainability updates and reports, as well as quarterly risk management (including climate-related risk) updates, to the Board's Finance and Audit Committee.

2023 Senior Executive Team



First row from left: Kevin Quinn, TransLink Chief Executive Officer; Christine Dacre, TransLink Chief Financial Officer; Gigi Chen-Kuo, TransLink Chief Operating Officer to December 17, 2023; Jeff Busby, TransLink Chief Operating Officer as of December 18 2023; Sany Zein, BCRTC President & General Manager; Michael McDaniel, CMBC President & General Manager. Second row from left: Steve Vanagas, VP Customer Communications and Public Affairs; Tammy Young, VP People and Culture; Dave Jones, Transit Police Chief Officer to September 30, 2023; Suzanne Muir, Acting Transit Police Chief Officer September 2023, Chief Officer as of October 2023.

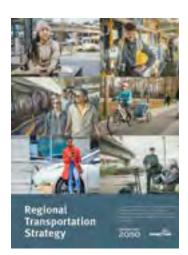
Senior Executive Team

TransLink's <u>Senior Executive Team</u> brings diversified skill sets to the tasks of planning and managing the region's transportation network. The team consists of TransLink's CEO, CFO, COO, VP of Customer Communications and Public Affairs, and VP of People and Culture; Transit Police Chief Officer; and Presidents and CEOs from BCRTC and CMBC.

What Guides Us

We are guided by our mandate: to provide a sustainable regional transportation system that moves people and goods, while supporting the growth strategy, environmental objectives, and economic development of the region.

To deliver on our mandate, we have created strategic goals that are driven by the Regional Transportation Strategy, a statutory requirement of the Province of BC, which sets out the long-term direction for transportation in the region.





Transport 2050

<u>Transport 2050</u> is our regional transportation strategy for Metro Vancouver and our roadmap for the next 30 years. The strategy was developed in collaboration with residents, municipalities, Metro Vancouver Regional District, the Province of British Columbia, Indigenous Nations, and stakeholders.

Adopted in January 2022, Transport 2050 envisions a future of Access for Everyone:

"Everyone can easily connect to the people, places, and opportunities that they need to thrive — because we all have real choices that we can count on, that we can afford, and that we can safely enjoy for generations to come. Our transportation system supports an inclusive, future-ready region that has meaningfully advanced reconciliation."

Access for Everyone

Access for Everyone (otherwise known as Transport 2050: 10-Year Priorities) is a bold implementation roadmap for achieving the goals set out in Transport 2050. Adopted in June 2022, Access for Everyone stages the first decade of investments and actions needed to implement Transport 2050.

Access for Everyone will require significant new revenue sources and investments from all levels of government. It will be delivered in phases and funded through a series of future investment plans.



2022 Investment Plan

TransLink is obligated by statutory requirements to update our Investment Plan every three years. Our current Investment Plan, approved in May 2022, helps TransLink advance key transit priorities while stabilizing funding over the short term. TransLink has seen encouraging ridership recovery at approximately 90 per cent of pre-pandemic ridership. However, changes in travel behaviours have led to reduced fare revenues. At the same time, more efficient vehicles, including a transition to zero-emissions vehicles, are affecting our fuel tax revenues.

In addition, since the 2022 Investment Plan was approved, inflationary pressures have resulted in higher-than-projected expenditures, most notably in construction and labour costs. The 2022 Investment Plan relies on significant relief funding and capital investments from the Province of BC and the Government of Canada to maintain our system in good repair, advance key projects, and stabilize our long-term finances.



Climate Action Strategy

In January 2022, the Board of Directors and the Mayors' Council for Regional Transportation approved TransLink's <u>Climate Action Strategy</u> and new greenhouse gas (GHG) emissions and climate targets. The Climate Action Strategy's vision is to provide climate-resilient and net-zero public transportation system for the region.

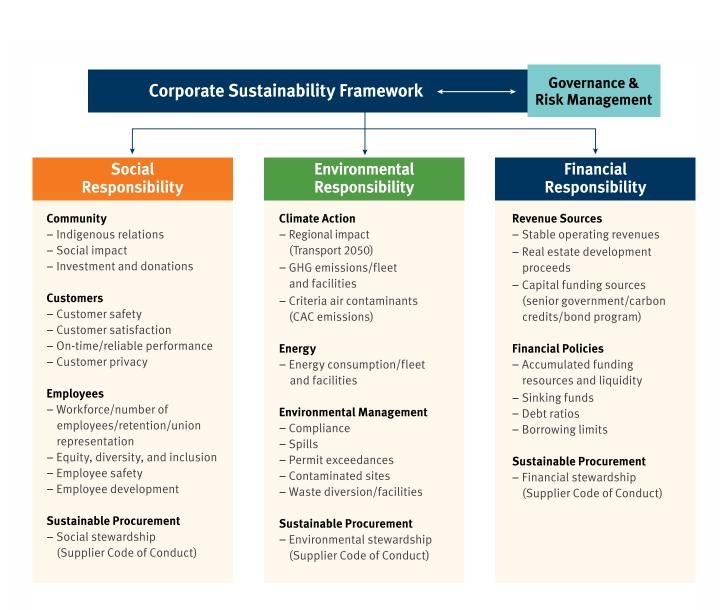
This strategy was followed by the Board's approval of the <u>2023-2025 Climate</u> <u>Action Plan</u> in December 2022, which outlines our strategies and 48 actions for reducing our GHG emissions and ensuring our operations and infrastructure are resilient to the changing climate.

Learn about our Climate Action Plan implementation progress here.

Sustainability Framework

Our Sustainability Framework defines our sustainability goals and objectives. It provides a roadmap for our social, environmental, and financial decision-making, through the lens of governance and risk management. It also aligns with the goals of Transport 2050.

Through our annual Accountability Report, we track and report on each area of our Sustainability Framework. In 2024, we will be updating our Sustainability Framework, Sustainability Policy, and Sustainability Strategy, which will be informed by our 2023 materiality assessment.



Enterprise Risk Management

Enterprise Risk Management (ERM) is a systematic process to identify, assess, and respond to risks that could negatively affect the achievement of TransLink's strategic priorities. TransLink's ERM Framework ensures a consistent risk taxonomy structure across the enterprise. On an annual basis, senior leadership identifies and prioritizes corporate-level risks. Using a likelihood and impact matrix, the Senior Executive Committee evaluates the top enterprise priority risks for Board oversight. Risk owners then prepare treatment plans for periodic monitoring and reporting to the Board and senior executives.

Climate Change Risk

Climate change is increasingly affecting our region, transportation, fleet, infrastructure, and operations. In 2023, to align with new international sustainability reporting standards, we began disclosing, evaluating, and monitoring our climate-related risks as part of the ERM process. This includes the assessment of any threats and opportunities associated with TransLink's ability to systematically manage our environmental responsibilities and impacts in a way that provides value to TransLink and the region at large.

In 2023, we identified three primary climate risks:

Regional GHG reduction targets: The potential risk of being unable to gain support for the investments and policy actions needed to make substantial progress to reducing GHGs from light-duty vehicles in Metro Vancouver.

Corporate GHG reductions targets: The potential risk of not meeting our 45 per cent GHG emissions reduction target by 2030. See Corporate Climate Action.

Climate change resilience: The potential risk of having the extreme effects of climate-related events negatively affect facilities, infrastructure, operational continuity, staff, customers, and the travelling public.

These identified risks are being managed through various working groups, programs, and actions, as outlined further in this report. See <u>Risk Management</u> for additional information on climate-related risks. For information on other risks, refer to our Year End Financials and Performance Report.

Creating a Sustainable Model

Sustainable transportation is the future.

In an era of increased concerns about affordability, climate change, and regional population growth, sustainable transportation is the only answer to the question, "How will we move and grow?"

The need for transit, walking, biking, and rolling is more pressing than ever. Growing sustainable transportation is key for achieving regional and provincial social, economic, and environmental objectives. It's also essential for our burgeoning population. Metro Vancouver is one of the fastest-growing regions in North America; in 2023 alone, over 90,000 people moved to the region.

TransLink's Performance

At TransLink, we are proud to play a vital role in providing sustainable transportation to our growing communities. This is the result of prudent financial management, our strong performance coming out of the pandemic, the region's enduring commitment to transit-oriented development, and the solid foundation laid by our continuing partnerships with various levels of government and Indigenous Nations.

In 2023, TransLink was one of the leaders in ridership recovery among our peers in Canada and the US. On a weekly basis, Translink's ridership peaked at over 89% of pre-pandemic levels, with an average of 1.1 million boardings daily.

Unprecedented policies announced by senior government to focus growth around frequent and rapid transit will accelerate this momentum.

We are committed to fiscal responsibility.

Eighty-five per cent of our expenses are service related. The remaining 15 per cent are administrative-related, which is lower than the 17-20 per cent average for Canadian and US agencies.

We continue to implement a variety of cost-saving and efficiency measures, such as consolidation of office space and more bus speed and reliability measures. We are also committed to diversifying our revenue streams, such as commercial partnerships and our Real Estate Development Program, which is projected to bring in significant revenues within the next five to 10 years.

Towards a Sustainable Funding Model for Transportation

The challenge? Unprecedented rates of inflation have impacted our bottom line. Revenue from fares has not recovered to pre-pandemic levels. Due to more fuel-efficient cars and the uptake in zero-efficiency vehicles, revenue from fuel taxes continues to decline. As a result of these impacts, we will begin seeing an annual structural deficit average of \$600 million per year, over the ten-year period beginning in 2026. This is why we continue working with all levels of government to implement a new sustainable funding model that will allow us to grow the role of sustainable transportation and expand service to support the increasing demands of Metro Vancouver.

Our region has a bright future filled with sustainable transportation. We are committed to continuing to play a vital role in connecting communities across the region.

Advancing Key Priorities

TransLink is responsible for delivering the regional transportation system that connects the region and enhances the livability of Metro Vancouver. We play a key role in enabling the regional and provincial economy.

By providing sustainable transportation choices for everyone, TransLink is advancing an affordable, thriving, socially inclusive, and climate-resilient region, while simultaneously supporting key priorities of the provincial and federal governments.



Social Inclusion & Equity

Why This Matters > People of all ages, abilities, backgrounds, and income rely on TransLink to get to where they need to go.



Complete, Affordable Communities

Why This Matters > Our region's vision is to create livable and vibrant communities built around multi-modal hubs to promote walking, biking, rolling, and transit.



Climate Action

Why This Matters > Our vision is to achieve a net-zero, climate-resilient transit system that meets the growing need of our communities while caring for our planet.



Look for this icon throughout this report; it indicates accomplishments related to our key priorities.

Big Moves in 2023

Social Inclusion and Equity

- > Braille signage at every bus stop and tactile walking surface indicators at every stop TransLink owns
- TravelSmart4Kids, to encourage children to use active, sustainable transportation modes
- Integration of equity frameworks and mapping into planning projects

- Customer service by phone in over 300 languages
- > First Nations Transportation Program
- > Cultural recognition projects
- > Launch of Sustainable Procurement Strategy

Complete, Affordable Communities

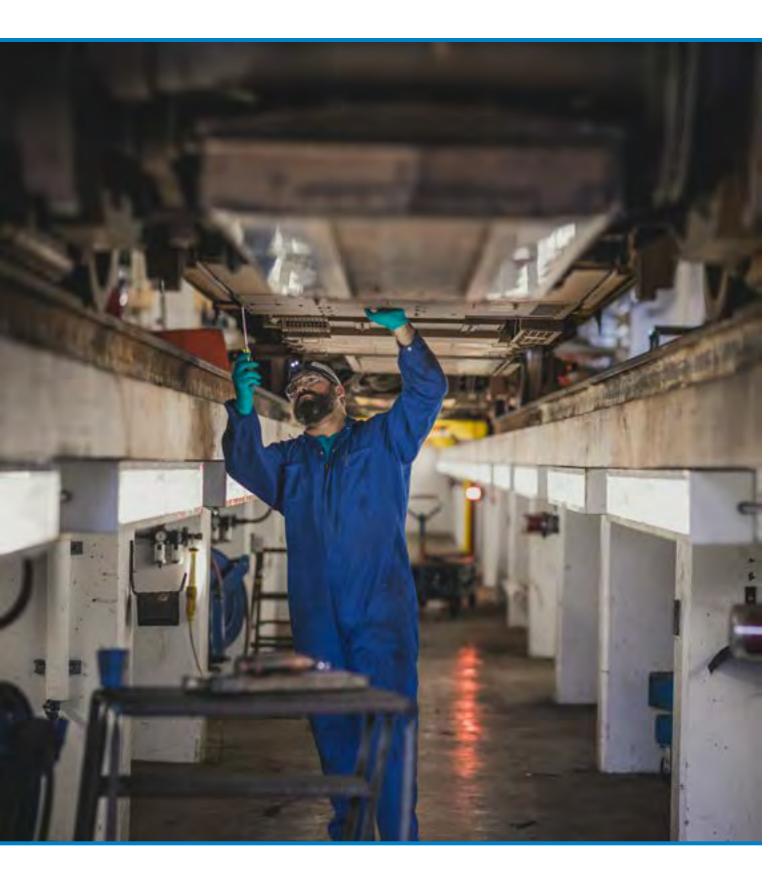
- Advancement of mixed-use housing developments in Vancouver,
 North Vancouver, and Coquitlam
- Policy agreements with municipal partners to ensure higher-density, affordable housing around major projects
- Investments in infrastructure to support walking, biking, and rolling

- Affordable transit fares and promotion of the most affordable modes
- Compass Card Donation Program to help families, seniors, and service agencies
- Car Free Days in seven municipalities to celebrate and promote sustainable communities

Climate Action

- Reduction of overall GHGs by approximately 12 per cent (from 2022)
- Renewable fuels in our bus fleet to significantly reduce GHG emissions
- > Renewable gas for natural gas buses
- > Climate Action Plan adaptation measures

- > Low- to zero-emissions design of new facilities
- > Transition to battery-electric buses, including construction underway at our first all-electric Transit Centre
- Materiality assessment to identify key issues for stakeholders



System and Service Management

To deliver on our strategic priorities, TransLink and its operating companies provide services and systems to exceed customer expectations, both now and in the future.

This includes bus, SeaBus, SkyTrain, West Coast Express, and HandyDART services, as well as the infrastructure for roads, bridges, and active transportation infrastructure to support walking, biking, and rolling.

Comprehensive Approach to Services and Systems

- We ensure we keep our assets in good condition to maintain a state of good repair, as well as reliable service.
- We proactively invest in our system.
- We focus on having the right processes in place to effectively manage capital projects, in terms of budget, schedule, and quality.
- We ensure we have the data and tools to help us make informed decisions.
- We rely heavily on public consultation and Indigenous engagement to guide our way.
- We work with our transportation, municipal, and provincial partners to address external factors that can affect our services, such as congestion, traffic collisions, road works, and track trespass, as well as larger risks such as natural disasters and public health risks.

Service Planning

In 2023, we delivered service at near pre-COVID levels on all modes and continued with the following service enhancements:

- Addressed overcrowding by reallocating service to crowded routes from frequent routes where capacity was not needed
- Continued to provide enhanced seasonal services to parks and open spaces, including the bike bus to the Tsawwassen Ferry Terminal
- Undertook construction on the R6 Scott Road RapidBus to prepare for a launch in early 2024
- Restored the fifth daily WCE trip; received two refurbished locomotives, which went back in service in 2023

Capital Programs

TransLink's capital programs are aligned with our current priorities of rebuilding customer ridership and ensuring a state of good repair.

Key projects in 2023 included:

SkyTrain Mark V Cars

We have embarked on the largest SkyTrain car order in TransLink's history – the procurement of 205 new Mark V train cars to replace the aging Mark I fleet. This will allow us to retire older vehicles, improve fleet quality, and ensure reliable, high-quality service for customers. These trains will have improved customer amenities such as more flex areas, leaning rails, and passenger information displays, and will feature Indigenous art. The first Mark V train was delivered in late 2023 and will go into service by the end of 2024.

SkyTrain Operations and Maintenance Centres

We are in the process of expanding storage and maintenance capabilities to accommodate the region's expanding SkyTrain fleet. To help meet this need, we will be building two operations and maintenance centres (OMCs) to supplement our three existing OMCs.

In 2023, we began groundwork on a new OMC in Coquitlam (OMC4). OMC4 marks a significant change for BCRTC as this is the first addition of a major OMC since the inception of the SkyTrain. OMC4 will provide additional train storage and maintenance facilities to support the expanded fleet and the geographic expansion of the network. When OMC4 comes into service, vehicle maintenance will be distributed at two major facilities instead of one. This work will underpin the planning and implementation work for future OMCs.

A new OMC (OMC5) is needed to provide sufficient storage and maintenance capacity to support the expanded SkyTrain network, including the Surrey-Langley SkyTrain (SLS). In 2023, TransLink worked with Transportation Investment Corporation and other partners to complete a draft OMC5 business case for provincial review.

Capstan Station

Capstan is a new Canada Line station in Richmond, located between the existing Bridgeport and Aberdeen stations. Construction began in August 2021 and is expected to be complete in 2024. Following construction completion, the facility will be turned over to the operator, ProTrans, to complete systems assurance and safety certification processes. The station is expected to be open for service in 2024.

Surrey Langley SkyTrain Extension

The Surrey Langley SkyTrain (SLS) project will extend the Expo Line by 16 kilometres and will include eight new stations and three new transit exchanges. TransLink will be providing project and integration services to this provincially delivered project. We are working closely with the Province of BC to create a Funding and Support Agreement (FSA) that describes the relationships, roles, and responsibilities of TransLink and the province on the delivery of this major project. We will continue to work with the various partners to finalize the FSA in 2024.

Broadway Subway Project

The Broadway Subway Project (BSP) is a 5.7-kilometre extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus. Six new underground stations will be connected via five kilometres of tunnel to help connect communities along the Broadway corridor. TransLink continued to support ongoing construction in 2023, such as ensuring smooth integration with the existing system and minimizing impacts to continued operations of the Canada Line and the bus network.

Marpole Transit Centre

TransLink's first all-electric transit centre, Marpole Transit Centre (MTC) in south Vancouver, will house over 300 battery-electric buses, a key part of TransLink's Climate Action Strategy. In 2023, we began a detailed design of this facility and key environmental permits were approved. We also procured a construction manager and began site demolition and ground improvement works.

Port Coquitlam Transit Centre Electrification Project

To replace end-of-life diesel buses, we are procuring 57 battery electric buses and the required charging infrastructure for installation at Port Coquitlam Transit Centre. The project is currently in the proposal evaluation stage.

R6 Scott Road RapidBus

In 2023, construction of the R6 Scott Road RapidBus project was completed. The R6 bus will provide space for 20 per cent more riders and improve customer travel times by up to 10 minutes in each direction. The R6 features fewer stops, all-door boarding, more capacity, bus priority lanes, a centre-median island to speed up boardings and travel times, next-bus digital signage, audio information for customers who are blind or partially sighted, and community art. This is TransLink's largest service expansion since 2020 and will meet the growing demand for transit south of the Fraser River.

West Coast Express Overhaul

We continue to make progress on the overhaul of WCE locomotives and have received two of the seven refurbished locomotives. These locomotives are refurbished from Tier 1 to Tier 3 engines, resulting in an estimated reduction of criteria air contaminants (CACs) emissions by 48 per cent, according to EPA standards.

Municipal Cost Share Program

Through our Municipal Cost Share Program, we partner with local governments to cost share 50 to 100 per cent of eligible capital costs for infrastructure upgrades that will improve sustainable modes of transportation, including walking, biking, rolling, and transit.

In 2023, we invested \$67 million towards upgrading or building 106 infrastructure projects through our operational area.

Since 2017, we have committed a total of \$250 million towards infrastructure, including:

183 km

OF NEW AND/OR UPGRADED CYCLING ROUTES

65 km

OF UPGRADED ROAI

48 km

OF WALKING PATHS

57 km

State of Good Repair

Investments in state-of-good-repair projects and system enhancements are critical for TransLink to deliver safe, efficient, reliable, equitable, and resilient transportation services. Our projects extend beyond customerfacing fleet assets and include critical systems and the replacement of aging infrastructure assets needed to seamlessly deliver services across the Lower Mainland.

Key projects in 2023 included:

Automatic Train Control (ATC)

The ATC system enables safe, automated, driver-less train operation that is critical for SkyTrain service. Some components of the ATC system were approaching end-of-life and were replaced to avoid risk of failures and reduce the occurrence of, and time need to recover from, SkyTrain disruptions.

SeaBus Facilities Upgrade Project

Our SeaBus facilities were built in 1977 to support ferrying customers between Vancouver (South Terminal) and North Vancouver (North Terminal). Both terminals required replacement of end-of-life automatic doors, CCTV/fire detection systems, electrical substations, back-up generators, and other critical assets. The North Terminal work was completed in 2023 and work on the South Terminal, including ventilation improvements, are expected to be complete in early 2024.

Bus Speed and Reliability Program

We estimate that over \$80 million per year (800,000 annual service hours), or 15 per cent of CMBC total bus operating costs, are attributed to roadway delays such as traffic congestion. TransLink's <u>Bus Speed and Reliability Program</u> advances transit priority projects to improve the travel time and reliability of transit service, ensuring buses don't get stuck in traffic. These projects have improved customer travel times by up to 35 per cent. Since buses are used more efficiently, these projects can pay for themselves in just a few months.

In 2023, 27 projects (seven capital projects, 16 studies, and four RapidBus and Ministry of Transportation and Infrastructure projects) were completed, including intersection improvements, priority bus lane implementation, signal improvements, and upgrades to passenger facilities.

Real Estate Development Program



Our region's vision is to create livable and vibrant communities built around multi-modal transit hubs to promote

walking, biking, rolling, and transit use. In practice, this means concentrating high-density, mixed-use development adjacent to TransLink-owned properties, transit stations, facilities, and related infrastructure.

In April 2022, TransLink's Board of Directors and the Mayors' Council endorsed the pursuit of development activities around our real estate assets and transit service areas.

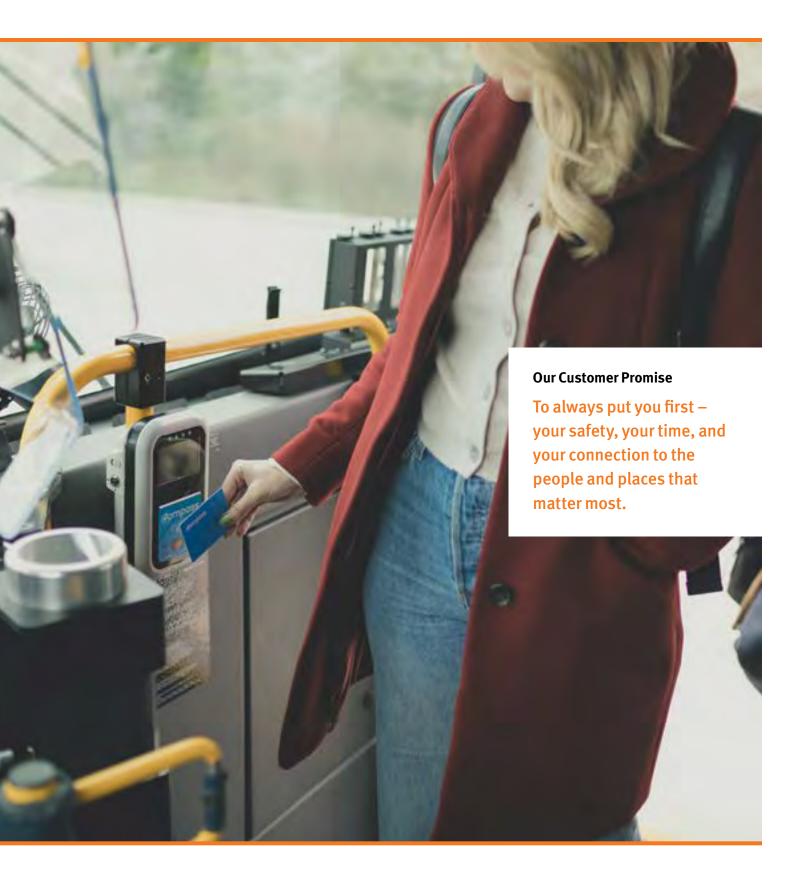
In 2023, these included:

- TransLink PCI partnership to advance a mixeduse development proposal at the terminus of the Broadway subway line at Broadway-Arbutus
- Initiation of rezoning of the former North
 Vancouver Transit Centre at 3rd and St. Davids
 Avenue to deliver a mixed-use housing project
- Initiation of master planning of property at Coquitlam Central to deliver a transit-oriented community that celebrates the site as an important transit hub in the region





TransLink's Bike Bus service provides extra capacity for bicycles between Bridgeport Station and the Tsawwassen Ferry Terminal.



Customers

We believe it is our responsibility to better our communities and enhance the livability of our region.

Ridership

In 2023, there was an average of 1.1 million daily (392 million annual) boardings, compared to an average of 893,000 in 2022. (Pre-pandemic, daily boardings averaged 1.2 million.) By year end, we had over 233.2 million journeys, a 20.5 per cent increase over 2022. This increase in ridership¹ was primarily due to an increase in office commuters returning to transit and continued population growth in the region.

We are leading our peers in ridership recovery from the COVID-19 pandemic.

TransLink has the fourth-highest rapid rail ridership and the third-highest bus ridership of any agency in Canada and the US. In 2023, we reached 90 per cent ridership recovery compared to pre-pandemic.

Ridership

(millions of average daily boardings)



Customer Satisfaction

Customer satisfaction is a key indicator for determining whether we are delivering quality service to our customers and helps us identify opportunities for improvement.

We measure customer satisfaction through quarterly Customer Service Performance Surveys, conducted through a third-party research firm. We also prepare annual updates for TransLink's Board of Directors, to stay accountable for managing our customer experience commitment and performing against relevant indicators.

With an average score of 8.0 out of 10 in 2023, customer satisfaction with TransLink's transit services was unchanged from 2022 and remained higher than pre-pandemic levels, even as ridership continued to grow.

Customer Satisfaction

(overall performance rating out of 10)



¹ Ridership measures boardings and journeys. Both indicators are calculated using data generated from the Compass system, on-bus transactions (i.e., farebox data), and HandyDART reporting. Adjustments are made to reflect missing tap data from "all-door boarding" B-Line and RapidBus routes.

Customer Experience Action Plan

TransLink's 2022-2027 Customer Experience Action Plan puts our customer priorities at the forefront of our work. Guided by the priorities in our Action Plan, we engaged in the following initiatives in 2023:







Contactless Debit

We implemented contactless Interac debit payments throughout Metro Vancouver.

Compass Wearables/Products

We offered customers wristbands, wearables, limited-edition DC Super Hero-themed Compass Cards, limited-edition Elf-themed Compass Cards, and limited-edition minitrolley bus Compass keychains.

New Vending Machines

Translink installed six vending machines (for sushi, baked goods, and balloons) at select SkyTrain stations. These revenue-generating machines are very popular with our customers and are maintained through 3rd-party contracts.

Amazon Lockers

We installed Amazon pick-up lockers at five bus loops and 12 SkyTrain stations to provide customers with secure locations to pick up packages. These were installed and are maintained at no cost to TransLink.

Free WiFi on Transit Provided WiFi on the RapidBus, SeaBus terminals, Edmonds and New Westminster SkyTrain stations, Carvolth Exchange, and Langley Centre. Ten per cent of all SkyTrains have been equipped with WiFi. Community Safety Officers Hired our first 20 Community Safety Officers to supplement patrol police officers and assist in community engagement and support.

Cleaning and	Enabled customers to use a QR code to report areas in need of cleaning or
Maintenance Hotline	$maintenance\ at\ the\ Commercial\mbox{-}Broadway\ Station\ and\ Surrey\ Central\ Station.$

Bike Bus	Extended the summer service hours and increased the frequency of our
	Bike Bus, with extra capacity for bicycles.

Enhanced Art	Expanded and diversified the presence of music and art across our transit
and Culture	system with the continued development of our Art and Culture Program,
	including our Art Moves performance series.

TransLink Community	Assisted more than 16,500 customers (via 80 transit volunteers over 160 service
Volunteer Program	hours). We also initiated strategic partnerships with Vancouver International
	Airport and the Port of Vancouver's cruise terminal at Canada Place.

SkyTrain Station Upgrades Completed a wheelchair lift replacement at Columbia Station.

Accessibility

In 2023, we continued to improve accessibility for people with disabilities. We developed and published our first Accessibility Plan, which includes 32 actions to identify, remove, and prevent barriers to individuals. The plan incorporates input from TransLink's two accessibility-related advisory committees: the HandyDART Users' Advisory Committee and the Access Transit Users' Advisory Committee. Both committees also provided input on a range of important projects. Find out more about accessibility at TransLink.

In August, we completed a six-month Accessible Navigation Pilot Project to test wayfinding technology for people with sight loss. This pilot used proprietary QR codes that were installed at 16 bus stops, offering bus information, wayfinding, and real-time departure information via an app.



Image credit: Transports Metropolitans de Barcelona

Big Moves in 2023 We also improved the accessibility of the bus network for people with sight loss.
There is now dual-format braille and tactile

signage at over 8,400 bus stops across the network and tactile walking surface indicators at bus stops and bays on TransLink-owned and leased property. This makes us the first transit system in Canada to install braille signage across the entire bus system.



To assist the diversity of customers across our network, we now provide transit information and assistance by phone in over 300 languages.

Reputation and Trust

We work hard to build trust in the TransLink brand. Every year, the research firm Ipsos partners with BC Business to determine British Columbians' mostloved brands. In 2023, TransLink went up 11 spots to #19 on the BC's Most Loved Brands survey.

Based on our own brand reputation research study, 58 per cent of adult Metro Vancouver residents have favourable impressions of TransLink, an increase of six percentage points from 2022.

93%

OF RESPONDENTS SAID THAT TRANSLINK IS

"VERY OR SOMEWHAT IMPORTANT" TO THE

QUALITY OF LIFE AND LIVABILITY OF THE REGION.

On-time Performance

(%)^{1, 2}

2019



Customer Safety and Security

2020

Our number-one priority is ensuring our customers can feel safe every step of the way.

2021

2022

2023

Each operating company is directly responsible for the safety of its employees and customers. The enterprise also maintains a Safe Operating Action Plan, as well as emergency preparedness programs, in the event of a major emergency or natural disaster. All operating companies have hazard response plans in place, such as winter weather response and communicable disease prevention plans.

As the only dedicated transit police service in Canada, Transit Police continues to work to reduce crime and disorder, conduct thorough investigations, and enforce the law. Transit Police also has a Community Engagement Team that includes six Neighbourhood Police Officers who work in specific community service areas, an Indigenous Liaison Officer, and a Mental Health Liaison Officer. For transit system protection and security, Transit Police operate a robust detection dog program for explosives. For more information, see Transit Police Initiatives.

2 Canada Line data not available.

Crimes Against Persons and Property

One of Transit Police's strategic objectives is to reduce crime and disorder on transit and in the surrounding community. Transit Police actively monitor and measure crime against persons and property (as well as other crime types), both on and off transit property.

In 2023, Transit Police made 922 criminal warrant arrests. This is a 2 per cent decrease from 2022.

In the first two weeks of April, many Transit Police specialty teams were redeployed to frontline patrols in response to a series of high-profile assaults on the transit system. Despite this two-week increase in incidents, the overall rates of crimes against persons and property declined between 2022 and 2023. Transit Police continued to work closely with TransLink and its operating companies to ensure a high-visibility presence at stations and bus loops and on board vehicles.

Customer Safety Perceptions

We want our customers to feel confident taking transit at all times. By measuring the perception of safety through customer satisfaction surveys, we determine how safe and comfortable our customers feel on our system.

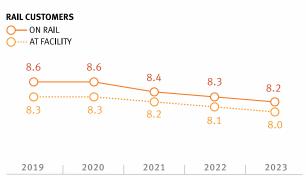
Crimes Against Persons and Property

(per 1 million boardings)



Customer Perception of Safety*





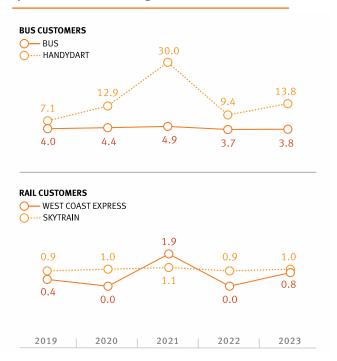
^{*} Average rating out of 10, with 10 being the safest.

Customer Safety Campaigns

In 2023, we implemented a campaign to promote the Transit Police text line 87-77-77, including the installation of 16,000 information labels throughout the fleet. Other safety features include yellow silent alarm strips on SkyTrain and West Coast Express trains, emergency phones at SkyTrain platforms, and public announcements.

Customer Injuries*

(per 1 million boardings)



- *Rates for bus and rail divisions are calculated using different methodologies:
- Reportable injuries to CMBC bus passengers consist of injuries resulting from collisions when onboard (including boarding or exiting) or when using the SeaBus. Contracted bus services are excluded.
- Rail injuries consist of injuries occurring on trains and BCRTC/ WCE property that are serious, major, or fatal. Due to lack of available data, Canada Line information is not included.
- HandyDART injuries consist of injuries reported by staff and confirmed with the passenger.

Our customer safety campaigns are targeted to areas that have the most injuries. In 2023, we used injury data to inform the development of our annual campaign, which focused on key themes such as holding on, taking it slow, and knowing conditions before travelling. BCRTC focused specifically on escalator safety. TransLink and its operating companies also undertake safety campaigns during winter weather and extreme heat events.

Customer Privacy

All privacy matters are handled by TransLink's Privacy Officer, reporting to TransLink's General Counsel and Corporate Secretary. In 2023, there were two substantiated breaches of customer privacy. Both breaches were the result of human error. The circumstances were investigated, privacy obligations reviewed, and corrective actions recommended to prevent future occurrences. No privacy complaints were received from regulatory bodies.

Transit Police Initiatives

Throughout 2023, we continued implementing the 2022-2026 Transit Police Strategic Plan:

- We recruited and trained our first 20 Community Safety Officers (CSOs). CSOs are sworn peace officers who provide support to frontline police by taking on a range of duties, allowing Transit Police to focus more time on proactive policing and investigations.
- The Blue Eagle Community Cadets Program, which supports and empowers Indigenous youth, continued to operate weekly in both Vancouver and Surrey. In fall 2023, 27 youth registered in the Vancouver program and 29 registered in the Surrey program. This program is a partnership with the Surrey RCMP and Surrey Police Service.
- Our Crime Suppression Team worked closely
 with the Transit Police Criminal Intelligence Unit
 and jurisdictional police agencies to disrupt and
 cease criminal activity on and around the transit
 system. In May, an investigation into suspected

- drug trafficking using the transit system led to the seizure of numerous firearms, ammunition, illicit drugs, and counterfeit currency.
- We successfully deployed Digital Evidence
 Management (DEM) systems to all Transit Police
 officers, enabling them to rapidly collect, analyze,
 and present digital evidence. We also created a
 robust governance and support model to ensure
 DEM systems are used to their full capabilities
 and that further enhancements, maintenance,
 training, and support are well established.
- Our Mental Health Liaison Officer helps ensure appropriate support services are being offered by Transit Police, including appropriate communication with case workers, mental health workers, and social workers to determine how to best support clients moving forward. In 2023, mental health apprehensions were down by 22 per cent (compared to 2022). The officer referred 32 new clients who required support services. This is an increase from 10 new clients referred in 2022.



Emergency and Business Continuity

We prepared for and responded to the winter snowstorms that occurred in February 2023. We update our snow response plans on an annual basis. We also plan for and monitor potential natural hazards such as freshet flooding, extreme heat, and wildfire smoke.

TransLink works closely with local governments and the British Columbia Ministry of Emergency Management and Climate Readiness (EMCR) and participates in regional working groups to ensure key partnerships are preestablished prior to an emergency event. These partnerships expedite and ensure a cooperative response. When an emergency occurs, an enterprise Emergency Coordination Centre (ECC) is activated to support the operating companies in their response activities.

In 2023, TransLink continued to provide virtual platforms for all emergency event activations. We also created a flexible physical Emergency Operations Centre (EOC) that can be activated if on-site tactical response is required. TransLink is leading the enterprise Business Continuity Program that provides the framework to align planning activities with the operating companies.

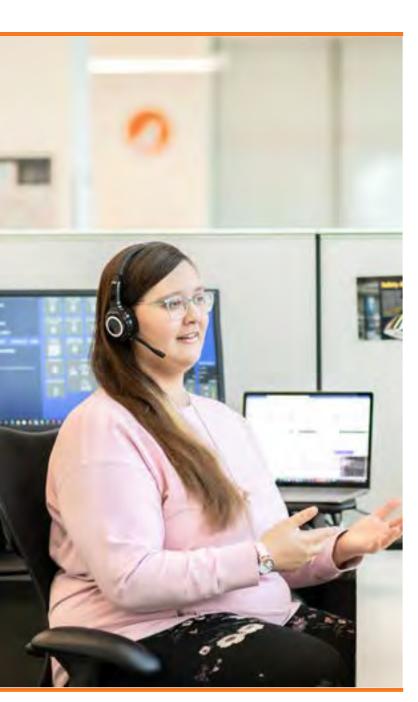
Throughout 2023, we continued to implement our Seismic Resiliency Policy and Program by integrating it into the capital planning process and prioritizing the next 10 years of capital investments. The capital investments were validated with an enterprise-wide cross-functional working group and are currently being evaluated for funding within the next Investment Plan.

In 2023, CMBC continued to maintain a "Hot Site" EOC that can be activated to support emergency incidents and events. CMBC also updated laptop computers to ensure they support the software applications needed to carry out emergency functions. CMBC conducted an oil spill tabletop exercise as mandated by Transport Canada. In addition to multiple stakeholders within the organization, several external stakeholders/reps from Transport Canada, Canadian Coast Guard, Western Canada Marine Response Corporation (WCMRC), Port of Vancouver, the Marine Unit of the Vancouver Police Department, North Shore Emergency Management, First Nations, and Active Earth Engineering participated in this exercise.

In 2023, BCRTC conducted their annual emergency tabletop exercise with senior leadership and decision makers. The 2023 exercise focused on a Fraser River flooding scenario. Additionally, BCRTC developed and exercised a Cyber Security Incident Procedure. In 2023, BCRTC provided 18 training sessions to various jurisdictional fire departments, to ensure they are prepared to respond to incidents.

Customer Feedback

TransLink tracks and manages feedback from customers through an enterprise-wide tracking, management, and reporting system. Most enterprise-wide feedback is handled through the TransLink Customer Information Centre or Customer Feedback Coordinators.



Listening to Our Customers



Bus complaints such as accessibility issues, assaults, racism, cell phone issues, running red lights or stop signs, and dangerous driving are considered the highest priority and are addressed immediately.

Bus complaints regarding customer pass-ups, requests for more service, operator conduct, and bus cancellations are responded to within 15 business days. In 2023, we responded to 96 per cent of related customer complaints within 15 business days (improving from 95 per cent in 2022). On average, it took us 6.4 days to respond to and close a complaint,

an improvement from 8.9 days in 2022. Based on this success, we will adjust our target in 2024 to address bus complaints within seven business days.

In 2023, the primary areas of HandyDART complaints were operator and clerk behaviours and scheduling. Through an ongoing enhanced training program, measures have been implemented to address operator and clerk performance. We have also implemented multiple initiatives aimed at resolving scheduling issues. Looking ahead to 2024, we will focus on improving dispatch customer care training.

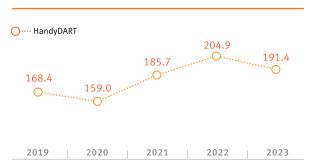
Complaints – Bus Transit

(per 1 million boardings)

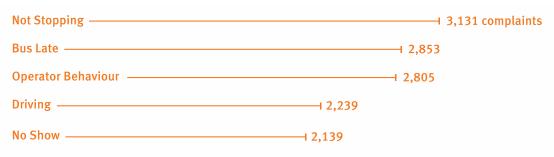


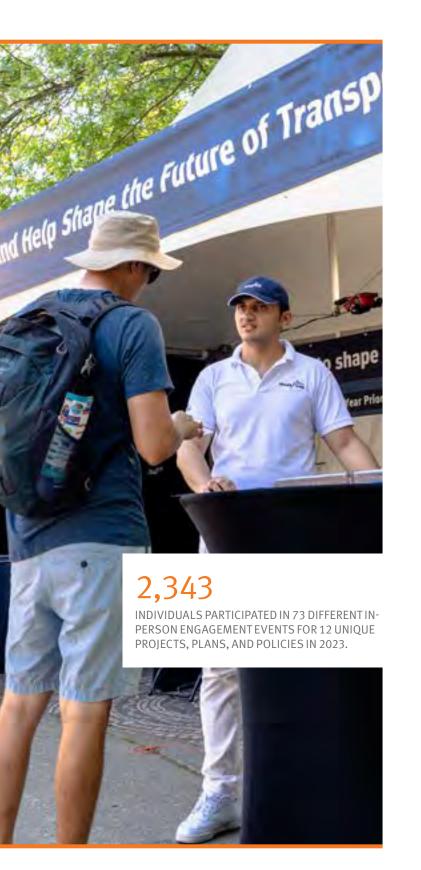
Complaints - HandyDART

(per 100,000 boardings)



Top 5 Bus Customer Complaints – 2023





Community

Supporting our communities is key to addressing the priorities of our stakeholders and positively impacting those around us.

We engage residents, business owners, students, elected officials, and Indigenous Peoples for a variety of reasons, including the shaping of regional planning priorities, development of public policy recommendations, optimization of transportation services, and implementation of major capital infrastructure projects.

We also believe in giving back to our communities. We engage in numerous community outreach events and have a robust charitable donation program that supports safe, healthy, and diverse communities.

Community Engagement

Our community engagement efforts are guided by TransLink's comprehensive Principles for Public Consultation and Engagement. This ensures we work diligently to develop a full, inclusive public approach to our plans, policies, and projects.

In addition to in-person engagements in community centres, libraries, seniors' facilities, universities, colleges, transit facilities, farmers' markets, festivals, and street fairs, we interact with communities via other tools such as online meeting platforms, translinklistens.ca, mailers, emails, phone calls, and webinars, as well as public feedback surveys and research surveys.

Some 2023 engagement projects included:

Burrard Peninsula Area Transport Plan

In October 2023, the first phase of the Burrard Peninsula Area Transport Plan was launched. As part of our engagement, we made a concerted effort to reach people with disabilities, English language learners, low-income earners, older adults, and youth. We led 38 events across New Westminster, Burnaby, Vancouver, UBC, and Electoral Area 'A', and conducted an extensive digital marketing campaign. Nearly 3,400 surveys were returned from our public survey. We also translated online surveys into Traditional Chinese, Simplified Chinese, and Punjabi. Sixty-three in-language surveys were returned. An interactive digital map of the sub-region collected over 1,100 geo-located comments. A companion research survey was simultaneously conducted through the TransLink Listens Panel, gathering an additional 788 surveys.

Burnaby Mountain Gondola

To inform the business case for the Burnaby Mountain Gondola, we engaged the public and stakeholders on travel patterns, design consideration, and the terms of reference for an environmental screening review. We also captured feedback through 4,360 surveys with residents, community organizations, and cycling stakeholders.

R6 Scott Road RapidBus

During construction of the R6 Scott Road RapidBus, we met with local business owners to inform them of the project and potential construction-related impacts. Nearly 53,000 postcards were distributed to residents and businesses within a four-block radius of the corridor. We held six pop-up events at libraries, community centres, and seniors' centres to share construction information and answer residents' questions.

Marpole Transit Centre

Prior to official City of Vancouver approval for the location of our new Marpole Transit Centre, we reached out to residents and businesses in the area, gathered feedback, and responded to concerns. Preconstruction work began in summer 2023.

Engagement with Indigenous Peoples

In 2019, TransLink started its journey to be inclusive of Indigenous Peoples by initiating an Indigenous Relations Department. We recognized that supporting reconciliation requires action by our two governance bodies, as well as all enterprise leadership and staff, to learn more about Indigenous Peoples and be supportive of new initiatives that aim to include Indigenous Nations and urban Indigenous organizations.

We are committed to listening to the priorities of Indigenous Peoples as they relate to regional transportation and to finding unique solutions to best address problems and opportunities. Our goal is to gain and build on trust through ongoing and positive outcomes that benefit Indigenous Peoples. We understand this will require continued investments in Indigenous communities in the foreseeable future.

Our Indigenous Relations Vision Statement and Guiding Principles clearly articulate our core values around the inclusion of Indigenous Peoples in our business and help ensure we live up to our commitment to advance reconciliation.

Strengthening Relationships with Indigenous Peoples

We continue to work to improve relationships with the local Indigenous Nations and urban Indigenous organizations, as well as Indigenous employees within the TransLink enterprise.

First Nations Transportation Program:
Access to safe and reliable transit services is a basic service that is critical to improving the lives of Indigenous Peoples. In 2023,

we continued developmental work on a First Nations
Transportation Program to bring transportation to
reserve lands and improved service to Tsawwassen
First Nation treaty lands. This included ongoing

engagement to support the service design and implementation process. Engagement activities included site visits and information sessions on community transportation needs. We also identified necessary improvements to transit infrastructure (e.g., sidewalks, street lighting, bus shelters).

Indigenous Employee Support: The Indigenous Employee Resource Group (ERG) offers staff a safe, inclusive place to celebrate Indigenous identities, cultures, and histories. It encourages staff to share goals, develop a professional network, and support and learn from one another in the spirit of reconciliation.

Red Dress Day Awareness Campaign: The Red Dress Day Awareness Campaign, a collaborative effort with Butterflies in Spirit, was an important event to honour missing and murdered Indigenous women, girls, and two-spirit peoples (MMIWG2S+) and bring awareness to this national tragedy. The campaign included a Healing Journey Through Dance event and art installation at the Stadium-Chinatown SkyTrain Station.

Elders Program: The Elders Program aims to involve Elders and Knowledge Keepers in a variety of meaningful ways, ranging from cultural engagements and spiritual guidance to input on internal policy and practices. The goal is to create a collaborative space to share wisdom and insights, and help TransLink better understand and serve the needs and interests of Indigenous employees and Indigenous Peoples. In 2023, we extended invitations to local Indigenous Nations and urban Indigenous organizations to participate in the Elders Program.

Cultural Recognition Projects



TransLink recognizes that cultural recognition and language revitalization actively help restore connections back

to Indigenous communities, support reconciliation, and create a safe, welcoming environment. In 2023, multiple cultural recognition projects were showcased in partnership with local Indigenous Nations.



This included the creation of Indigenous artwork and signage at the SeaBus terminals at Waterfront Station and Lonsdale Quay. The images were sampled (with the artist's permission) from artwork on the Burrard Chinook SeaBus. The signage supports Indigenous language revitalization and preservation by incorporating land acknowledgement statements in the həṅḍəmiṅəṁ language and Skwxwú7mesh sníchim (Squamish language) which were developed by language experts from xwmə0kwəyəm (Musqueam), Skwx wú7mesh Úxwumixw (Squamish Nation), and səlilwəta+ (Tsleil-Waututh Nation).

Indigenous murals are also now a welcome permanent display at the King George SkyTrain entrance. The installation included a blessing ceremony with the four artists and their families and friends, to celebrate the Indigenous Nations' distinct cultures and heritage from qicəy (Katzie First Nation), qwa:niðən(Kwantlen First Nation), and se'mya'me (Semiahmoo First Nation) and encourage riders to reflect on the meaning of the land that we travel on today. The murals represent the first time these three Indigenous Nations are being profiled on TransLink's system.

Meaningful Indigenous Consultation and Engagement

We recognize that Indigenous consultation and engagement requirements are complex and constantly evolve. We work proactively to identify and address Indigenous interests and concerns with the goal of enhancing trusting and collaborative long-term relationships with Indigenous Nations. For instance, we are currently in consultation phases with Indigenous Nations on the Burrard Inlet Rapid Transit (BIRT) Study, the Burnaby Mountain Gondola, and the Burrard Peninsula Area Transport Plan.







Community Outreach

We engaged in numerous community outreach events throughout 2023.



TransLink was the proud presenting sponsor of seven **Car Free Day Festivals** across Metro Vancouver, in partnership

with Business Improvement Associations, municipalities, and local businesses. More than 600,000 people attended Car Free Days in 2023; 90 per cent of people surveyed took transit, walked, or cycled to these events.

We held our second **Tap in to Win Sweepstakes** to thank customers and support community businesses by offering chances to win prizes every week. Over 67,000 registrations were entered into the contest.

Our **Community Outreach team** connected with customers, visitors, and community partners at 23 major community events, four parades, and seven Car Free Day Festivals. We welcomed over 250,000 people on board our community outreach buses, and featured dozens of cross promotions with event organizers and partners.

TransLink partnered with the PNE Fair on three exhibits featuring our Ride & Shine bus, a Transit Sweepstakes activation, a double decker, and the historic museum bus.

Transit volunteers were on hand to assist customers with wayfinding and transit-related inquiries. We also initiated strategic partnerships with the Port of Vancouver cruise terminal, YVR Airport, Destination Vancouver, and others. To date, 80 active, passionate transit volunteers are participating.

For the eighth year in a row, we partnered with the BMO Vancouver Marathon to promote transit use to and from the event. We distributed transit passes to every runner and managed over 50 re-routes and bus charters leading up to and during the event. The event saw record-breaking participation in 2023.

Awards - 2023

- International Association of Public Transport (UITP)
 Finalist under Marketing Campaign Category—and recipient of a Special Recognition Award
- American Public Transportation Association's AdWheel Award, in recognition of our Ride & Shine Campaign
- Canada Greenest Employer Award
- BC's Top Employer Award
- Canadian Urban Transit Association (CUTA)
 Marketing and Communications Award for our
 What's the T podcast
- CUTA Equity, Diversity and Inclusion Award for our Travel Training for Newcomers Program
- Canadian Workplace Well-Being Award

Memberships – 2023

- American Public Transit Association (APTA), with the Platinum-level Sustainability Commitment
- Canadian Urban Transportation Association (CUTA)
- International Association of Public Transport (UITP)
- Canadian Urban Transit Research & Innovation Consortium (CUTRIC)
- International Bus Benchmarking Group

Community Support

Our Charitable Donation Policy and Program formally outline our charitable efforts to support safe, healthy, and wide-ranging communities. We recognize that access to transit is often a barrier for low-income and disadvantaged community members, so we invest in initiatives that help provide access to transportation and give access to community programs and services. Through our program, we also support institutions and emergency services by providing retired equipment and fleet vehicles for training purposes. Our employees are key to our efforts and generously provide donations and financial contributions to a variety of causes.

\$219,000

ANNUAL UNITED WAY GIVING CAMPAIGN

TransLink has supported the United Way of the Lower Mainland for over 30 years, with substantial donations from our employees across the enterprise. Collectively our employees have given more than \$7.3 million dollars through payroll deductions and annual one-time gifts. This employee fundraising supports some of the most vulnerable members of our communities and helps tackle some of the most pressing social issues, such as mental health, addiction, violence, and isolation.

4,200+ toys

TOYS, FOOD, AND BLANKET DRIVES

From November to December 2023, we held our 38th annual Toys for Tots holiday drive donation, in which employees donated over 4,200 toys to the Lower Mainland Christmas Bureau. We also held external campaigns to collect toys, food, and blankets to support organizations such as Share Community Services and Blanket BC.

\$100,000

CHARITABLE DONATIONS AND COMPASS CARD DONATION PROGRAM



Through our four Compass Card Donation Bins, customers can give back to our communities by donating their

unregistered Compass Cards. The value remaining on those donated cards is converted into transit passes that help families, seniors, and service agencies.

In 2023, we converted \$100,000 in Compass Card products into Compass tickets and donated them to a variety of community service agencies and programs across the Lower Mainland.

\$11,000

RED CROSS WILDFIRE RELIEF

Through internal and public efforts, we raised much-needed funds for wildfire relief across BC.

Sustainable Procurement

In accordance with TransLink's Procurement Policy, TransLink Strategic Sourcing and Contract Management is accountable for the purchasing and leasing of all third-party goods, services, and/or construction works. When applicable, we include social and environmental criteria in our request-for-proposal process.

The majority of our sourcing occurs from suppliers within Canada, particularly the Lower Mainland. To ensure we are getting the best quality and value, we leverage a cloud-based strategic sourcing tool to reach the global market, and to evaluate and contract with our suppliers. In 2023, we continued to further optimize our practices and leverage the benefits of the sourcing tool.



In 2023, we launched our Sustainable Procurement Strategy, including supplier diversity training for our staff, collection

and analysis of diversity information from current and potential suppliers, development of Indigenous Procurement Principles, and engagement with Indigenous Nations within the service areas where we operate.

We continued to progress toward the diverse and small supplier goals of our Sustainable Procurement Strategy. The first goal is to encourage investment, either directly or as sub-contractors, into small

businesses, as well as those owned and operated by women, visible minorities, and LGBTQ2+ individuals. The second goal is to ensure a minimum of five per cent of our active contracts are with Indigenous-owned and operated suppliers, either directly or with sub-contractors, by 2030.

In 2024, we will begin developing Sustainable Procurement Principles, improving current procurement tools and reporting, providing staff training, and developing and implementing a supplier outreach strategy.

4,239 suppliers

PROVIDED OVER \$1.75 BILLION WORTH OF GOODS AND SERVICES.

77%

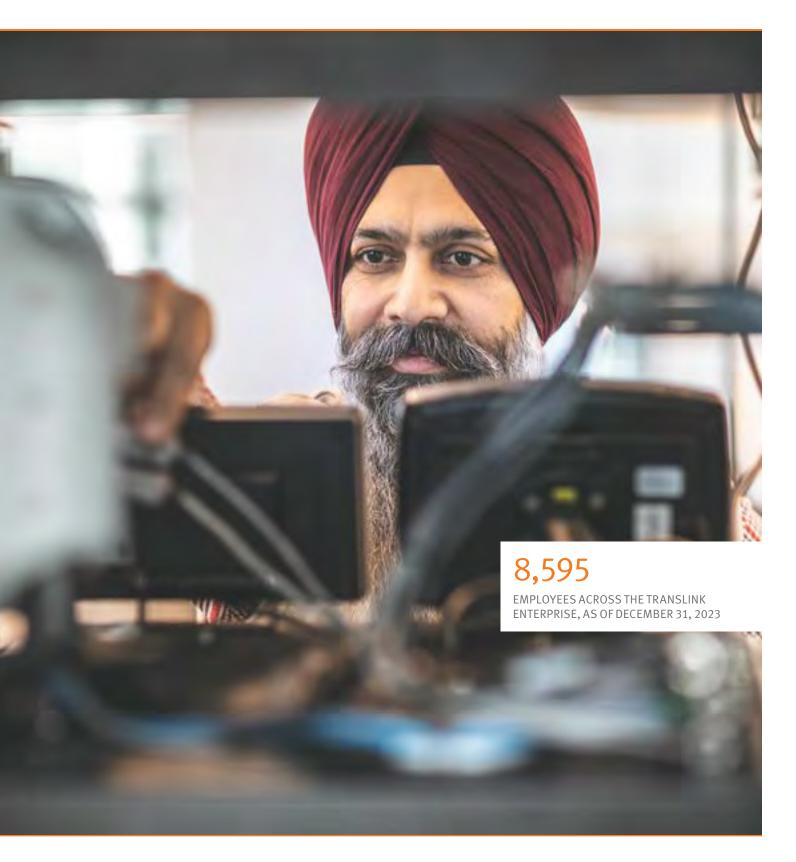
OF OUR SUPPLIERS WERE LOCATED IN BC AND ACCOUNTED FOR 72.5% OF THE TOTAL SPEND.

93%

OF OUR SUPPLIERS WERE FROM CANADA AND ACCOUNTED FOR 95.7% OF THE TOTAL SPEND.



CANADA'S GREENEST EMPLOYERS Recognized as one of Canada's Greenest Employers, the TransLink enterprise was featured for its leadership in fostering an environmentally aware workplace culture.



Employees

To successfully deliver on our mandate and address the future needs of Metro Vancouver, we must have engaged employees who excel in their field.

Our people are at the heart of our operations. Each company across our enterprise is committed to:

- Fostering inclusive, equitable, and accessible workplaces
- Recognizing the unique value and skills every individual brings
- Attracting, retaining, and cultivating talented staff
- Managing health and safety

We also focus on supporting a strong employee engagement culture, unique to each operating company, while ensuring we all work together.

Total Employees by company

COMPANY	TOTAL	TOTAL %
BCRTC	1,300	15.1%
CMBC	6,040	70.3%
Transit Police	330	3.8%
TransLink	917	10.7%
WCE	8	0.1%
Total	8,595	100%

Total Employees by status

COMPANY	REGULAR	REGULAR %	TEMPORARY	TEMPORARY %	TOTAL
BCRTC	1,271	97.8%	29	2.2%	1,300
CMBC	5,812	96.2%	228	3.8%	6,040
Transit Police	276	83.6%	54	16.4%	330
TransLink	855	93.2%	62	6.8%	917
WCE	8	100%	0	0%	8
Total	8,222	95.7%	373	4.3%	8,595

Total Employees

COMPANY	UNION	UNION %	EXEMPT	EXEMPT %	TOTAL
BCRTC	1,012	77.8%	288	22.2%	1,300
CMBC	5,792	95.9%	248	4.1%	6,040
Transit Police	293	88.8%	37	11.2%	330
TransLink	308	33.6%	609	66.4%	917
WCE	0	0%	8	100%	8
Total	7,405	86.2%	1,190	13.8%	8,595

Collective Agreements

Eighty-seven per cent of employees across the TransLink enterprise are represented by six bargaining units, which include Unifor Locals 111 and 2200 (CMBC), the Canadian Union of Public Employees (CUPE) Locals 7000 and 4500 (BCRTC and CMBC, respectively), MoveUP (CMBC and TransLink), and the Transit Police Professional Association (TPPA). Each operating company negotiates its own collective agreement and is responsible for its own labour relations.

Total Employees by union

UNION	TOTAL	TOTAL %
CUPE	1,198	13.9%
MoveUP	758	8.9%
TPPA	293	3.4%
Unifor	5,156	60.0%
Exempt	1,190	13.8%
Total	8,595	100%

Hiring

In 2023, we collaborated with leadership to develop strategic recruitment plans and roadmaps for positions that are difficult to fill. We also launched school outreach campaigns, social media campaigns, and direct community outreach to attract diverse and under-represented potential employees. In addition, we reduced the time to fill vacancies and provided resources/talent to meet business needs.

In-house hiring events remain a key aspect of our strategy. We hosted five transit operator hiring events, which attracted over 2,500 attendees and resulted in the hiring of 622 transit operators. We also organized an in-house SkyTrain attendant hiring event with 325 attendees, which resulted in 50 candidates and 30 hires. We continue to draw from the hiring event as needs occur. CMBC's in-house mechanics' event in November saw 25 attendees.

We are aware that hiring challenges across all industries are continuing, due to cost of living, salary competition, and fierce industry competition. We are seeing an increase in talent shortages for higher-level roles with technical requirements. We have introduced the possibility of hiring foreign workers, but immigration timelines make this a

lengthy process.

Turnover

WELCOME

Enterprise Voluntary Turnover

(%)



We also face recruitment challenges due to competition from private sector compensation. In addition, the cost of living in Metro Vancouver impacts our ability to relocate skilled workers.

2023 saw a continued decline in voluntary turnover across the enterprise. We believe this is due to our continued focus on employee support and engagement, as well as our equity, diversity, and inclusion efforts.

Enterprise Involuntary Turnover

(%)



Attraction and Retention

TRANSLINK ENTERPRISE IN 2023

TOTAL NEW HIRES WHO ARE **CMBC TRANSIT OPERATORS**



53

Equity, Diversity, and Inclusion

In 2023, we updated our Equity, Diversity, and Inclusion (EDI) Strategy, which incorporated feedback from divisions across the enterprise and is based on the Global Diversity, Equity & Inclusion Benchmarks (GDEIB). We continued to focus on creating inclusive cultures internally (as outlined below) and expanding our recruiting efforts into different organizations.

Education

Through our enterprise-wide EDI training, we offered four learning modules on Building an Inclusive Workplace in 2023. Approximately 800 employees completed all four modules, and another 300 are in progress. In 2023, we partnered with Orbital Learning to to provide managers with training sessions on neurodiversity. We also partnered with Canadian Partners in Workforce to run sessions on inclusive recruitment and hiring for neurodiversity,

which was delivered to employees from our recruiting team. In 2024, we will launch three new eLearning modules: Create an Accessible Workplace, Lead Culture Change, and Support Self Disclosure.

We also offer time and space to hold Courageous Conversations for employees to discuss sensitive topics such as privilege, microaggressions, and accessibility. In 2023, we held 11 sessions with approximately 1,500 employees. Topics included conflict resolution, inclusive leadership, the role of men in gender equity, emotional intelligence, intersectionality, implicit bias, and fatphobia.

Age by Company

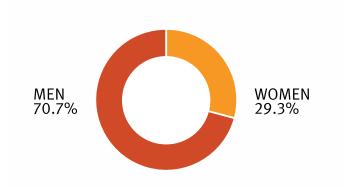
With nearly 57 per cent of our employees eligible to retire in the next 10 years, succession planning and leadership development continued to be a priority.

Total Employees by age group

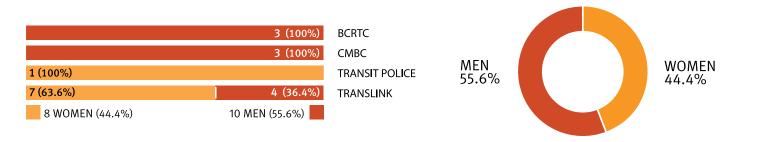
COMPANY	18 to 25	26 to 35	36 to 45	46 to 55	56 to 65	66+
BCRTC	0.31%	3.66%	4.48%	3.76%	2.59%	0.31%
CMBC	1.28%	11.13%	15.90%	21.20%	17.98%	2.79%
Transit Police	0.14%	1.02%	0.87%	1.02%	0.74%	0.03%
TransLink	0.17%	2.89%	3.47%	2.47%	1.55%	0.12%
WCE	0.00%	0.01%	0.01%	0.03%	0.03%	0.00%
Total	1.9%	18.71%	24.73%	28.48%	22.89%	3.25%

Gender by Company

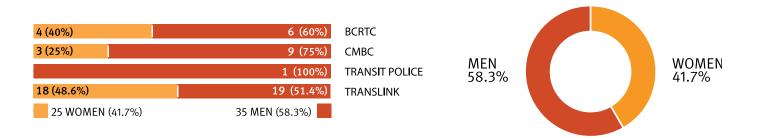
Gender representation across the enterprise consists of 80 per cent men and 20 per cent women¹. In 2023, CMBC and BCRTC continued to implement initiatives to increase the number of women in skilled trades positions, including mechanics, technicians, and service people.



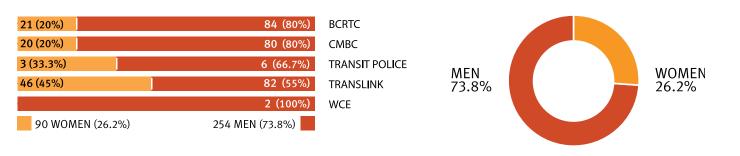
Executives



Directors



Managers



 $^1\mathrm{We}$ are unable to report on non-binary employee status, due to the limitations of our personal records software.

Recruitment

To create a more diverse workforce, we engaged in outreach and EDI activities. This included career fairs such as S.U.C.C.E.S.S. Career Fair, PICS Mega Job Fair, MOSAIC's 11th Annual Job Fair, UBC Career Days, Canadian Immigrant Fair, Untapped Awards, Women in Engineering and Geoscience Panel Discussion, and YWCA Job Futures 55+. Additionally, we maintained connections with post-secondary institutions in their trades programs.

In 2023, we introduced a Technical Professionals in Training Program in partnership with MOSAIC and Immigrant Services Society of BC (ISSofBC). Through the program, we hire newcomers in temporary (6-12 months) full-time roles and students for temporary (4-6 months) intern positions. We also collaborate with ISSofBC on their Career Paths Program, which helps newcomers find employment in BC. In 2023, we were proud to receive the Career Paths Collaborative Partner award from ISSofBC.

Employee Resource Groups

In 2023, we created a new Employee Resource Group (ERG) for Accessibility and now have six ERGs: Accessibility, Caregivers, I Belong Multicultural, Indigenous, Pride + Allies, and Women + Allies, with each ERG ranging from 20 to 100 employees. The ERGs support policy reviews and host education sessions. Over 25 educational events were held by the ERGs in 2023.

Women Leadership

In 2023, we continued offering the "Women Leading the Way" leadership program with Minerva, an organization that helps women reach their leadership potential. Thirty-nine women employees from TransLink participated in the program. The program received positive results: 93 per cent of participants would recommend the program to a coworker or friend. As a result of the program:

- 64 per cent have taken on more leadership responsibility.
- 29 per cent have started mentoring someone.
- 21 per cent received an increase in salary.
- 14 per cent have taken on a leadership role in their community.

In 2024, we will offer two additional cohorts for an additional 40 women employees.



EDI Initiatives

In 2023, we provided numerous initiatives to support our EDI Strategy:

- We launched a new Inclusive Employee
 Recognition Program to identify and celebrate
 employees who are fostering a truly inclusive
 workplace.
- We installed gender-inclusive washroom signage across the enterprise.
- For the first time, we participated in The Prosperity Project, which focuses on tackling gender, racial, and Indigenous diversity in leadership roles in Canada through the collection of intersectional data.
- We continued to provide EDI training to our Executive team every two months, to provide ongoing EDI education and discussions to increase capacity.



BC'S TOP EMPLOYERS We were selected as one of BC's Top 100 Employers in 2023. This special designation recognizes BC employers that lead their industries in offering exceptional places to work.

Workplace Accessibility

Based on the results of a Workplace Accessibility Audit conducted in 2022, we created TransLink's first-ever Workplace Accessibility Strategy and Policy. This operationalizes our commitment to workplace accessibility and inclusion, and barrier-free participation for persons with disabilities in the workplace.

To support this work, we created an Accessible Documents Guide as a resource for employees across the enterprise. This is a step-by-step guide on how to make electronic documents more accessible. We are also currently working on American Sign Language guidelines in our Language Access Policy, which will provide guidance in our public-facing communications.

We also strengthened our technology infrastructure. We are building a list of pre-approved assistive technology software, which will be completed in 2024. This will enable us to provide software-related accommodations when requested by an employee or interview prospect. In 2024, we will conduct an accessibility audit of translink.ca, our public-facing website, and work with an external vendor to provide recommendations.

Employee Safety

TransLink and its operating companies have formal safety management systems and are establishing an enterprise-wide safety management system, which will include systematic procedures, practices, and policies to manage safety, incidents, risks, and claims. This will significantly improve our system, and create efficiencies, accountabilities, and consistency throughout our enterprise.

In 2023, we began implementing an enterprise-wide health and safety software project, intended to modernize safety processes, incident management, return-to-work management, corrective actions, and performance reporting. This software project plan has reached the implementation phase.

CMBC and BCRTC continue to actively participate in Certificate of Recognition (COR) audits to proactively improve occupational health and safety for their employees.

BCRTC conducted a safety campaign to target slips, trips, and falls, which are a leading cause of lost time injuries. The goal of the campaign was to increase worker engagement and awareness, and make physical improvements. BCRTC has improved the visibility of multiple stairwells throughout its facility and received positive feedback from the campaign.

Safety Training

In 2023, we delivered courses across a range of safety areas, including due diligence, de-escalation techniques, business continuity awareness, and winter weather preparedness. In addition to safety-related training, TransLink Corporate and CMBC offered Incident Command System training for front-line supervisors, managers, and Emergency Centre personnel. TransLink has designed and created in-house computer-based training that will be readily available for staff for safety and emergency response. BCRTC rolled out SafeStart training, which focuses on preventing human behaviours that result in injuries.

Operator Safety

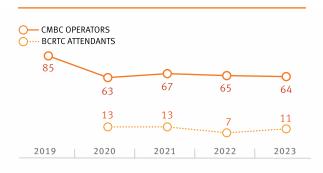
In 2023, CMBC continued the installation of over 450 operator protection barriers on conventional buses. This will bring the conventional fleet to near 100 per cent protection for our transit operators.

Operator and SkyTrain Attendant Safety

Physical threats were the leading form of assaults (38 per cent) followed closely by incidents of spitting (35 per cent). Incidents in which an object and/or weapon was used remained the same as 2022 (17 per cent).

Assaults

(number of incidents)



Lost Time Injury Rate

Lost Time Injury Rate (LTIR) is a standard measure to report the number of claims per 200,000 hours worked. This is equivalent to 100 employees working for a year. Due to its size relative to the rest of the enterprise, CMBC has the largest amount of claims (73 per cent in 2023). Therefore, a change in CMBC claims has a measurable impact on the amalgamated LTIR.

Each company is a separate employer and has their own safety programs in place to address their respective lost time injuries.

Lost Time Injury Rate

(per 200,000 working hours)



Lost Time Claims* by company

COMPANY	BCRTC	CMBC	HandyDART**	Transit Police	TransLink	WCE	WVT** Community Shuttle
TOTAL	44	379	69	21	2	0	7
PER 200,000 HRS WORKED	4.3	8.5	16.8	0.3	0.3	0	4.6

^{*} Number of claims where injuries occurred and were accepted for short-term disability, long-term disability, or survivor benefits.

^{**} HandyDART and WVT (West Vancouver Transit) are not direct employees and are included for information only.

Psychological Health and Safety

TransLink and our operating companies have Psychological Health and Safety Policies and Programs. Each company also has Psychological Health & Wellness Managers who champion the overall program framework, strategies, and program sustainment while continuing with company-specific wellness initiatives.

TransLink has voluntarily adopted the National Standard on Psychological Health in the Workplace. To further support staff, training is available around each of the standard's 13 workplace factors. We also embed psychological wellbeing curriculum in mandatory leadership training and have marketing materials to support psychological health and wellbeing.

In 2023, we partnered with Operation LifeSaver and the Canadian Mental Health Association to launch a suicide prevention communication campaign on the Expo and Millennium lines. We also created online suicide awareness training, which will be promoted throughout the enterprise.

Recover at Work

In 2023, TransLink rolled out its revised Recover at Work program. This program supports employees in achieving a safe, sustainable, and timely return to work when they are unable to perform their own jobs due to an illness or injury. The program utilizes an early intervention strategy by accommodating employees in other roles (whenever possible) and supporting their physical and psychological health. The revised program formalizes management and worker participation and includes communication throughout the recovery period.

Employee Development

In 2023, we continued to develop and implement programs and initiatives to build an engaged and skilled workforce to support our operational objectives.

Each company also invested in a variety of training, leadership development, and mentorship programs to support employees. These included:

UBC Leadership Program

This two-year enterprise leadership program for all people leaders involved two parts: UBC-led learning focused on essential leadership skill development and company-led learning to align our technical and leadership skill expectations and capabilities. In 2023, 246 leaders completed the program, in addition to the 309 leaders who completed it in 2022.

Employee Learning Calendar

We provided instructor-led learning in technical and essential skills, available to all employees. In 2023, 72 instructor-led classes (up 46 per cent from 2022) were attended by 1,243 employees (up 29 per cent from 2022).

MyLearn

This learning management system enables all BCRTC, CMBC, and TransLink employees to access 500 e-learning courses in compliance, technical skills, and essential skills. In 2023, 8,356 employees had access to MyLearn, with an average of 1,276 unique monthly logins (up 54 per cent from 2022), and an average of 5,345 total monthly logins (up 49 per cent from 2022). A total of 45,635 e-learning courses (up 36 per cent from 2022) were completed.

Learning Reimbursement Program

Employees can receive financial assistance to cover the cost of tuition for training that is either directly related to their role or to developing into a future position within the enterprise. Employees are reimbursed upon successful completion of the learning. In 2023, more than 189 employees were provided financial support to complete 298 external learning and developmental education opportunities across the enterprise.

Role-Required Designations and Conferences

TransLink pays upfront for required professional designations and ongoing professional development.

Mentorship Program

In this enterprise-wide program, mentees are paired with mentors based on developmental needs. In 2023, 28 employees participated in the mentorship program as either a mentee or mentor.

Succession Planning

Mandatory annual succession planning is conducted for senior leadership roles across the enterprise. This ensures a strong and actively developing internal talent pipeline and business continuity planning to support business resilience.

Coaching Program

Formal coaching by ICF-certified (International Coaching Federation) coaches is available for all leadership positions across the enterprise. It provides customized, structured, and one-on-one learning opportunities and is intended to accelerate leadership transformation.



Multi-Rater Assessments

Available to all employees, a multi-rater assessment or "360/180-degree feedback assessment" is an evaluation method that gathers responses from a wide range of people the employee works with to offer them a holistic view of their strengths and areas of growth. It's effective for providing leadership development insights and opportunities, encouraging continuous improvement, and building stronger relationships.

Enterprise Engagement Survey

Our annual engagement surveys collect feedback and insights from employees about their experiences and satisfaction working for the organization. Aggregate data is used by executive leadership and our People & Culture division to inform our ongoing people programs and improvements.

In 2023, we administered our second annual employee engagement survey. (BCRTC and CMBC surveys are scheduled for 2024.)

TransLink saw a 79 per cent response rate (up 9 per cent from 2022), an overall engagement score of 3.92 out of 5(up 1.8 per cent from 2022), and a recognition score of 3.63 (up 5.1 per cent from 2022), which was the TransLink focus area coming out of the 2022 engagement survey.

Change Management

We provide change management services and support to engage staff, inspire new ways of working, and drive organizational results. We utilize a structured approach to understand how our staff experience change on an individual level, and plan activities and interventions to facilitate collective individual transitions that result in organizational change. During 2023, the HR Division reorganized to create a Change Management Office (CMO). The CMO provided project support to CMBC, BCRTC, Transit Police, and TransLink on 52 initiatives, ranging from cultural change projects such as executive governance and decision making to IT projects such as asset management and timesheet/scheduling systems.

Future of Work

As individual employers, TransLink Corporate and the operating companies each have unique yet integrated employment settings. Consequently, we take a holistic view while investigating what the future of work will look like and its implications to business and operations across the enterprise.

In 2023, we accomplished a great deal. We completed Phase 1 of our Future of Work initiative, and surveyed employees to learn how the introduction of hybrid work affected their professional and personal lives.

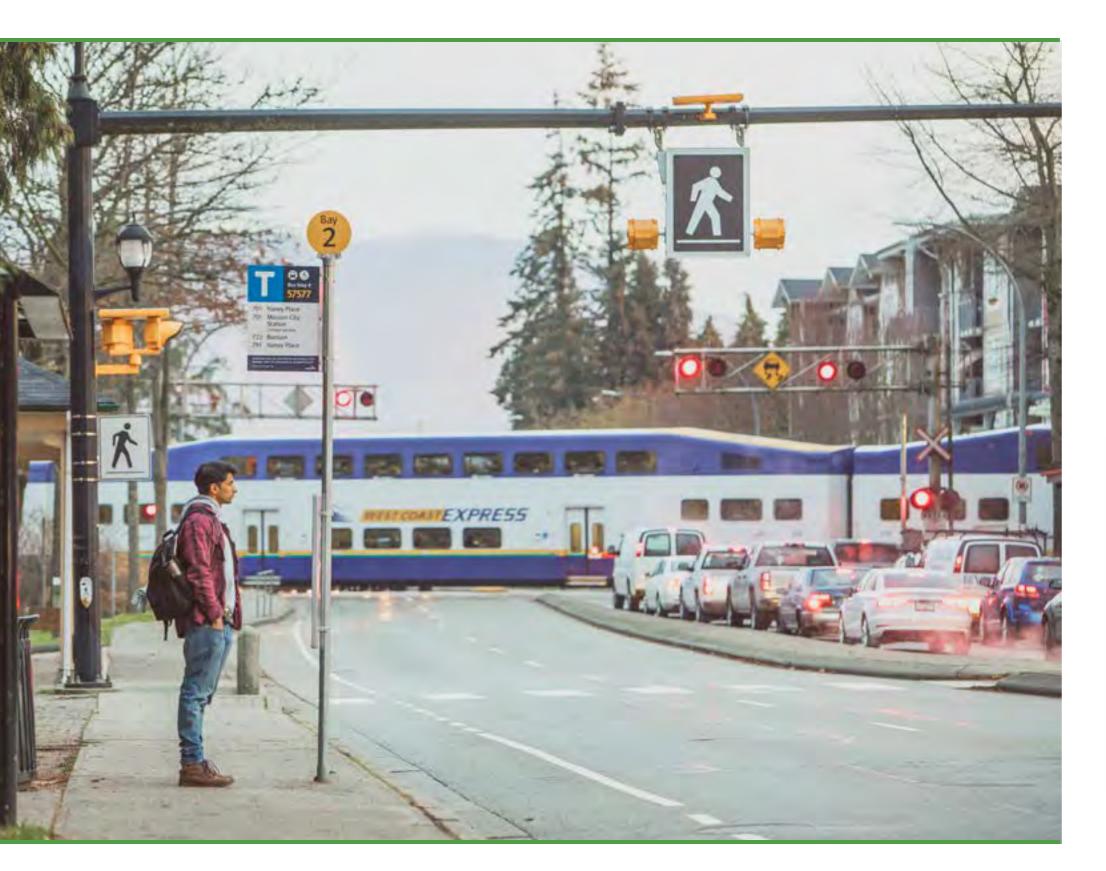
The results showed we are heading in the right direction. We also began preparing for CMBC's move to our Sapperton location and the upgrading of workstations and meeting rooms to accommodate hybrid work. In addition, we began Phases 2 and 3 of Future of Work, in which we weighed the benefits of a variety of flexible work options and sought feedback from employee focus groups and senior leadership. In 2024, we will continue to work with senior leadership on approving flexible work options and implementation strategies.





Walking, biking, rolling, and transit provide people with low- and zero-emissions options to move around the region. Image of Boundary Road and Vanness Avenue.

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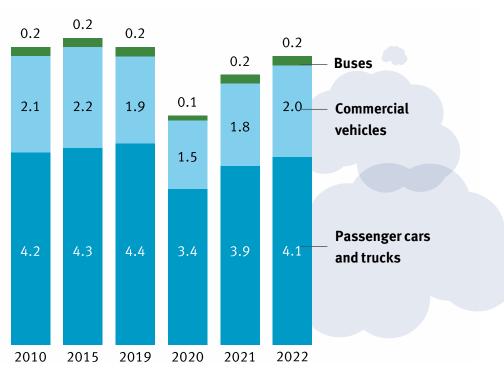
Regional Transportation Climate Action

Through Transport 2050, our regional transportation strategy, we set goals to attain carbon-free regional transportation by 2050 and reduce light-duty vehicle GHGs by 65 per cent by 2030 (relative to 2010).

These targets align with targets set by the Metro Vancouver Regional District. Light-duty vehicles (cars, SUVs, and light trucks) are the single largest source of carbon emissions in the region.

GHG Emissions for On-road Transportation

(million tonnes CO₂e)



Source: Metro Vancouver Climate Action Committee Agenda Package (subject to revision)

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Building Sustainable Communities: Partnership Agreements

We are advancing complete communities by establishing project partnership agreements with municipalities to realize the full benefit of infrastructure investments. These agreements will help ensure the supply of market and affordable housing, higher densities and mixed uses, and the integration of active transportation modes around major projects. Project



partnership agreements are in place for the Broadway Subway Project and Surrey Langley SkyTrain Projects.

TravelSmart Programs

TravelSmart is our Transportation Demand Management (TDM) Program, created to inspire people to change their travel behaviours and utilize more sustainable modes. These include walking, biking, rolling, transit, carsharing, carpooling, and ride-hailing.

TravelSmart combines face-to-face outreach, online support, and strategic partnerships to help us reach a range of businesses that connect with our customers. These include mobility service providers, municipal staff, developers, and businesses, as well as youth, post-secondary, and seniors' groups.

In 2023, we ran our first large-scale Ride and Shine Active Travel campaign, encouraging the public to enjoy 15 key walking, biking, and rolling routes. As a result of the campaign, we saw an 8.3 per cent increase in the use of promoted routes. The initiative also promoted TransLink's municipal walking and biking cost share programs.



Our Transit-Friendly Employer certification recognizes employers who go the extra mile to subsidize transit for their

employees. In 2023, TransLink sucessfully



certified a total of 31 organizations as Transit-Friendly Employers, all of which provide at least a 50 per cent transit subsidy. Organizations such

as Vancouver Coastal Health, Canfor, Lush Cosmetics, YVR Airport, Intel Canada, Providence Health Care, and Fairmont Hotel YVR are now offering a collective total of over 9,200 monthly transit benefits. This is up from 4,845 employees in 2022.

In summer 2023, we implemented an independent shuttle service between the King George SkyTrain Station, Gloucester Estates, and Abbotsford International Airport. While this service is not funded by TransLink, we leased out our curb space and provided support to this vendor, helping bridge a critical gap in an area not served by transit.

We also continued to partner with Commutifi to provide a data-driven commuting platform that makes it easy for organizations to measure, understand, and impact their employees' commutes, which helps cut GHGs and costs. In 2023, we onboarded seven organizations (including Deloitte, UBC, and VanCity), reaching over 21,000 employees.

We completed a pilot of our Compass for Developments program, which enables developers to provide transit passes to their occupants. The three-month pilot included 300 participants at PCI Development's King George Hub in Surrey. In 2024, we will continue partnering with PCI to launch a second pilot.

In 2023, through our partnership with BC SCRAP-IT, 49 participants scrapped their old vehicles in exchange for transit passes. An estimated total of 161.7 tonnes of CO₂ was avoided by providing transit passes in exchange for scrapped vehicles.

Bike-friendly Building Assessments



In 2023, we helped fund cycling assessments to improve cycling and end-of-trip facilities (e.g., lockers, bike racks) within large developments, including the Hudson's Bay Building redevelopment in downtown Vancouver, the Grosvenor Americas Brentwood project, Vancouver General Hospital, BC Children's Hospital,

BC Women's Hospital and Health Centre, and QuadReal Property Group's headquarters in Vancouver.



Through our partnership with HUB Cycling, we supported transportation demand management programming for numerous events, consulting services, and education programs.

8,837	Participants in Go By Bike Week
17,363	Students who received cycling education
14,900	Students who participated in Bike to School Week
30,000	Regional cycling maps distributed
39,972	Bikes or micromobility devices parked at 115 free Bike Valet events through our partner BEST (Better Environmentally Sound Transportation)
165	Seniors, youth, and members of disadvantaged communities who engaged in eight sessions on sustainable transportation
189	Participants who registered in the annual Bike To Shop campaign to encourage shopping via cycling



Children and Youth Travel Initiatives



<u>TravelSmart4Kids: A Regional Travel</u>
<u>Strategy for Kids 12 & Under was formally</u>
launched as a first-of-its-kind strategy

in 2023. The strategy aims to create a region that is safe, healthy, and sustainable, ensuring future generations understand how to navigate a multimodal transportation network. TravelSmart4Kids supports Transport 2050 and will be implemented through partnerships across the region.

In 2023, we focused on the following priority actions:

- Developing, monitoring, and enhancing programs focused on encouraging children's active travel (e.g., Walking School Bus)
- Creating a Regional Coordinator role to lead the work
- Establishing a Regional Working Group
- Consolidating resources and data collection
- Establishing a formal commitment for the implementation of the strategy

In 2023, the Regional Working Group advanced key actions, including formalizing a regional data collection process and establishing a formal commitment from member municipalities to the TravelSmart4Kids Strategy.

Kid Commute: A Walking School Bus Program (WSB) had 100 children participating in three municipalities at seven different schools. According to the walk data, 5,140 walking trips were made between

September and December 2023, with over 5,064 kilometers walked. A mid-term survey indicated that more students have been walking to/from school every day and less students have been commuting to/from school by car since joining the WSB program.

5,140

WALKING TRIPS WERE MADE BETWEEN SEPTEMBER AND DECEMBER 2023.

New Mobility

New mobility is an umbrella term for new technologies and delivery models, which are of increasingly strategic importance in transportation. Technological advances in transportation are happening at a breathtaking pace, leading to rapid changes in integration, personalization, automation, connectivity, electrification, and sharing. By planning proactively, we can harness the potential of new mobility to dramatically reduce distances driven and increase the number of trips made by active and shared-use modes in Metro Vancouver.

For the last two years, we have been partnering with Modo on a Vanpool initiative for maintenance staff at UBC, who faced challenges in commuting to and from work using public transit. Shared, daily commuting

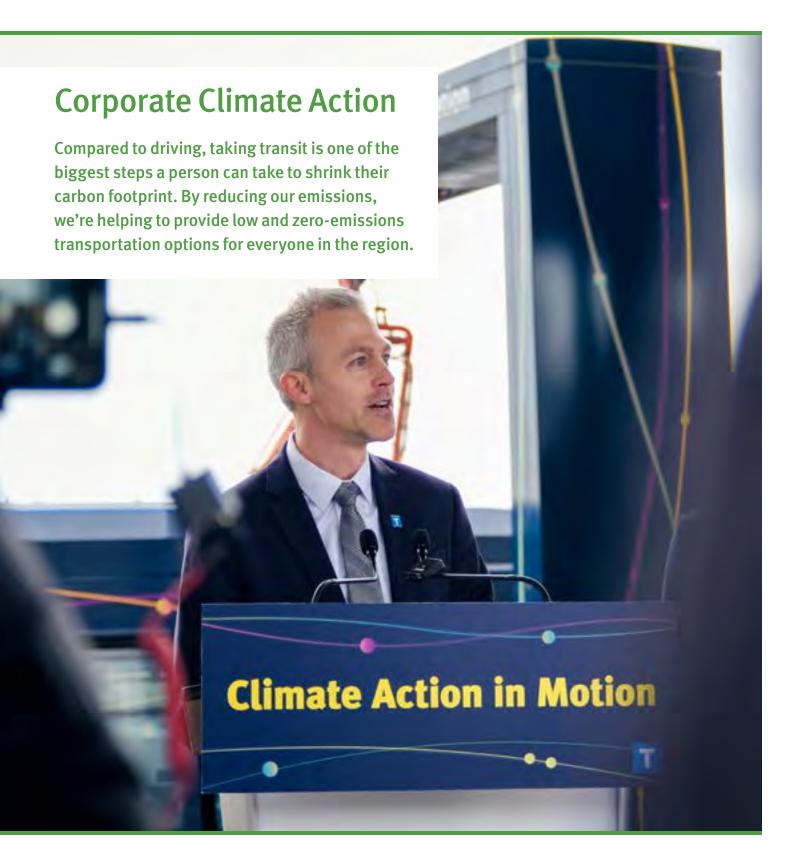
provides a cost-effective and convenient alternative to single-occupancy vehicle travel, and reduces emissions and congestion.

In 2023, the program adjusted its pricing to achieve full cost recovery. This resulted in an 88 per cent decline in participation, from 56 UBC staff to just seven, and from 10 vans to two. Steps will be taken in 2024 to increase promotion of the program to encourage new participants.

We also expanded the Vanpool program with the addition of Liftango, a ride-matching service. In 2024, we plan to expand the Vanpool program to new employment sites. We will also begin partnering with other institutions such as hospitals, universities, business parks, provincial parks, and communities with limited access to conventional transit. This strategic expansion will provide affordable and shared-use mobility solutions for employees in workplaces that are challenging to reach by walking, biking, rolling, or transit.



APTA PLATINUM SIGNATORY As one of only six North American recognized Platinum Level signatories of the American Public Transportation Association's (APTA) sustainability commitments, we have a comprehensive environmental management approach that makes sustainability part of our organization's strategic objectives.



Goals

GHG Reduction Targets

2050

NET-ZERO GHG EMISSIONS

2040

ZERO-EMISSIONS FLEET

2030

45% GHG REDUCTION (FROM 2010 LEVELS)

Resilience

Ensure our infrastructure and operations are resilient to climate change.

Climate Mitigation – Emissions and Energy



In 2023, we made progress towards our goal of net zero GHG emissions by 2050. We reduced our overall GHGs by approximately

12 per cent, largely due to the use of renewable natural gas. We're also undertaking a variety of initiatives, including transitioning our bus fleet to battery-electric buses and developing charging infrastructure. As an interim measure, we continue to rely on renewable fuels to rapidly reduce emissions and meet our 2030 goal of a 45 per cent GHG reduction.

While our revenue fleet represents the bulk of our emissions (92 per cent), we're also reducing energy consumption in our facilities, including:

- Low- and zero-emissions facilities design
- Lighting upgrades

Climate Action Plan

To achieve the goals outlined in our Climate Action Strategy, TransLink adopted a 3-year Climate Action Plan to set out near-term actions. The Climate Action Plan has three pillars: climate mitigation, climate adaptation, and governance. Climate mitigation focuses on reducing greenhouse gas emissions, climate adaptation focuses on strengthening infrastructure and operations to be resilient to climate change, and governance focuses on ensuring supporting policies and funding are in place.

For information on our climate change governance practices, please see <u>How We Are Governed</u> or <u>Climate Action Plan Status</u>.

Learn more at translink.ca/climate.

Enterprise GHG Emissions

(tonnes CO₂e)



Scope 1 Emissions: From sources that an organization directly owns or controls (e.g., burning fuel in our fleet vehicles or facilities). **Scope 2 Emissions**: Result indirectly when the energy a company purchases is used (e.g., lighting in facilities, using hydroelectricity to run our electric fleet vehicles).

Zero Emissions Fleet

In 2023, we began the expansion of our battery-electric bus fleet by transitioning more of the buses on Route 100 to battery-electric buses. By 2024, this route will be fully electrified.

At the same time, we began development of the Zero Emissions Fleet Transition Plan, which will outline TransLink's roadmap to a zero-emission bus fleet by 2040. The plan works toward sunsetting all transportation fuels, including renewables, by 2040.

Renewable Diesel: Diesel buses are our largest source of emissions. In 2023, CMBC engine tested and began implementing renewable diesel, a low-carbon transition fuel. Renewable diesel comes from organic waste, which includes used cooking oil and waste animal fats, as well as plant-based sources like vegetable oils. This fuel will deliver up to 80 per cent GHG reductions compared to fossil diesel. Adoption of renewable diesel will rapidly accelerate progress towards our 2030 GHG reduction target. The Surrey Transit Centre, our first implementation site, will be converted to renewable diesel in early 2024.

Renewable Natural Gas: In February 2023, we began purchasing 100 per cent renewable natural gas (RNG) for our compressed natural gas bus fleet, which is currently composed of 299 vehicles. This is an essential move towards reaching our 2030 target to reduce GHGs by 45 per cent. RNG is produced from decomposing organic waste from landfills, municipal and agricultural waste, and wastewater from treatment facilities. RNG production captures methane that would otherwise escape into the atmosphere and result in significant greenhouse effects.

In 2023, 96 per cent of our purchased natural gas for buses was renewable (575,495 GJs), compared to 44 per cent (260,913 GJs) in 2022.

Fleet GHG Emissions

Emissions from our revenue fleet accounted for 93 per cent of our Scope 1 emissions and 73 per cent our Scope 2 emissions. By transitioning to zero-emissions buses, we will make substantial progress towards our net zero fleet emissions 2040 goal.

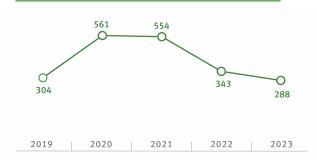
In 2023, our total revenue fleet GHG emissions decreased 12 per cent (compared to 2022) despite a strong post-pandemic ridership recovery. This is largely due to a transition to 100 per cent renewable natural gas supply in February, reducing emissions by approximately 18,000 tonnes. A small portion of this reduction (two per cent of baseline) was due to improving our GHG accounting methods for renewable natural gas in transportation.

Our new method, which uses BC Climate Action Secretariat published factors, better aligns with both TransLink's 2010 baseline methodology and Carbon Neutral Government guidance. We also achieved reductions as a direct result of the Low Carbon Fuel Standard, a provincial government fuel decarbonization program.

While continuing our transition to zero-emissions battery-electric buses, existing fleet vehicle emissions will decline from the adoption of renewable diesel and RNG.

Revenue Fleet GHG Emissions

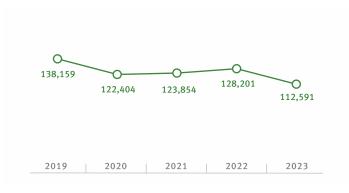
per boarded passenger (grams CO₂ e)



GHG emissions, presented in equivalent tonnes of CO₂, are calculated for the period January 1 to December 31 using BC Climate Action Secretariat published emissions factors and Carbon Neutral Government guidance.

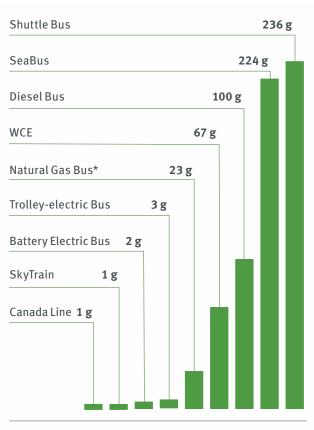
Revenue Fleet GHG Emissions

(tonnes CO₂ e)



Passenger GHG Emissions by mode

(grams CO₂ e per passenger km)



* Renewable Natural Gas

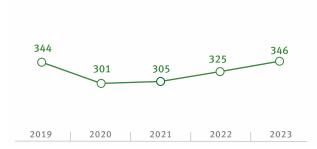


Fleet Air Pollutants

Criteria air contaminants (CACs) are released through fuel combustion and include non-methylated hydrocarbons, particulate matter, and nitrous oxides. Due to tightened regulations, emissions controls (both regulated and voluntary) have all but eliminated CACs from vehicles. However, our increased fuel use (due to service expansions) affects our absolute emissions.

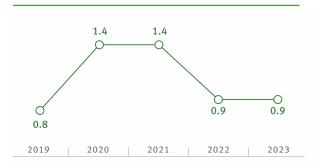
Criteria Air Contaminants

fleet (tonnes)



Criteria Air Contaminants

per boarded passenger (grams)



Non-revenue Fleet GHG Emissions

In 2023, CMBC Security Services continued to invest in technology and infrastructure, including the purchase of hybrid-electric vehicles. CMBC Security Services now has five operational hybrid SUV

vehicles and plans to transition the entire security fleet over the next two years.

In 2023, BCRTC installed one charging station to support an electric service vehicle at its operations and maintenance centre.

Facilities Energy Consumption

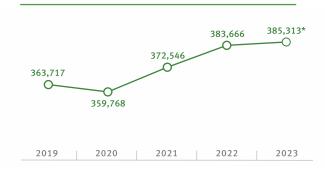
Because facilities represent only five per cent of our total emissions, we report total energy consumption as a better indicator of performance. We now include Canada Line's 35,000 GJ of total facility energy use in our reporting; aside from this addition, our overall energy use actually declined in 2023.

Facilities emissions fell in 2023, in part due to warmer weather causing a reduction in winter natural gas use.

Lighting upgrades were completed at the main operations and maintenance centre and at Rupert and Surrey Central SkyTrain stations. We are also designing new facilities (e.g., the new SkyTrain maintenance centre, Marple Transit Centre) for low to zero-emissions, including the use of all-electric heating.

Energy Consumption – Facilities

(GJ)



*2023 includes Canada Line facilities (35,000 GJ), which were not included in years prior to 2023.

Climate Resilience



Our <u>Climate Action Plan</u> identifies key actions to ensure our infrastructure and operations are resilient to climate change.

In 2023, two working groups were formed to guide
TransLink in becoming more resilient to climate change
and other risks. TransLink is also collaborating with
organizations across the region to ensure steps are
taken to mitigate the potential impacts of climate
change. We will be collaborating with Indigenous
Peoples in the region to include their knowledge and
leadership in our adaptation and resilience efforts.
Other activities included:

- Completed integration of climate change adaptation into our Asset Management Policy
- Initiated process for completing risk and vulnerability assessments for bridge assets
- Initiated development of a tree canopy/ customer cooling program

We also conducted a pilot study of a nano paint coating on the roof of the Main Street substation, with positive results. This paint uses nano-technology to keep buildings cool during intense heat and sunshine. A second substation will be receiving this coating in 2024.

Environmental Management

We are committed to reducing the impact our operations have on the environment.

CMBC and BCRTC have well-established environmental management systems (EMS) based on ISO 14001, with related policies and programs in place. In 2023, TransLink conducted a gap analysis to assess the scope and format of a corporate EMS; the final report is expected in early 2024.



Spills

Vehicles and equipment contain various hazardous materials such as fuel, coolant, and oil. Due to equipment failure, spills may occur. Some of these spills may enter the air or potentially enter fish habitat, especially during rainfall events, and must be reported to the Ministry of Emergency Management and Climate Readiness.

In 2023, BCRTC and TransLink Corporate had no spills, while CMBC had 16 reportable spills (up from six in 2022). This increase is due to improved spill tracking practices, notably for the release of refrigerants from leaks in air conditioners. The spills were investigated to determine the cause; where possible, the spilled material was recovered. In some cases, we worked with suppliers to redesign equipment to prevent reoccurrence. No fines were incurred as a result of these spills.

Reportable Spills

(#)

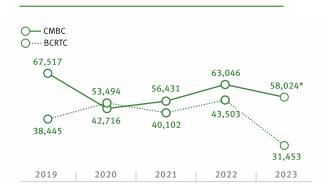


Water Consumption

In 2023, our operating companies continued to minimize water use. Over the summer, we voluntarily stopped all bus washing, in line with Metro Vancouver water restrictions. This lowered our overall water consumption. For the rest of the year, we used recycled water for bus washing and only used clean water for the final rinse. This reduced water use by approximately 75 per cent.

Water Consumption

 (m^3)



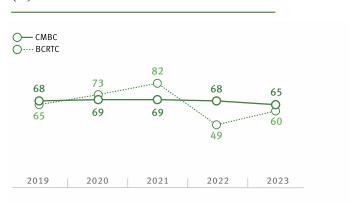
^{*}Estimated figures; not all data for CMBC is available.

Waste Management

Both CMBC and BCRTC have extensive recycling programs at their organizations, diverting items such as paper, wood, metal, plastics, and other recyclable materials from the landfill. The diversion rate at BCRTC varies from year to year, depending on the amount of metal and wood that is recycled. In 2023, BCRTC developed an online recycling game for its employees to increase awareness on how to separate recyclable and disposable waste materials.

Waste Diversion

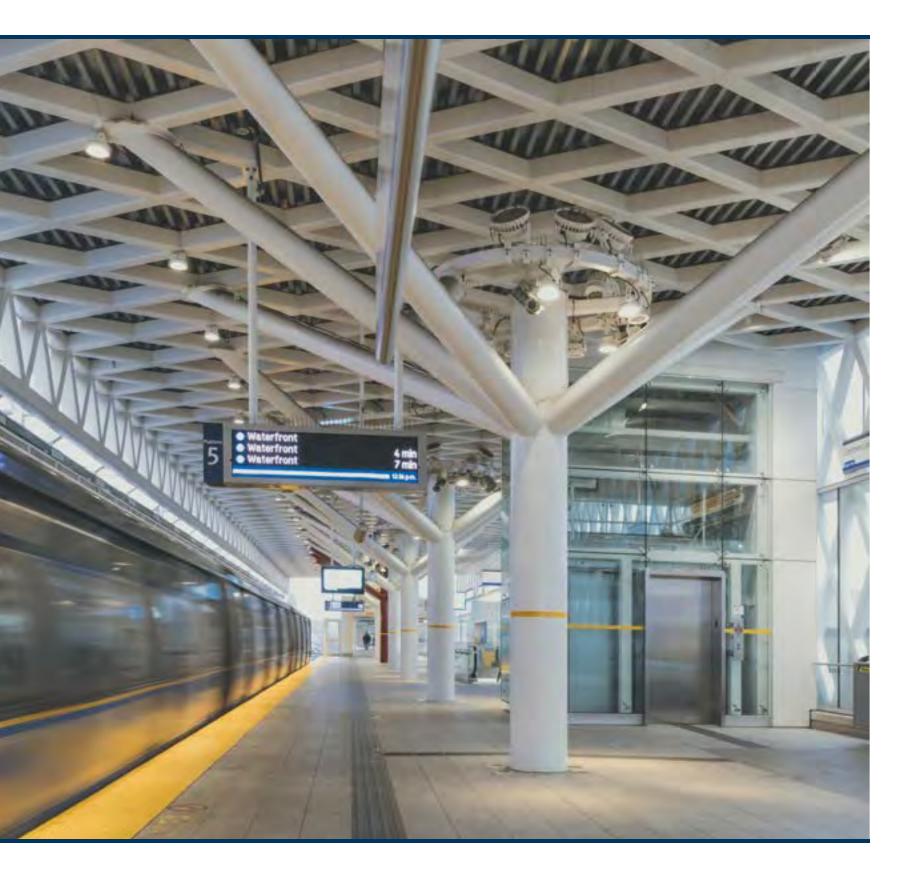
(%)



Contaminated Sites

In 1999, an Environmental Remediation Agreement (ERA) was put in place when the Province transferred land assets to TransLink. This agreement is based on the Province's obligation to be responsible for remediation of any site contamination prior to the transfer of lands to TransLink in 1999. TransLink is responsible for any contamination occurring on TransLink lands after 1999. One hundred four properties were initially under the ERA agreement, and 20 were subsequently removed. Following a review of the property review reports by both the Province and TransLink, eight additional properties were removed from the ERA in 2023. At the end of 2023, the ERA agreement had 76 properties that were identified as having potential contaminants of concern.





Financial Responsibilities

In 2023, TransLink remained committed to providing safe, efficient, and reliable transportation options, while developing and deploying the strategies necessary to maintain current service levels and keep the transit system infrastructure in a state of good repair.

TransLink's liquidity levels remained robust, with gross interest cost as a per cent of operating revenue well below the policy maximum level.

Our 2023 Budget centred on resiliency to ensure TransLink maintains service quality and delivers on its priorities, including ridership recovery and keeping the existing transit system in a state of good repair. We resourced support functions to strengthen the workforce and corporate systems in order to safely, affordably, and reliably move people of Metro Vancouver around the region. We managed unprecedented inflationary cost pressures across the enterprise through continuous efforts to achieve cost savings and focus on essential areas of investment.

Our 2022 Investment Plan outlines expected expenditures and revenues from 2022-2031, with an overarching focus on:



Stabilizing

TransLink's finances



Maintaining

the region's transportation system in a state of good repair



Advancing

select strategic projects



Right-sizing

TransLink's services and expenditures for the next few years

Financial Policies

We have several financial policies in place to maintain prudent guidelines for the short, medium, and long-term financial planning processes required by TransLink's governing legislation.

TransLink Budget Contingency and Accumulated Funding Resources Policy

Budget Contingency is a reserve set aside in the annual budget to handle uncertainties and unforeseen initiatives or circumstances that may arise during the year. Accumulated Funding Resources represent TransLink's unrestricted cash and investments.

This policy governs the use of Budget Contingency and Accumulated Funding Resources by TransLink and provides a guide to our minimum required liquidity position. TransLink maintains a running forecast to ensure this position remains adequate at present and in the future. This policy applies to all of TransLink's annual budgets, quarterly forecasts, and 10-year Investment Plans, to ensure the prudent control, administration, and management of finances.

TransLink Debt Management Policy

The Debt Management Policy applies to all capital financing, debt issuance activities, and related agreements entered into by TransLink and its operating companies.

TransLink Investment Policy

In accordance with the Investment Policy, TransLink manages its investments to maintain safety (as a primary objective) and liquidity, and to achieve, at a minimum, market rate of return. The Investment Policy provides guidelines related to investment activities and the administration of funds for TransLink and its operating companies. The policy details risk management, authorized investment dealers/holders, investment authorities at TransLink, internal controls, portfolio limits, permitted investments, and approved instruments.

TransLink Hedging Policy

The TransLink Hedging Policy governs the use and administration of derivative instruments and the oversight of strategies employed to manage market risks, interest rates risk, and fuel and foreign exchange exposures faced by TransLink.

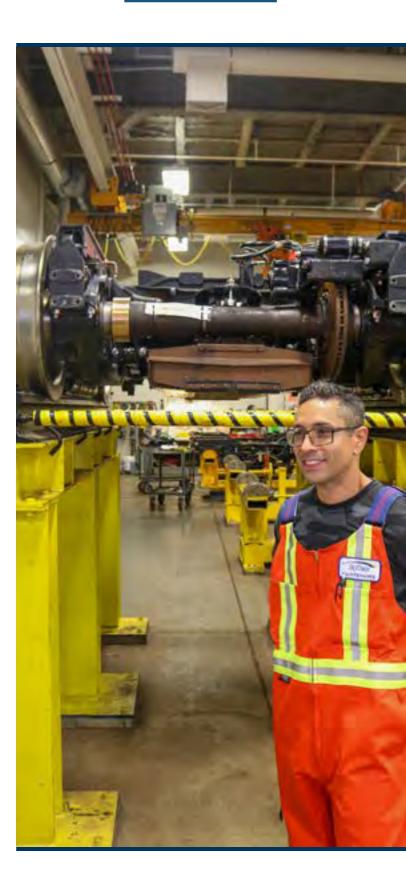
Regarding risk tolerance, TransLink considers safety, liquidity, and certainty before potential rewards when applying this Hedging Policy.

Budget

TransLink's 2023 Budget reflected the region's priorities for the Metro Vancouver transportation network while laying the foundation to move forward from the pandemic and continue to negotiate its lasting impacts. For more information, please see our 2023 Business Plan – Operating and Capital Budget Summary.

We anticipated significant inflationary pressures to continue due to global socio-economic developments. Within this context, any incremental expenditures were assessed to ensure they were absolutely necessary to mitigate key enterprise risks and/or achieve key priorities.

Investments in 2023 centred on resiliency to ensure TransLink maintains service quality and delivers on its commitments to the region. Our capital program focused on keeping the existing transit system in a state of good repair and moving forward key rail expansion projects (i.e., Broadway Subway Project, Surrey Langley SkyTrain).



Revenues

Total revenues increased by \$492 million (over 2022) mainly due to provincial relief funding of \$478.9 million. This was recognized in full upon signing an agreement in March 2023, in accordance with Canadian public sector accounting standards. This funding, designed to help offset revenue losses and inflationary pressures caused by the pandemic, is intended to support and maintain service levels and planned operations to the end of 2025. This funding is in addition to the previously received senior government relief funding of \$851.8 million received between 2020 and 2022, which has allowed TransLink to maintain service at near pre-pandemic levels and affordable fare rate increases from 2020 to 2024.

Ridership and transit revenue continued to grow throughout 2023, and increased by \$118.9 million. Ridership reached nearly 90 per cent of pre-COVID levels, up 20.5 per cent from 2022. Starting in fall 2023, ridership growth began to be driven by long-term socio-economic factors such as population and economic growth as opposed to riders returning to transit after the COVID-19 pandemic. The ridership growth trend observed in the latter part of 2023 is expected to continue in 2024.

Other income increased by \$84.2 million, mainly driven by higher year-over-year investment income due to higher interest rates and higher cash and investment balances.

Total Revenue (in millions)

REVENUE	2019*	2020	2021	2022**	2023
Taxation	906.97	849.99	899.45	978.08	978.41
Transit	685.36	385.93	413.40	552.62	671.56
Government Transfers	398.52	793.77	203.78	427.14	715.67
Other Income	98.53	115.22	144.02	176.67	260.85
TotalIncome	2,089.38	2,144.91	1,660.65	2,134.51	2,626.49

^{*}Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.

Total Expenses (in millions)

EXPENSES	2019*	2020	2021	2022**	2023
Operating Costs	1,348.26	1,296.56	1,443.31	1,573.52	1,713.46
Depreciation & Amortization	212.94	229.45	233.79	250.02	259.68
Net Financing Costs	194.98	189.34	182.04	181.36	180.45
Total Expenses	1,756.18	1,715.35	1,859.14	2,004.90	2,153.59

^{*}Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.

Expenses

Aggregate operating costs grew 27.1 per cent from 2019 to 2023. They grew 8.9 per cent in 2023 (over 2022). This was mainly due to contractual and economic labour increases, higher contracted services costs and maintenance costs driven by inflation, and higher capital infrastructure contributions as a result of progress on eligible projects.

TransLink actively monitors its net financing costs. The gross interest cost as a percentage of operating revenue, which had steadily remained around 12 per cent from 2017 to 2019, increased to 14.4 per cent in 2020 due to the impact of COVID-19 on operating revenues. By 2023, the ratio resolved back down to 10.4 per cent, closely aligning with historical averages. TransLink continues to operate well within its policy limit of 20 per cent.

Operating Cost Recovery

The operating cost recovery ratio measures the portion of operating costs that are paid for by fare revenue, advertising, and other commercial revenues. Prior to the pandemic, the cost recovery ratio reached a high of 59.7 per cent in 2019, as service expansion was supported by strong growth in ridership, regular fare increases, and effective service optimization initiatives. The collapse in the cost recovery ratio in 2020 and 2021 reflected the pandemic's dramatic impact on ridership and transit revenues, during which time service levels were maintained at largely pre-pandemic levels, while ridership was significantly reduced.

In 2022, the cost recovery ratio of 41.8 per cent was 8.3 percentage points higher than 2021. This was due to increased ridership, which had a proportionately greater impact on operating revenues than operating costs, a result of service levels being right-sized to manage customer demand. In 2023, the cost recovery ratio increased to 46 per cent, driven by a continued increase in ridership and transit revenue.

Operating Costs Per Capacity (\$/km)



Operating Cost Recovery (%)



- * Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.
- **The 2022 ratio has been restated to align with the methodology and consolidated financial statement presentation adopted in 2023.

^{**}Certain comparative information for 2022 has been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

^{**}Certain comparative information for 2022 has been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

Cost Efficiency

TransLink strives to deliver services as efficiently as possible to keep costs down for customers and taxpayers. Cost efficiency is measured per boarding for both the conventional system and HandyDART.

Prior to the pandemic, TransLink aimed to continuously maintain and improve these measures by increasing ridership at greater rates than inflationary and other cost increases. During the pandemic in 2020 and 2021, the operating cost recovery declined, and the cost per boarding increased. This was due to the need to maintain capacity on the system to ensure essential and appropriate transportation services remained available despite lower ridership numbers.

As a result of gradual ridership recovery in 2022 and 2023, the operating cost recovery increased, and the cost per boarding for conventional and HandyDART trips decreased. TransLink is committed to achieving cost savings while providing service levels that appropriately meet the needs of the region.

Cost Per Boarding – Conventional System

(\$/boarding)



- Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.
- **Ridership estimates for 2020 differ from the methodology used in the previous year as a result of the temporary suspension of fare collection on buses in the first few months of the COVID-19 pandemic, the replacement fare boxes on buses, and the December 2020 cyberattack.

Cost Per Boarding – HandyDART

(\$/boarding)



Capital Funding Sources

Senior Government Funding

A significant portion of TransLink's senior government funding for capital purposes is received from the federal government through the Canada Community-Building Fund (formerly the Federal Gas Tax Fund) and Investing in Canada Infrastructure Program (ICIP). The provincial government also supports the capital program by providing matching contributions to the ICIP program, approximating a 40 per cent contribution. Under these agreements, TransLink is required to acquire or construct specific transit assets using these funds. TransLink is also required under certain agreements to maintain the assets over a set holding period and repay funds if the associated assets are sold before the end of the holding period.

Carbon Credits

Under the BC Renewable and Low Carbon Fuel Requirements Regulation, TransLink is eligible to receive carbon credits for using low-carbon fuels (e.g., natural gas, renewable natural gas, electricity) for transportation purposes. In 2023, TransLink earned \$9.8 million in carbon credits. Since the program began in 2017, TransLink has earned approximately \$21.4 million in carbon credits. In 2024, TransLink will also earn additional carbon credits under the Government of Canada's Clean Fuel Regulation for using low-carbon fuels. These credits are for the use of compressed natural gas, in-province generated renewable natural gas, hydro-electricity, and renewable diesel.

Green Bonds

In 2018, TransLink was the first transit authority in Canada to develop a Green Bond program to help finance the organization's capital spending.

To date, TransLink has issued a total of \$1.2 billion in Green Bonds: \$400 million in 2018, \$200 million in 2019, \$300 million in 2022, and \$300 million in 2023. The net proceeds are being used exclusively to finance clean transportation and energy efficiency projects including eco-mode escalator upgrades, battery-electric bus charging infrastructure, and trolley-electric bus infrastructure. The Green Bond Program also helps fund improvements to the



cycling and walking infrastructure throughout the system, including bike parkades and BC Bike Parkway maintenance.

TransLink anticipates that issuance of Green Bonds will continue in 2024.

Consolidated Financial Statements

South Coast British Columbia Transportation Authority

Consolidated Statement of Financial Position (Expressed in thousands of dollars)

December 31, 2023, with comparative information for 2022

	2023	2022
FINANCIAL ASSETS		
Cash and cash equivalents	\$ 276,248	\$ 622,558
Accounts receivable	675,173	136,909
Restricted cash and cash equivalents and investments	4,127,713	3,733,194
Investments	394,831	235,289
Debt reserve deposits	24,500	23,762
	5,498,465	4,751,712
LIABILITIES		
Accounts payable and accrued liabilities	615,595	400,206
Debt	3,360,119	3,141,748
Deferred government transfers	3,769,885	3,540,507
Golden Ears Bridge contractor liability	983,403	999,512
Deferred concessionaire credit	386,082	409,35
Employee future benefits	140,093	141,202
Deferred development cost charges	40,348	15,132
Asset retirement obligations	26,952	
Deferred revenue and deposits	82,745	73,640
Deferred lease inducements	12,795	12,85
	9,418,017	8,734,163
NET DEBT	(3,919,552)	(3,982,451
NON-FINANCIAL ASSETS		
Tangible capital assets	6,141,887	5,765,456
Supplies inventory	128,609	97,310
Prepaid capital	30,745	29,75
Property under development	20,102	19,599
Prepaid expenses	30,780	30,002
	6,352,123	5,942,119
Accumulated surplus	\$ 2,432,571	\$ 1,959,668

South Coast British Columbia Transportation Authority

Consolidated Statement of Operations (Expressed in thousands of dollars)

Year ended December 31, 2023, with comparative information for 2022

	2023 Budget	2023 Actual	2022 Actual
Revenues:			
Taxation	\$ 988,404	\$ 978,412	\$ 978,076
Transit	629,998	671,560	552,624
Government transfers	354,718	715,668	427,136
Investment income	155,673	192,228	109,064
Amortization of deferred concessionaire credit	23,273	23,273	23,274
Development cost charges	23,597	17,301	25,158
Miscellaneous revenue	15,384	19,966	17,427
Gain on disposal of tangible capital assets	(358)	8,085	1,748
	2,190,689	2,626,493	2,134,507
Expenses:			
Bus operations	1,112,159	1,114,059	1,041,321
Corporate operations	219,420	194,045	217,242
Rail operations	549,579	538,027	490,186
Roads & bridges	251,073	252,402	207,459
Transit Police	53,295	55,057	48,693
	2,185,526	2,153,590	2,004,901
Surplus for the year	5,163	472,903	129,606
Accumulated surplus, beginning of year	1,933,296	1,959,668	1,830,062
Accumulated surplus, end of year	\$ 1,938,459	\$ 2,432,571	\$ 1,959,668

ACCOUNTABILITY REPORT 2023 WELCOME SOCIAL RESPONSIBILITY ENVIRONMENTAL RESPONSIBILITY FINANCIAL RESPONSIBILITY



Glossary

Access Transit

Refer to HandyDART.

Active Transportation

Any self-propelled, human-powered mode of transportation such as walking or bicycling.

American Public Transportation Association (APTA)

An industry organization composed of North American 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. The APTA also maintains a Sustainability Commitment which aims to advance a sustainability agenda among member agencies.

BioCO₂

Biogenic emissions that come from natural sources and need to be accounted for in photochemical grid models. Most types are widespread, ubiquitous contributors to background air chemistry.

Boarded Passenger

Refer to Passenger Boarding.

British Columbia Rapid Transit Company (BCRTC)

An operating company of TransLink. The BCRTC operates the Expo and Millennium automated light rail SkyTrain lines and manages the Canada Line concession agreement.

Canada Line

A rapid transit line that connects Vancouver International Airport and Richmond to downtown Vancouver. It is managed by BCRTC and operated by ProTrans BC.

Canadian Urban Transit Association (CUTA)

An association representing the public transit community in Canada. The 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.

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)

TransLink's 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 traditional bus.

Conventional Bus

A 40-foot or 60-foot transit bus; does not include Community Shuttle or HandyDART vehicles.

Crimes Against Persons/Property

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

Criteria Air Contaminants (CACs)

A group of air pollutants, including hydrocarbons (HC), nitrogen oxides (NOx), and atmospheric particulate matter (PM), which cause smog, acid rain, and health hazards. These are typically byproducts of combustion from fossil fuels and/or industrial processes.

CAC emissions are calculated using invoiced fuel by diesel and CNG buses, Community Shuttle Bus, SeaBus, HandyDart, and West Coast Express. This is then multiplied by emission factors derived from the 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. It uses a 10-point scale in which 10 is excellent and 1 is very poor. Results are presented as an average of all respondents during the reporting period.

Emission Factor

A 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, 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. This 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 including TransLink's head office, CMBC, SkyTrain, West Coast Express, West Vancouver Transit Centre, and HandyDART facilities.

Fare

Tariff charged per ride. This is the authorized amount (via 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 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 (GHG)

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. GHGs include carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF_6).

GHG emissions, presented in equivalent tonnes of CO₂, are calculated for the period from January 1 to December 31 using BC Climate Action Secretariat published emissions factors and Carbon Neutral Government guidance.

HandyDART

A door-to-door, shared ride service for passengers who have physical or cognitive disabilities and 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 (transfers).

Local Supplier

An organization or person that provides a product or service to an organization, and is based in the same geographic market.

Lost Time Injury Rate (LTIR)

The rate of occurrence of workplace incidents that result in an employee's inability to work the next full workday. LTIR 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. It includes incidents claimed during the accountability reporting year at the time of report generation (i.e., claims awaiting approval by WorkSafe BC that have not been captured). All claims relating to the reporting year, but received after the Accountability Report is issued, are reviewed; any material changes are reflected as a restatement in the following year. Due to lack of available data at this time, enterprise-wide LTIR 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. 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.

Materiality

The topics and indicators that reflect an organization's significant economic, environmental, and social impacts, or areas 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 services to municipalities such as drinking water, sewage and drainage, solid waste management, and regional parks. It also has planning and regulatory responsibility for utilities, air quality, and regional growth.

Mode

Method of transportation such as walking, cycling, transit, and driving. Transit mode may be further disaggregated (e.g., train, bus, rideshare).

Off-peak Period

Non-peak or non-rush hours. At TransLink, off-peak periods are from Monday to Friday, from 9:30 a.m. to 3:00 p.m. and from 6:30 p.m. until the last bus, as well as all day on Saturdays, Sundays, 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 consist of injuries resulting from collisions when onboard (including boarding or exiting) or when using the SeaBus. Contracted bus services are excluded.
- Rail injuries consist of injuries occurring on trains and BCRTC/WCE property that are serious, major, or fatal. Due to lack of available data, Canada Line information is not included.
- HandyDART injuries consist of injuries reported by staff and confirmed with the passenger.

Operating Cost Per Capacity Kilometre

Operating costs divided by total capacity kilometres. A capacity kilometre 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, roads, and bridges) that are paid for by transit-related revenues.

Pandemic

Outbreak of a disease that spreads quickly and affects many individuals at the same time (e.g., COVID-19).

Passenger Boarding

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

Peak Hours

Transit service hours from Monday to Friday, 6:30 to 9:30 a.m. and 4:00 to 6:00 p.m.

Public Sector Accounting Board (PSAB)

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

Regional Growth Strategy (Metro 2050)

Metro Vancouver's long-term, regional land-use plan. Under the <u>SCBCTA Act</u>, TransLink must provide a regional transportation system that supports Metro Vancouver's Regional Growth Strategy.

Regional Transportation Strategy (Transport 2050)

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.

Renewable Natural Gas (RNG)

Renewable natural gas is produced from decomposing organic waste from landfills, agricultural waste, and wastewater from treatment facilities. RNG production captures methane that would otherwise escape into the atmosphere and result in significant greenhouse effects. The Province recognizes RNG as a low-carbon alternative to fossil fuels.

Revenue Fleet Greenhouse Gas (GHG) Emissions

Greenhouse gases emitted by TransLink's revenue fleet. Reported revenue fleet GHG emissions include CMBC, SkyTrain, SeaBus, HandyDart, Community Shuttles, West Vancouver Transit, West Coast Express, and Canada Line.

Revenue Hours

The period of time in which 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. Revenue hours 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 terminus to the time they arrive at the trip end terminus. Revenue kilometres 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.

Scope 1 Emissions

Greenhouse gas emissions that a company makes directly (e.g., running boilers, vehicles).

Scope 2 Emissions

Greenhouse gas emissions that a company makes indirectly (e.g., when electricity purchased for heating and cooling buildings or running electric vehicles, is being produced on its behalf).

SkyTrain

The fully automated, driverless, rapid transit system operated by BCRTC. SkyTrain is comprised of the Expo Line, which connects downtown Vancouver to Burnaby, New Westminster and Surrey, and the Millenium Line, which connects downtown Vancouver to Lougheed, Port Moody, and Coquitlam. SkyTrain also includes the Canada Line which connects 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.

Supplier

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

Supply Chain

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

Sustainability

The integration of social and environmental factors into business decision-making.

Sustainability Commitment

An <u>APTA</u> program that gives credit to member agencies for the sustainability efforts they are making. The program assigns recognitions levels (Bronze, Silver, Gold, and Platinum) based on environmental performance.

Sustainable Transportation

Low- and zero-emissions, energy-efficient and affordable modes of transport, including electric and alternative-fuel vehicles.

Transit Police

Metro Vancouver Transit Police, officially South Coast British Columbia Transportation Authority Police Services, a supplementary policing agency within TransLink's service region. Transit Police 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 <u>United Nations</u> 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.

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.

Alignment with Reporting Standards

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Organization	Statement from senior decision-maker on sustainable development strategy				2-22	5	CEO Letter
	Legal name of the organization			SAG 3.1	2-1.a	7	About Us
	Location of operations				2-1.c	7	AboutUs
	Ownership and legal form				2-1.b	7	About Us
	Operating companies and subsidiaries				2.2.a	7	AboutUs
	Activities, value chain and business relationships				2-6	7, 8	About Us
	Scale of the organization				2-7	7	About Us
						9-10	How We Are Governed
						81-89	Financial Responsibility
						8	AboutUs
	Approach to stakeholder engagement; Identifying and selecting stakeholders				2-7	6, 40-45; Resources	Materiality Assessment, Engaging our Stakeholders
	Reporting period			SAG 4.6	2-3	6	About This Report
	Date of most recent report				2-3.c	6	About This Report
	Contact point for questions regarding the report				2-3.d	91	sustainability@translink.ca

 $^{{\}bf *S1: General \, Requirements \, for \, Disclosure \, of \, Sustainability-related \, Financial \, Information}$

Торіс	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Organization	Reporting in accordance with the Standards	91		SAG 2.1		6	About This Report
	External assurance		34		2-5		Not assured in 2023
	Membership of associations				2-18	45	APTA, CUTA, other associations in which TransLink has a has significant role
	Restatements	84-90 34			2-4.a		Restatements noted in footnotes and Glossary where applicable
Governance	Compliance				2-27	35, 76-77	Customer Privacy, Environmental Management
	Governance	27.a.i 27.a.ii	6a	SAG 5.0	2-8	9-10	How We Are Governed
	Reporting cycle	27.a.iii		SAG 5.0		9-10	How We Are Governed
	Sustainability-related risks and opportunities in strategy and decision-making	27.a.iv	6a	SAG 5.0	2-22	9-10	How We Are Governed
	Oversight of target setting and monitoring	27.a.v	6a	SAG 5.0	2-22	9-10	How We Are Governed
	Management's role	27.b.i 27.b.ii	6b	SAG 5.0	2-13	9-10	How We Are Governed
Strategy	Significant sustainability/ climate-related risks and opportunities	30 32 33.a	10 13 14			15, 65, Resources	Risk Management, Climate Action Plan
	Financial position	35.a 35.b 35.c 35.d	15/16			81-89	Financial Responsibility
	Resilience	41	22 22.a			15, 71, 75	Climate Action Plan, Risk Management
	Climate-related scenario analysis		22.b				TransLink Climate Action Plan

^{**}S2: Climate-related Disclosures

^{***}ISSB Standards requires disclosures of some metrics as per SASB Standards.

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Risk Management	Risk management	44	24, 25			15, Resources	Risk Management
Materiality Assessment	Management approach and its components				3-3	6, Resources	Resources
	Materiality	30	10		3-2 3-1	6, Resources	About This Report
	Changes in reporting					6, Resources	About This Report, Materiality Assessment

Social Responsibility

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Workforce	The management approach and its components				Disclosure 3-3	49	Our Approach
	New employee hires and employee turnover (voluntary and non-voluntary)			SV-PS-330a.2	401-1	51	Turnover
	Collective bargaining agreements; percentage workforce covered by agreements			IF-WM-310a.1	2-30	50	Collective Agreements
Workforce	Workforce: # employees, full/ part time/temp/contractors			SV-PS TR-RA	2-7	49	Employees
	Benefits provided to full- time employees that are not provided to temporary or part- time employees				401-2		2023 Year-End Financial and Performance Report
	Parental leave				401-3		TransLink adheres to BC Employment Standards legislation, which is aligned to Federal Employment Standards legislation.

Social Responsibility continued

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Health & Safety	The management approach and its components				Disclosure 3-3	56-58	Employee Safety
	OHS management system in place				403-1	56	Employee Safety
	Worker related injuries, lost days , fatalities			IF-WMIF-EN TR-MT-320a.1 TR-RA-120a.1	403-9	57	Employee Safety
	Description of approach to managing short and long term health risks			TR-RO-320a.3		56-58	Employee Safety
	H&S Committees				403-4	56	Under the Workers Compensation Act of BC, employers are required to establish a Joint H&S Committee in any workplace that regularly employs 20 or more workers. TransLink and its operating companies comply with this regulation; 100% of employees are represented in joint H&S committees.
	Hazards identification, risk assessment and incident investigation				403-2	56-58	Employee Safety
Training & Education	The management approach and its components				Disclosure 3-3	58-60	Employee Development
	Percentage of employees receiving regular performance and career development reviews				404-3	58-60	Employee Development
	Average hours of training per year				404-1	58-60	Employee Development
EDI	Diversity of governance bodies and employees			SV-PS-330a.1	405-1	53	Gender by Company
	Ratio of basic salary and remuneration of women to men				405-2		TransLink discloses remuneration in the Financial Information Act Filing and Remuneration Report.

Social Responsibility continued

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page#	Reference
Human Rights	The management approach and its components				Disclosure 3-3	55	Equity, Diversity, and Inclusion
Local Communities	The management approach and its components				Disclosure 3-3	40-46	Engaging our Stakeholders
	Donations					46	Community Support
	Engagement				413-1	40-45	TransLink's engagement process is covered by the Principles of Public Consultation and Engagement.
Customer Privacy/Data Security	The management approach and its components			SV-PS-230a.2	Disclosure 3-3	35	Customer Privacy
	Substantiated complaints concerning breaches of customer privacy			SV-PS-230a.3	418-1	35	Customer Privacy

Environmental Responsibility

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Climate Adaptation	The management approach and its components			IF-RE-450a.2		14; 63-77	Sustainability Framework, Environmental Responsibility
Energy	The management approach and its components				3-3	71	Corporate Climate Action
	Energy Consumption		33	IF-WM-110b.1 IR-RE-130a.2 TR-MT-110a.3	302-1	71-75	Emissions and Energy
	Alternative fuel vehicles in fleet		33	IF-WM-110b.2		72	Zero Emissions Fleet
	Energy intensity		33	IF-RE-130a.1	302-3	73	Emissions per Passenger Kilometre
	Reduction of energy consumption		33	IF-RE-130a.3	302-4	71-75	Climate Mitigation – Emissions and Energy
Water	The management approach and its components				Disclosure 3-3	77	Water Consumption
	Water consumption			IF-RE-140a.1	303-5	77	Water Consumption
	Description of water mgmt risks and practices/strategies			IF-RE-140a.4		77	Water Consumption
Emissions	The management approach and its components				Disclosure 3-3	71-75	Emissions and Energy
	Scope 1 GHG emissions (note gases included; baseline year & amt)		29.a	IF-WM-110a.1 TR-RO-110a.1 TR-MT-110a.1 TR-RA-110a.1	305-1	71-75	Emissions and Energy
	Scope 2 GHG emissions (note gases included; baseline year and amt)		29.a		305-2	71-75	Emissions and Energy
	Emissions methodology		29-32			71-75, Resources	Emissions and Energy
	Emissions targets		33-37			71	Emissions and Energy

Environmental Responsibility continued

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page#	Reference
Emissions	Long and short term plans to manage/reduce/ monitor emissions		33	IF-WM-110a.2 TR-RO-110a.2 TR-MT-110a.2 TR-RA-110a.2		71-75	Emissions and Energy
	GHG emissions intensity		33		305-4	71-75	Emissions and Energy
	Reduction of GHG emissions (incl baseline year & amt)		33		305-5	71-75	Emissions and Energy
	Critical Air Contaminants			IF-WM-120a.1 TR-RO-120a.1 TR-MT-120a.1	305-7	74	Environmental Sustainability/ Fleet Air Pollutants
Waste	The management approach and its components				77	77	Waste Diversion
	Total Waste Generated (nonhazardous)				306-3	77	Waste Diversion
	Waste diverted from disposal				306-4	77	Waste Diversion
	Waste directed to disposal				306-5	77	Waste Diversion
Regulatory Compliance	Number of incidents of non- compliance associated with environmental (including water) permits, standards, regulations			IF-WU-140b.1 IF-EN-160a.1	2-27	76	Spills
	Significant spills			IF-WM-150a.3 TR-RO-540a.3	2-27	76	Spills
	Significant fines and non-monetary sanctions				2-27	76	Spills

Financial Responsibility

Topic	Disclosure	ISSB – S1*	ISSB – S2*	SASB*	GRI	Report Page #	Reference
	The management approach and its components				Disclosure 3-3	81	Financial Responsibility
	Entities included in the consolidated financial statements			SAG 4.1	202-2	7	About Us
	Direct economic value generated and distributed			SAG 4.1	201-1	84-86	Financial Responsibiliy 2023 Year End Financial and Performance Report
	Financial implications and other climate/sustainability-related risks and opportunities	35	15/16	SAG 4.1	201-2	10, 15	How We Are Governed Risk Management
	Defined benefit plan obligations and other retirement plans				201-3		2023 Year End Financial and Performance Report
	Financial assistance received from government				201-4	87	Capital Funding Sources 2023 Year End Financial and Performance Report
	Infrastructure investments and services supported			SAG 4.1	203-1320- change	17-21	System and Service Management
Procurement	The management approach and its components				3-3	47	Sustainable Procurement
	Significant changes to the organization and its supply chain				102-9 102-10	6-8	How We Are Governed
	Policy commitments: Precautionary Principle or approach/ Due diligence / Human rights				101-11	47	Sustainable Procurement
	New suppliers that were screened using environmental criteria				308-1	47	Sustainable Procurement
	New suppliers screened using social criteria				414-1 414.2	47	Sustainable Procurement
	Proportion of spending on ocal suppliers				204-1	47	Sustainable Procurement

SASB Standards

SV-PS Services: Professional & Commercial Services

IF-EN Infrastructure: Engineering & Construction Services

IF-WM Infrastructure: Waste Management IF-RE Infrastructure: Real Estate TR-MT Transportation: Marine TR-RA Transportation: Rail

TR-RO Transportation: Road SAG SASB Standards Application Guidance

Materiality Assessment

In 2023, TransLink conducted a materiality assessment to identify key governance, business conduct, fiscal, environmental, and social priorities, as well as risks and opportunities.

We conducted an online survey to determine internal and external stakeholder priorities on key TransLink issues. The survey was provided to employees, Board members, financial institutions, governments (local, regional, provincial, and federal), suppliers, non-government organizations, and the public. A total of 1,091 responses were received. The results of the materiality assessment are shown in the figure below.

The top five priorities (as rated by internal/external stakeholders) include:

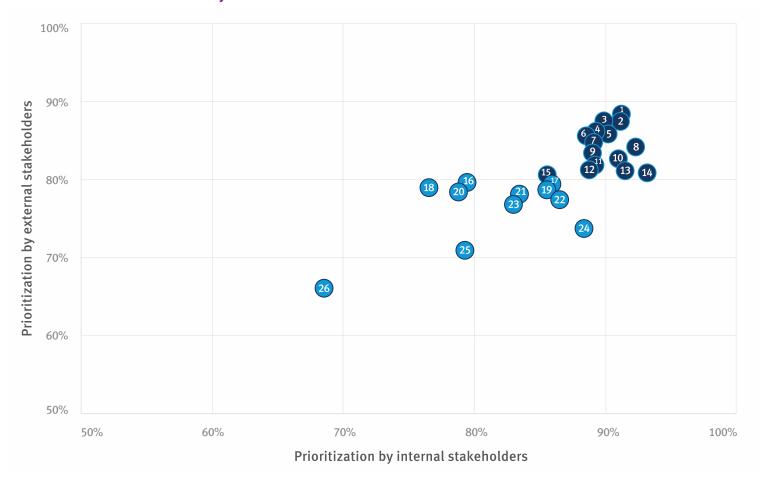
- Greenhouse gas emissions from public transit and regional transportation
 (rated #13 in the 2016 assessment)
- Climate impact risk management to ensure infrastructure and operations are resilient to impacts of climate change (rated #18 in the 2016 assessment)
- 4. Asset management Proper lifecycle management of physical assets and services to ensure they are kept in a state of good repair
 - .j. (rated #2 in the 2016 assessment)
- 5. Emergency management and planning in place to continue to deliver safe services (rated #17 in the 2016 assessment)

These differ from the top five priorities of the 2016 Materiality Assessment:

- 1. Safety and security of transit customers
 ∴ (#14 in 2023 assessment)
- 2. Investing in infrastructure ∴ (#4 in 2023 assessment)
- Satisfaction of transit customers
 #13 in 2023 assessment
- 4. Air pollution (from transit operations∴ (#22 in 2023 assessment)
- 5. Employee safety and wellness ∴ (#14 in 2023 assessment

Sustained funding (a new priority) and climate change (GHG emissions and climate impact) are now the top priorities for our stakeholders. Ecological impacts, Indigenous reconciliation, and active transportation are also new material topics.

TransLink 2023 Materiality Assessment



2023 assessment results (new topics in boldface):

- 1 Sustained funding
- 2 Greenhouse gas emissions
- 3 Climate impact risk management
- 4 Asset management
- 5 Emergency management
- 6 Transparency and trust
- 7 Risk management

- 8 Accountability
- 9 Environmental footprint
- 10 Data security and privacy
- 11 Equitable, accessible, and affordable transit
- 12 Ridership
- 13 Customer experience, satisfaction, and safety
- 14 Employee health and safety

- 15 Operating costs and efficiency
- 16 Indigenous reconciliation
- 17 Ecological impact management
- 18 Active transportation
- 19 Energy and fuel management
- 20 Sustainable procurement

- 21 Innovation
- 22 Air and noise pollution
- 23 Equity, diversity, and inclusion
- 24 Employee experience
- 25 Customer and community engagement
- 26 Community partnership and donations

The following 2016 material topics were not included in the 2023 materiality assessment: TransLink senior leadership oversight and input into sustainability strategy, Environmental screening of suppliers/contractors, TransLink Board oversight and input into sustainability, Satisfaction of non-transit customers, Green buildings, and Social screening of suppliers and contractors.

ACCOUNTABILITY REPORT 2023 WELCOME SOCIAL RESPONSIBILITY ENVIRONMENTAL RESPONSIBILITY FINANCIAL RESPONSIBILITY RESOURCES

Climate-related Risks and Opportunities

Climate-related risks refer to the potential negative effects of climate change on an entity. Through the Enterprise Risk Management (ERM) process, we qualitatively assessed the climate risks, which are broadly classified as:

Physical risks:

These risks relate to the extreme effects of climate change-related events (e.g., heat, flooding) that negatively affect TransLink's facilities, infrastructure, and operational continuity, as well as staff and/or customer health and safety. Lack of resilience by the regional transit system during critical, extreme weather events caused by climate change can lead to economic, health, and societal impacts. We have begun work to integrate adaptation-specific investments into our 2025 Investment Plan and establish a clear governance model related to climate action. Two working groups have been established that address climate-related risk: the Resilience Working Group (to align our resilience knowledge and actions across the enterprise) and the Climate Action Plan Working Group (to oversee and provide guidance on the implementation of climate adaptation actions and supporting governance processes).

Transition risks:

TransLink is legislatively required under the South Coast British Columbia Transportation Authority Act (SCBCTA) to support regional and provincial environmental objectives, including air quality and greenhouse gas (GHG) emission reduction objectives. We are working with Metro Vancouver and the Province of BC to reduce regional GHG emissions from transportation and have set targets to reduce our own enterprise emissions (fleet and facilities). We are actively working through various facets of these risks including policy changes, assessment of new technologies, commercial strategies, procurement models, and a Zero-Emission Fleet Transition Plan.

Incorporating the climate risks within the overall ERM structure facilitates the Board and executives to ensure TransLink has established appropriate systems to manage such risks. We will explore integrating a range of leading and lagging climate risk indicators within the risk assessment process, which will provide quantifiable insights on the climate risk exposure and decarbonization pathways.

Table 1: Climate-related Risks

Risk Registry	Regional GHG Reduction Targets	Corporate GHG Reduction Targets	Climate Change Resiliency
Description	The risk of being unable to gain support for the investments and policy actions needed to make substantial progress to reducing GHGs from light duty vehicles in Metro Vancouver.	The risk of not meet our 45% GHG emissions reduction target by 2030.	The risk of extreme effects of climate change-related events (e.g., heat, flooding) negatively affect facilities, infrastructure, operational continuity, or staff and customer health and safety.
Time horizon	Medium—2030	Medium—2030	Long—2050
Nature/risk category	Chronic: climate impacts	Chronic: reputation, climate impacts	Chronic: environment, infrastructure
Concentrations (e.g., locations, types of assets, facilities)	Metro Vancouver region	TransLink	TransLink
Impact to business model and value chain	Moderate: May not be in compliance with SCBCTA Act; residents of Metro Vancouver continue to contribute to climate change; federal government may not make its targets if Metro Vancouver regional can't make theirs; Metro Vancouver is not seen as a leader in climate change.	Moderate: Not in compliance with SCBCTA Act; increased public criticism for not meeting Board and Mayors' Council approved targets.	High: Flooding of critical assets; increased H&S impacts on staff and customers, reduced stakeholder confidence in TransLink's management of climate change risk.

ACCOUNTABILITY REPORT 2023 WELCOME SOCIAL RESPONSIBILITY ENVIRONMENTAL RESPONSIBILITY FINANCIAL RESPONSIBILITY RESOURCES

Risk Registry	Regional GHG Reduction Targets	Corporate GHG Reduction Targets	Climate Change Resiliency
Impact on strategy and decision making			Unable to advance implementation of Investment Plan and Access for Everyone
Effect on financial position, performance, and cash flow	Decreased or downgraded credit profile; access to capital and operational funding could become more competitive as governments heavily favour zero-emissions investments	Decreased or downgraded credit profile; access to capital and operational funding could become more competitive as governments heavily favour zero-emissions investments	Decreased or downgraded credit profile; increased financial costs associated with adapting infrastructure to climatic norms and emergency response during severe weather events
Management Actions	Adequate: Regularly meet with provincial and regional staff working on similar programs; established joint program between Metro Vancouver and TransLink	Adequate: Proactively consulting with provincial government on proposed Zero-Emissions Public Transit Agency requirements; collaborating across TransLink to ensure bus expansion and 45% reduction target met; developing Zero-Emission Fleet Transition Plan; working with utilities (BC Hydro and Fortis BC) on infrastructure upgrades and expansion; testing renewable fuels	Strong: Climate impact risk assessment completed in 2022 and used to inform development of Climate Action Plan Pillar 2 – Adapt to Climate Impacts; implement Climate Action plan action items; Climate Change Adaptation Working Group and Resilience and Adaptation Working Group formed

Climate-related opportunities refer to the potential positive effects arising from climate change, as well as from efforts to mitigate and adapt to climate change. One such climate-related opportunity for TransLink is the expected increased use of active transportation within the region as the temperature increases. This mode shift will result in fewer greenhouse gas emissions and a healthier community. As climate-related opportunities is a new topic in sustainability reporting, TransLink will more fully explore these opportunities in the next year.

2023 Climate Action Plan Status

In January 2022, the Board of Directors and the Mayors' Council approved TransLink's Climate Action Strategy and new greenhouse gas and climate targets. This was followed in December 2022 with the Board's approval of the Climate Action Plan (CAP), which outlined seven strategies and 48 actions over three years (2023-2025) on how TransLink plans to reduce its greenhouse gas emissions and ensure its operations and infrastructure are resilient to the changing climate. Across the three-year Plan, 40 of 48 actions are on track (84 per cent). In Year 1, three actions were completed, two were incorporated into other actions (to improve effectiveness and efficiency), two have been bundled with Year 2 actions, and one has been delayed due to stakeholder engagement. Climate change is occurring at a faster rate than experts expected; we continue to monitor these changes and work across the enterprise to reduce the risk climate change poses to TransLink.



REDUCE GHG EMISSIONS

- 1 Implement Low-Carbon Fleet Strategy (LCFS)
- 2 Develop Net Zero Facilities Strategy



ADAPT TO CLIMATE IMPACTS

- Develop Climate
 Change Adaptation
 and Resiliency Roadmap
- 4 Support a More Climate-Resilient Region and a Low-Carbon Economy



ADVANCE GOVERNANCE AND FUNDING

- 5 Develop and Implement Supporting Climate Policies, Plans, and Processes
- 6 Enhance Climate Education and Communication
- Secure Funding for Net Zero and Climate Resilience

LEGEND

Green

Yellow

White

Black



Strategy 2: Develop Net Zero Facilities Strategy

Action	Year	Status
2.1* Develop a Net Zero Facilities Strategy and implementation plan based on the Facilitie Renewable Energy Pan and planned facility renewal or expansion.	S 2024	
2.2 Explore, test, and analyze emerging innovative net-zero facility technologies, systems and materials (e.g., heat pumps, renewable fuels, passive design, solar) and adopt those based on optimum total cost of ownership and life cycle environmental impact.	2030	
2.3* Regularly refine – on a two-three-year cycle – the Net Zero Facilities Strategy to guide the transition to net-zero facilities, along with associated investment planning.	2022	•

*Actions to be incorporated into 3.10 and 3.11.



Strategy 1: Implement Low-carbon Fleet Strategy

DEFINITION

Delayed

On Track – action proceeding as planned

Closed – merged with other actions

Action	Year	Status
1.1 Expand the compressed natural gas (CNG) bus fleet to 383, replacing 84 diesel buses, and use renewable natural gas for 100% of the CNG fleet.	2024	
1.2 Replace 34% of the diesel bus fleet with 462 battery-electric buses, and redevelop/ build new transit centres and charging infrastructure in Marpole, Hamilton, Port Coquitlam, and Burnaby.	2030	
1.3 Complete feasibility study on charging infrastructure for a zero-emissions, battery-electric next-generation SeaBus.	2022	
1.4 Explore, test, and analyze emerging innovative low and zero-carbon technologies/ fuels (e.g., electric, hybrid, fuel cell, gondola, renewable fuels) and adopt those based on optimum total cost of ownership and life cycle environmental impact.	2023-2025+	
1.5 Regularly (two-three-year cycle) review and refine the Low-carbon Fleet Strategy to guide the transition to zero-emission buses, Community Shuttles, HandyDART, West Coast Express, SeaBus, and non-revenue fleet vehicles, along with associated investment planning.	2023	

Completed – action is finished; next steps are planned or initiated



Strategy 3: **Develop Climate Change Adaptation and Resiliency Roadmap**

Action	Year	Status
3.1 Complete risk and vulnerability assessment and develop a Flood Risk Management and Service Response Strategy for key transit centre assets (Vancouver Transit Centre Year 1, followed by Hamilton Transit Centre, Richmond Transit Centre, and Port Coquitlam Transit Centre in future years). Engage municipal partners, landowners, Indigenous Peoples, and utilities as required.	2023-2025+	
3.2 Complete risk and vulnerability assessment and develop a Flood Risk Management and Service Response Strategy for key power sub-station assets (Sapperton in Year 1, followed by New Westminster and Scott Road in future years). Engage municipal partners, landowners, Indigenous Peoples, and utilities as required.	2023-2025+	
3.3 Complete risk and vulnerability assessment and develop a Flood Risk Management and Service Response Strategy for Waterfront Road and West Coast Express Mission layover yard. Engage municipal partners, landowners, Indigenous Peoples, and utilities as required.	2024-2025+	
3.4 Complete climate change risk and vulnerability assessment and develop Risk Management Plans for TransLink bridge assets (Knight Street Bridge in Year 1, followed by Golden Ears Bridge, SkyBridge, and Canada Line Bridge in future years) and inform municipal partners, landowners, and Indigenous Peoples on findings.	2023-2025+	



Strategy 3: Develop Climate Change Adaptation and Resiliency Roadmap continued

Action	Year	Status
3.5 Engage City of Vancouver and CP Rail/ Burlington Northern to confirm risk, vulnerability, and potential slope stabilization projects for Grandview Cut (VCC-Clarke SkyTrain) and rail line between Waterfront Station and Mission (WCE).	2024	
3.6 Conduct risk and vulnerability assessment and develop tunnel ventilation systems to manage increasing summer temperature, heat waves, and fire risk.	2024	
3.7 Confirm scope and conduct risk and vulnerability assessment on SkyTrain guideway infrastructure and flood risk assessment on SkyTrain tunnels.	2025+	
3.8 Integrate climate change adaptation into revision of Asset Management Policy and future Strategic Asset Management Plan.	2023	\bigcirc
3.9 Incorporate climate change risk and hazard data into enterprise Geographic Information System for use by relevant departments.	2025+	
3.10 Revise next version of Transit Passenger Facility Design Guidelines (2011) with strategies for climate change adaptation and net zero GHG emissions.	2025+	
3.11 Develop a Transit Operations Facility and Infrastructure Climate Adaptation Design Guidelines for major renovations and new construction projects that are generally over \$50 million.	2025+	
3.12 Monitor regional climate change projections and notify the enterprise of any changes.	2023-2025+	
3.13 Integrate climate change projections into planned CMBC Site Utilities Assessment.	2023	
3.14 Develop and implement process for tracking and evaluating service disruptions due to climate changes (eg., severe weather events.)	2024	
3.15 Establish maintenance/operations procedures for snow/ice response for battery electric bus charging infrastructure and bus pantographs.	2025+	
3.16 Review and revise bus service/bus continuity plans (due to severe weather events).	2023	
3.17 Research efficacy and feasibility of personal cooling technology and provided uniform specifications for frontline staff to reduce risk of employee heat stress while maintaining functionality and protection from other hazards; implement for future contracts or employee apparel/point system.	2023-2025+	



Strategy 4: Support a More Climate-resilient Region and Low-carbon Economy

Action	Year	Status
4.1 Work with Indigenous Peoples on collective approaches to climate knowledge coexistence, knowledge generation, and decision-making.	2023-2025+	
4.2 Continue to collaborate with regional provincial and private sector partners on integrated adaptation and resilience planning across infrastructure systems.	2023-2025+	
4.3 Share knowledge with and gain insights from peers on climate change impacts, adaptation, and resiliency planning.	2024-2025+	
4.4 Work with our suppliers and partners to test and evaluate zero-emissions technologies and resilient infrastructure solutions for fleet and facilities.	2023-2025+	
4.5 Integrate climate change adaptation considerations into the planned review of municipal funding programs, by considering adaptation planning and projects (e.g., culvert resizing, tree canopies).	2024	
4.6 Revise next version of Transit-Oriented Communities Design Guidelines (2012) with strategies for climate change resilience.	2025+	
4.7 Develop an enterprise Customer and Community Cooling Corridor and Tree Canopy Policy and Program.	2024	
4.8 Create a Multi-Modal Safe Travel Planning Resources for use by customers prior to and during extreme weather events/transit disruptions.	2024	

Advance

Strategy 5: Develop and Implement Supporting Climate Policies, Plans, and Processes

Action	Year	Status
5.1 Develop and implement a Climate Action Policy and include Scope 1, 2, and 3 emissions.	2023	
5.2 Implement a Sustainable Procurement Plan and Policy that incorporates TransLink's priorities associated with climate change adaptation and mitigation.	2023	\bigcirc
5.3 Integrate climate change adaptation and mitigation considerations into capital planning, asset management, strategic sourcing, project delivery, and operations and maintenance practices and processes.	2023-2025+	
5.4 Investigate an internal carbon price to guide project decision-making and strengthen business cases for low-carbon projects and investments.	2023	
5.5 Continue to apply total cost of ownership and life cycle impact principles in business case, capital planning, financial analysis, and project decision-making.	2023-2025+	
5.6 Continue to monitor, document, and report progress via TransLink's annual Accountability Reports.	2023-2025+	
5.7 Biennially review and update Climate Action Strategy with operating companies, regional partners, and Indigenous communities.	2025+	
5.8 Continue to leverage TravelSmart expertise to encourage sustainable commuting practices with employees.	2023-2025+	



Strategy 6: Enhance Climate Education and Communication

Action	Year	Status
6.1 Regularly engage and communicate with key stakeholders, regional partners, and Indigenous communities to strengthen climate mitigation and adaptation efforts and raise awareness of climate impacts of the region's transportation systems.	2023-2025+	
6.2 Engage marginalized, disproportionately impacted communities and integrate equity into our climate action planning.	2023-2025+	
6.3 Provide staff with climate change information, including how TransLink is responding and their role in climate action.	2023-2025+	
6.4 Develop change management and training plans as needed for implementation of actions.	2023-2025+	



Strategy 7: Secure Funding for Net Zero and Climate Resilience

Action	Year	Status
7.1 Work in partnership with the Mayors' Council and provincial and federal governments to support TransLink's transition to net zero operations, including the next Investment Plan.	2023-2025+	
7.2 Work in partnership with energy and fuel providers to enable financially feasible transition to net zero operations.	2023-2025+	
7.3 Continue to explore other funding programs, revenue sources, and business opportunities to support our climate goals.	2023-2025+	

Reporting Metrics

TransLink's sustainability metrics were created to help us measure and quantify the impacts we have in the areas of Environmental, Social, and Financial Responsibility.

Environmental Responsibility

Торіс	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Environmental Management	Spills	Spills – CMBC	#	16	6	15	10	9
		Spills – BCRTC	#	0	0	2	0	5
		Spills – TransLink	#	0	0	1	0	0
	Waste Diversion	Diversion – CMBC	%	65	68	69	69	68
		Diversion – BCRTC	%	60	49	69	69	65
	Water	Consumption – CMBC	m³	58,024 (est)	63,046	56,431	53,494	67,517
				31,453	43,503	40,102	42,716	38,445
	Contaminated Sites	Properties on ERA list	# out of 104	76	82	n/a	n/a	n/a
Energy	Energy – Facilities	Facilities consumption	GJ	385,313	383,666	372,546	359,768	363,717
		Renewable energy	%	59	66	63	66	51
Emissions ¹	Emissions – Total	CAC (revenue fleet)	tonnes	346	325	305	301	344
		CAC normalized (revenue fleet)	g/passenger	0.90	0.9	1.4	1.4	0.8
		GHG total (fleet, facilities, NRV)	tonnes	122,114	137,685	133,814	130,345	146,230
		Scope 1 – total	tonnes	119,097	134,730	131,121	127,720	144,239
		Scope 2 – total	tonnes	3,018	2,955	2,695	2,622	2,410

¹ The use of renewable fuels, which originate from natural feedstocks, avoids adding net new emissions into the atmosphere (unlike fossil fuels) but releases biogenic emissions. Renewable fuel is blended into most transportation fossil fuels purchased in BC, and TransLink buys renewable fuels directly for its bus fleet. BioCO₂ emissions are released with the combustion of renewables. TransLink's GHG inventory aligns with the Carbon Neutral Government Program by referring to guidance from the Climate Action Secretariat, which recommends aligning with the Intergovernmental Panel on Climate Change (IPCC) and several other GHG protocols for tracking and notionally reporting BioCO₂. In 2023, our BioCO₂ emissions from renewable fuels were 33,718 tonnes.

Environmental Responsibility continued

Торіс	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Emissions	Emissions - Revenue Fleet	GHG total fleet	tonnes	112,591	128,201	125,848	124,308	138159
		Scope 1 – fleet	tonnes	110,402	126,050	123,854	122,404	2,097
		Scope 2 – fleet	tonnes	2,189	2,151	1,994	1,904	
		RNG	% of total natural gas	96	44	30	0	0
		Revenue fleet GHG normalized	g/pass	288	343	554	561	304
		Shuttle	g/pass-km	236	302	n/r	n/r	n/r
		SeaBus	g/pass-km	224	297	n/r	n/r	n/r
		Diesel bus	g/pass-km	100	120	n/r	n/r	n/r
		Natural gas bus	g/pass-km	23	112	n/r	n/r	n/r
		WCE	g/pass-km	67	73	n/r	n/r	n/r
		Trolley	g/pass-km	3	3	n/r	n/r	n/r
		SkyTrain	g/pass-km	1	2	n/r	n/r	n/r
		Battery electric buses	g/pass-km	2	1	n/r	n/r	n/r
		Canada Line	g/pass-km	1	1	n/r	n/r	n/r
	Emissions - Facilities	GHG total facilities	tonnes	7097	7,389	7,492	7,556	7,320
		Scope 1 – facilities	tonnes	6267	6,585	6,791	6,515	6,595
		Scope 2 – facilities	tonnes	829	804	701	1,041	725
	Emissions – Non- revenue Vehicles	GHG total NRV	tonnes	2,427	2,095	2,470	1,188	986
	(NRV)	Scope 1 – NRV	tonnes	2,427	2,095	2,470	1,188	986
		Scope 2 – NRV	tonnes	0	0	0	0	0

Social Responsibility

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Customers	Customer Satisfaction	Complaints – bus	#	77	80	77	93.2	90.6
		Complaints – custom transit (HandyDART)	#/100,000 boardings	191.4	204.9	185.7	159	168.4
		Customer satisfaction rating	#	8.0	8.0	8.2	8.2	7.8
		Top operator complaints	text	not stopping (behaviour #3)	behaviour	behaviour	n/a	n/a
		Ridership – journeys	#journeys/yr	233M		193M	128M	272M
		Ridership – boardings	# boardings/yr	392M (1.1M)	(0.8)	(0.6)	218M (0.6)	453M (1.2M)
		"TransLink is somewhat to very important"	%	93	89	90	92	n/r
	On-Time/ Reliability	On-time: bus	%	79.7	81.5	83.9	86.2	80.5
		On-time: SeaBus	%	99.8		99.9	99.7	99.6
		On-time: SkyTrain	%	95.3	95.9	96.6	95.6	96.1
		On-time: WCE	%	95.9	94.7	96.4	93.1	96.7
		On-time: HandyDART	%	90.9	91.7	93.8	94.7	87.5
	Customer Satisfaction	Complaints – bus	#	77	80	77	93.2	90.6
		Complaints – custom transit (HandyDART)	#/100,000 boardings	191.4	204.9	185.7	159	168.4
		Customer satisfaction rating	#	8.0	8.0	8.2	8.2	7.8
		Top operator complaints	text	not stopping (behaviour #3)	behaviour	behaviour	n/a	n/a
		Ridership – journeys	#journeys/yr	233M		193M	128M	272M
		Ridership – boardings	Annual boardings (#boardings/day)	392M (1.1M)	(0.8)	(0.6)	218M (0.6)	453M (1.2M)
		"TransLink is somewhat to very important"	%	93	89	90	92	n/r
	On-Time/ Reliability	On-time: bus	%	79.7	81.5	83.9	86.2	80.5
		On-time: SeaBus	%	99.8		99.9	99.7	99.6
Customers	On-Time/ Reliability	On-time: SkyTrain	%	95.3	95.9	96.6	95.6	96.1
		On-time: WCE	%	95.9	94.7	96.4	93.1	96.7
		On-time: HandyDART	%	90.9	91.7	93.8	94.7	87.5

Social Responsibility continued

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Customer Safety	Police	Police files opened	#	n/r	n/r	6,064	4,943	4,715
		Criminal arrests	#	922	857	1,450	n/r	n/r
	922 arrests in 2023	Crimes against property	#/1M boardings	4	5.4	8.1	7.5	4.3
		Crimes against persons	#/1M boardings	4.3	4.8	6.2	6.8	3.7
	Rail	Customer injury: Skytrain	#/1M boardings	1	0.9	1.1	1	0.9
	Rail	Customer injury: WCE	#/1M boardings	0.8	0	1.9	0	0.4
	Bus	Customer injury: bus	#/1M boardings	3.8	3.7	4.9	4.4	4
	Bus	Customer injury: HandyDART	#/1M boardings	13.8	9.4	30	12.9	7.1
	Rail	Customer perception of safety: on rail	avg/10	8.2	8.3	8.4	8.6	8.6
	Rail	Customer perception of safety: at station	avg/10	8.0	8.1	8.2	8.3	8.3
	Bus	Customer perception of safety: on bus	avg/10	8.4	8.5	8.7	8.7	8.6
	Bus	Customer perception of safety: at loop	avg/10	8.3	8.4	8.5	8.3	8.5
	Customer Privacy / Data Security	Privacy complaints	#		0	n/a	n/a	0
Employee Safety	Employee Safety	LTIR – enterprise	#/10	7.6	7.9	6.8	6.4	7.5
		Assaults – BCRTC	#	11	7	13	13	n/r
		Assaults - CMBC	#	64	65	67	63	85
		Lost time claims — CMBC	(#/200,000 hrs)	374 (8.5)	368 (8.6)	349 (8.01)	n/a	n/a
		Lost time claims — BCRTC	(#/200,000 hrs)	44(4.3)	42 (4.6)	33 (3.74)	n/a	n/a
		Lost time claims — HandyDART	(#/200,000 hrs)	69 (16.8)	60 (16.8)	35 (9.87)	n/a	n/a
		Lost time claims — Transit Police	(#/200,000 hrs)	21(0.3)	43 (18.8)	21 (9.48)	n/a	n/a
Employee Safety	Employee Safety	Lost time claims – TL	(#/200,000 hrs)	2(0.3)	0 (0)	0	n/a	n/a
		Lost time claims – WCE	(#/200,000 hrs)	0(0)	0 (0)	0	n/a	n/a
		Lost time claims — WVT ² & Contracted Shuttles	(#/200,000 hrs)	7 (4.6)	3 (3.8)	7 (4.69)	n/a	n/a

²West Vancouver Transit.

Social Responsibility continued

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Governance Equity, Diversity, and Inclusion ³		Identify as male/ female/non-binary/ prefer not to say		44%, 46%, 0%, 10%	n/a	n/a	n/a	n/a
		Identify as person with a disability (no/yes/ prefer not to say)		83%, 8%, 9%	n/a	n/a	n/a	n/a
		Identify as person of colour or racialized person (no/yes/prefer not to say)		46%, 44%, 10%	n/a	n/a	n/a	n/a
		Identify as an Indigenous Person (no, yes, perfer not to say)		93%, 1%, 6%	n/a	n/a	n/a	n/a
		Identify as member of 2SLGBTQI+ community or as someone with lived experience as a trans person (no to both, yes to both, yes to 2SLGBTQI+ only, prefer not to answer)		85%, 0%, 8%, 7%	n/r	n/r	n/r	n/r

³ Data for TransLink Corporate only.

Financial Responsibility

Торіс	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Sustainable Financing	Carbon Credit Programs	Dollar Amounts	\$ million	9.8	n/a	n/a	n/a	n/a
	Green Bonds	Dollar Amounts	\$ million	300	300	0	400	200
Sustainable Procurement		BC suppliers	% (% total spend)	77 (72.5)	70 (55)	73 (55)	n/a	n/a
		Canadian suppliers	% (% total spend)	93 (95.7)	92 (96)	94 (96)	n/a	n/a

SDG#

UN Sustainable Development Goals

TransLink's efforts support the following United Nation Sustainable Development Goals (SDGs)*:

SDG#	Торіс	How TransLink Supports this SDG
1 NO POVERTY	No poverty End poverty in all its forms everywhere.	Accessibility Strategy
3 GOOD HEALTH AND WELL-BEING	Good health and well-being Ensure healthy lives and promote well-being for all ages.	 Active transportation program Employee wellness program Customer safety campaigns Zero-emissions fleet transition plan Customer Safe Operating Action Plan Accessibility Strategy Psychological Health and Safety Programs Transit Police's Mental Health Liaison Officer
4 QUALITY EDUCATION	Quality education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	 Accessibility Strategy Student UPass Program
5 GENDER EQUALITY	Gender equality Achieve gender equality and empower all women and girls.	Accessibility StrategyEDI initiatives
7 AFFORDABLE AND CLEAN ENERGY	Affordable and clean energy Ensure access to affordable, reliable, and sustainable and modern energy for all.	 Zero-emissions fleet transition plan Facilities energy conservation projects

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Resilient infrastructure Build resilient infrastructure.	 Climate Action Plan adaptation initiatives Corporate Resilience Working Group Seismic Policy and Program
10 REDUCED INEQUALITIES	Reduced inequalities Reduce inequalities within and among countries.	 Accessibility Plan Braille signage at all bus stops Communication in multiple languages Equity, Diversity, and Inclusion Strategy Indigenous reconciliation initiatives
11 SUSTAINABLE CITIES AND COMMUNITIES	Sustainable cities and communities Make cities and human settlements inclusive, safe, resilient and sustainable; expand public transport.	 Regional transportation plan (Transport 2050) Access for Everyone (Transport 2050 10-year priorities) Affordable transit fares Charitable Donations Program Car-free days Transit Police's Community Engagement Team Transportation Demand Management (TravelSmart) initiatives Indigenous reconciliation initiatives
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Sustainable consumption Ensure sustainable consumption.	 Sustainable Procurement Strategy Facilities energy conservation initiatives

Topic

Promote sustained, inclusive and sustainable

Decent work and economic growth

economic growth, full and productive

employment and decent work.

How TransLink Supports this SDG

Employee development programs

Workplace Accessibility Strategy

• Equity, diversity, and inclusion initiatives

Cost-effective services

 $^{{\}rm *The International \, Association \, of \, Public \, Transport \, (UITP) \, has \, indicated \, that \, transit \, supports \, these \, SDGs.}$

SDG#	Торіс	How TransLink Supports this SDG
13 CLIMATE ACTION	Climate action Take urgent action to combat climate change and its impacts.	 Climate Action Plan Zero-emissions and resilient transit facility and infrastructure design policies and guidelines Resilient systems and technologies Climate risk integration into investment analysis and decision making Active transportation to reduce personal GHG emissions Zero-emissions fleet transition
15 UFE ON LAND	Life on land Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	 Climate Action Plan Zero-emissions and resilient transit facility and infrastructure design policies and guidelines
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Peace, justice and strong institutions Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.	 Equity, Diversity and Inclusion Strategy Regional Transportation Plan Indigenous Reconciliation initiatives
17 PARTNERSHIPS FOR THE GOALS	Partnerships for the goals Strengthen the means of implementation and revitalize the Global Partnerships for Sustainable Development.	 UN Sustainable Development Goals Best practices to align business practices with sustainable development Multi-stakeholder initiatives advancing sustainable development Partnerships with transportation companies and stakeholders to provide industry perspectives to Governments, policymakers, regulators