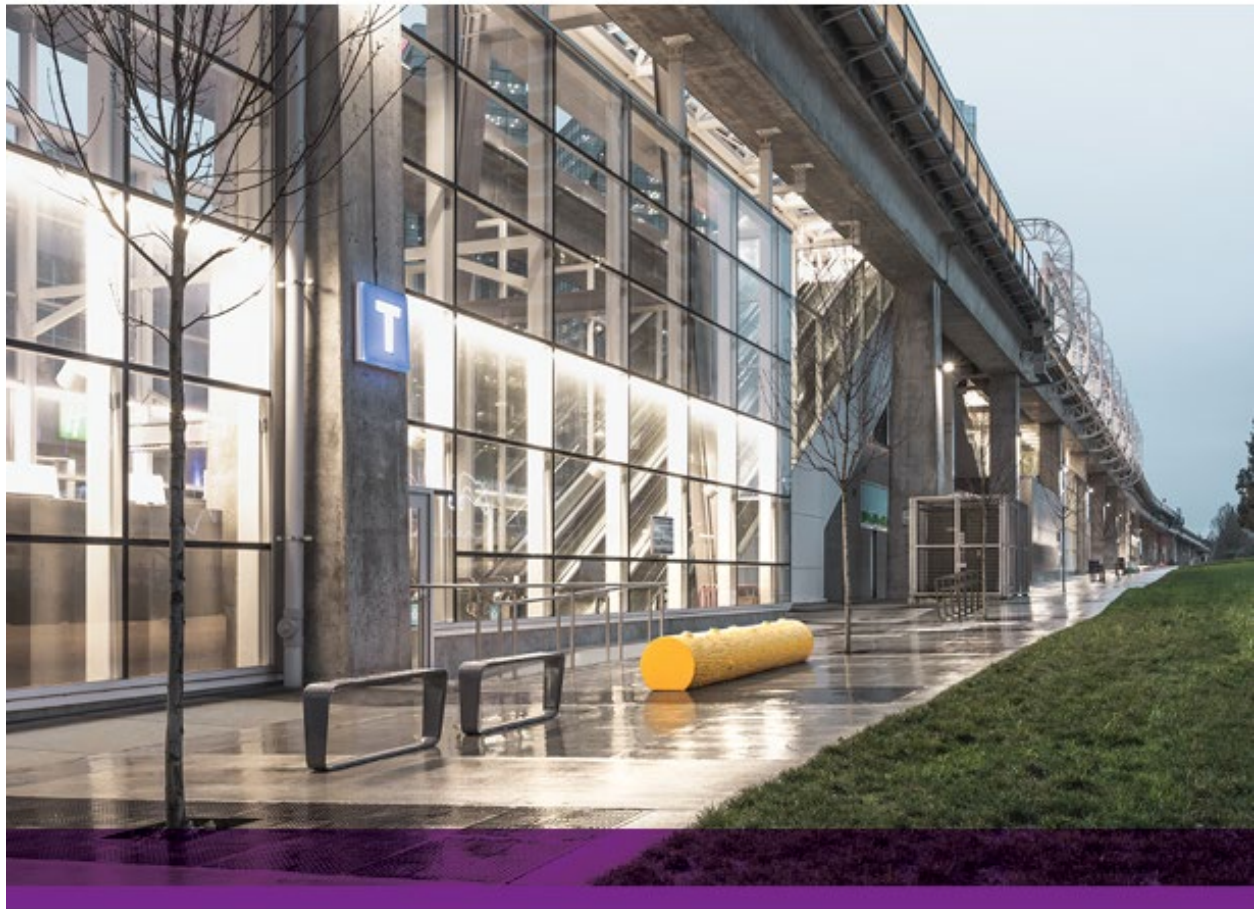




Financial and Performance Report

AS AT MARCH 31, 2023



translink.ca



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Caution Regarding Forward-Looking Statements

From time to time, TransLink makes written and/or oral forward-looking statements, including in this document and in other communications. In addition, representatives of TransLink may make forward-looking statements orally to analysts, investors, the media and others.

Forward-looking statements, by their nature, require TransLink to make assumptions and are subject to inherent risk and uncertainties. In light of uncertainty related to financial, economic, and regulatory environments, such risks and uncertainties, many of which are beyond TransLink's control, and the effects of which can be difficult to predict, may cause actual results to differ materially from the expectations expressed in the forward-looking statements.

1. Executive Summary

Keeping the Region Moving

Together with our partners, stakeholders, and operating companies, TransLink plans, finances and operates Metro Vancouver's transportation network. We are dedicated to designing and delivering a transportation system that connects our customers, residents, businesses, and goods movers in a way that protects the environment and helps meet the unique needs of our region.

TransLink remains 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. During the first quarter we progressed a number of key initiatives, including announcing a partnership to build a proposed mixed-use development near the future Arbutus SkyTrain Station. This will be the first development under TransLink's Real Estate Development Program, improving access to sustainable transportation options, generating new long-term funding for transit services and providing much-needed housing options in the neighbourhood.

TransLink continues to implement system improvements, including enhanced real-time monitoring across select bus corridors to improve service reliability. Our ongoing accessibility initiatives in the quarter included piloting new technology which will provide audio and haptic cues to make it easier for customers with vision impairment to navigate the transit system.

The first quarter of 2023 continued to see a lasting post-pandemic transition in working and commuter preferences, with a positive trajectory relative to initial expectations. During this time, ridership exceeded budgeted levels by 3.4 per cent, continuing the trend observed since the summer of 2022, and was up 38.0 per cent compared to the same period in 2022. Taxation revenues, on the other hand, were unfavourably to budget, with lower than planned parking sales tax indicative of some office commuters moving away from driving and back towards transit. TransLink continues to actively monitor ridership and adjust service to minimize overcrowding and promote ridership growth.

For the first quarter ended March 31, 2023, TransLink recorded a surplus of \$479.9 million based on the Public Sector Accounting Board (PSAB) Standards basis due to Provincial relief funding of \$478.9 million recognized in full upon signing the agreement in March 2023, in accordance with PSAB accounting standards. This funding, designed to help offset revenue losses caused by the pandemic, is intended to support maintaining service levels and planned operations through to the end of 2025. This funding is in addition to the previously received Senior Government relief funding that has allowed TransLink to maintain service at near pre-pandemic levels and maintain affordable fare rate increases through 2020-2024.

2. Update on Key Priorities Achieved in Q1 2023

TransLink's paramount focus is to ensure safety and quality of service while making key investments to build business resiliency, prepare for the rail expansion underway and set the ground for the implementation of Transport 2050: 10-year Priorities.

Our four key corporate priorities ensure continued focus on the customer, our workforce and ensuring our infrastructure is maintained in a state of good repair, all within the current financial environment. In tandem, we continue to advance true and meaningful reconciliation with Metro Vancouver's Indigenous Peoples.

The following table is an update for the first quarter of 2023.

Priority One: Rebuild Customer Ridership <i>TransLink will rebuild ridership by focusing on restoring public trust and confidence in transit as the economy recovers</i>
<ul style="list-style-type: none">Placed Staff Sergeant and Sergeant for the Community Safety Officer Unit. This unit is currently expanding with 12 Community Safety Officers in the process of being hired and another 12 Community Safety Officers due to be hired by early 2024.The Targeted Mobile Enforcement Team continued to provide strategically focused enforcement on and near the transit system in order to improve safety for transit operators, riders and public. This included enforcement around bus lanes and exchanges.Deployed a new tool to monitor and resolve overcrowding, and implemented Corridor Deployment across all CMBC depots to make real-time adjustments to on-time performance, bus stop signage, shelters, passenger information, cancelled service percentages, bus loads, overcrowding, bus bunching, short turns, as well as overall safety and visibility.Completed the installation of free TransLink Wi-Fi on all RapidBus services.Piloted a new technology as part of the Accessible Navigation Project to make it easier for customers with sight loss to navigate the transit system. Customers at select locations will be able to receive audio and haptic cues to help navigate the system by scanning the coded decal using a smartphone app.Partnered with vendors to offer our customer information services over the phone in over 300 languages. Customers can now call the Customer Information phone line during operating hours, request their chosen language, and the call will proceed with a professionally certified translator on the line.Increased bus stop wheelchair accessibility for all bus stops in the region to 82.5 per cent with 85 per cent wheelchair accessibility to be achieved by year-end.Installed initial phase of ten parcel lockers offering customers the convenience of securely collecting their online shopping packages at no cost while using transit. Over the coming months customers will be able to use lockers at Richmond-Bridgeport Station, Carvolth Exchange, Newton Exchange and South Surrey Park and Ride.
<ul style="list-style-type: none">Secured commitments from 11 employers representing 3,055 employees for Transit Friendly Employer (TFE) program. TFE is a new certification program offered by TransLink for employers who provide at least a 50% transit subsidy for their employees. Employers receive a Transit-Friendly Employer badge for making employee travel easy, affordable, and climate friendly and are recognized through TransLink's communications channels as leading the way to a more sustainable future.Launched work for Bus Rapid Transit Action Plan and North Shore Rapid Transit as noted in the 10-Year Plan with design, costing and planning underway for consideration in future Investment Plans.Completed successful Phase 1 prototyping of smaller-scale proofs of concept for both VanPool and Shared Mobility Compass Card. The successful prototypes have facilitated development of large-scale public testing Phase 2 pilots expected to launch later this year.Released Part 1 of the 2023 Bus Speed & Reliability (BSR) Report with ongoing project development through BSR program, RapidBus 6, and Hastings Street. Part 1 summarizes the impacts of bus delays on both customers and operations. It identifies the causes of delays, profiles corridors with significant potential for improvement, and outlines the roles of TransLink and our municipal partners in addressing this burden on the region's transit system.

- Waterfront Community Policing Centre volunteers assisted Transit Police with the provincial distracted driving campaign and ICBC with their Pedestrian Safety Campaign.
- Two Indigenous artists were commissioned to create multiple original designs for TransLink communications and promotional materials.

Priority Two: Foster a Safe, Skilled and Resilient Workforce

TransLink will help build resilience among the workforce by focusing on business continuity, transparency and adaptability

- Named one of BC's Top Employers for the ninth year in a row, recognizing our commitment to service excellence to support our customers, in particular acknowledging training and development, support for new parents and helping employees plan for a secure future through contributions to the defined benefit pension plan.
- Launched AccessAbility and Allies Employee Resource Group (ERG) to discuss opportunities and barriers on how disabilities show up in the workplace. The aim of this ERG is to gather people with a diverse array of lived experiences as it relates disabilities, meet to create a safe space for dialogue, and evolve into a group that will provide the Equity Diversity and Inclusion (EDI) team with input and advice on current and upcoming TransLink accessibility initiatives.
- Deployed training for Battery Electric Bus (BEB) to Hamilton Transit Centre with two courses completed for ten staff on maintenance orientation and high voltage lockout.
- Organized a one-day workshop and mentoring day for all Transit Police women-identifying police officers. The purpose was to support the progression of women leaders at Transit Police and to enhance their career and development.
- Created an Inclusive Employee Award where employees can nominate their peers or managers based on inclusive behaviours and TransLink's leadership competencies.
- Implemented Gender Inclusive Washroom signage for staff washrooms located at our corporate office and maintenance facilities.
- Completed first-ever Indigenous Internship Program placing Indigenous interns with various IT teams to test software projects across the Enterprise.
- Partnered with Pride at Work and the Canadian Centre for Diversity and Inclusion to provide ongoing education opportunities through a resource library of EDI content and webinars.

Priority Three: Deliver a Reliable Transportation System in a State of Good Repair

TransLink will proactively manage and maintain all assets in a state of good repair to ensure safety and reliability, optimize lifecycle costs and enhance the customer experience

- Rolled out a first-of-its-kind electric bus that can travel longer distances on a single charge, joining four battery-electric buses already in service on Route 100 (22nd St Station/Marpole Loop). This route will be fully electrified once the full order of 15 new buses is put in service by early 2024. The new battery-electric bus will provide a smoother, quieter, and more comfortable ride for customers. It will also save \$40,000 thousand in fuel costs, net of charging costs of \$10,000, and reduce 70 tonnes of greenhouse gases (GHGs) annually compared to a conventional diesel bus.
- Commissioned 28 new vehicles for Access Transit HandyDART, 16 Double Decker Highway coaches.
- Received the international Good Design award for Mark V design. First five cars of the Mark V trains are going through final car production outfitting and are planned be in full service in the first half of 2024.
- Continued Brentwood station upgrades including demolition of existing open-air stairway, excavation and installation of a new foundation and structure steel for a new stairwell, elevator and mezzanine expansion. Station upgrades will improve accessibility for all customers, upgrade the amenities, and provide a better customer experience by allowing more customers to move comfortably throughout the station. Upgrades are expected to be completed in June of 2024.

- Installed foundation slabs, decks, and structural steel at the new Operations Control Centre 2 (OCC2). The new OCC2 will have a modernized and expanded control room, as well as a larger data centre to help ensure BC Rapid Transit Company (BCRTC) is able to effectively support current and future expansion efforts.
- Updated the Heat Exposure Control Plan for CMBC operations to adapt to emerging climate trends and longer periods of higher temperatures.
- Began rehabilitation and active construction on Westham Island Bridge and Knight Street Bridge.
- Approved a new Enterprise Seismic Resiliency Policy to ensure consistent Enterprise-wide understanding and quantification of seismic resiliency.
- Finalized Digital Evidence Management Solution (DEMS) policy and commenced training for Transit Police Officers and certain civilian professionals.
- Developed internal action plan for the new BC Provincial Policing Standards on the Promotion of Unbiased Policing; approved and developed related policy amendments.

Priority Four: Achieve Financial Sustainability

TransLink will actively manage the financial health and work towards the achievement of long-term financial sustainability

- Announced a partnership to build a proposed mixed-use development near the future Arbutus SkyTrain Station, on West Broadway and Arbutus Street. Located next to the future terminus of the Broadway Subway, an incoming bus loop, and the Arbutus Greenway mixed-use walking and cycling path, this is the first development under TransLink's Real Estate Development Program. This transit-oriented development will improve people's access to sustainable transportation options, generate new long-term funding for transit services, and provide much-needed housing options in the neighbourhood.
- Commenced working on the next Investment Plan that will identify service improvements and key initiatives of the 10-year priorities that need to be advanced now to allow for future expansion.
- Initiated Net Zero Fleet Transition Plan development Project Charter and Project Plan, completed international policy scan and initiated Steering Committee. A schedule of deliverables has been aligned with development of the next Investment Plan.

3. 2023 First Quarter Financial Summary

CONSOLIDATED REVENUES AND EXPENSES Three months ended March 31 (\$ thousands)	YTD		YEAR OVER YEAR		ACTUAL TO BUDGET		
	2023	2022	Change		YTD	Budget Variance	
	ACTUAL	ACTUAL	Fav/(Unfav)	%	BUDGET	Fav/(Unfav)	%
Revenue							
Taxation	234,754	232,527	2,227	1.0%	242,265	(7,511)	(3.1%)
Transit	152,840	117,670	35,170	29.9%	148,319	4,521	3.0%
Government transfers	522,681	212,961	309,720	145.4%	73,107	449,574	> 200.0%
Amortization of deferred concessionaire credit	5,739	5,739	-	-	5,739	-	-
Development cost charges	5,899	7,881	(1,982)	(25.1%)	5,899	-	-
Investment Income	43,145	12,395	30,750	> 200.0%	40,105	3,040	7.6%
Miscellaneous revenue	4,132	3,330	802	24.1%	3,463	669	19.3%
Sub Total Continuing Operations	969,190	592,503	376,687	63.6%	518,897	450,293	86.8%
Gain (Loss) on disposal on tangible capital assets	67	49	18	36.7%	(135)	202	>200.0%
Total Revenue	969,257	592,552	376,705	63.6%	518,762	450,495	86.8%
Expenditures							
Bus Operations	223,567	203,880	(19,687)	(9.7%)	229,589	6,022	2.6%
Rail Operations	94,647	85,661	(8,986)	(10.5%)	99,386	4,739	4.8%
Transit Police	12,736	11,854	(882)	(7.4%)	13,212	476	3.6%
Corporate Operations	31,903	27,562	(4,341)	(15.7%)	32,804	901	2.7%
Roads & Bridges	19,428	20,669	1,241	6.0%	25,002	5,574	22.3%
Amortization of Capital Assets*	58,929	57,779	(1,150)	(2.0%)	60,117	1,188	2.0%
Interest*	45,098	44,998	(100)	(0.2%)	46,111	1,013	2.2%
Sub Total Continuing Operations	486,308	452,403	(33,905)	(7.5%)	506,221	19,913	3.9%
Corporate One-Time	3,000	1,988	(1,012)	(50.9%)	8,251	5,251	63.6%
Total Expenses	489,308	454,391	(34,917)	(7.7%)	514,472	25,164	4.9%
Surplus/(Deficit) for the period (PSAB)	479,949	138,161	341,788	> 200.0%	4,290	475,659	> 200.0%

* Amortization and Interest shown separately to facilitate analysis

The PSAB surplus recorded in the first quarter of 2023 was \$479.9 million, which is \$475.7 million higher than budget due to Provincial relief funding of \$478.9 million recognized in March 2023. This funding, designed to help offset revenue losses caused by the pandemic, is intended to support maintaining service levels and planned operations through to the end of 2025. The funding was recognized in full upon signing the agreement in March 2023, in accordance with PSAB accounting standards.

Excluding the Provincial relief funding, the PSAB surplus was \$3.3 million unfavourable to budget mainly due to timing of revenue recognized from Senior Government relief funding as a result of project delays and lower fuel taxation revenue, partly offset by favourable labour costs variances, transit revenue and investment income.

Total revenue from continuing operations, excluding government transfers, was favourable to budget by \$0.7 million (0.2 per cent) mainly due to higher than expected transit ridership and revenue, as well as investment income. This is partly offset by the unfavourable variance in taxation revenue, mainly due to a significant refund of previous fuel tax overpayment.

Total expenses were favourable to budget by \$25.2 million (4.9 per cent) mainly due to lower labour expenses as a result of temporary vacancies, lower capital infrastructure contributions due to timing of municipalities' work completion, lower maintenance due to timing of expenses and lower amortization due to timing of capitalization of several projects.

4. Key Performance Indicators

Financial Indicators

TransLink measures and monitors its financial indicators throughout the year.

FINANCIAL POLICIES AND INDICATORS				
(\$ thousands)	March 31	December 31	Change	
	2023	2022	Fav/(Unfav)	%
Unrestricted cash and investments	687,033	857,847	(170,814)	(19.9%)
Capital assets	5,796,280	5,765,456	30,824	0.5%
Net direct debt	(2,555,875)	(2,586,545)	30,670	1.2%
Indirect P3 debt	(1,399,349)	(1,408,867)	9,518	0.7%
Total net direct debt and indirect P3 debt	(3,955,224)	(3,995,412)	40,188	1.0%
Gross interest cost as a % of operating revenue ^{1,2}	11.5%	11.5%	-	-

¹ Includes operating expenditures (excluding municipal capital infrastructure contributions), interest expense and debt principal repayments.

² Operating revenue is total revenue less government transfers for capital projects, investment income and amortization of deferred concessionaire credit.

Unrestricted cash and investment balances decreased by \$170.8 million (19.9 per cent) in the first quarter of 2023 as a result of regular cash outflows to support current operations and contributions to the self-administered sinking funds. Provincial relief funding of \$478.9 million, while recognized for accounting purposes in March 2023, will be received in 2024-2025. The \$687.0 million in unrestricted cash and investments is well within policy requirements of 15 per cent of operating expenditures plus debt service costs.

Capital assets increased by \$30.8 million (0.5 per cent) in the first quarter of 2023 due to \$89.7 million in additions, partly offset by amortization of \$58.9 million. Additions included SkyTrain system and infrastructure upgrades, vehicle fleet procurement, property acquisition and technology upgrade projects.

Net direct debt decreased by \$30.7 million (1.2 per cent) in the first quarter of 2023 mainly due to scheduled debt payments and contributions to TransLink's self-administered sinking fund.

Indirect Public-Private Partnership (P3) debt, which includes the liability owed to the Golden Ears Bridge contractor and the Canada Line deferred concessionaire credit, was reduced by \$9.5 million (0.7 per cent) mainly due to amortization of the Canada Line deferred concessionaire credit.

Gross interest cost as a percentage of operating revenue was 11.5 per cent and well within TransLink's 20 per cent policy. This indicator remained consistent with the rate in December 2022.

Operating Indicators

Operational trends include key performance metrics of service delivered to Metro Vancouver residents and transit ridership. TransLink actively monitors and measures its performance in order to strengthen its operations and provide customers with an excellent experience.

OPERATING INDICATORS								
Three months ended March 31	YTD	YTD	Change		YTD	Budget Variance		
	2023	2022			2023			
	ACTUAL	ACTUAL	Fav/(Unfav)	%	BUDGET	Fav/(Unfav)	%	
Scheduled Transit Service								
Overall performance rating (out of 10)	8.0	8.0	-	-	8.2	(0.2)	(2.4%)	
Service hours ^{1,2}	1,742,675	1,722,275	20,400	1.2%	1,797,172	(54,497)	(3.0%)	
Operating cost recovery ³	44.6%	37.6%	7.0%	18.6%	41.9%	2.7%	6.4%	
Operating cost per capacity kilometre ⁴	\$0.110	\$0.104	(\$0.006)	(5.8%)	\$0.111	0.001	0.9%	
Complaints per million boarded passengers ⁵	66.1	73.6	7.5	10.2%	89.3	23.2	26.0%	
Access Transit Service								
Number of trips	277,721	211,490	66,231	31.3%	356,563	(78,842)	(22.1%)	
Operating cost per trip	\$55.15	\$59.01	\$3.86	6.5%	\$45.97	(\$9.18)	(20.0%)	
Number of trips denied	239	6	(233)	> (200.0%)	357	118	33.1%	
Complaints per 100,000 boarded passengers	262.6	212.4	(50.2)	(23.6%)	207.3	(55.3)	(26.7%)	
Ridership (thousands)⁵								
Boarded passengers	91,489	67,008	24,481	36.5%	88,826	2,663	3.0%	
Journeys	54,465	39,459	15,006	38.0%	52,658	1,807	3.4%	
Average fare per journey ⁶	\$2.66	\$2.80	(\$0.14)	(5.0%)	\$2.68	(\$0.02)	(0.7%)	

¹ Canada Line does not provide actual service delivery statistics, using estimated service hours for reporting purposes as a result prior year service hours have been restated.

² The YTD 2022 SeaBus service hours have been restated to reflect the final service hours.

³ Includes operating costs of Bus, Rail, Transit Police and Corporate On-going. Excludes Corporate One-time, HandyDART, Amortization and Interest Expense.

⁴ Includes operating costs of Bus, Rail, and Transit Police. Excludes HandyDART, Amortization and Interest Expense.

⁵ The preliminary YTD 2022 ridership figures were restated at the end of 2022 to reflect final ridership figures.

⁶ Calculated using Total Fare and Program Revenue.

Scheduled Transit Service

Scheduled transit service includes the following modes: Conventional Bus, Community Shuttle, SeaBus, SkyTrain and West Coast Express (WCE).

The overall system performance rating at the end of the first quarter of 2023 was an average of 8.0 out of 10, which was the same rating as in the same period in prior year, but 0.2 point lower than budget. This is attributed to higher than budgeted volumes of occupancy, affecting the overall performance rating.

Service hours were 20,400 (1.2 per cent) higher than 2022 mainly due to service adjustments for various bus routes as a result of Omicron variant in the first quarter of 2022. Compared to budget, service hours were 54,497 (3.0 per cent) lower mainly due to service cancellations as a result of significant snow events in the quarter as well as other service adjustments related to traffic congestion and road conditions.

Operating cost recovery represents the percentage of transit revenues compared to the total operating costs of Bus, Rail, Transit Police and Corporate (excluding one-time costs). In the first quarter of 2023, the cost recovery of 44.6 per cent was higher than the same period in prior year by 7.0 percentage points, with increased ridership having a proportionately greater impact on operating revenues than on operating costs, as service levels have been kept steady. Compared to budget, it was 6.4 per cent higher due to higher ridership and transit revenues alongside lower operating expenditures primarily attributable to temporary vacancy savings.

Operating cost per capacity kilometre increased by 5.8 per cent compared to 2022 mainly due to the increase in operating costs as a result of inflationary pressures and higher fuel prices. Compared to budget, it was 0.9 per cent favourable due to temporary vacancy savings.

Complaints per million boarded passengers were 10.2 per cent favourable compared to last year and 26.0 per cent favourable compared to budget. The favourable variance is attributed to improvements in customer service as TransLink continues to deploy the Customer Experience Action Plan.

Access Transit Service

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

Total Access Transit trips provided in the first quarter of 2023 were 66.2 thousand (31.3 per cent) higher compared to the same period in 2022, driven by higher demand. Budgeted 2023 service levels are aligned with the 2022 Investment Plan, which instated a 3.0 per cent HandyDART service increase in 2023. This service increase helps ensure that customers can continue to complete trips on this essential service as demand grows. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance. Total Access Transit trips provided in the first quarter of 2023 were 22.1 per cent lower than budget due to lower demand.

Operating cost per trip decreased by \$3.86 (6.5 per cent) for the quarter compared to the same period in 2022. This was mainly due to an increase in trip demand year over year. Operating cost per trip was unfavourable to budget by \$9.18 (20.0 per cent) mainly due to lower than expected demand, with fixed costs tracking close to budget.

The number of trips denied increased compared to the same period in 2022 due to increase in demand. But it remains lower than budget as service demand continues to be below the service capacity. For the first quarter of 2023, the number of denials represents less than 1.0 per cent of the total trips delivered.

In the first quarter of 2023, complaints per one hundred thousand boarded passengers increased by 23.6 per cent over the same period in 2022. When reviewing the detailed complaint sub-types, Operator behaviour for both HandyDART and Taxi were the top two complaints categories, followed by Scheduling and Clerk Behaviour. To improve the customer experience and reduce customer complaints, First Transit deployed a driver behaviour program in November 2021 that targets Operators who had more complaints than average, and the program continued in 2023. First Transit also deployed a clerk behaviour program in October 2022 aimed to reduce complaints related to scheduling and clerk behaviour, such as booking agents, schedulers and dispatchers. From a scheduling standpoint, First Transit continues to work on the recruitment of drivers to meet schedule demands.

To reduce taxi-related complaints, First Transit continues to support customer service training for taxi companies. Additionally, First Transit is reviewing and evaluating the terms of the contract with taxi providers to enhance client satisfaction and add more rigorous reporting and monitoring requirements including standards tied to financial levers that will give greater oversight and accountability for HandyDART's operation over the taxi services.

Ridership

Boardings represent each time a passenger enters a fare paid zone using Compass fare media or other proof of payment, including transfers. For the first quarter of 2023, total system boardings were 91.5 million, 36.5 per cent higher compared to the same period in 2022 and 3.0 per cent higher than budget.

A journey represents a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Total system journeys in the first quarter of 2023 were 54.5 million, 38.0 per cent higher compared to the same period in 2022 impacted by the Omicron COVID-19 variant, and 3.4 per cent higher than budget. Strong ridership growth trends in the latter part of 2022 continued in the first quarter of 2023, despite small dips in late February and early March due to wet and snowy conditions. This growth is being driven by higher-than-expected return to in-office work, population growth, and stable employment rates with unemployment close to pre-pandemic levels.

The average fare per journey was \$2.66 for the first quarter of 2023, a decrease of approximately 5.0 per cent from 2022 and 0.7 per cent lower than budget. The average fare for the first quarter in 2023 is lower than 2022 due to the impact of the Omicron shutdown in January and February of 2022, which resulted in lower than anticipated ridership from U-Pass users, while the U-Pass program revenue remained at budget levels.

5. Consolidated Revenues

The following is a summary of consolidated revenues for the first quarter of 2023 compared to the budget.

CONSOLIDATED REVENUES Three months ended March 31 (\$ thousands)	YTD 2023 ACTUAL	YTD 2023 BUDGET	ACTUAL TO BUDGET	
			Budget Variance	
			Fav/(Unfav)	%
Taxation				
Fuel	90,140	96,862	(6,722)	(6.9%)
Property & Replacement	120,123	119,457	666	0.6%
Parking Sales	18,999	20,187	(1,188)	(5.9%)
Hydro Levy	5,492	5,759	(267)	(4.6%)
Transit	152,840	148,319	4,521	3.0%
Government transfers	522,681	73,107	449,574	> 200.0%
Amortization of deferred concessionaire credit	5,739	5,739	-	-
Development cost charges	5,899	5,899	-	-
Investment Income	43,145	40,105	3,040	7.6%
Miscellaneous revenue	4,132	3,463	669	19.3%
Revenue Before Gain/(Loss) on Disposals	969,190	518,897	450,293	86.8%
Gain (Loss) on disposal on tangible capital assets	67	(135)	202	>200.0%
Total Revenue	969,257	518,762	450,495	86.8%

Total revenue for the first quarter of 2023 was \$450.5 million (86.8 per cent) favourable to budget mainly due to the \$478.9 million Provincial relief funding revenue recognized upon signing the agreement, partly offset by a \$29.5 million unfavourable variance in other government funding due to project delays deferring revenue recognition. Excluding government transfers, revenue was \$0.9 million (0.2 per cent) favourable to budget, due to favourable transit revenue and investment income, partially offset by unfavourable fuel and parking sales taxation revenues.

Taxation

TAXATION REVENUES Three months ended March 31 (\$ thousands)	YTD 2023 ACTUAL	YTD 2023 BUDGET	ACTUAL TO BUDGET	
			Budget Variance	
			Fav/(Unfav)	%
Fuel	90,140	96,862	(6,722)	(6.9%)
Property & Replacement	120,123	119,457	666	0.6%
Parking Sales	18,999	20,187	(1,188)	(5.9%)
Hydro Levy	5,492	5,759	(267)	(4.6%)
Total Taxation	234,754	242,265	(7,511)	(3.1%)

Taxation revenues are comprised of taxes collected on fuel, property and replacement taxes, parking sales tax and the hydro levy. Total taxation revenues for the first quarter of 2023 were \$7.5 million (3.1 per cent) unfavourable to budget.

Fuel taxation revenue for the first quarter of 2023 was \$6.7 million (6.9 per cent) unfavourable to budget, mainly due to significant refund of previously overpaid fuel tax. Parking sales tax was unfavourable to budget by \$1.2 million (5.9 per cent), which, considered together with higher than expected transit ridership, is indicative of increasing numbers of office commuters opting to take transit rather than drive.

Transit

TRANSIT REVENUES Three months ended March 31 (\$ thousands)	YTD 2023 ACTUAL	YTD 2023 BUDGET	ACTUAL TO BUDGET	
			Budget Variance	
			Fav/(Unfav)	%
Fares	109,861	106,344	3,517	3.3%
Programs	35,065	34,765	300	0.9%
Total Fare and Program Revenue	144,926	141,109	3,817	2.7%
Other	7,914	7,210	704	9.8%
Total Transit	152,840	148,319	4,521	3.0%

Transit revenues include revenues related to fares, programs and other transit revenue. Fares consist of single-use cash fares, Stored Value, DayPass and Monthly Pass products. Program revenues include the Government of BC Bus Pass and U-Pass BC revenues. Other transit revenue includes advertising, property rental, parking lot fees and fare infraction.

Total transit revenue was \$4.5 million (3.0 per cent) favourable to budget mainly driven by fare revenue, which was \$3.5 million (3.3 per cent) favourable to budget due to higher than expected ridership. Whilst all product categories performed favourably to budget as a result of higher ridership, the most significant variances were in DayPass and single-use fares, suggesting a continued prevalence in hybrid and work-from-home preferences.

Program revenue was \$0.3 million (0.9 per cent) favourable to budget with higher than expected participation in both U-Pass and Government of BC Bus Pass programs. Other transit revenue was favourable to budget by \$0.7 million (9.8 per cent) mainly due to higher property rental and park and ride revenues.

Government Transfers

GOVERNMENT TRANSFERS Three months ended March 31 (\$ thousands)	YTD 2023 ACTUAL	YTD 2023 BUDGET	ACTUAL TO BUDGET	
			Budget Variance	
			Fav/(Unfav)	%
Provincial Relief Funding	478,926	-	478,926	-
Senior Government funding	26,989	56,520	(29,531)	(52.2%)
Golden Ears Bridge tolling replacement revenue	16,766	16,587	179	1.1%
Total Government Transfers	522,681	73,107	449,574	> 200.0%

Government transfers include funds received from the Greater Vancouver Regional Fund (GVRF), Investing in Canada Infrastructure Program (ICIP), the Public Transit Infrastructure Fund (PTIF), Canada Line funding, Build Canada Fund and other miscellaneous programs.

In the first quarter of 2023, government transfers were \$449.6 million favourable to budget due to the recognition of \$478.9 million Provincial relief funding as required by the PSAB accounting standards. This new funding will help offset losses caused by the pandemic to the end of 2025.

Other Senior Government relief funding was \$29.5 million unfavourable to budget primarily due to deferred delivery dates for revenue vehicles and delayed project activity on the Marpole Transit Centre project. These delays have shifted the revenue recognition.

Investment Income

Investment income was \$3.0 million (7.6 per cent) favourable to budget mainly due higher interest income as a result of higher than budgeted interest rates.

Miscellaneous Revenue

Miscellaneous revenue was \$0.7 million (19.3 per cent) favourable to budget mainly due to higher CMBC labour and material recoveries.

6. Consolidated Expenses by Segment

Consolidated expenses by segment for the first quarter of 2023 compared to budget are shown below.

CONSOLIDATED EXPENSES BY SEGMENT Three months ended March 31 (\$ thousands)	ACTUAL TO BUDGET			
	YTD	YTD	Budget Variance	
	2023 ACTUAL	2023 BUDGET	Fav/(Unfav)	%
Bus Operations	223,567	229,589	6,022	2.6%
Rail Operations	94,647	99,386	4,739	4.8%
Transit Police	12,736	13,212	476	3.6%
Corporate Operations	31,903	32,804	901	2.7%
Roads & Bridges	19,428	25,002	5,574	22.3%
Amortization of Capital Assets*	58,929	60,117	1,188	2.0%
Interest*	45,098	46,111	1,013	2.2%
Sub Total Continuing Operations	486,308	506,221	19,913	3.9%
Corporate One-Time	3,000	8,251	5,251	63.6%
Total Expenses by Segment	489,308	514,472	25,164	4.9%

* Amortization and Interest shown separately to facilitate analysis

Bus Operations

The Bus operating company, Coast Mountain Bus Company (CMBC), oversees the operations of conventional bus service, as well as Community Shuttle, SeaBus and Access Transit.

CMBC continuously improves service quality and customer service. In Q1 2023, a new tool was launched to monitor overcrowding by stop, vehicle type and frequency, which allows all planning departments to assess and address overcrowding for our service. Corridor Deployment was implemented across all CMBC depots by monitoring bus routes along each identified corridor to make real-time adjustments to on-time performance, bus stop signage, shelters, passenger information, cancelled service percentages, bus loads, overcrowding, bus bunching, short turns, as well as improving overall safety and visibility. To support the TransLink Climate Adaptation Plan, CMBC updated the Heat Exposure Control Plan to incorporate the emerging climate trend and longer periods of higher temperatures; risk mitigation controls have been adapted to support this change. In addition, during the first three months of 2023, CMBC commissioned 28 new vehicles for Access Transit HandyDART, 16 new Double Decker highway coaches and a Battery Electric conventional bus.

BUS OPERATIONS BY CATEGORY Three months ended March 31 (\$ thousands)	ACTUAL TO BUDGET			
	YTD	YTD	Budget Variance	
	2023 ACTUAL	2023 BUDGET	Fav/(Unfav)	%
Administration	5,676	6,422	746	11.6%
Contracted Services	22,218	22,407	189	0.8%
Fuel and Power	17,764	18,048	284	1.6%
Insurance	4,009	4,154	145	3.5%
Maintenance, Materials and Utilities	21,883	21,766	(117)	(0.5%)
Professional and Legal	799	1,063	264	24.8%
Rentals, Leases and Property Tax	6,349	6,281	(68)	(1.1%)
Salaries, Wages and Benefits	144,869	149,448	4,579	3.1%
Total Expenses by Category	223,567	229,589	6,022	2.6%

For the quarter ended March 31, 2023, Bus operating expenses were \$6.0 million (2.6 per cent) favourable to budget mainly due to savings from temporary vacancies, timing of computer software costs and professional fees, lower than budgeted diesel fuel costs and lower Access Transit costs due to lower than expected demand.

Service Delivery

BUS OPERATIONS				
Three months ended March 31	YTD	YTD	Budget Variance	
	2023	2023	Fav/(Unfav)	%
	ACTUAL	BUDGET		
SERVICE HOURS				
CMBC Operations	1,309,596	1,350,784	(41,188)	(3.0%)
Conventional Bus	1,165,912	1,206,670	(40,758)	(3.4%)
Community Shuttle	140,291	140,659	(368)	(0.3%)
SeaBus	3,393	3,455	(62)	(1.8%)
Contracted Transit Services	60,554	60,007	547	0.9%
West Vancouver	29,489	29,434	55	0.2%
Contract Community Shuttle	31,065	30,573	492	1.6%
Conventional Transit Service Hours	1,370,150	1,410,791	(40,641)	(2.9%)
SERVICE KILOMETRES				
CMBC Operations	25,228,808	25,565,404	(336,596)	(1.3%)
Conventional Bus	22,492,889	22,971,634	(478,745)	(2.1%)
Community Shuttle	2,690,052	2,547,638	142,414	5.6%
SeaBus	45,867	46,132	(265)	(0.6%)
Contracted Transit Services	1,226,277	1,237,248	(10,971)	(0.9%)
West Vancouver	563,847	552,537	11,310	2.0%
Contract Community Shuttle	662,430	684,711	(22,281)	(3.3%)
Conventional Transit Service Kilometres	26,455,085	26,802,652	(347,567)	(1.3%)
CAPACITY KILOMETRES				
CMBC Operations	1,379,595,413	1,427,304,523	(47,709,110)	(3.3%)
Conventional Bus	1,297,375,524	1,348,400,391	(51,024,867)	(3.8%)
Community Shuttle	64,561,248	61,143,312	3,417,936	5.6%
SeaBus	17,658,641	17,760,820	(102,179)	(0.6%)
Contracted Transit Services	44,090,656	44,059,914	30,742	0.1%
West Vancouver	28,192,340	27,626,850	565,490	2.0%
Contract Community Shuttle	15,898,316	16,433,064	(534,748)	(3.3%)
Conventional Transit Capacity Kilometres	1,423,686,069	1,471,364,437	(47,678,368)	(3.2%)

For the first three months of 2023, actual service hours delivered were 40,641 (2.9 per cent) unfavourable to budget, service kilometres were 347,567 (1.3 per cent) unfavourable and capacity kilometres were 47,678,368 (3.2 per cent) unfavourable. The lower service hours and kilometres mainly resulted from services cancellations due to winter weather and other service adjustments related to traffic congestion and road conditions.

ACCESS TRANSIT				
Three months ended March 31	YTD	YTD	Budget Variance	
	2023	2023	Fav/(Unfav)	%
	ACTUAL	BUDGET		
Service Kilometres	2,200,132	2,874,402	(674,270)	(23.5%)
Access Transit Trips				
Trips - HandyDART	216,339	319,378	(103,039)	(32.3%)
Trips - Taxi Supplement	61,382	37,185	24,197	65.1%
Total Access Transit Trips	277,721	356,563	(78,842)	(22.1%)

The number of Access Transit trips provided in the first three months of 2023 was lower than budget (78,842 fewer trips or 22.1 per cent), due to lower than expected demand. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance. As such, budgeted 2023 service levels is aligned with the 2022 Investment Plan. The 2022 Investment Plan reinstated a 3.0 per cent HandyDART service increase in 2023, originally planned for 2021 but deferred due to the pandemic. This service increase will help to ensure that customers can continue to complete trips on this essential service as demand grows.

Rail Operations

The Rail operating company, British Columbia Rapid Transit Company Ltd. (BCRTC), on behalf of TransLink, maintains and operates two of the three SkyTrain lines in Metro Vancouver — the Expo and Millennium Lines, as well as the West Coast Express commuter rail service. In addition, BCRTC manages the agreement with InTransit BC for the operation and maintenance of the Canada Line.

In the first quarter of 2023, as final car production outfitting began, the Mark V SkyTrain design received the International Good Design award. Brentwood Town Centre SkyTrain Station upgrades continued, expected to be completed in 2024. Work performed during the quarter included demolition of existing open-air stairway, and excavation and installation of a new foundation and structure steel for a new stairwell, elevator and mezzanine expansion.

RAIL OPERATIONS BY CATEGORY			ACTUAL TO BUDGET	
Three months ended March 31 (\$ thousands)	YTD	YTD	Budget Variance	
	2023	2023	Fav/(Unfav)	%
	ACTUAL	BUDGET		
Administration	2,198	2,789	591	21.2%
Contracted Services	34,490	34,564	74	0.2%
Fuel and Power	4,282	4,484	202	4.5%
Insurance	1,673	1,681	8	0.5%
Maintenance, Materials and Utilities	13,897	15,634	1,737	11.1%
Professional and Legal	773	1,448	675	46.6%
Rentals, Leases and Property Tax	411	471	60	12.7%
Salaries, Wages and Benefits	36,923	38,315	1,392	3.6%
Total Expenses by Category	94,647	99,386	4,739	4.8%

For the first quarter ended March 31, 2023, Rail operating expenses were \$4.7 million (4.8 per cent) favourable to budget mainly due to timing of maintenance activities and professional services and savings from temporary vacancies.

Service Delivery

RAIL OPERATIONS				
Three months ended March 31	YTD	YTD	Budget Variance	
	2023	2023	Fav/(Unfav)	%
	ACTUAL	BUDGET		
SERVICE HOURS				
SkyTrain: Expo & Millennium Lines	316,770	326,966	(10,196)	(3.1%)
SkyTrain: Canada Line ¹	49,586	53,348	(3,762)	(7.1%)
West Coast Express	6,169	6,067	102	1.7%
Rail Operations Service Hours	372,525	386,381	(13,856)	(3.6%)
SERVICE KILOMETRES				
SkyTrain: Expo & Millennium Lines	12,765,857	13,176,721	(410,864)	(3.1%)
SkyTrain: Canada Line ¹	1,592,024	1,713,796	(121,772)	(7.1%)
West Coast Express	232,646	228,614	4,032	1.8%
Rail Operations Service Kilometres	14,590,527	15,119,131	(528,604)	(3.5%)
CAPACITY KILOMETRES				
SkyTrain: Expo & Millennium Lines	1,144,271,781	1,164,788,358	(20,516,577)	(1.8%)
SkyTrain: Canada Line ¹	223,428,352	240,518,106	(17,089,754)	(7.1%)
West Coast Express	34,338,609	33,743,485	595,124	1.8%
Rail Operations Capacity Kilometres	1,402,038,742	1,439,049,949	(37,011,207)	(2.6%)

¹ Canada Line's service hours, service kilometres are estimated from schedule data for reporting purposes.

All three service delivery measures were below budget for the Expo and Millennium Lines in the first quarter of 2023. Service kilometres and service hours were below budget by 3.1 per cent. This was due in part to fleet availability issues, particularly Mark I trains. The lower availability of Mark I trains was due to a higher maintenance activity and led to increased use of Mark II trains relative to budget assumptions. This led to capacity kilometres being 1.8 per cent lower than budget. The four-car Mark II trains generate fewer vehicle kilometres but offer more capacity than 6-car Mark I trains. A further reduction of around 0.5 per cent of budgeted service was due to Snow Plan operation on several days in February.

Canada Line's actual service indicators were below budget during the first quarter of 2023.

At the end of the first quarter in 2023, West Coast Express (WCE) operated four trains with a total of 30 cars per day in each direction. Two cars were added back in service in January, as well as three at the beginning of March, due to increasing demand compared to prior year. All three service indicators were slightly above budget, as WCE's 2023 budget assumed five trips per day with 27 cars in each direction.

Police Operations

Mandated by the Solicitor General as a Designated Policing Unit, Transit Police preserves and protects peace throughout the transit system. Working with local police services, each officer aims to prevent crime and offences against the law, aid in the administration of justice and enforce the laws of British Columbia.

In the first quarter of 2023, Transit Police Neighbourhood Police Officers and Waterfront Community Policing Centre volunteers engaged with transit riders and the public in numerous community events and outreach initiatives. The Blue Eagle Program, for youth ages 12 to 15, continued to operate in both Vancouver and Surrey. The Chief's Community Advisory Council continues to provide valuable input to the police service and is an ongoing resource.

During the quarter, Transit Police advanced its Community Safety Officer (CSO) Program roll-out work. The CSO training curriculum development progressed, recruiting and selection commenced, and the Staff Sergeant and Sergeant for the new Unit were selected. Transit Police also held a workshop/mentoring event for women officers, aiming to support their leadership and career development. Transit Police developed an internal action plan to be ready for the new BC Provincial Policing Standards on the Promotion of Unbiased Policing (effective July 2023 and July 2024).

POLICE OPERATIONS BY CATEGORY Three months ended March 31 (\$ thousands)	ACTUAL TO BUDGET			
	YTD 2023	YTD 2023	Budget Variance	
	ACTUAL	BUDGET	Fav/(Unfav)	%
Administration	886	1,010	124	12.3%
Insurance	29	35	6	17.1%
Maintenance, Materials and Utilities	541	383	(158)	(41.3%)
Professional and Legal	108	105	(3)	(2.9%)
Rentals, Leases and Property Tax	694	704	10	1.4%
Salaries, Wages and Benefits	10,478	10,975	497	4.5%
Total Expenses by Category	12,736	13,212	476	3.6%

For the quarter ended March 31, 2023, Transit Police operating expenses were \$0.5 million (3.6 per cent) favourable to budget mainly due to the timing of hiring and other expenditures including training, computer software and hardware, maintenance and material costs.

Corporate Operations

Corporate operations support the operating subsidiaries with a focus on planning, project delivery and achieving enterprise priorities.

In the first quarter of 2023, TransLink announced a partnership to build a proposed mixed-use development near the future Arbutus SkyTrain Station. This will be the first development under TransLink's Real Estate Development Program, improving access to sustainable transportation options, generating new long-term funding for transit services and providing much-needed housing options in the neighbourhood.

TransLink also commenced development of the next Investment Plan, focused on identifying key initiatives to advance the 10-year Priorities, which is the blueprint for the next decade of priority investments required to advance the goals of Transport 2050, the region's 30-year transportation strategy. Key program progress in Q1 2023 included completing installation of free Wi-Fi on RapidBuses as part of the Customer Experience Program and launching work for Bus Rapid Transit Action Plan and North Shore Rapid Transit with design, costing and planning underway in an effort to provide new fast, frequent, and reliable rapid transit options serving much more of the region.

CORPORATE OPERATIONS BY CATEGORY Three months ended March 31 (\$ thousands)	ACTUAL TO BUDGET			
	YTD 2023	YTD 2023	Budget Variance	
	ACTUAL	BUDGET	Fav/(Unfav)	%
Administration	5,244	5,572	328	5.9%
Contracted Services	4,065	4,297	232	5.4%
Insurance	124	134	10	7.5%
Maintenance, Materials and Utilities	727	724	(3)	(0.4%)
Professional and Legal	2,408	2,927	519	17.7%
Rentals, Leases and Property Tax	3,381	3,985	604	15.2%
Salaries, Wages and Benefits	15,954	15,165	(789)	(5.2%)
Total Expenses by Category	31,903	32,804	901	2.7%

For the first quarter of 2023, expenses were \$0.9 million (2.7 per cent) favourable to budget. The favourable variance was mainly due to timing of initiatives requiring professional fees, lower rental expenses, and timing of computer software and equipment costs, partly offset by lower than budgeted capitalization of labour costs due to timing of projects.

Roads and Bridges

In the first quarter of 2023, TransLink's Roads and Bridges Operations has been actively working on two large bridge rehabilitation projects. The Knight Street Bridge Deck and the Westham Island Bridge projects are now in full construction. The Province's construction of the Pattullo Bridge replacement continues to require significant support from TransLink's Roads and Bridges Operations as the project is now building the road infrastructure for the new bridge.

ROADS & BRIDGES OPERATIONS BY CATEGORY Three months ended March 31 (\$ thousands)	ACTUAL TO BUDGET			
	YTD 2023	YTD 2023	Budget Variance	
	ACTUAL	BUDGET	Fav/(Unfav)	%
Administration	4	7	3	42.9%
Capital Infrastructure contributions	6,861	8,770	1,909	21.8%
Contracted Services	1,577	1,536	(41)	(2.7%)
Insurance	340	335	(5)	(1.5%)
Maintenance, Materials and Utilities	9,899	13,471	3,572	26.5%
Professional and Legal	301	236	(65)	(27.5%)
Rentals, Leases and Property Tax	160	163	3	1.8%
Salaries, Wages and Benefits	286	484	198	40.9%
Total Expenses by Category	19,428	25,002	5,574	22.3%

Roads and Bridges were \$5.6 million (22.3 per cent) favourable to budget mainly due to timing of Major Road Network (MRN) Operations and Maintenance projects and lower capital infrastructure contributions due to timing of municipalities' work.

Amortization

Amortization was \$1.2 million (2.0 per cent) lower than budget primarily due to lower-than-expected capitalizations in various projects such as the Fire Life Safety System, HandyDART vehicle purchases, and SkyTrain Storage – Coquitlam Vehicle Storage Facility Expansion.

Interest

Interest expense was \$1.0 million (2.2 per cent) favourable to budget mainly due timing of new debt issuance, partly offset by lower capitalized interest costs as a result of capital project delays.

Corporate – One-time Costs

CORPORATE ONE-TIME SUMMARY BY PROJECT Three months ended March 31 (\$ thousands)	YTD	YTD	ACTUAL TO BUDGET	
	2023	2023	Budget Variance	
	ACTUAL	BUDGET	Fav/(Unfav)	%
Non-Capitalized items included in Capital Projects	924	2,323	1,399	60.2%
Feasibility Studies	962	2,055	1,093	53.2%
Bus Rapid Transit Program	19	100	81	81.0%
RapidBus Program	447	995	548	55.1%
Bus Speed and Reliability	148	353	205	58.1%
Plan Development	(4)	-	4	-
Major Studies	263	321	58	18.1%
Flexible Service Piloting Program	100	203	103	50.7%
Rail Expansion Operational Readiness	22	719	697	96.9%
Broadway Subway Project Operational Readiness	-	56	56	100.0%
Other	119	1,126	1,007	89.4%
Total Corporate One-Time	3,000	8,251	5,251	63.6%

Corporate One-time costs were \$5.3 million (63.6 per cent) favourable to budget mainly due to lower non-capital project costs as a result of timing of capital projects, lower spend on Feasibility Studies as a result of delays in the project initiation, vacancy savings from Operational Readiness for Rail Expansion and timing of professional fees for RapidBus and Bus Speed and Reliability.

7. Investment in Capital Assets

TransLink's investment in capital assets continues to grow with the focus of supporting Enterprise priorities. The capital program is robust and managed with strong governance and oversight. As of March 31, 2023, TransLink's total approved capital program budget was \$8.5 billion, which includes:

- \$4.9 billion in active capital projects;
- \$0.7 billion in Approved-In-Principle (AIP) capital projects;
- \$2.2 billion in substantially complete capital projects; and
- \$0.7 billion in capital infrastructure contributions to municipalities.

SUMMARY OF CAPITAL PROGRAM						
As of March 31, 2023 (\$ thousands)	Number of Projects	Total Current Budget	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
				Fav/(Unfav)	%	
Capital Projects						
Active	154	4,892,487	4,867,270	25,217	0.5%	1,847,514
AIP	49	734,332	731,394	2,938	0.4%	474,307
Substantially Complete	115	2,157,330	2,060,933	96,397	4.5%	1,002,957
Subtotal	318	7,784,149	7,659,597	124,552	1.6%	3,324,778
Capital Infrastructure Contributions						
Active	42	669,184	659,069	10,115	1.5%	-
Subtotal	42	669,184	659,069	10,115	1.5%	-
Total Capital Program	360	8,453,333	8,318,666	134,667	1.6%	3,324,778

The capital program is supported in part by \$3.3 billion in committed funding available to TransLink from the Canada Community Building Fund (formerly the Federal Gas Tax Fund), Public Transit Infrastructure Fund (PTIF), and Investing in Canada Infrastructure Program (ICIP). External funding programs apply to eligible projects within the capital program. For the Canada Community Building Fund, TransLink receives approval and funding in advance of project initiation. These funds are held in restricted cash and treated as deferred government transfers until costs are incurred in the approved projects, at which time funds are released to general operating funds and government transfers revenue is recognized. For PTIF and ICIP, TransLink incurs the costs of the projects which are recovered through invoicing the Province for the portion that is funded per the respective agreements. Revenue for these programs is amortized based on the terms of the respective agreements.

Active and Substantially Complete Capital Projects

As of March 31, 2023, there were 269 active and substantially complete projects with a final forecasted cost of \$6.9 billion. The total costs incurred for these projects during the year were \$87.5 million.

SUMMARY OF ACTIVE PROJECTS								
As of March 31, 2023 (\$ thousands)	Number of Projects	Current Budget	2023 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
						Fav/ (Unfav)	%	
Active								
Equipment	20	158,179	6,589	62,323	155,805	2,374	1.5%	15,622
Facilities	12	612,152	8,493	63,431	610,982	1,170	0.2%	331,600
Infrastructure	54	634,916	15,544	127,118	626,442	8,474	1.3%	181,482
Major Construction	14	2,741,689	34,413	473,289	2,741,842	(153)	-	875,627
Technology	28	274,891	11,067	143,620	266,216	8,675	3.2%	-
Vehicle	26	470,660	7,806	96,624	465,983	4,677	1.0%	443,183
Subtotal (Active Capital Projects)	154	4,892,487	83,912	966,405	4,867,270	25,217	0.5%	1,847,514
Substantially Complete	115	2,157,330	3,554	2,003,840	2,060,933	96,397	4.5%	1,002,957
Total Active Capital Projects	269	7,049,817	87,466	2,970,245	6,928,203	121,614	1.7%	2,850,471

Active Capital Projects

As of March 31, 2023, there were 154 active projects with expenditures of \$83.9 million for the quarter and \$966.4 million in cumulative spending to date. A comparison of active project budgets against forecasted final costs shows a favorable variance of \$25.2 million (0.5 per cent).

Facilities spending of \$8.5 million for the quarter includes \$3.8 million spent on the Canada Line Capstan Station and \$1.1 million on the Marpole Transit Centre project.

Infrastructure spending of \$15.5 million for the quarter includes \$3.8 million on the Edmonds Operating and Maintenance Centre (OMC) Capacity Upgrade and \$1.5 million for the Station Access and Safety Project.

Major Construction spending of \$34.4 million for the quarter includes \$10.9 million on the SkyTrain Operation Control Centre and \$10.2 million spent on the Expo and Millennium Upgrade Program - Fleet Acquisition project.

Technology spending of \$11.1 million for the quarter includes \$3.3 million spent on the Finance and Supply Chain Enterprise Resource Planning (ERP) Implementation and \$1.7 million on the BCRTC Enterprise Asset Management (EAM) Implementation.

Substantially Complete Capital Projects

As of March 31, 2023, there were 115 projects with a total budget of \$2.2 billion deemed substantially complete with \$3.6 million spent year-to-date. These projects are in the final stages of project activity. The total expected favourable variance for these projects at completion is \$96.4 million (4.5 per cent).

Notable projects that were substantially completed in the first quarter of the year include:

- Noise Mitigation Solution - Implementation Phase 2 with a budget of \$3.5 million
- BC Parkway Temporary Lighting Project with a budget of \$0.6 million

Approved in Principle (AIP) Capital Projects

As of March 31, 2023, there were 49 AIP projects remaining to be initiated with a total budget of \$734.3 million. Of the 49 projects, 19 projects with a budget of \$181.6 million were carried forward from prior years and 30 projects with a budget of \$552.8 million are new in 2023.

SUMMARY OF AIP PROJECTS			
As of March 31, 2023 (\$ thousands)	Number of Projects	Current Budget	Senior Government Funding (Committed)
Capital Projects			
Equipment	2	5,316	-
Facilities	3	80,902	30,649
Infrastructure	28	181,153	40,571
Technology	8	22,362	-
Vehicle	8	444,599	403,087
Total AIP Projects	49	734,332	474,307

Significant projects remaining in AIP include:

- 2024-2028 Conventional Bus Replacement - 188 Trolleys (Vehicle) with a budget of \$414.6 million
- Burnaby Transit Centre (BTC) Facility Improvements Phase 2 Expansion (Facilities) with a budget of \$44.6 million
- Port Coquitlam Transit Centre (PTC) Facility Improvements (Facilities) with a budget of \$34.2 million

Closed Capital Projects

During the quarter ended March 31, 2023, 22 projects with a final cost of \$52.9 million and an approved budget of \$58.7 million were completed and closed.

Significant closed projects include:

- Richmond Transit Centre - Facility upgrades to accommodate double decker buses with a budget of \$10.1 million
- 2019 Expo Line Running Rail Replacement Implementation with a budget of \$7.5 million
- Scott Road Skytrain Station Accessibility Upgrades - Phase 2 with a budget of \$6.3 million

Cancelled Capital Projects

During the quarter ended March 31, 2023, one project was cancelled:

- Station Ground Switch Replacement project (\$7.5 million). The project was approved in the 2023 program, but was cancelled due to resource constraints and other urgent, higher priority projects starting this year.

Capital Infrastructure Contributions

These expenditures consist of contributions to municipalities for the rehabilitation and upgrade of the Major Road Network (MRN) as well as pedestrian and bike pathways. TransLink does not own these underlying assets; therefore, the costs are expensed in the year they are incurred.

As of March 31, 2023, there were 42 active programs with a budget of \$669.2 million. The majority of the \$10.6 million in contributions in the year relate to the Major Road Network and Bike Upgrades (MRNB) Program funded under the Major Road Network Program.

SUMMARY OF INFRASTRUCTURE CONTRIBUTION PROGRAMS						Forecast Variance to Current Budget	
As of March 31, 2023 (\$ thousands)	Number of Projects	Current Budget	2023 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Fav/ (Unfav)	%
MRN Structurers Funding Program	6	94,696	636	6,909	92,695	2,001	2.1%
Major Road Network and Bike Upgrades (MRNB)	12	275,758	7,341	158,445	270,249	5,509	2.0%
Pavement Rehabilitation Program	6	139,711	-	111,719	139,063	648	0.5%
Bicycle Infrastructure Capital Cost Share (BICCS)	6	98,810	2,443	18,071	98,003	807	0.8%
Bus, Speed, Reliability, and Infrastructure (BSRI)	5	24,507	100	3,364	23,975	532	2.2%
Walking Infrastructure to Transit (WITT)	7	35,702	95	9,374	35,084	618	1.7%
Grand Total	42	669,184	10,615	307,882	659,069	10,115	1.5%

8. Changes in Financial Position

Consolidated Statement of Financial Position			
(\$ thousands)	March 31 2023	December 31 2022	Change
Cash and cash equivalents	338,514	622,558	(284,044)
Accounts receivable	689,972	136,909	553,063
Restricted cash and cash equivalents and investments	4,056,535	3,733,194	323,341
Investments	348,519	235,289	113,230
Debt reserve deposits	23,850	23,762	88
Financial Assets	5,457,390	4,751,712	705,678
Accounts payable and accrued liabilities	373,739	400,206	(26,467)
Debt	3,135,139	3,141,748	(6,609)
Deferred government transfers	3,837,970	3,540,507	297,463
Golden Ears Bridge contractor liability	995,733	999,512	(3,779)
Deferred concessionaire credit	403,616	409,355	(5,739)
Employee future benefits	142,853	141,202	1,651
Deferred development cost charges	16,164	15,132	1,032
Deferred revenue and deposits	79,395	73,646	5,749
Deferred lease inducements	12,999	12,855	144
Liabilities	8,997,608	8,734,163	263,445
Net Debt	(3,540,218)	(3,982,451)	442,233
Tangible capital assets	5,796,280	5,765,456	30,824
Supplies inventory	103,453	97,310	6,143
Property under development	19,671	19,599	72
Prepaid capital	29,752	29,752	-
Prepaid expenses	30,679	30,002	677
Non-Financial Assets	5,979,835	5,942,119	37,716
Accumulated Surplus	2,439,617	1,959,668	479,949

Financial Assets

See "Liquidity and Capital Resources" section for the discussion on:

- Cash and cash equivalents and investments
- Restricted cash and cash equivalents and investments

The increase in accounts receivable of \$553.1 million was mainly due to the \$478.9 million Provincial relief funding recognised according to PSAB standards when the agreement was signed in March 2023.

Liabilities

See "Liquidity and Capital Resources" section for the discussion on Debt.

Deferred government transfers liability increased by an additional \$297.5 million (8.4 per cent) primarily due to \$325.8 million in funding received from the Canada Community Building Fund (formerly known as the Federal Gas Tax Fund), partially offset by revenues recognized as the funding stipulations are met for the various funding programs.

The Golden Ears Bridge contractor liability financed the construction of the Golden Ears Bridge and is payable over the term ending June 2041.

Deferred concessionaire credits represent the contributions provided by the Canada Line Concessionaire. This balance is amortized to income on a straight-line basis over the operating term of the concessionaire agreement, which will expire in July 2040.

The increase in employee future benefits, which represents post-retirement and post-employment benefits, was due to the estimated current service cost and related interest. The post-retirement portion of this liability will draw down upon the retirement of the employees.

Deferred development cost charges relate to amounts received for which qualifying costs have not yet been incurred.

The increase in deferred revenues and deposits of \$5.7 million (7.8 per cent) was primarily due to unearned transit fare revenue and Compass card deposits received.

Non-Financial Assets

Capital assets increased by \$30.8 million (0.5 per cent) in the first three months of 2023 due to \$89.7 million in additions, partly offset by amortization of \$58.9 million. Additions included SkyTrain system and infrastructure upgrades, vehicle fleet procurement, property acquisition, and technology upgrade projects.

9. Liquidity and Capital Resources

Cash Flows and Liquidity

The following table shows unrestricted cash and investments with maturities of less than 12 months.

UNRESTRICTED CASH AND INVESTMENTS			
(\$ thousands)	March 31 2023	December 31 2022	Change
Cash and cash equivalents	338,514	622,558	(284,044)
Investments	348,519	235,289	113,230
Total Unrestricted cash and investments	687,033	857,847	(170,814)

TransLink's unrestricted cash and investment balances decreased by \$170.8 million in the first quarter of 2023 as a result of regular cash outlays to support current operations and contributions to the self-administered sinking funds.

The \$687.0 million in unrestricted cash and investments is well within policy requirement of 15 per cent of operating expenditures plus debt service costs.

TransLink has a short-term Commercial Paper borrowing program with total capacity of \$500 million available to support the liquidity. There was no outstanding balance on this program as of March 31, 2023 (December 31, 2022: nil).

Restricted Funds

Restricted cash and investments are used for the repayment of bonds, payment of Transportation Property & Casualty Company Inc. (TPCC) insurance claims, land purchases and capital purchases. The following table shows TransLink's restricted funds.

RESTRICTED CASH AND INVESTMENTS			
(\$ thousands)	March 31 2023	December 31 2022	Change
Government transfers	3,145,342	2,821,868	323,474
TPCC Cash and Investments	29,931	30,353	(422)
Green Bond Proceeds	-	38	(38)
Land Reserve	325,848	349,494	(23,646)
Self administered sinking funds	555,414	531,441	23,973
Total Restricted cash and investments	4,056,535	3,733,194	323,341

RESTRICTED CASH AND INVESTMENTS			
(\$ thousands)	March 31 2023	December 31 2022	Change
Government transfers for capital project funding	3,145,342	2,821,868	323,474
TPCC Cash and Investments	29,931	30,353	(422)
Green Bond Proceeds	-	38	(38)
Land Reserve	325,848	349,494	(23,646)
Self administered sinking funds	555,414	531,441	23,973
Total Restricted cash and investments	4,056,535	3,733,194	323,341

For the first quarter of 2023, restricted cash and investments increased mainly due to the receipt of the annual Canada Community Building Fund (formerly known as the “Federal Gas Tax Fund”) transfer from Union of BC Municipalities (UBCM), contributions to and reinvested investment income within the self-administered sinking fund, partly offset by amounts released for qualified capital projects, including strategic land purchases.

Net Debt

TransLink’s robust borrowing program provides the ability to go directly to capital markets with a solid reputation as a good investment, meaning greater cost certainty for debt management. It provides assurance to credit rating agencies and investors while providing flexibility to TransLink to use both short-term and long-term financing.

TransLink’s debt management policy includes self-imposed debt coverage and debt service coverage limits. TransLink continues to remain within these limits.

Under the *South Coast British Columbia Transportation Authority (SCBCTA) Act*, TransLink’s outstanding gross direct debt obligation cannot exceed TransLink’s borrowing limit, which is currently \$6.8 billion. Based on Section 31(1) under the “Borrowing by authority” section of the SCBCTA Act, the debt limit can be increased on the basis of an amount proposed in an Investment Plan, “if the Investment Plan was approved by the Mayors' Council on regional transportation under section 204.1.” This approval was received on May 26, 2022. The debt obligations are defined under the SCBCTA Act as the sum of current borrowings of TransLink secured by debentures, bonds, other forms of indentures, capital leases, short-term notes, lines of credit and bank overdrafts, excluding any prepaid financing costs.

As at March 31, 2023, TransLink’s outstanding debt obligation, as defined above, was \$3.74 billion, being the debt of \$3.14 billion plus Municipal Financing Authority of BC (MFABC) administered sinking funds of \$0.63 billion and net of capital lease reductions since inception, unamortized issue costs and unamortized premiums/discounts of \$0.03 billion (December 31, 2022: \$3.74 billion).

FINANCING			
(\$ thousands)	March 31 2023	December 31 2022	Change
Debt	3,135,139	3,141,748	(6,609)
Less: Self-administered sinking funds	(555,414)	(531,441)	(23,973)
Less: Debt reserve deposits	(23,850)	(23,762)	(88)
Net Direct Debt	2,555,875	2,586,545	(30,670)
Golden Ears Bridge contractor liability	995,733	999,512	(3,779)
Deferred concessionaire credit	403,616	409,355	(5,739)
Indirect P3 Debt	1,399,349	1,408,867	(9,518)
Subtotal Net Direct Debt and Indirect P3 Debt	3,955,224	3,995,412	(40,188)

Debt, which primarily finances capital spending, decreased by \$6.6 million, mainly due to increases in the MFABC administered sinking funds and the amortization of bonds discounts.

Net direct debt decreased by \$30.7 million mainly due to scheduled debt payments and contributions to TransLink’s self-administered sinking fund during the first quarter in 2023.

Indirect P3 debt, which includes the liability owed to the Golden Ears Bridge contractor and the Canada Line deferred concessionaire credit, decreased by \$9.5 million mainly due to the amortization of the Canada Line deferred concessionaire credit.

Credit Rating

Maintaining a high-quality credit rating is essential to ensure that TransLink can continue to access capital markets in the most cost-effective basis.

The following table summarizes TransLink’s current credit ratings and outlooks. As of March 31, 2023, Moody’s continues to affirm TransLink’s rating of Aa2 (Stable), reflective of TransLink’s strong institutional framework and its status as a taxing authority, as well as its positive management of the uncertainties arising from the COVID-19 pandemic. As of March 31, 2023, Dominion Bond Rating Service (DBRS) affirmed TransLink’s rating of AA (Stable).

CREDIT RATING								
Agency	As at March 31, 2023				As at December 31, 2022			
	Commercial Paper	Senior Debt	General Obligation	Outlook	Commercial Paper	Senior Debt	General Obligation	Outlook
DBRS Limited	R-1 mid	AA	AA	Stable	R-1 mid	AA	AA	Stable
Moody’s Investor’s Service	Not Rated	Aa2	Aa2	Stable	Not Rated	Aa2	Aa2	Stable

Appendix I – Consolidated Financial Statements

The following statements are presented in accordance with generally accepted Canadian accounting principles for local governments, as recommended by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada.

Consolidated Financial Position

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

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

March 31, 2023, with comparative information for December 31, 2022

	2023	2022
Financial assets		
Cash and cash equivalents	\$ 338,514	\$ 622,558
Accounts receivable	689,972	136,909
Restricted cash and cash equivalents and investments	4,056,535	3,733,194
Investments	348,519	235,289
Debt reserve deposits	23,850	23,762
	5,457,390	4,751,712
Liabilities		
Accounts payable and accrued liabilities	373,739	400,206
Debt	3,135,139	3,141,748
Deferred government transfers	3,837,970	3,540,507
Golden Ears Bridge contractor liability	995,733	999,512
Deferred concessionaire credit	403,616	409,355
Employee future benefits	142,853	141,202
Deferred development cost charges	16,164	15,132
Deferred revenue and deposits	79,395	73,646
Deferred lease inducements	12,999	12,855
	8,997,608	8,734,163
Net debt	(3,540,218)	(3,982,451)
Non-financial assets		
Tangible capital assets	5,796,280	5,765,456
Supplies inventory	103,453	97,310
Property under development	19,671	19,599
Prepaid capital	29,752	29,752
Prepaid expenses	30,679	30,002
	5,979,835	5,942,119
Accumulated surplus	\$ 2,439,617	\$ 1,959,668

Consolidated Statement of Operations

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Operations
(Expressed in thousands of dollars)

Three months ended March 31, 2023, with comparative information for March 31, 2022

	2023 Budget	2023 Actual	Restated 2022 Actual
Revenues:			
Taxation	\$ 242,265	\$ 234,754	\$ 232,527
Transit	148,319	152,840	117,670
Government transfers	73,107	522,681	212,961
Amortization of deferred concessionaire credit	5,739	5,739	5,739
Investment income	40,105	43,145	12,395
Development cost charges	5,899	5,899	7,881
Miscellaneous revenue	3,463	4,132	3,330
Gain (loss) on disposal of tangible capital assets	(135)	67	49
	518,762	969,257	592,552
Expenses:			
Bus operations	272,180	264,939	246,533
Corporate operations	47,705	41,227	34,551
Rail operations	132,742	126,347	116,805
Roads and bridges	48,491	43,954	44,495
Transit Police	13,354	12,841	12,007
	514,472	489,308	454,391
Surplus for the period	4,290	479,949	138,161
Accumulated surplus, beginning of period	1,789,969	1,959,668	1,830,062
Accumulated surplus, end of period	\$ 1,794,259	\$ 2,439,617	\$ 1,968,223

Consolidated Statement of Changes in Net Debt

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Changes in Net Debt
(Expressed in thousands of dollars)

Three months ended March 31, 2023, with comparative information for March 31, 2022

	2023 Actual	2022 Actual
Surplus for the period	\$ 479,949	\$ 138,161
Acquisition of tangible capital assets	(89,753)	(87,450)
Amortization of tangible capital assets	58,929	57,779
Net proceeds from disposal of tangible capital assets	67	49
Gain on disposal of tangible capital assets	(67)	(49)
	(30,824)	(29,671)
Change in supplies inventory	(6,143)	(798)
Change in property under development	(72)	-
Change in prepaid expenses	(677)	4,477
	(6,892)	3,679
Decrease in net debt	442,233	112,169
Net debt, beginning of period	(3,982,451)	(3,995,297)
Net debt, end of period	\$ (3,540,218)	\$ (3,883,128)

Consolidated Statement of Cash Flows

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Cash Flows

(Expressed in thousands of dollars)

Three months ended March 31, 2023, with comparative information for March 31, 2022

	2023	Restated 2022
Cash provided by (used for):		
Operating transactions:		
Surplus for the period	\$ 479,949	\$ 138,161
Non-cash changes to operations	24,435	45,123
Changes in non-cash operating working capital	(577,990)	(2,138,402)
Cash used for operating transactions	(73,606)	(1,955,118)
Capital transactions:		
Purchase of tangible capital assets	(89,753)	(87,450)
Net proceeds from disposal of tangible capital assets	67	49
Cash used for capital transactions	(89,686)	(87,401)
Investing transactions:		
Increase in restricted cash and investments	(323,341)	(417,210)
Increase in investments	(113,230)	(31,715)
Increase in debt reserve deposits	(88)	(158)
Cash used for investing transactions	(436,659)	(449,083)
Financing transactions:		
Repayments of debt	(1)	(33)
Repayments of Golden Ears Bridge contractor liability	(20,575)	(19,302)
Government transfers received in lieu of foregone toll revenue	-	2,000,000
Government transfers received for tangible capital additions	336,483	371,568
Cash provided by financing transactions	315,907	2,352,233
Decrease in cash and cash equivalents	(284,044)	(139,369)
Cash and cash equivalents, beginning of period	622,558	575,623
Cash and cash equivalents, end of period	\$ 338,514	\$ 436,254
Supplementary information:		
Interest paid	\$ 24,912	\$ 24,294

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Cash Flows (continued)

(Expressed in thousands of dollars)

Three months ended March 31, 2023, with comparative information for March 31, 2022

	2023	Restated 2022
Non-cash changes to operations:		
Amortization of tangible capital assets	\$ 58,929	\$ 57,779
Amortization of bond premium	(835)	(822)
Amortization of deferred concessionaire credit	(5,739)	(5,739)
Amortization of deferred government transfers	(39,020)	(15,551)
Amortization of deferred lease inducements, net of additions	144	(255)
Interest accretion on contractor liability	16,796	16,141
Gain on disposal of tangible capital assets	(67)	(49)
Sinking fund interest held by Municipal Finance Authority of BC	(5,773)	(6,381)
	\$ 24,435	\$ 45,123
Changes in non-cash operating working capital:		
Increase in accounts receivable	\$ (553,063)	\$ (2,223,272)
Decrease in loan receivable	-	66,050
Increase in supplies inventory	(6,143)	(798)
Increase in property under development	(72)	-
Decrease (increase) in prepaid expenses	(677)	4,477
Increase (decrease) in accounts payable and accrued liabilities	(26,467)	8,948
Increase in deferred development cost charges	1,032	-
Increase in deferred revenue and deposits	5,749	5,033
Increase in employee future benefits	1,651	1,160
	\$ (577,990)	\$ (2,138,402)

Segment Report

South Coast British Columbia Transportation Authority

Segment Report

Period ended March 31, 2023

(in thousands of dollars)

	2023					Total	Restated 2022
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police		
Revenues:							
Taxation	\$ -	\$ 234,754	\$ -	\$ -	\$ -	\$ 234,754	\$ 232,527
Transit	-	152,840	-	-	-	152,840	117,670
Government transfers	-	522,681	-	-	-	522,681	212,961
Amortization of deferred concessionaire credit	-	-	5,739	-	-	5,739	5,739
Investment income	-	43,145	-	-	-	43,145	12,395
Development cost charges	-	5,899	-	-	-	5,899	7,881
Miscellaneous revenue	2,727	901	219	3	282	4,132	3,330
Gain (loss) on disposal of tangible capital assets	-	67	-	-	-	67	49
	2,727	960,287	5,958	3	282	969,257	592,552
Expenses:							
Administration	5,676	5,371	2,198	4	886	14,135	12,619
Capital infrastructure contributions	-	-	-	6,861	-	6,861	9,016
Contracted services	22,218	4,065	34,490	1,577	-	62,350	56,391
Fuel and power	17,764	-	4,282	-	-	22,046	21,087
Insurance	4,009	123	1,673	340	29	6,174	6,418
Maintenance, materials and utilities	21,883	815	13,897	9,899	541	47,035	42,382
Professional and legal	799	4,536	773	301	108	6,517	4,085
Rentals, leases and property tax	6,349	3,381	411	160	694	10,995	9,097
Salaries, wages and benefits	144,869	16,612	36,923	286	10,478	209,168	190,519
Expenses before amortization and interest	223,567	34,903	94,647	19,428	12,736	385,281	351,614
Amortization of tangible capital assets	27,940	4,270	21,407	5,241	71	58,929	57,779
Interest	13,432	2,054	10,293	19,285	34	45,098	44,998
Amortization and interest	41,372	6,324	31,700	24,526	105	104,027	102,777
Total Expenses	264,939	41,227	126,347	43,954	12,841	489,308	454,391
Surplus (deficit), for the period	\$ (262,212)	\$ 919,060	\$ (120,389)	\$ (43,951)	\$ (12,559)	\$ 479,949	\$ 138,161

Appendix II – Operating Indicators

OPERATING INDICATORS	YTD	YTD	Change		YTD	Budget Variance	
	2023	2022	Fav/(Unfav)	%	2023	Fav/(Unfav)	%
	ACTUAL	ACTUAL			BUDGET		
Three months ended March 31							
Safety: Customer Injuries (per 1 million boarded passengers, unless otherwise stated)¹							
Bus & SeaBus ^{2,3}	3.5	3.7	0.2	5.4%	4.1	0.6	14.6%
SkyTrain: Expo & Millennium Lines ^{2,3}	1.2	0.9	(0.3)	(33.3%)	1.0	(0.2)	(20.0%)
West Coast Express	-	-	-	-	-	-	-
HandyDART (per 100,000 boarded passengers)	2.0	0.9	(1.1)	(122.2%)	0.4	(1.6)	> (200.0%)
Safety: Employee Lost Time Frequency							
Bus & SeaBus (per 200,000 Hours Worked) ⁴	9.3	10.4	1.1	10.6%	8.2	(1.1)	(13.4%)
SkyTrain: Expo & Millennium Lines (per 200,000 Hours Worked)	7.2	6.8	(0.4)	(5.9%)	4.0	(3.2)	(80.0%)
West Coast Express (per 200,000 Hours Worked)	-	-	-	-	-	-	-
HandyDART (per 200,000 Hours Worked)	12.9	15.2	2.3	15.1%	13.0	0.1	0.8%
Safety: Bus & SeaBus Operator Assaults (per 1 Million Service Hours)	11.5	11.6	0.1	0.9%	11.3	(0.2)	(1.8%)
Ridership: Boarded Passengers (Thousands)³							
Bus & SeaBus	58,365	43,323	15,042	34.7%	56,547	1,818	3.2%
SkyTrain: Expo & Millennium Lines	23,406	16,772	6,634	39.6%	22,666	740	3.3%
SkyTrain: Canada Line	9,111	6,512	2,599	39.9%	8,992	119	1.3%
West Coast Express	302	169	133	78.7%	343	(41)	(12.0%)
HandyDART	305	232	73	31.5%	278	27	9.7%
Ridership: Journeys (Thousands)³							
Overall System	54,465	39,459	15,006	38.0%	52,658	1,807	3.4%
Vehicle Service Delivery: Percentage of Service Hours Delivered							
Bus & SeaBus	99.3%	98.9%	0.4%	0.4%	98.0%	1.3%	1.3%
SkyTrain: Canada Line ⁵	100.0%	100.0%	-	-	100.0%	-	-
HandyDART	99.5%	99.7%	(0.2%)	(0.2%)	99.8%	(0.3%)	(0.3%)
Vehicle Service Delivery: Percentage of Train Trips Delivered							
SkyTrain: Expo & Millennium Lines	99.6%	98.9%	0.7%	0.7%	99.0%	0.6%	0.6%
West Coast Express	100.0%	99.2%	0.8%	0.8%	99.9%	0.1%	0.1%
Vehicle Punctuality: On-Time Performance							
Bus (3 minutes late < On-Time < 1 minute early) ⁶	82.2%	84.4%	(2.2%)	(2.6%)	82.0%	0.2%	0.2%
SkyTrain: Expo & Millennium Lines (headway + 3 minutes)	95.8%	96.0%	(0.2%)	(0.2%)	96.0%	(0.2%)	(0.2%)
West Coast Express (headway + 5 minutes)	95.4%	89.4%	6.0%	6.7%	97.8%	(2.4%)	(2.5%)
HandyDART (earlier than and within 15 minutes of Scheduled Pick-Up Time)	92.2%	94.5%	(2.3%)	(2.4%)	90.0%	2.2%	2.4%
Vehicle Reliability: Mean Distance Between Failure							
Bus ⁷	21,471	26,378	(4,907)	(18.6%)	27,524	(6,053)	(22.0%)
Vehicle Reliability: Mean Distance Between Service Removals							
SkyTrain: Expo & Millennium Lines	182,369	207,654	(25,285)	(12.2%)	210,000	(27,631)	(13.2%)
HandyDART Vehicle Productivity							
Trips per Service Hour (excludes Taxis)	1.6	1.9	(0.3)	(15.8%)	2.0	(0.4)	(20.0%)
Trip Denials	239	6	(233)	> (200.0%)	357	118	33.1%
Environmental							
Bus & SeaBus (Spills per 1 Million Km)	2.4	2.4	-	-	2.5	0.1	4.0%
Bus & SeaBus (Revenue Vehicle Energy Consumption in Gigajoules) ⁸	503,964	486,043	(17,921)	(3.7%)	520,093	16,129	3.1%
Customer Service: Customer Satisfaction (overall score of 10)							
Overall System ⁹	8.0	8.0	-	-	8.2	(0.2)	(2.4%)
Bus & SeaBus	8.0	8.1	(0.1)	(1.2%)	8.2	(0.2)	(2.4%)
SkyTrain: Expo & Millennium Lines	8.5	8.3	0.2	2.4%	8.3	0.2	2.4%
SkyTrain: Canada Line	8.5	8.7	(0.2)	(2.3%)	8.7	(0.2)	(2.3%)
West Coast Express ¹⁰	-	8.9	(8.9)	(100.0%)	8.6	(8.6)	(100.0%)
Customer Service: Customer Complaints³							
Overall System (per 1 million boarded passengers) ⁹	66.1	73.6	7.5	10.2%	89.3	23.2	26.0%
Bus & SeaBus (per 1 million boarded passengers)	71.9	81.7	9.8	12.0%	99.5	27.6	27.7%
SkyTrain: Expo & Millennium Lines (per 1 million boarded passengers)	12.5	17.5	5.0	28.6%	15.2	2.7	17.8%
SkyTrain: Canada Line (per 1 million boarded passengers)	5.9	4.6	(1.3)	(28.3%)	5.3	(0.6)	(11.3%)
West Coast Express (per 1 million boarded passengers)	132.2	237.3	105.1	44.3%	139.7	7.5	5.4%
HandyDART (per 100,000 boarded passengers)	262.6	212.4	(50.2)	(23.6%)	207.3	(55.3)	(26.7%)
Financial: Operating Costs							
Overall System (operating cost per capacity km) ^{9,11}	\$0.110	\$0.104	(0.006)	(5.8%)	\$0.111	0.001	0.9%
Bus & SeaBus (operating cost per capacity km)	\$0.144	\$0.136	(0.008)	(5.9%)	\$0.143	(0.001)	(0.7%)
SkyTrain: Expo & Millennium Lines (operating cost per capacity km)	\$0.049	\$0.045	(0.004)	(8.9%)	\$0.052	0.003	5.8%
SkyTrain: Canada Line (operating cost per capacity km) ⁵	\$0.149	\$0.142	(0.007)	(4.9%)	\$0.138	(0.011)	(8.0%)
West Coast Express (operating cost per capacity km)	\$0.136	\$0.198	0.062	31.3%	\$0.157	0.021	13.4%
HandyDART (operating cost per trip)	\$55.15	\$59.01	\$3.86	6.5%	\$45.97	(9.18)	(20.0%)
Financial: Operating Cost Recovery							
TransLink (conventional system) ¹²	44.6%	37.6%	7.0%	18.6%	41.9%	2.7%	6.4%

Footnotes for Appendix II begin on the following page.

¹ The customer injury definition for CMBC and HandyDART represents the number of accepted injury claims arising from onboard incidents inside of the vehicle, while boarding, or as a result of a collision. The customer injury definition for Expo and Millennium Line and West Coast Express represents the number of injuries where the customer is transported to a hospital for treatment and the incident is reported to transit staff.

² The Customer Injuries rate for 2022 has been restated to reflect the latest information available.

³ The YTD 2022 ridership figures were restated at the end of 2022 to reflect final ridership figures.

⁴ The employee lost time frequency for 2022 has been restated to reflect the latest information available.

⁵ Canada Line does not provide actual service delivery statistics, and estimates are used for reporting purposes.

⁶ The vehicle punctuality: on-time performance for 2022 has been restated to reflect the latest information available.

⁷ The YTD 2022 service kilometres for conventional bus has been restated to reflect the latest information available for January 2022.

⁸ The YTD 2022 Revenue Vehicle Energy Consumption data has been restated to reflect the latest information available.

⁹ Excludes HandyDART.

¹⁰ The YTD 2023 West Coast Express customer satisfaction data is not available due to a delay in the collection and finalization of data.

¹¹ Includes operating costs of Bus, Rail, and Transit Police. Excludes amortization and interest expense.

¹² Includes operating costs of Bus, Rail, Transit Police and Corporate On-going. Excludes Corporate One-time, HandyDART, amortization and interest expense.



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