



# 2020 Statutory Annual Report



## **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY 2020 STATUTORY ANNUAL REPORT**

The *South Coast British Columbia Transportation Authority* (TransLink) is required to provide an annual report and audited financial statements to the Mayors' Council on Regional Transportation by March 31st. TransLink was the victim of a cyberattack on December 1, 2020. As a result, the provision of this annual report and audited financial statements to the Mayors' Council on Regional Transportation has been delayed until May 2021. This report fulfills the reporting obligation to provide:

- A. A summary of operations during the year with comparison to the strategic transportation plan and the applicable service, capital and operational plans;
- B. The audited financial statements for the year;
- C. A summary of the nature of complaints received in the year and actions taken in response to those complaints;
- D. A summary of the results of the customer satisfaction survey process;
- E. Amendments to the articles of the Authority;
- F. A summary of the date, type and outcome of meetings of TransLink's Board of Directors held during the year;
- G. Fare Collection Bylaw;
- H. A summary of tickets issued and collection under Section 248; and
- I. A summary of Development Cost Charges received, reserve fund balances and expenditures, any waivers and reductions issued.

<p><b>This report should be read in conjunction with the 2020 Accountability Report, in order to obtain a full understanding of the organization and its financial and operational performance. The 2020 Accountability Report will be posted on TransLink's website.</b></p>
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## EXECUTIVE SUMMARY

Under the *South Coast British Columbia Transportation Authority Act*, TransLink is required to prepare an annual report that includes a summary of operations for the year along with a comparison to the organization's applicable strategic, service, capital and operational plans. This 2020 Statutory Annual Report meets that requirement and includes other reporting obligations such as audited financial statements, complaints and customer satisfaction summaries.

This report should be read in conjunction with the 2020 Accountability Report to obtain a full understanding of the organization and the strategic platform that drives its financial and operational performance. The 2020 Accountability Report will be posted on the TransLink website.

TransLink's current strategic plan, applicable to 2020, as defined by legislation, is Phase Two of the Mayors' 10-Year Vision, or the 2018-2027 Investment Plan (the Plan) approved by the Mayors' Council on Regional Transportation on June 28, 2018. This 2020 Statutory Annual Report makes reference to the 2020 year of the Plan.

On March 18, 2020, the Government of British Columbia declared a provincial state of emergency and enacted physical distancing measures aimed at slowing the spread of the COVID-19 virus. The COVID-19 pandemic profoundly impacted the movement of people within Metro Vancouver, just as it did across the globe. By mid-April 2020, TransLink's ridership had fallen to just 17 per cent of pre-COVID levels. In 2020 overall, TransLink's ridership was only 47 percent of 2019 levels, as people transitioned, almost at once, to working remotely wherever possible and paring all travel back to only what was essential.

During 2020, TransLink took the following key steps, in order to respond to this immediate and extraordinary transformation in travel patterns and income streams while continuing to fulfil its role as an essential service provider:

- pre-COVID levels of service were maintained;
- a COVID-19 Safe Operations Action Program was implemented;
- previously planned service expansion was deferred;
- the capital program was recalibrated to prioritize only state of good repair programs; and
- a hiring freeze was implemented in areas other than operation-critical front-line workers, discretionary expenditures were curtailed and service was redressed where appropriate, resulting in \$209.6 million savings relative to Budget and \$181.6 million relative to the Plan before interest and amortization.

Due to critical shortfalls in operating revenues, together with the recognition of the essential nature of the services TransLink provides to the people of Metro Vancouver, in September 2020, the Senior Government announced \$644.0 million in emergency relief funding to TransLink. This funding is intended to offset net operating losses in 2020 and 2021 and support lower fare increases through 2024. Public Sector accounting standards required TransLink to recognize this entire amount of funding in 2020.

Looking ahead, in 2021 TransLink will continue to see the effects of the pandemic, with ridership below pre-COVID levels and changed travel behavior in the region. The uncertainty of ridership recovery and the significance of these revenue losses have created a deficit that will persist over the long term. This significant deficit will need to be addressed in the development of our next 10-year Investment Plan and through our continued work with our Senior Government partners.

## A. OPERATIONS SUMMARY

### 1 Transit Service Levels

The table below provides a summary of conventional transit service hours, Access Transit trips and ridership numbers while comparing 2020 actual results to the Plan.

In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink, including the shut down of multiple network systems. As a result, due to the unavailability of certain applications, service hours for some transit systems had to be estimated, as described below. Alternative estimates have been made to support comparability.

	Actual 2020	Investment Plan 2020	Fav/(Unfav) Over Plan	% Change
<b>Conventional Transit</b> <i>(thousands of service hours)</i>				
Conventional Bus <sup>1</sup>	4,622	4,841	(219)	(4.5%)
Community Shuttle <sup>1</sup>	664	684	(20)	(2.9%)
West Vancouver Conventional Bus	115	142	(27)	(19.0%)
SkyTrain Expo and Millennium Lines <sup>1</sup>	1,268	1,384	(116)	(8.4%)
SkyTrain Canada Line	197	225	(28)	(12.4%)
SeaBus <sup>1</sup>	11	14	(3)	(21.4%)
West Coast Express	18	37	(19)	(51.4%)
<b>Total Conventional Transit</b>	<b>6,895</b>	<b>7,327</b>	<b>(432)</b>	<b>(5.9%)</b>
<b>Access Transit Trips</b> <i>(thousands of trips)</i>				
HandyDART	580	1,309	(729)	(55.7%)
Taxi Supplement	40	102	(62)	(60.8%)
<b>Total Access Transit Trips</b>	<b>620</b>	<b>1,411</b>	<b>(791)</b>	<b>(56.1%)</b>
<b>Ridership<sup>2</sup></b>				
Ridership (millions of transit journeys)	128	267	(139)	(52.0%)
<sup>1</sup> Service hours estimated for November and December 2020 are based on the best available data at time of reporting.				
<sup>2</sup> Ridership in this table is based on delivery of total conventional transit service hours and HandyDART Access Transit service.				

#### Conventional Transit Service Levels

Conventional transit service hours were lower than Plan by 432 thousand service hours (5.9 per cent). The lower service levels were mainly due to deferral of planned service expansion and some reductions across all services in response to the COVID-19 pandemic, such as fewer sailings for SeaBus and West Coast Express running shorter trains, as a result of significant decreases in ridership. Further, there were service cancellations in January due to inclement weather. The delayed delivery of the MK III trains also negatively impacted the performance to Plan. This was

partially offset by the lower than planned use of MK III trains, requiring fewer service hours to deliver the same service.

**Access Transit Service Levels**

Access Transit trips delivered were lower than Plan. Ten days of severe winter in January, followed by the COVID-19 pandemic, significantly impacted demand, and trip numbers continued to be suppressed throughout the rest of the year.

**Ridership**

Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Journeys for conventional transit service and Access Transit trips were 128 million in 2020, 52.0 per cent below the Plan. The significant ridership drop below the Plan projection was a direct result of the COVID-19 pandemic. By mid-April, ridership was just 17 per cent of pre-COVID levels. A partial recovery to approximately 40 per cent of pre-pandemic levels was achieved from spring through to October, before declining slightly again in November on the back of new restrictions enacted by the Provincial Health Office. In 2020 overall, TransLink's ridership was 47 per cent of 2019 levels.

## **2 2020 Investment Plan Status Report**

Phase Two of the 10-Year Mayors' Vision includes new investments in every mode of transportation – transit, roads, walking and cycling – as well as maintains the existing transportation system in a state of good repair. A status update of the Plan is provided below.

During 2020, TransLink took the following steps to respond to the immediate and extraordinary transformation in travel patterns and income streams caused by COVID-19, while continuing to fulfil its role as an essential service provider:

- pre-COVID levels of service were maintained;
- a COVID-19 Safe Operations Action Program was implemented;
- previously planned service expansion was deferred;
- the Operations, Maintenance and Pavement Rehabilitation (OMR) funds for the Major Roads Network was cancelled; and
- the capital program was recalibrated and to prioritize only state of good repair programs.

### **New Transportation Investments in the Phase Two Plan**

The Plan expands rapid transit across Metro Vancouver according to the priorities established in the 10-Year Mayors' Vision. It completes the rapid transit early works investments begun in Phase One, including the Broadway Subway Project (BSP, formerly the Millennium Line Broadway Extension) and the Surrey-Newton-Guildford Line (SNG). Two significant events occurred related to the rapid transit projects after the Plan was approved. The responsibility for delivery of the BSP was transferred to the Province of British Columbia (Province) and the City of Surrey requested the Plan be amended to replace the SNG Line with the Surrey Langley line and that this be SkyTrain service instead of Light Rail Transit.

#### **Building New Rapid Transit**

- Major Rapid Transit Projects
  - Construction and Operation of the BSP
    - Support Agreement was signed between the Province and TransLink in 2020, which includes documenting the roles and responsibilities of the two parties and funding details for TransLink's support to the project.
    - The acceptability of the BSP technical requirements for the integrated Broadway-City Hall Station with InTransit BC and the Province was confirmed. The major agreements with InTransit BC were completed.
    - The Province has awarded the contract to design and build the BSP to the Broadway Subway Project Corporation, an Acciona-Ghella joint venture. The advanced works implemented by TransLink, such as the Trolley Overhead Infrastructure Relocation and the BC Hydro Early Works, have all been completed.
  - Surrey Langley SkyTrain (SLS) Project
    - Supportive Policies Agreement for the Surrey Langley SkyTrain (SLS) project was endorsed by Mayors' Council and TransLink Board and executed with City of Surrey in early 2020. Memoranda of Understanding (MOU) were signed with the City of Surrey and Township of Langley to guide the development of the second stage of the project.
    - Endorsed the Surrey Langley SkyTrain Stage 1 business case by Mayors' Council and TransLink's Board of Directors and submitted to Senior Government for review and approval. The business case recommended implementation of the project with Stage 1 extending from King George to Fleetwood at a cost of \$1.63 billion and assumed TransLink as delivery agency.

- Completed Compensation Agreement with the City of Surrey addressing the repayment of costs for the suspension of the Surrey Newton Guildford LRT project.
- Planning activities for the SFU Gondola, including technical assessment of three route options and two rounds of public engagement, were completed.
- Planning activities for the Rapid Transit to UBC Point Grey Campus, including technical assessment of horizontal and vertical alignment options and the number and locations of stations with input from the multi-agency steering committee, were completed.

#### Upgrading the Existing Rail Network

- SkyTrain
  - The COVID-19 pandemic significantly impacted ridership in 2020. As a result, the planned service increases for the Expo and Millennium Lines and the Canada Line were only implemented prior to the onset of the pandemic, with the majority of planned 2020 expansion deferred.
  - All 14 trains that were part of Phase II of the MK III procurement were successfully delivered, tested and commissioned for service.
  - Following the Request for Proposal (RFP) process to procure 205 new SkyTrain cars to support service expansion as the region's transit network grows with the Broadway Subway Project and Surrey Langley SkyTrain, Bombardier (now Alstom SA) was selected as the successful proponent and the procurement contract was signed.
  - Completed 14 escalator replacements as part of the Expo Line Escalator replacement project.
  - Upgraded passenger communications for 28 more Expo and Millennium Lines stations with the installation of Passenger Information Display System (PIDS) signage, closed-circuit televisions and public announcement systems.
  - Running rail maintenance and upgrade work continued with 118 kilometres of rail grinding completed, 14,800 rail pads replaced and 7,500 metres of running rail replaced.
  - Executed the Investing in Canada Infrastructure Program (ICIP) Overarching Funding and Governance Agreement and the ICIP Ultimate Recipient Agreement with the Province to formalize the funding arrangement and governance structure of the Phase 2 Investment Plan.
  - The draft workplans for the five components of the Expo Millennium Line Upgrade Project (EMUP) have all been submitted to the Province. Comments from the Province have been received. The asset ownership discussions with the Province are ongoing.
  - The new Operations and Maintenance Centre (OMC4) project has extended the detailed design scope from the partial development to full development of the OMC4 site, in order to accommodate the storage and maintenance needs for the fleet expansion by 2027.
  - All the remaining new SkyTrain cars for the Expo and Millennium Lines and Canada Line funded in Phase One have been delivered, tested and commissioned.

#### New Bus and HandyDART Investments

- Bus
  - Bus service was on pace to increase service until the pandemic occurred towards the end of the first quarter. As a result of lower ridership due to COVID-19, bus service expansion was halted, and some service was reduced.
  - Service was improved on various bus routes by reallocating underutilized service to address issues of overcrowding and to accommodate new physical distancing restrictions.
  - A total of 67 conventional buses, including 14 double decker replacement buses and 48 replacement community shuttles, were brought into full revenue service during the year.
  - Five new RapidBus lines were launched in Vancouver, Burnaby, North Shore, Surrey, and the Tri-Cities/Maple Ridge.
  - Employee and customer amenity upgrades in Lonsdale and Nanaimo bus exchanges were completed.
  - The construction of a new Canada Line bus exchange at Richmond-Brighouse was completed.
- HandyDART



- Orders for 10 HandyDART vehicles were placed in Q3 2020. These buses will begin arriving in 2021.

#### New Road Investments

- Minor capital upgrades
  - Committed \$22.5 million to municipalities through a successful Call for Applications under the 2020 Major Road Network Minor Upgrades and Bike (MRNB) Programs for regional infrastructure upgrade projects to improve safety, reliability, connectivity and goods movement capacity of the MRN.
  - Launched Call for Applications to receive applications for funding requests under the 2021 Program year to use the remaining \$23.4 million funds of the \$45.9 million.
- Structure rehab and seismic upgrades
  - \$14.6 million has been earmarked in 2020 towards rehabilitation and seismic upgrades of structures on the MRN. The remaining \$15.2 million is allocated for the 2021 MRN Structures Program.
- Operations, maintenance and rehabilitation of the Major Road Network
  - Originally \$57.9 million was committed for operations, maintenance, and rehabilitation of the MRN. However, only \$8.3 million was provided, and the remainder of the funding was cancelled due to financial constraints imposed by COVID-19.
- TransLink-owned Bridges
  - Completed scour protection upgrades on the Westham Island Bridge.
  - Completed structural rehabilitation on the Knight Street Bridge and initiated design work for upcoming deck rehabilitation.
  - Continued to provide inspection and monitoring activities to ensure the Pattullo Bridge remains safe for operations until replacement.

#### New Walking and Cycling Investments

- Walking Access to Transit
  - \$5.6 million of the \$11.5 million total in new regional funding was allocated in 2020 for pedestrian infrastructure around transit corridors.
- Regional Cycling Infrastructure
  - \$14.9 million of the \$27.3 million total was allocated in 2020 for municipal cycling infrastructure, including multi-use pathways and bike lanes expansion. The process of evaluating project applications submitted to allocate the remaining funding towards walking and cycling infrastructure projects in the region has started.
- TransLink-owned Cycling Infrastructure
  - State-of-good-repair improvements continue to be made on the BC Parkway in Vancouver and Burnaby, as well as advancing detailed design for safety improvements along a priority section adjacent to Stewardson Way in New Westminster.

#### New Mobility Investments

- New mobility
  - A total of 10 vans participated in the Vanpool program. Sourcing and negotiation with vendors were initiated to launch an upcoming scaled-up Vanpool program.
  - Launched the third Open Innovation Call, themed Our Region's Recovery, screened 89 submissions and initiated a Capacity Information Pilot as first outcome.

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**Manage the System to be More Efficient and Effective for Users**

In 2020, TransLink continued to develop and implement a wide range of policies and strategies in order to make the regional transportation network more efficient and effective for more users, while pivoting to respond to the operational challenges brought on by COVID-19.

**Make Travel Safe and Secure**

- **Safety and Emergency Planning**
  - Created an enterprise-wide COVID-19 Safe Operating Action Plan (S.O.A.P), which was used as the basis to develop specific COVID-19 safety plans.
  - The Resiliency Management System was implemented to address numerous emergencies such as the COVID-19 pandemic, a potential freshet flood on the Fraser River, the cyberattack and inclement weather.
- **Security Operations**
  - New project-driven teams were established to focus on problematic areas of the transit system. This included the Targeted Mobile Enforcement Team, which focuses on enforcement of provincial statutes, TransLink bylaws and the Criminal Code, and the Crime Suppression Team, an intelligence-led team that focuses on current and emerging safety issues across the transit system.
  - Launched the fourth phase of its ongoing anti-sex offence communications campaign, with the ads designed in partnership with students from a local high school.
- **Technology and Cyber-Security**
  - In response to COVID-19 and Provincial Health Orders, TransLink implemented technology to allow office employees and contractors to successfully work remotely.
  - A multi-year BCRTC Modernization Program is in progress to move to supported, modern systems. In 2020, this included:
    - Completion of the project to replace the system used to monitor, analyze and report on Train Run Time Performance and Train Timetable Planning.
    - Approval of a funding request to refresh and redesign BCRTC Data Center and Network services and planning in underway.
  - Continued to invest in its cybersecurity protection and resiliency capabilities.

**Make Travel Easy and Informative**

- **Customer Experience Planning**
  - Completed 40 of the 59 projects outlined in the 2019 Customer Experience Action Plan.
- **Customer Information and Communication**
  - New Passenger Information Displays continued installation along Expo and Millennium Lines as part of the SkyTrain Customer Communications Upgrade Project.
  - A modernized TransLink website was launched. The new website includes new information architecture, site navigation, page designs, search feature, news page, new Buzzer blog, a new alert authentication and registration system.
  - Phase one of the Canada Line retrofit project was completed. The five RapidBus routes were integrated into system maps, diagrams, signage and voice announcements. Fare zone information was improved at key transportation hubs including Lonsdale Exchange, Tsawwassen Ferry Terminal and Horseshoe Bay Ferry Terminal, and improved Wayfinding was installed at the Lonsdale Exchange as a component of the upgrade project.
  - Launched new features, such as safety and security notifications for the SkyTrain Attendant Mobile Job-Aide app, an app on SkyTrain attendants' mobile devices to help them answer customer questions and obtain real-time train status.
  - Partnered with Evo Car Share, Mobi by ShawGo and Modo Co-operative to offer a Shared Mobility Compass Card Prototype. The special Compass Card allowed for seamless and integrated trip

- booking, vehicle access, invoicing and payment for public transit, carshare, and bikeshare using one card and one account. Approximately 6,000 trips were made using the Card.
- Continued the development of contactless payments and is working with Interac, Chase Payment Tech, and Cubic Transportation Systems to introduce contactless debit payments on buses and at fare gates. It is anticipated that this will greatly increase the convenience of contactless payments for many of our customers.
- Commenced the replacement of the end of life fare boxes on buses with the new fare box and transfer process which provides a convenient way for cash customers to travel.
- Public Art
  - Over the last four years, TransLink showcased thought-provoking public art as part of the Capture Photography Festival. In 2020, Plymouth Rock by Moyra Davey was installed at Stadium-Chinatown Skytrain station and new public art by artist Heather Kai Smith was installed at Nanaimo Exchange.
- Accessibility
  - Launched various travel training activities online and developed, in partnership, two online tools, including a 360-degree virtual tour of a conventional bus and multilingual travel training videos. These resources support customers of all abilities in gaining confidence in using the conventional transit system, from the comfort of their home.
  - A project team for implementing braille and tactile signage at all bus stops and tactile walking surface indicators on TransLink properties was established. Procurement has been initiated for braille and tactile signage production.
  - The first phase of a wayfinding technology pilot is now underway, to understand needs of customers and identify potential technologies to pilot that best serve those needs.

#### Make Travel More Efficient and Reliable

- Transit Network Performance
  - Implemented new and improved routes as suggested in the 2019 Transit Network Consultation.
  - Further transit priority implementation occurred in 2020 as part of RapidBus and Bus Speed & Reliability programs, in partnership with local road authorities. TransLink provided funding and technical support to enable delivery of a dozen 'rapid response bus priority' projects with low cost materials on high priority corridors across the region.
  - First and second phases of Bus Storage and Maintenance Plan completed, including existing conditions documentation, demand projections, and options development and assessment.
- Road Network Performance
  - Completed and published the first Regional Road Network Performance Report and online dashboard.
- Harmonizing Regulations
  - The overall level of harmonization with the regional definition of a heavy truck and vehicle weights and dimensions standards is 89 per cent.
  - The Truck Route Planner was launched in July 2020. It improves access to regional wayfinding and trip planning information for the goods movement sector, thus making truck travel more efficient and promoting greater compliance with municipal truck route bylaws.
- Low-Carbon Fleet
  - Phase two of the Low Carbon Fleet Strategy was presented to and endorsed by the Board. The strategy was also presented to the Mayors' Council and the Mayors' Council endorsed the plan for bus fleet electrification.

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### Price the Transportation System to Reduce Congestion and Overcrowding, Improve Fairness, and Support Transportation Investment

- **Payment**
  - Compass for Organizations added several new members in 2020, most notably the Fraser Health Authority with over 1,000 employees enrolled in the program.
- **Transit**
  - Commenced work with key actions focused on exploring implementation options for Under 13 Free Transit, advancing the concept of a fare infractions fund to support low income individuals, and developing a business case for strategic investments for account-based Compass system.
- **Parking**
  - Completed Park & Ride Guidelines to guide pricing and decisions on both ongoing management of existing facilities and potential new locations.
- **Roads**
  - Progressed on the framing of Mobility Pricing within Transport 2050 (T2050), with a 'line of sight' that links Mobility Pricing related strategies and actions to the goal of having less congestion.

### **Partner to Make It Happen**

TransLink collaborates with a broad range of partners and stakeholders in order to maximize the value and effectiveness of the transportation services and infrastructure, and to achieve the best regional planning outcomes.

### Align Transportation and Land Use

- **With Partner Agencies**
  - Active participation in Surrey's Housing Needs Report Project Advisory Committee, with focus on the Surrey Langley SkyTrain corridor and Supportive Policies Agreement.
  - Ongoing inclusion of affordable rental housing comments in responses to partner agency plans and development proposals.
  - Partnered with Metro Vancouver and the Province on a Regional Social Equity Study and Regional Resilience Framework to better understand how to incorporate equity and resilience into T2050.
- **With Real Estate and Commercial Partners**
  - Opened new retail outlets at Rupert, Surrey Central and Stadium stations which will add to the revenue stream over the coming years.
- **Develop and Implement Project Partnership Agreements**
  - Finalized and executed with City of Surrey the Surrey Langley SkyTrain Supportive Policies Agreement (SPA), for the Surrey portion of the project. The SPA addresses commitments to actions related to land use, urban design, transportation demand management and other actions which are outside the direct project scope but will influence achievement of project objectives.

### Innovate Through New Partnerships

- **With Goods Movement Partners**
  - Collaborated with Metro Vancouver to adopt the new Regional Industrial Lands Strategy to protect industrial and employment lands with good access to transportation networks.
  - Delivered the Rail Crossing Information System in partnership with Ministry of Transportation and Infrastructure, the Port of Vancouver, and Transport Canada.
- **With New Mobility Partners**
  - Conducted on-demand transit assessment for various COVID-19 recovery scenarios and use-cases.
  - Executed and finalized a carpooling campaign in collaboration with Poparide, resulting in more than 6.4 million impressions across all marketing channels.
  - Worked with Vancouver Economic Commission to develop a web portal and governance process for a regional innovation demonstration program.

- Deployed and tested an internal innovation management platform ready to support internal innovation initiatives in 2021.
- Funded academic partnerships with universities across Canada via the New Mobility Lab Research Grants Program, hosted several virtual webinars and workshops for knowledge sharing and research application to inform internal and regional initiatives.
- Reached milestone with T2050 new mobility workstreams receiving feedback and general approval from the Regional Agency Advisory Group (RAAG) to move forward with policy recommendations.
- Hosted the annual New Mobility Forum focusing on collaboration with industry representatives working on the topic of automated vehicle technology with discussions on the state of technology and potential policy implications.
- Hosted the New Mobility Research Dialogue as a virtual event that featured presentations from TransLink funded researchers, with discussions focused on public perceptions, design and policies for new mobility, and transportation data and accessibility. The event was followed by a workshop session to identify research needs.

## Funding

Under the Plan, new funding sources are needed to support transportation system expansion. The COVID-19 pandemic in 2020 created significant uncertainty surrounding the future of transit demand and in the year profoundly impacted all revenues tied to the movement of people within Metro Vancouver.

In response to this, as part of the Federal and Provincial Safe Restart program which acknowledged that transit service is essential, the Senior Government committed to \$644.0 million in relief funding to assist TransLink in providing pre-pandemic levels of service during 2021 and 2021 while ensuring transit services remain affordable throughout the COVID-19 recovery period.

To help promote transit affordability, TransLink cancelled its planned 2020 fare increase and so transit fare rates for the year remained the same as in 2019. Refer to Section 6 for the short-term fare rates.

Other key updates regarding TransLink's funding model in 2020, as it relates to the Plan, are as follows:

- The Development Cost Charges (DCC) program was established effective January 1, 2020 as part of the funding strategy for investments. Refer to Section I for details.
- Property tax revenue increased by 4.1 per cent which included 3.0 per cent legislative increase and 1.1 per cent for the development growth rate.
- Parking tax rate remained the same in 2020, having previously increased from 21.0 per cent to 24.0 per cent effective July 1, 2019.
- Fuel tax rate remained the same in 2020, having previously increased from \$0.170/L to \$0.185/L effective July 1, 2019.
- Investing in Canada Fund is the second phase of funding committed by Government of Canada to assist in delivering Phase 2 of the 10-Year Mayors' Vision. In 2020 TransLink continued to submit applications for projects eligible for this funding program, including Brentwood Station Upgrades and On-board Technology Upgrade Projects.

The uncertainty of ridership outlook and the significant revenue losses resulting from the pandemic have created a deficit that will persist over the long term. This significant deficit will need to be addressed in the development of the next 10-year Investment Plan in 2022, and through TransLink's continued work with Senior Government partners.

### 3 2020 Financial Plan

The Plan identifies operating expenditures over the ten-year period from 2018 to 2027, as well as how those expenditures will be funded from established revenue sources. These revenues and expenditures take into account commitments made, services and programs provided and assumptions, using the Public Sector Accounting Board (PSAB) accounting standards. The table below compares the 2020 actual results to the 2020 Year of the Plan.

#### TransLink

#### Consolidated Statement of Operations

(\$ millions)	Actual 2020	2020 Year in the Plan (June 28, 2018)	Fav/(Unfav) Over Plan	% Change
<b>Revenue</b>				
Taxation				
Fuel tax	364.5	419.6	(55.1)	(13.1%)
Property tax	398.4	405.1	(6.7)	-
Parking Rights	47.3	83.7	(36.4)	(43.5%)
Hydro levy	21.9	21.9	(0.0)	(0.0%)
Replacement tax	17.9	18.0	(0.1)	(0.6%)
Transit	385.9	677.6	(291.7)	(43.0%)
Government transfers				
Senior Government Relief Funding	644.0	-	644.0	100.0%
Senior Government Funding	87.4	345.9	(258.5)	(74.7%)
Golden Ears Bridge Tolling Replacement Revenue	62.4	62.4	-	-
Amortization of deferred concessionaire credit	23.3	23.3	-	-
Investment income	53.8	55.4	(1.6)	(2.8%)
Development Cost Charges	19.7	29.0	(9.3)	(32.1%)
Miscellaneous revenue	18.4	6.2	12.2	195.8%
<b>Sub Total Continuing Operations Revenue</b>	<b>2,144.9</b>	<b>2,148.1</b>	<b>(3.2)</b>	<b>(30.1%)</b>
Gain/(loss) on disposal	-	(0.5)	0.5	100.0%
<b>Total Revenue (PSAB)</b>	<b>2,144.9</b>	<b>2,147.6</b>	<b>(2.7)</b>	<b>(0.1%)</b>
<b>Expenditures</b>				
Bus Operations	760.6	814.1	53.5	6.6%
Rail Operations	316.5	356.8	40.3	11.3%
Transit Police	40.7	41.4	0.7	1.6%
Corporate Operations	100.8	101.5	0.7	0.7%
Roads and Bridges	62.9	138.6	75.7	54.6%
Amortization of tangible capital assets	229.4	283.7	54.3	19.2%
Interest	189.3	209.0	19.7	9.4%
<b>Sub Total Continuing Operations Expenditures</b>	<b>1,700.2</b>	<b>1,945.1</b>	<b>244.9</b>	<b>12.6%</b>
Corporate - onetime expenditures	15.1	25.8	10.7	41.4%
<b>Total Expenditures (PSAB)</b>	<b>1,715.3</b>	<b>1,970.9</b>	<b>255.6</b>	<b>13.0%</b>
<b>Surplus for the period (PSAB)</b>	<b>429.6</b>	<b>176.7</b>	<b>252.9</b>	<b>143.1%</b>
<b>Accumulated Surplus<sup>1</sup>, beginning of the year</b>	<b>1,598.9</b>	<b>1,399.0</b>	<b>199.9</b>	<b>14.3%</b>
<b>Accumulated Surplus<sup>1</sup>, end of the year</b>	<b>2,028.5</b>	<b>1,575.7</b>	<b>452.8</b>	<b>28.7%</b>

<sup>1</sup> The Accumulated Surplus is derived under Public Sector Accounting Standards and does not represent cash

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**Revenues:**

The impact of the COVID-19 pandemic on revenue streams in 2020 was profound, with travel patterns fundamentally changed by the state of emergency and physical distancing measures that were enacted from mid-March 2020 onwards to slow the spread of the COVID-19 virus. Total 2020 revenue of \$2.1 billion was comparable to the 2020 year in the Plan only as a result of the \$644.0 million Senior Government relief funding, entire amount of which was recognized in 2020 following Public Sector accounting standards requirements. This funding offset the extraordinary shortfalls in various revenue streams resulting from the impacts of COVID-19.

Fuel tax revenue was unfavourable by \$55.1 million (13.1 per cent) compared to the Plan due to the impact of COVID-19 on driving in the region, with depressed driving levels resulting in associated declines in fuel consumption. Parking rights tax revenue was unfavourable by \$36.4 million (43.5 per cent) to the Plan. Whereas the decline in fuel sales was partially offset with the United States border closure, which reduced leakage to US fuel retailers, lower overall driving levels resulted in a proportionately greater reduction to Parking rights revenues, as demand significantly reduced for monthly parking subscriptions due to the increased availability of cheaper alternatives. Property tax revenue was unfavourable to the Plan by \$6.7 million (1.7 per cent) due to less than expected development growth rate.

Transit revenue of \$385.9 million was \$291.7 million (43.0 per cent) unfavourable to the Plan as the provincial guidelines for physical distancing issued by the Provincial Health Officer in response to COVID-19 changed travel behavior drastically, with most people switching to remote work and almost all non-essential travel curtailed from mid-March onwards. The U-Pass Program was suspended intermittently and had a lower participation from schools, as most classes were delivered virtually. Advertising income and parking revenues, which are part of other transit revenue, were also impacted by the weakened demand for transit.

The Development Cost Charges (DCC) program revenue was \$19.7 million for 2020, \$9.3 million (32.1 per cent) unfavourable to the Plan as new development activity anticipated in the region slowed down.

Total government transfers were \$793.8 million, which include Senior Government relief funding to offset the net operating losses as a result of COVID-19, the Greater Vancouver Regional Fund (GVRP), Canada Line funding, Build Canada Fund and other miscellaneous programs. In addition, there is funding provided by the Province of BC in lieu of tolling revenue on the Golden Ears Bridge as bridge tolling was eliminated on September 1, 2017. Senior Government relief funding of \$644.0 million is to cover net operating losses in 2020-2021 operating impact as a result of COVID-19, and to support lower fare rate increases in 2021-2024. The entire amount of this relief funding was recognized in 2020, in accordance with Public Sector Accounting Standards. Senior Government funding was unfavourable by \$258.5 million mainly due to delays in deliveries of vehicle replacement and expansion projects funded by Federal Gas Tax.

Investment income was \$1.6 million (2.8 per cent) unfavourable to the Plan primarily due to lower rates of interest resulting from Bank of Canada monetary policy. The Central Bank lowered its official rate by 150 basis points in the month of March 2020 to mitigate the negative economic impact of the COVID-19 pandemic. Despite the lower rate environment, the unfavourable impact was almost fully offset by higher than budgeted cash and investment balances.

Miscellaneous revenue of \$18.4 million was \$12.2 million favourable to the Plan mainly due to the reclassification of recoveries for materials and labour which were shown net of expenses in the Plan and also because of one-off compensation related to adjacent development and higher labour recoveries from external parties.

Gain/loss on disposal was \$0.5 million (100.0 per cent) favourable to the Plan due to the expected loss on disposal of BCRTC capital spares that did not materialize.

**Expenditures:**

Bus Operations expenditures were \$53.5 million (6.6 per cent) favourable to the Plan. This is mainly related to the impact of the pandemic on global fuel prices, reduced service levels that led to fewer litres consumed, better fuel consumption rate under improved traffic conditions, lower vehicle maintenance costs, lower HandyDART costs due to lower demand, and lower labour costs due to temporary vacancies.

Rail Operations expenditures were \$40.3 million (11.3 per cent) favourable to the Plan, mainly due to a one-time liability adjustment related to employee future benefits and lower service costs as a result of the COVID-19 pandemic, as service expansion was deferred and relative service levels were reduced.

Transit Police expenditures were \$0.7 million (1.6 per cent) favourable to the Plan, mainly due to lower overtime and administrative costs, as special events and courses were cancelled because of the pandemic. These savings were partly offset by higher material costs for pandemic-related supplies.

Corporate Operations expenditures were \$0.7 million (0.7 per cent) favourable to the Plan, mainly due to deferral of various initiatives due to the pandemic, and contractual adjustments, partly offset by increases in labour and higher than anticipated technology costs.

Roads and Bridges expenditures were \$75.7 million (54.6 per cent) favourable to the Plan mainly due to the cancellation of the Operation, Maintenance, and Pavement Rehabilitation (OMR) program for the Major Road Network (MRN) to help manage the cost pressures due to COVID-19 pandemic, timing of project delivery, and savings due to vacancies. These savings were partly offset by the reclassification of \$6.2 million RapidBus construction costs which were allocated from Corporate One-Time.

Amortization expense was \$54.3 million (19.2 per cent) favourable to the Plan, mainly due to timing differences in completion of planned projects and changes in the estimated useful lives of the Richmond and Vancouver Transit Centre as compared to the Plan.

Interest expense for 2020 was \$19.7 million (9.4 per cent) favourable to the Plan, mainly due to lower average debt levels, combined with lower interest rates and lower inflation.

Corporate One-time expenditures were \$10.7 million (41.4 per cent) favourable to the Plan, mainly due to delays in RapidBus project costs as a result of COVID-19, partly offset by costs relating to the cyberattack incident and COVID-19, such as signages for physical distancing and an employee hotline to respond to COVID-19 related inquiries.



## 4 2020 Capital Program

### Schedule 1

Schedule 1 below lists the projects that were included in the 2020 Capital Program as Approved in Principle (AIP), and indicates their current status. The schedule includes activity related to new capital projects in 2020, including any carry forward AIP projects from 2019.

Project and Program Titles (\$ thousands)	2020 Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2020		Current Project Status as at December 31, 2020 (cumulative AIP and SPAs to date – December 31, 2020)				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
<b>Equipment</b>								
2019 CMBC Hoist Replacement	800	Feb-06-20	800	800	-	752	752	Feb-09-22
2020 CMBC Hoist Replacement	929	Oct-16-20	944	940	-	1,869	1,869	Dec-31-22
Automatic Train Control (ATC) Existing Equipment Replacement and Software Upgrade Program	22,160	Oct-16-20	24,660	24,660	3,139	21,494	24,633	Dec-31-24
CMBC Facilities Camera Replacement	1,600	-	-	-	-	1,600	1,600	Feb-28-22
Compass Vending Machine Spares	1,966	-	-	-	-	1,966	1,966	Dec-31-22
Fare Gates Capacity Increase - Priority Stations	953	-	-	-	-	953	953	Sep-30-22
Farebox Replacement <sup>1</sup>	21,233	Jan-02-20	12,000	16,633	3,334	13,000	16,334	Dec-31-21
Mark (MK) III Vehicle Lifting Jacks	400	-	-	-	-	400	400	Dec-31-22
Onboard Technology Assets Program (OTAP) <sup>2</sup>	59,652	Jun-26-20	8,027	82,079	17,778	63,625	81,403	Dec-31-22
Replacement of Hegenscheidt Underfloor Lathe	4,710	Oct-02-20	366	4,710	-	339	339	Dec-31-23
SkyTrain Advanced Radio System Phase 1&2	21,400	Apr-30-20	21,400	23,122	1,299	21,387	22,686	Dec-31-23
SkyTrain Customer and Operations Telecommunications Upgrade Phase 1 – 4 <sup>2</sup>	10,000	Apr-17-20	2,300	25,232	6,269	19,026	25,295	Dec-31-24
<b>Equipment Total</b>	<b>145,803</b>		<b>70,497</b>	<b>178,176</b>	<b>31,819</b>	<b>146,411</b>	<b>178,230</b>	
<b>Facilities</b>								
BCRTC OMC 1 and 2 Space Optimization Modernization	4,050	-	-	-	-	4,050	4,050	Feb-28-22
Burnaby Transit Centre Fleet Overhaul (FOH) Electric Shop and Lunchroom Upgrades	1,530	Feb-06-20	335	1,530	102	1,271	1,373	Dec-31-21
Bus Facility Customer Amenities Improvement Program	6,573	-	-	-	-	6,573	6,573	Mar-31-23
Canada Line Capstan Station Project <sup>2</sup>	45,905	Aug-20-20	1,775	49,177	1,575	47,535	49,110	Mar-31-23
Facility Retrofit Projects - Burnaby Transit Centre Stores	2,100	-	-	-	-	2,100	2,100	Dec-31-21
Metro Vancouver Transit Police Headquarters Expansion	843	-	-	-	-	843	843	Dec-31-21

Project and Program Titles (\$ thousands)	2020 Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2020		Current Project Status as at December 31, 2020 (cumulative AIP and SPAs to date – December 31, 2020)				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
OMC Perimeter Security Upgrade	1,195	-	-	-	-	1,195	1,195	Dec-31-21
PowerSmart Upgrades	159	-	-	-	-	159	159	Sep-30-23
Pre-design and Detailed Design of Marpole Transit Centre <sup>2</sup>	12,485	Oct-30-20	12,485	15,485	616	14,806	15,422	Dec-31-21
Richmond Transit Centre Facility Upgrades to Accommodate Double Decker Buses	2,650	Dec-18-20	195	2,455	-	2,455	2,455	Dec-31-22
SeaBus Facility Upgrades - Design	2,805	Jan-10-20	445	2,805	163	2,617	2,780	Dec-31-26
<b>Facilities Total</b>	<b>80,295</b>		<b>15,235</b>	<b>71,452</b>	<b>2,456</b>	<b>83,604</b>	<b>86,060</b>	
<b>Infrastructure</b>								
2019-2020 Trolley Overhead State of Good Repair	5,320	Feb-06-20	5,320	5,320	3,059	1,213	4,272	Apr-30-22
2019 TransLink Owned Bicycle Infrastructure	2,281	-	-	-	-	2,281	2,281	Dec-31-22
2020 CMBC Paving Rehabilitation	1,370	May-15-20	1,370	1,370	102	1,250	1,352	Oct-31-21
2020 TransLink Owned Bicycle Infrastructure	6,300	-	-	-	-	6,300	6,300	Dec-31-22
BC Parkway Safety Improvements Patterson to 22nd Street	919	Dec-18-20	919	919	-	919	919	Dec-31-22
Bi Directional Antenna (BDA) Install	199	Jun-26-20	229	229	-	229	229	Dec-31-21
Braille and Tactile Information at Bus Stops	7,000	Jun-26-20	7,000	7,000	3	6,950	6,953	Dec-31-23
Brentwood SkyTrain Station Upgrades – Phase 1 and 2	17,000	-	-	-	-	17,000	17,000	Dec-31-22
Burnaby Mountain Gondola Transit	2,200	-	-	-	-	2,200	2,200	Apr-30-22
Burrard Station Upgrade	62,905	-	-	-	-	62,905	62,905	Dec-31-23
Bus Speed and Reliability	4,553	Jul-09-20	4,553	4,553	-	4,005	4,005	Dec-31-23
Edmonds Operations and Maintenance Centre (OMC) Capacity Upgrade <sup>2</sup>	73,000	Mar-05-20	73,000	103,305	12,486	89,028	101,514	Dec-31-24
Expo Line Elevator Replacement	14,100	-	-	-	-	14,100	14,100	May-30-23
Expo Line Station Escalators <sup>2</sup>	16,200	Apr-17-20	16,200	84,463	38,311	43,193	81,504	Dec-31-23
Expo Line Surrey Power Rail Replacement	12,500	-	-	-	-	12,430	12,430	Aug-25-22
Expo Line Traction Power Equipment Replacement <sup>2</sup>	10,200	-	-	-	-	10,200	10,200	Jul-31-23
Expo Line Tunnels Ventilation System Rehabilitation <sup>2</sup>	4,300	Jul-09-20	3,300	6,165	1,376	4,452	5,828	Dec-31-22
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase 1	5,849	-	-	-	-	5,849	5,849	Dec-31-22
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase 2	34,367	-	-	-	-	34,467	34,467	Dec-31-26

Project and Program Titles (\$ thousands)	2020 Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2020		Current Project Status as at December 31, 2020 (cumulative AIP and SPAs to date – December 31, 2020)				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
New Simon Fraser University Exchange Contribution	3,185	-	-	-	-	3,177	3,177	Jun-30-23
Noise Mitigation Solution	4,000	Oct-30-20	3,460	5,930	1,565	3,560	5,125	Dec-31-22
Phibbs Exchange Upgrade	6,000	Jul-09-20	6,500	6,500	53	6,306	6,359	Sep-30-22
Running Rail Replacement - 2020 <sup>2</sup>	8,110	Aug-20-20	8,110	23,410	10,197	7,955	18,152	Jan-31-22
SeaBus Terminals Interior Refurbishment <sup>2</sup>	14,500	Apr-03-20	14,500	17,259	2,143	14,571	16,714	Dec-31-22
Skytrain Passenger Information Displays (PIDS) Upgrade <sup>2</sup>	14,700	Jan-02-20	14,700	48,836	40,591	6,448	47,039	Dec-31-21
TransLink Owned Bicycle Infrastructure	5,203	Sep-03-20	1,022	5,203	-	5,202	5,202	Dec-31-22
<b>Infrastructure Total</b>	<b>336,261</b>		<b>160,183</b>	<b>320,462</b>	<b>109,886</b>	<b>366,190</b>	<b>476,076</b>	
<b>Major Construction</b>								
Broadway Subway Project- Backstop works (BSP)	42,614	-	-	-	-	42,614	42,614	Dec-31-25
EMUP - Optical Transportation Network	10,700	-	-	-	-	10,700	10,700	Dec-31-26
EMUP - Propulsion Power Upgrades Expo and Millennium Lines - Design	88,200	-	-	-	-	88,200	88,200	Dec-31-25
Operations and Maintenance Centre (OMC) 4 - Design and Acquisition	230,900	-	-	-	-	230,900	230,900	Dec-31-26
SkyTrain Operation Control Centre <sup>2</sup>	97,680	Nov-26-20	30,826	109,754	8,037	102,024	110,061	Dec-31-24
<b>Major Construction Total</b>	<b>470,094</b>		<b>30,826</b>	<b>109,754</b>	<b>8,037</b>	<b>474,438</b>	<b>482,475</b>	
<b>Technology</b>								
2018-2020 IT Infrastructure Refresh <sup>2</sup>	7,075	Jul-23-20	6,118	18,697	7,146	8,643	15,789	Oct-31-22
2019-2020 Transportation Analytics Program	500	Nov-26-20	900	900	-	900	900	Mar-31-22
BCRTC Payroll, Scheduling and Timekeeping <sup>2</sup>	3,770	Oct-16-20	3,770	5,910	1,881	3,399	5,280	May-31-22
BCRTC Software Application Renewal Program	850	-	-	-	-	850	850	Dec-31-21
Bus Daily Operations Management System (DOMS) Product Migration Planning <sup>2</sup>	19,183	Feb-06-20	12,459	27,435	6,283	21,082	27,365	Dec-31-23
Compass Vending Machines (CVM)	124	-	-	-	-	124	124	Sep-30-20
Enterprise Content Management	1,000	-	-	-	-	1,000	1,000	Mar-31-23
Enterprise Health and Safety System	2,600	-	-	-	-	2,600	2,600	Mar-31-23
BCRTC Enterprise Asset Management (EAM) and Finance Enterprise Resource Planning (ERP) <sup>2</sup>	59,380	Aug-20-20	19,728	72,395	18,894	52,324	71,218	Dec-31-24
OMC 1 3rd Floor Server Room Upgrade	1,250	Jul-09-20	250	1,247	1	1,175	1,176	Aug-12-22

Project and Program Titles (\$ thousands)	2020 Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2020		Current Project Status as at December 31, 2020 (cumulative AIP and SPAs to date – December 31, 2020)				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
Technical Drawings and Library Management System (TDLS)	3,100	-	-	-	-	3,100	3,100	Mar-31-22
TransLink Enterprise Assets Management	2,240	-	-	-	-	2,240	2,240	Dec-31-23
<b>Technology Total</b>	<b>101,072</b>		<b>43,225</b>	<b>126,584</b>	<b>34,205</b>	<b>97,437</b>	<b>131,642</b>	
<b>Vehicles</b>								
2020 HandyDART Expansion	1,600	Jan-10-20	1,600	1,600	-	1,600	1,600	Dec-31-21
2020 HandyDART Vehicle Replacement	6,450	Jan-10-20	6,300	6,300	-	6,300	6,300	Dec-31-22
2021 Community Shuttle Expansion	2,600	-	-	-	-	2,600	2,600	Jan-31-22
2021 Community Shuttle Replacement	14,101	Oct-02-20	12,118	12,119	-	12,119	12,119	Dec-31-23
2021 Conventional Bus Expansion	111,790	Jul-09-20	16,440	111,790	-	111,790	111,790	Dec-31-23
2021 HandyDART Expansion	1,610	-	-	-	-	1,610	1,610	Dec-31-22
2021 HandyDART Replacement	6,550	Oct-16-20	6,500	6,500	-	6,498	6,498	Dec-31-23
BCRTC Service Support Vehicle Replacement	800	Jul-09-20	800	800	-	800	800	Sep-30-21
CMBC Service Support Vehicle (SSV) Replacement	1,225	May-29-20	1,225	1,225	87	1,040	1,127	Oct-01-21
MK I refurbishment	17,700	Aug-20-20	10,000	10,000	57	9,886	9,943	Jan-31-22
Transit Police Non-Revenue Vehicle (NRV) Expansion	175	Feb-21-20	195	315	-	315	315	Dec-31-21
<b>Vehicles Total</b>	<b>164,601</b>		<b>55,178</b>	<b>150,649</b>	<b>144</b>	<b>154,558</b>	<b>154,702</b>	
<b>MRN</b>								
2020 Bicycle Infrastructure Capital Cost Share (BICCS)	15,897	Jul-09-20	15,897	15,897	-	15,897	15,897	Dec-31-25
2020 Major Road Network (MRN) Structures Rehabilitation and Seismic Upgrade Program	22,615	Jul-09-20	22,046	22,615	-	22,615	22,615	Dec-31-25
2020 Major Road Network and Bike (MRNB) Capital Program	21,727	Jul-09-20	21,727	20,769	-	21,727	21,727	Dec-31-25
2020 Walking Infrastructure to Transit (WITT)	5,620	Jul-09-20	5,620	5,516	-	5,516	5,516	Dec-31-24
Major Road Network (MRN) Pavement Rehabilitation <sup>3</sup>	24,216	-	-	-	-	-	-	-
<b>MRN Total</b>	<b>90,075</b>		<b>65,290</b>	<b>64,797</b>	<b>-</b>	<b>65,755</b>	<b>65,755</b>	
<b>Grand Total</b>	<b>1,388,201</b>		<b>440,434</b>	<b>1,021,874</b>	<b>186,547</b>	<b>1,388,393</b>	<b>1,574,940</b>	

- (1) Due to a change in scope of the project, fareboxes obtained were much less complex and cost less than originally anticipated. This change in scope resulted in the realization of \$4.6M in savings from the original \$21M budget.
- (2) The 2020 Planned Approved in Principle (AIP) Budget of these projects have been initiated and rolled up with the prior program years' phases.
- (3) This is a cancelled project, see Schedule 1a for details.

**Schedule 1a**

Schedule 1a below lists the status of TransLink capital programs with project additions, cancellations, disencumbered Approved in Principle projects, and projects not yet initiated during 2020.

<b>Project and Program Titles (\$ thousands)</b>	<b>Budget</b>	<b>Reason</b>
<b>Additions</b>		
Broadway Station Track Intrusion System Upgrade	400	Project is required based on the recommended actions from a safety risk analysis of adding a track intrusion system upgrade at Platform 5 Broadway Station.
Compass Implementation for HandyDART	3,800	To expand Compass infrastructure onto HandyDART vehicles. HandyDART was not included in the initial Compass project, as first research was required to ensure that this program would appropriately meet the needs of HandyDART customers.
Compressed Natural Gas - Station Upgrades	1,200	To perform one-time upgrades at the CNG stations as identified during an update to the maintenance contract. The one-time upgrade costs are expected to realize maintenance savings of \$400k per year.
COVID-19 IT Equipment Purchase	778	IT equipment and audio-video technology purchased to support employees working from home during the pandemic.
Emergency Scour Repairs for SkyBridge	1,000	Project was required due to an urgent issue at the SkyBridge which required its scour protection at Pier S1 to be upgraded as soon as possible.
MVTP Replacement of Police Firearms	178	To replace firearms used by the MVTP's officers that have reached the end of their useful life. This project was planned for 2022 but advanced to 2020 to accelerate savings from less frequent repairs and lower ammunition costs.
Next Generation SeaBus - Infrastructure Feasibility Study	300	Project was advanced from 2021 to better align with the Next Generation SeaBus program schedule, and to access a potential external funding source.
Passenger Information Displays - Decommissioning and Replacement	172	Project was required to replace equipment operating on the 2G network because the 2G network became obsolete at the end of 2020.
SkyBridge Vertical Joint Replacement – Material Procurement Only	586	Risk of long-lead times was identified related to procurement of materials needed for the 2021 SkyBridge Vertical Joint Replacement Project. In order to keep the 2021 Project on schedule, material procurement was advanced to 2020.
Waterfront Station Power Systems Upgrade	660	Project was required to upgrade the Waterfront Station Power System, due to the system running at capacity and in part to service in-flight projects, especially for the Escalator and Passenger Information Display projects or future projects that would require more power. This ad-hoc project for design will feed into the Power Capacity Upgrade Program Implementation, scheduled for 2021.
<b>Additions Total</b>	<b>9,074</b>	
<b>Project Cancelled</b>		
Major Road Network (MRN) Pavement Rehabilitation	24,216	Project was cancelled to help mitigate the financial impacts of COVID-19.
<b>Project Cancelled Total</b>	<b>24,216</b>	
<b>Projects Not Initiated</b>		
2019 TransLink Owned Bicycle Infrastructure	2,281	This phase of the program is expected to be initiated upon completion of the prior phase. Previous phase pertained mainly to procuring property rights from Southern Railway of BC, which was delayed due to longer than expected procurement phase. Initiation is expected to occur in late 2021.
2020 TransLink Owned Bicycle Infrastructure	6,300	Initiation of the 2020 program is awaiting completion of projects from the 2018 and 2019 program years. Cash flows for the 2020 program are expected to be incurred in late 2022.
2021 Community Shuttle Expansion	2,600	New vehicle expansion projects were deferred due to the impact of the COVID-19 pandemic on ridership levels. This project is to be re-evaluated in 2021 as part of the COVID-19 recovery plan.
2021 HandyDART Expansion	1,610	New vehicle expansion projects were deferred due to the impact of the COVID-19 pandemic on ridership levels. This project is to be re-evaluated in 2021 as part of the COVID-19 recovery plan.

Project and Program Titles (\$ thousands)	Budget	Reason
BCRTC Software Application Renewal Program	850	Project initiation was deferred to help mitigate the financial impacts of COVID-19. Initiation is expected to be reassessed in 2021.
Brentwood SkyTrain Station Upgrades – Phase 1 and 2	17,000	Project initiation has been deferred to 2021 due to delay in completion of the prior design phase. The design phase was delayed in order to align works with another Brentwood station project to maximize cost efficiencies and minimize customer service impacts.
Broadway Subway Project - Backstop works (BSP)	42,614	The project budget pertains to backstops works related to the major Broadway Subway Project. Activation is contingent on budget and scope items completed under the broader Broadway Subway Project delivered by the Province of BC.
Bus Facility Customer Amenities Improvement Program	6,573	Project initiation was deferred to help mitigate the financial impacts of COVID-19. Initiation is expected to be reassessed in 2021.
CMBC Facilities Camera Replacement	1,600	Project initiation was deferred to help mitigate the financial impacts of COVID-19. Initiation is expected to be reassessed in 2021.
Compass Vending Machine Spares	1,966	Project initiation was deferred to help mitigate the financial impacts of COVID-19. Initiation is expected to be reassessed in 2021.
EMUP - Optical Transportation Network	10,700	Project initiation has been delayed as it is contingent upon completion of the related feasibility study. The feasibility study is expected to be completed in Q4 2021, with project initiation following in 2022.
Enterprise Content Management	1,000	Project initiation was deferred to help mitigate the financial impacts of COVID-19. Initiation is expected to be reassessed in 2021.
Enterprise Health and Safety System	2,600	Project initiation was deferred to help mitigate the financial impacts of COVID-19. Initiation is expected to be reassessed in 2021.
Expo Line Elevator Replacement	14,100	Delays occurred due to complexities that arose in the procurement process, and due to low availability of resources caused by COVID-19. Project is expected to be initiated in 2021.
Expo Line Surrey Power Rail Replacement	12,500	Project was delayed due to change of project scope to include construction phases. As a result, project initiation was deferred to 2021.
Facility Retrofit Projects - Burnaby Transit Centre Stores	2,100	Project initiation is contingent on results of the CMBC inventory feasibility study. The feasibility study was delayed due to impacts of COVID-19.
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase 1	5,849	Due to savings achieved in the Phase 1 Rapid Bus project, this \$5.8M was not required for Phase 1. These savings are expected to be utilized in Phase 2 of the Investments in Transit Priority Rapid Bus Corridors program.
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase 2	34,367	Initiation has been delayed so resources could be reallocated to ensure the successful completion of the Phase 1 B-Lines (RapidBus), launched in early 2020. The delay will also afford TransLink additional time to ensure adequate public consultation and stakeholder engagement during the early stages of this project.
New Simon Fraser University Exchange Contribution	3,185	Initiation has been delayed to allow for change and approval in the concept design of the SFU Transit Exchange and layover facilities.
PowerSmart Upgrades	159	Project was not initiated due to an energy audit which determined the upgrades proposed in this project would not provide the intended benefits. Project to be reassessed for cancellation in 2021.
Technical Drawings and Library Management System (TDLS)	3,100	Project initiation has been deferred as it is contingent upon completion of the related feasibility study. The feasibility study is currently on hold and expected to continue in Q2 2021.
<b>Projects Not Initiated Total</b>	<b>173,054</b>	

## Schedule 2

Schedule 2 provides a comparison of the 2020 cash flow forecast in the 2018 Investment Plan to actual spending in 2020. This schedule includes comments for projects with variances greater than \$2 million.

	2020 Cash Flow (\$ thousands)			
Project and Program Titles (\$ thousands)	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	Comments on Variances > \$2 Million
Equipment				
CCTV Camera System Upgrade on Expo and Millennium Lines	-	2,286	(2,286)	Variance is due to increased costs from brownfield conditions which resulted in overall increase in project spending. Project schedule delays also shifted cash flows from prior years to 2020 (project was originally anticipated to be completed prior to 2020).
Farebox Replacement	-	3,334	(3,334)	Variance is due to this project not being originally included in the Investment Plan.
Guideway Geometry Asset Condition Monitoring using an Outfitted MK II	3,000	-	3,000	Project is not initiated due to prioritization of other key projects and lack of design information to advance the project. Need for this project is to be further evaluated in future years.
SkyTrain Advanced Radio System Phase 1 & 2	5,306	618	4,688	Variance is due to delays in the first phase of the project, when the technology selection process took longer than anticipated. This was resolved at the beginning of 2020 and phase 2 is now active. The cashflow has been shifted accordingly into future years.
ATC Existing Equipment Replacement and Software Upgrade Program	-	3,139	(3,139)	Variance is due to delays in finalizing project scope, which resulted in delays in project initiation and further delays caused by contract execution issues with the primary contractor. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020 and onwards.
Onboard Technology Assets Program (OTAP)	-	9,491	(9,491)	Variance is due to a change in project scope. The project is now multi-phase, consolidating other transit management and communication projects. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020 and onwards.
ATC Existing Equipment Replacement Phase 3 & Phase 4	10,622	5,684	4,938	Variance is due to delays in approving the initial project design. As a result, cash flows have been shifted to future years.
Passenger Address (PA) System Quality Improvement	-	4,941	(4,941)	Variance is due to delays in design from prior years. The project schedule was realigned, and implementation was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020 and onwards.
Equipment projects with current year variances less than \$2 million	9,749	10,961	(1,212)	Variances are mainly due to delays caused by COVID-19, and cash flow timing differences between Investment Plan and actual expenditures.
Equipment Total	28,677	40,454	(11,777)	

	2020 Cash Flow (\$ thousands)			
Project and Program Titles (\$ thousands)	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	Comments on Variances > \$2 Million
Facilities				
BCRTC OMC 1 and 2 Space Optimization Modernization	-	2,044	(2,044)	Variance is due to delays in defining project scope causing a delay in delivery of the OMC 1 Shell Space project. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Burnaby Transit Centre South Seismic Upgrade	-	4,747	(4,747)	Variance is due to a change in project scope to include the delivery of the Tire Shop and Fleet Overhaul Building Extension. As a result, overall project budget has increased. In addition, cash flows have shifted from prior years into 2020. Project was originally anticipated to be completed prior to 2020.
Sapperton 8th Floor Fit-out	-	2,421	(2,421)	Variance is due to this project not being originally included in the Investment Plan. This project was funded from the 2019 capital contingency.
SeaBus Maintenance Dock Expansion	2,275	6,314	(4,039)	Variance is due to delays in the design phase, which shifted cash flows into 2020. Overall project will be completed below budget due to lower cost bids received.
Pre-design and Detailed Design of Marpole Transit Centre	34,322	597	33,725	Variance is due to delays in the project initiation, largely attributable to permitting delays, which have resulted in the majority of cash flows shifting to subsequent years.
Richmond Transit Centre Facility Upgrades to Accommodate Double Decker Buses	-	6,025	(6,025)	Variance is due to an increase in project scope and delays in procurement due to unknown site conditions. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Facilities projects with current year variances less than \$2 million	3,229	9,355	(6,126)	Variances are mainly due to delays in projects initiation, change in project scope, and cash flow timing differences between Investment Plan and actual expenditures.
Facilities Total	39,826	31,503	8,323	
Infrastructure				
2020 TransLink Owned Bicycle Infrastructure	6,174	-	6,174	Initiation of this project is awaiting completion of projects from the 2018 and 2019 program years. Cash flows are expected to be incurred in late 2021 and 2022.
Burnaby Transit Centre North Garage Renovation	-	5,656	(5,656)	Variance is due to delay in project initiation in prior year. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Burrard Station Upgrade	17,333	4,253	13,080	Variance is due to delays in the Detailed Design Phase. Detailed Design process took longer than anticipated due to the complex nature of the project. Majority of the project cash flows have now shifted into 2021 and future years.
Bus Exchange Customer Amenity Improvement Program - Year 3 of 5	7,500	-	7,500	Variance is due to deferral in the initiation of this project. This project was not considered a priority for 2020 and was deferred to be reassessed in future years.



Project and Program Titles (\$ thousands)	2020 Cash Flow (\$ thousands)			Comments on Variances > \$2 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	
Canada Line Capacity Expansion	-	40,795	(40,795)	Variance is due to revisions in the milestone payment schedule subsequent to the Investment Plan being developed. The revised payment schedule shifted cash flows from 2019 to 2020.
Edmonds Operations and Maintenance Centre (OMC) Capacity Upgrade	13,746	10,120	3,626	Variance is due to prior delays that occurred in the procurement phase. As a result, cash flows have shifted to subsequent years.
Infrastructure Improvements	5,000	-	5,000	Variance is due to delays in defining the project scope and initiation, which has resulted in project deferral to future years.
Investments in Transit Priority on Rapid Bus Corridors (Phase 2)	4,775	-	4,775	Variance is due to project being delayed so resources could be reallocated to ensure the successful completion of the Phase 1 B-Lines (RapidBus), launched in early 2020. The delay will also afford TransLink additional time to ensure adequate public consultation and stakeholder engagement during the early stages of this project.
Knight Street Bridge Rehabilitation	5,489	1,557	3,932	Variance is due to a substantial portion of the work scope relating to Knight Street Bridge Deck and Sidewalk Rehabilitation being deferred to future years, resulting in lower than expected cash flows in 2020.
Lonsdale Quay Exchange Upgrade	-	7,637	(7,637)	Variance is due to schedule delays in the design phase and the impacts of COVID-19 to suppliers. As a result of the delays, cash flow shifted from prior years to 2020 and 2021. Project budget has also increased due to higher than expected construction costs.
Nanaimo Bus Loop Upgrades	-	3,497	(3,497)	Variance is due to schedule delays in the design phase. As a result of the delays, cash flow shifted from prior years to 2020 and 2021.
Pattullo Bridge Wind Monitoring and Seismic Warning Systems-Design	-	2,179	(2,179)	Variance is due to delays in the design and procurement phases. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Power System Upgrades for SkyTrain at OMC	-	11,775	(11,775)	Variance is due to an increase in project scope caused by unknown underground utilities and delays in installation of BC Hydro power lines. As a result, the total project costs have increased. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Seismic Upgrade of Expo Line Guideway - design & implementation	2,500	-	2,500	Variance is due to delays in defining the project scope and initiation which have resulted in deferral to future years.
Skytrain Passenger Information Displays (PIDS) Upgrade	61	19,018	(18,957)	Variance is due to increased costs and schedule delays caused by brownfield conditions and by a change of scope to combine several projects. COVID-19 has also impacted productivity, resulting in a cost increase.

Project and Program Titles (\$ thousands)	2020 Cash Flow (\$ thousands)			Comments on Variances > \$2 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	
SkyTrain Storage - Coquitlam Vehicle Storage Facility (VSF) Expansion	-	2,726	(2,726)	Variance is due to delays in capturing all scope changes and finalizing the concept plan with BCRTC. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Surrey Central Station Upgrades Construction	-	4,113	(4,113)	Variance is due to design and construction schedule extensions. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
TOH Rectifier Replacement	5,333	-	5,333	This project was not initiated and has been combined with the new project TOH Rectifier Station State of Good Repair.
Expo Line Station Escalators	11,590	18,748	(7,158)	Variance is due to redesign and revised project scope for higher grade escalators (APTA), resulting in increased project spending.
New Simon Fraser University Exchange Contribution	6,451	-	6,451	Variance is due to delays to allow for change and approval in the concept design of the SFU Transit Exchange and layover facilities. Cash flows have been shifted from 2020 to 2021.
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase 1	4,447	22,056	(17,609)	Variance is due to Phase 1 RapidBus (formerly B-Line) expansion being delivered in early 2020. As a result, work planned for future years has been executed early, with cash flows advanced from future years to 2020.
Brentwood SkyTrain Station Upgrades – Phase 1 and 2	7,522	-	7,522	The variance is due to delays in completing the design phase in 2020 due to financial constraints and possible changes to scope. Cash flows have been shifted into 2021 and future years.
Canada Line Bus Loops - Brighthouse	-	7,832	(7,832)	Variance is due to delays in implementation caused by permitting delays. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Running Rail Replacement - 2020	6,330	8,638	(2,308)	Variance is due to delays in securing materials. A significant portion of cash flows has been shifted from 2019 to 2020.
Infrastructure projects with current year variances less than \$2 million	15,699	30,442	(14,743)	Variances are mainly due to cash flow timing differences between Investment Plan and actual expenditures.
<b>Infrastructure Total</b>	<b>119,950</b>	<b>201,042</b>	<b>(81,092)</b>	
<b>Major Construction</b>				
EMUP - Optical Transportation Network	2,122	-	2,122	Variance is due to the project awaiting the completion of an ongoing feasibility study. The feasibility study is targeting completion by Q4 2021. As a result, cash flows have been shifted from 2020 to future years.
SkyTrain Operation Control Centre	38,107	5,492	32,615	The variance is due to delays in city's rezoning. Cash flows have been shifted into 2021 and future years.

Project and Program Titles (\$ thousands)	2020 Cash Flow (\$ thousands)			Comments on Variances > \$2 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	
Broadway Subway Project (BSP)	822,762	5,940	816,822	Variance is due to change in delivery of the project. The project implementation phase is now being delivered by the Province. TransLink provides support services required for the integration with rest of the SkyTrain network, as well as alternative transportation support during construction.
South of Fraser Rapid Transit – Surrey Langley SkyTrain	-	15,279	(15,279)	Variance is due to the Mayors' Council decision to advance the SkyTrain line to Langley project in replacement of the South of Fraser Rapid Transit (Light Rail Transit). The Skytrain line to Langley project development scope was not included in the 2018 Phase 2 Investment Plan.
South of Fraser Rapid Transit (Light Rail Transit)	361,828	-	361,828	Implementation of the South of Fraser Rapid Transit (Light Rail Transit) project was suspended following the Mayors' Council decision to advance the SkyTrain line to Langley project ahead of the Light Rail Transit Project.
Operations and Maintenance Centre 4 (OMC 4) - Design and Acquisition	45,448	96,216	(50,768)	The variance is due to a delay in acquiring the land for the OMC4, which pushed back the initiation of the design phase of the project. Cash flows were shifted from 2019 to 2020 and future years.
EMUP - Fleet Acquisition	13,671	49,739	(36,068)	The variance is due to accelerated payment schedule which shifted cash flows from 2021 to 2020.
Major Construction projects with current year variances less than \$2 million	-	1,088	(1,088)	Variances are mainly due to cash flow timing differences between Investment Plan and actual expenditures.
<b>Major Construction Total</b>	<b>1,283,938</b>	<b>173,754</b>	<b>1,110,184</b>	
<b>Technology</b>				
Efficiency improvement and Quick Pay Back Projects	5,000	-	5,000	Variance is due to delays in defining the project scope and initiation, which has resulted in project deferral to future years.
TransLink Software Application Renewal Program 2020	3,200	-	3,200	Variance is due to delays in project initiation. Cash flows have been shifted from 2020 to future years.
Bus Daily Operations Management System (DOMS) Product Migration Planning	1,509	3,614	(2,105)	Variance is due to delays in project implementation caused by feasibility study results, and the subsequent budget increase request. As a result, total project cash flows increased substantially, and timing was shifted to 2020 and subsequent years.
Technology projects with current year variances less than \$2 million	23,307	23,596	(289)	Variances are mainly due to delays in projects initiation, change in project directions, and cash flow timing differences between Investment Plan and actual expenditures.
<b>Technology Total</b>	<b>33,016</b>	<b>27,210</b>	<b>5,806</b>	
<b>Vehicles</b>				
2019 Conventional Bus Expansion	35,046	3,809	31,237	These buses were delivered earlier than expected; as a result, cash flows shifted from 2020 to 2019.
2019 Conventional Bus Replacement (Double Decker)	22,033	9,178	12,855	These buses were delivered earlier than expected; as a result, cash flows shifted from 2020 to 2019.

Project and Program Titles (\$ thousands)	2020 Cash Flow (\$ thousands)			Comments on Variances > \$2 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	
2020 Community Shuttle Expansion	2,120	-	2,120	Project initiation was deferred due to declined ridership as a result of COVID-19. Initiation is expected to be reassessed in 2021.
2020 Conventional Bus Expansion	114,759	136	114,623	Project initiation was deferred due to declined ridership as a result of COVID-19. Initiation is expected to be reassessed in 2021.
2020 Conventional Bus Replacement	67,193	3,377	63,816	Variance is due to a change of project scope which resulted in delays in project initiation. As a result, cash flows have shifted from 2020 to future years.
2020 HandyDART Vehicle Replacement	6,579	-	6,579	Variance is due to schedule adjustments as a result of COVID-19. Project costs have shifted from 2020 to future years.
Additional SeaBus Vessel - Burrard Chinook	-	3,858	(3,858)	Variance is due to manufacturing delays. Project was originally anticipated to be completed prior to 2020. Cash flows have shifted from prior years into 2020.
Canada Line Capacity Expansion - Fleet portion	-	4,657	(4,657)	Variance is due to revisions in the milestone payment schedule subsequent to the Investment Plan being developed. The revised payment schedule shifted cash flows from 2019 to 2020.
Community Shuttle Replacement - 2019	11,572	7,031	4,541	These shuttles were delivered earlier than expected; as a result, cash flows shifted from 2020 to 2019.
MK III Vehicle Procurement	3,753	16,916	(13,163)	Overall, project will have savings due to the ownership transfer of some cars to the Province. Most costs were incurred prior to 2020, with some cash flows being shifted into 2020.
MK I refurbishment	11,880	57	11,823	Project start is delayed due to a procedural safety review, as well as deliveries delays of supplies due to the impacts of the COVID-19 pandemic.
Vehicles projects with current year variances less than \$2 million	4,357	7,160	(2,803)	Variances are mainly due to cash flow timing differences between Investment Plan and actual expenditures.
<b>Vehicles Total</b>	<b>279,292</b>	<b>56,179</b>	<b>223,113</b>	
<b>MRN</b>				
Bicycle Infrastructure Capital Cost Sharing (BICCS) Funding Program	16,076	5,269	10,807	MRN funding programs allow municipalities up to four years to complete construction, and one additional year to invoice TransLink. Translink payment occurs at project completion. Due to scaling issues caused by the expansion of MRN funding in recent years, as well as difficulties in securing vendors in a constrained market, municipalities have been experiencing construction delays on these programs. The impacts of COVID-19 have further amplified these delays experienced by the municipalities. As a result, municipality-driven projects are being largely completed towards the end of the four-year timeframe, which has shifted cash flows into future years.
MRN and Bike Capital (MRNB) Funding Program	26,859	2,351	24,508	
MRN Structures Rehabilitation and Seismic Upgrade Funding Program	17,223	-	17,223	
Walking Infrastructure to Transit (WITT) Funding Program	6,634	1,238	5,396	

Project and Program Titles (\$ thousands)	2020 Cash Flow (\$ thousands)			Comments on Variances > \$2 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2020	Variance Plan - Actuals	
MRN Pavement Rehabilitation Funding Program	24,604	-	24,604	2019 and 2020 MRN Pavement Rehabilitation projects are combined. 2020 MRN pavement rehabilitation program was cancelled as part of a relief measure to address financial impacts of COVID-19. Most of the work for 2019 MRN Pavement Rehabilitation is completed. The payment for remaining amount has been deferred into future years.
<b>MRN Total</b>	<b>91,396</b>	<b>8,858</b>	<b>82,538</b>	
<b>Grand Total</b>	<b>1,876,095</b>	<b>539,000</b>	<b>1,337,095</b>	

## **5 Transportation Demand Management**

Transportation Demand Management (TDM) is coordinated in Metro Vancouver under TransLink's TravelSmart Program. TravelSmart represents partnerships between TransLink, municipalities, various government / non-governmental and industry partners, all committed to helping more people choose transit, ridesharing, carpooling, car sharing, cycling and walking in place of single occupancy vehicle trips. Changing behavior is a component of the TDM measures necessary to balance growing mobility expectations against the capacity of our transportation system and the impacts of our travel choices.

TDM is legislated as part of TransLink's mandate in the South Coast British Columbia Transportation Authority Act (under section 4(1) (b)), and TravelSmart was Canada's first integrated transportation demand management program.

The Plan and Regional Growth Strategy (RGS 2013) describes policies to meet the growing demands from an anticipated one million-plus new residents and 600 thousand new jobs to the region over the next 30 years. Central to the strategy are goals for denser land use and increased investment in transit and active transportation to create the conditions for reducing the high level of single occupancy vehicle trips in most areas.

The Regional Transportation Strategy Framework (RTS 2013) responds to the RGS and describes how to "design our communities and transportation systems in such a way that they reduce the distances driven in the region by 33 per cent and make half of our trips by walking, cycling and transit". Behavior change measures are essential to the RTS, as they provide the motivation, information and support necessary to enable individuals to change their travel habits.

TransLink's Transit Oriented Communities (TOC) guidelines highlight the necessity for Transport Demand Management strategies to "discourage unnecessary driving and promote sustainable modes of travel", including providing incentives for travelers to make the most effective use of all of our transportation networks, carshare, carpool and parking management supports, as well as workplace and school travel planning, to take advantage of available capacity and reduce transport network crowding and congestion.

Due to significantly reduced commuting in 2020 amid the onset of the COVID-19 pandemic, registered participants for some programs reduced considerably compared to previous years. In order to follow the appropriate safety protocols, community stations were not held, and participants were not fully counted at stations.

The following summarizes activities and outcomes from the 2020 business year according to the 'target area' headings contained in the 2020 TravelSmart work and program plans.

### **2020 TravelSmart Headline Results**

- Developed the draft Regional Youth Strategy for final engagement planned for 2021.
- Launched TransLink's first ever Tactical Urbanism Toolkit - supporting community and municipal-led infrastructure projects in public spaces and schools.
- Launched Bike to Transit digital campaign with partners Mobi bike share and HUB Cycling, focusing on increase in new and intermediate cyclists as a result of remote work, health prerogatives and COVID-19 safety protocols.
- Created online resources for COVID-19 active transportation recommendations, coordinating with the Province and Municipalities to align on messaging and regional guidance.
- Developed COVID-19 Remote Work Resources with guidance from the Province for businesses.
- Established new TravelSmart identity and key resources for businesses to support internal TDM programs, including transit subsidies, carpool, carshare, cycling and parking management.

- Supported Go By Bike Week - first virtual event providing education tools and resources, free repairs for essential workers and webinars.
- Supported the Province on the promotion and delivery of programs within the Active Transportation Strategy of “Move. Commute. Connect”.
- Worked with Municipalities to update the Regional Cycling Map and routes.

## **2020 TravelSmart Programs, Partners and Events**

- Supported 195 youth and 449 family members in 13 municipalities to engage in 92 hours of active transportation-focused education activities. During these activities, 57 per cent of children completed a neighborhood walk with their families, 67 per cent of families pledged to walk more, and 58 per cent of families pledged to ride their bikes more.
- Co-hosted two online Transit Training and Road Safety workshops for Older Adults with 54 participants.
- Hosted a Seniors Transportation workshop with Better Environmentally Sound Transportation (B.E.S.T.), United Way and other partners to identify opportunities to support more programming.
- Partnered with the United Way Better at Home COVID-19 Response Hubs to identify isolated seniors in need of support.
- HandyDART drivers aided in delivery of essential goods to vulnerable customers during COVID-19.
- Modo Car Share members volunteered to make critical deliveries to seniors in need.
- Hosted three webinars with New Canadians on TransLink’s Safe Operating Action Plan (S.O.A.P) initiatives and basic travel training.
- Supported B.E.S.T.’s Living Streets Program to encourage more connections for pedestrians through online articles, campaigns and a walking survey to address road safety concerns and barriers to active transportation and shared mobility modes. Worked with health authorities, HUB, ICBC and the City of New Westminster.
- Contributed to newsletters, social media and campaigns to support various TravelSmart initiatives through partners, municipalities, and the Province to share within their networks and preferred media. Estimating over 100 thousand subscribers in total.

## **Cycling Initiatives**

### Bike Education

- 1,285 youth received an on-bike cycling course through their schools across seven municipalities at 14 schools. 83 per cent of school staff reported improved cycling skills and/or increased awareness of cycling rules and safety among students as a result of the delivery of these courses.
- 613 youth aged 9-12 years completed a Learn2Ride online cycling safety course across eight schools.
- 265 participants took part in 13 StreetWise cycling education courses.

### Bike to Work Week

- TransLink supported the delivery of 25 carefully curated Knowledge HUBs in fall, with a total of 6,600 cyclists counted at the stations. A total of 7,050 people registered for Bike to Work Week in spring and fall.
- HUB Cycling delivered an increased digital presence in 2020, with a total of 55 online activations including webinars, online workshops, video tutorials, livestream Q&As and scavenger hunts.
- The number of new cyclists registered grew 541 per cent from fall 2019 to fall 2020, with a total of 102,098 greenhouse gas emissions saved and 470,841 kilometers cycled.
- 47 per cent of the participants were women and non-binary, a primary indicator of cycling safety in the region.

### Bike to School Week

- Due to the suspension of in-class learning in spring, the event was carried out in fall 2020.

- 71 Metro Vancouver schools and 4,137 riders participated.
- 12,234 bike trips and 10,144 other active trips were recorded.

#### Bike to Transit

- Launched 3rd annual #BikeToTransit Campaign to promote awareness and encourage more transit trips combined with bikes.
- This year the campaign attracted 942,858 impressions and 8,677 engagements across social media channels and media partners.
- Worked with MOBI and City of Vancouver to increase wayfinding visibility around transit stations for Bike Share.
- Installed and activated Bus Bike Rack at BCIT, City of North Vancouver City Hall and various SkyTrain stations including Production-Way University, Moody Centre and Main Street- Science World.

#### Bike to Shop Campaign

- A total of 1,463 participants pledged to bike to shops in the Lower Mainland, with 800 people taking part in the Shop Local Challenge. Majority of the Bike to Shop participants felt encouraged to use their bike for transportation after the event.
- Over 20 local Vancouver and Richmond businesses offered incentives such as free coffee, ice cream and bike tune-ups for Bike to Shop.

#### Bike to Valet

- 75 days with 5,300 bikes parked from the operation at Granville Island.
- 82 days and 5,450 bikes parked for the #patiotown outdoor dining event with Gastown Business Improvement Association.

#### Bike Donation

- Supported the repair of 100 bikes to be donated to Metro Vancouver residents, with over 30 bikes donated from TransLink's Bike Parkade clean out.



## Activity and Outcome Report

<b>Target Area 1: Strengthen relationships with Municipalities, Non-governmental Organizations (NGOs) and Corporate Partners through delivery of relevant Transportation Demand Management Programs</b>	
<b>Objectives</b>	<b>Results</b>
Support stronger municipal partnerships through shared resources, information, campaigns, programs and initiatives.	<ul style="list-style-type: none"> <li>Facilitated TDM Municipal Roundtable meetings with municipal TDM partners to share resources, encourage collaboration and update, and report on TransLink/TravelSmart initiatives.</li> <li>Created online resources for COVID-19 active transportation recommendations, coordinating with the Province and Municipalities to align on messaging and regional guidance.</li> <li>Developed COVID-19 Remote Work Resources with guidance from the Province for businesses.</li> <li>Established new TravelSmart identity and key resources for businesses to support internal TDM programs, such as transit subsidies, carpool, carshare, cycling, parking management etc.</li> <li>Hosted a Seniors Transportation workshop with B.E.S.T., United Way, and other partners, to identify opportunities to support more programming.</li> <li>Developed draft Regional Youth Strategy for final engagement planned for 2021.</li> <li>Launched TransLink's first ever Tactical Urbanism Toolkit as part of the Regional Youth Travel Strategy, an initiative to support community and municipal-led infrastructure projects in public spaces and schools.</li> </ul>
Deliver Travel Training for Schools, Workplaces, Seniors and Newcomers across the region	<ul style="list-style-type: none"> <li>Supported 195 youth with 449 family members in 13 municipalities to encourage 92 hours of active transportation-focused education and activities. 57 per cent of youth did a neighborhood walk with their families, with 67 per cent of families pledging to walk more, and 58 per cent of families pledging to ride their bikes more.</li> <li>Co-hosted two online Transit Training and Road Safety workshops for Older Adults, delivered to 54 participants.</li> <li>Hosted a Seniors Transportation workshop with B.E.S.T., United Way, and other partners to identify opportunities to support more programming.</li> <li>Hosted 3 Webinars with New Canadians on TransLink's S.O.A.P initiatives and basic travel training.</li> </ul>

<b>Target Area 1: Strengthen relationships with Municipalities, Non-governmental Organizations (NGOs) and Corporate Partners through delivery of relevant Transportation Demand Management Programs</b>	
<b>Objectives</b>	<b>Results</b>
Increase partnerships with mobility service providers, and internal and external stakeholders	<ul style="list-style-type: none"> <li>• Ongoing relationship development with mobility services, including but not limited to cars, bike sharing services, car pool platforms, cycling advocates, walking advocates, health authorities, and regional planning agencies.</li> <li>• Launched 3rd annual #BikeToTransit Campaign to promote awareness and encourage more transit trips combined with mobility partners (MOBI, HUB, B.E.S.T.).</li> <li>• Worked with MOBI and City of Vancouver to increase wayfinding visibility around transit stations for Bike Share.</li> <li>• Worked with delivery partners to scale active and sustainable transportation including MOBI, Planet Protector, BCSEA, Garage 529 and Pedal Power.</li> <li>• Delivered annual #biketotransit campaign in partnership with HUB Cycling, B.E.S.T. and MOBI Bike Share, to encourage the benefits of combining bike trips with transit.</li> <li>• Worked with Health Authorities to support commuting for essential workers.</li> <li>• Partnered with the tourism industry in support of the #VancouverComeBack campaign from June to December 2020, highlighting the various restaurants, hotels, attractions and businesses that had re-opened safely. The campaign was to encourage residents to come back to these experiences via transit, while educating riders about our Safe Operating Action Plan (S.O.A.P). As a result, it garnered over 500 thousand unique webpage visits, 1.3 million views over two videos, thousands of contest entries and \$19 thousand in promocode redemptions to attractions.</li> <li>• Partnership with Science World to exhibit Transport 2050 Micro-City 3D experiential model supported by safe transit promotion and other transit themed messaging.</li> </ul>
Develop strategic partnerships to strengthen community relations and develop ridership	<ul style="list-style-type: none"> <li>• Initiated a Regional Youth Travel Strategy and working group to advance active youth travel by partnering with health authorities, municipalities and service providers.</li> <li>• Engagement, promotion and monitoring of temporary and permanent street changes as a result of COVID-19.</li> </ul>
Major Event Partnerships	<ul style="list-style-type: none"> <li>• No major event partnerships as a result of COVID-19.</li> </ul>

<b>Target Area 2: Support Enterprise priorities through community outreach and partnerships, including the Safe Operating Action Plan and Wearing Is Caring campaign / Mandatory masks</b>	
<b>Objectives</b>	<b>Results</b>
Enhance our community relations and help improve customer experiences with education and awareness in the community	<ul style="list-style-type: none"> <li>Continue to provide information, encourage use and educate on sustainable transportation options through online resources.</li> <li>Distributed over 45 thousand TransLink branded face masks at transit hubs across the Region and partnered with leading organizations, including the Vancouver Canucks, Tourism Vancouver and Pride Society, to help raise awareness of mask use on transit.</li> </ul>
Build public confidence to use transit	<ul style="list-style-type: none"> <li>Launched the S.O.A.P., which includes initiatives, such as enhanced cleaning, hand sanitizers at stations and face coverings through partner and stakeholder channels, as well as in-person, such as at mask giveaway events.</li> <li>Engaged with over 75 organizations through the “Together” webinar series, covering topics such as the S.O.A.P., and collaborated on projects and programs that aim to help build transit confidence, advocates and ridership. These two-way information sessions helped to improve relationships with the business community, gather insights into return-to-work trends, identify return to transit barriers, and seek new ideas to keep our system safe, at the same time fostering future partnership and collaboration opportunities.</li> </ul>

<b>Target Area 3: Support Enterprise priorities through community outreach and partnerships, including Service Changes and Charitable Donations</b>	
<b>Objectives</b>	<b>Results</b>
Inform and promote transit service changes	<ul style="list-style-type: none"> <li>Helped distribute marketing materials and quarterly service change information through community and partner channels.</li> <li>Delivered a pre-launch Rapid Bus Dine the Line campaign in North Vancouver.</li> <li>Participated in community events in Vancouver, Port Coquitlam and Maple Ridge to promote the launch of new Rapid Bus services.</li> <li>Celebrated the 10th Anniversary of the 2010 Olympic Winter Games with public activations at Jack Poole plaza, in partnership with the Canadian Olympic Committee.</li> </ul>
Assist in overcoming barriers to transportation	<ul style="list-style-type: none"> <li>Delivered the following initiatives to help individuals’ access to community programs and services:             <ul style="list-style-type: none"> <li>Charitable Donation Program and Policy</li> <li>Compass Card Donation Bins Program</li> <li>Access to Transit Programs</li> <li>One Million Mask Initiative</li> </ul> </li> </ul>

## 6 Short-Term Fares Assessed

As a result of the COVID-19 pandemic, the planned 2020 fare increase was cancelled.

Short-term fares for bus, SeaBus, SkyTrain and HandyDART in 2020 are therefore consistent with those of 2019 and are shown in the table below.

Fare Type	Status	Time	Within 1-Zone	Within 2-Zones	Within 3-Zones
Regular Short-Term Fares:					
Cash*	Adult	Regular	\$3.00	\$4.25	\$5.75
		Off-Peak	All Zones — \$3.00		
	Concession	Regular	\$1.95	\$2.95	\$3.95
		Off-Peak	All Zones — \$1.95		
DayPass*	Adult	No restrictions	\$10.50 — valid all zones		
	Concession		\$8.25 — valid all zones		
Discounted Short-Term Fares:					
Stored Value*	Adult	Regular	\$2.40	\$3.45	\$4.50
		Off-Peak	All Zones — \$2.40		
	Concession	Regular	\$1.95	\$2.95	\$3.95
		Off-Peak	All Zones — \$1.95		
FareSavers	Adult		All Zones — \$24.00 (10 tickets)		

Buses and HandyDART are all 1-Zone travel daily, every day of the week. FareSavers are only available for sale to HandyDART customers and remain eligible for use only on bus and HandyDART services.

West Coast Express operates on a different fare structure than other transit services. Short-term fares for West Coast Express are shown in the table below.

Fare Type	Status	Within 1-zone	Within 2-zones	Within 3-zones	Within 4-zones	Within 5-zones
Regular Short-Term Fares:						
One-way Ticket*	Adult	\$5.75	\$7.50	\$9.25	\$12.50	
	Concession	\$3.45	\$4.45	\$5.70	\$7.70	
Return Ticket	Adult	\$11.00	\$14.50	\$17.75	\$23.75	
	Concession	\$7.00	\$9.00	\$11.25	\$15.25	
Discounted Short-Term Fares:						
One-way Ticket- Stored Value*	Adult	\$4.90	\$6.35	\$7.75	\$10.50	
	Concession	\$2.90	\$3.70	\$4.80	\$6.45	
Return Ticket- Stored Value	Adult	\$10.75	\$13.75	\$17.00	\$22.75	
	Concession	\$6.75	\$8.50	\$10.75	\$14.50	

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

## 7 Borrowings Undertaken in 2020

### 7.1 Long-term Borrowing

TransLink continues to minimize debt costs through strategic borrowings. During 2020, TransLink issued two bonds, one of which was a second reopening of its TL-5, with a total par value of \$250.0 million. This reopening was intended to partially refinance TL-1 coming due in November 2020. The other bond issued in July had a total par value of \$400.0 million. TransLink has now raised more than \$2.8 billion from investors in the capital market since 2010.

The terms of TransLink's long-term debt issuance activity are detailed below:

Issue No.	Amount Borrowed (Note 1)	Coupon Rate (Note 2)	Remaining Term	Maturity Date	Semi-Annual Interest Payments	Principal due on maturity (Note 3)
TL-5 2 <sup>nd</sup> Reopening (issued on April 15, 2020)	\$250,000,000	3.05%	5 Years	4-Jun-2025	\$3,812,500	\$250,000,000
TL-9 (issued on July 3, 2020)	\$400,000,000	1.60%	10 Years	3-Jul-2030	\$3,200,000	\$400,000,000

Note 1: Unsecured, par value.

Note 2: Coupon rate fixed to maturity. Effective yields: 1.897% (TL-5 2<sup>nd</sup> Reopening) and 1.644% (TL-9).

Note 3: After this second re-opening, the respective outstanding principal was: TL-5 \$465,000,000.

### 7.2 Short-term Borrowing – via Commercial Paper Program

On May 13, 2010, TransLink launched a \$500.0 million Commercial Paper Program backstopped with a line of credit from a syndicate of six Canadian chartered banks. Having this \$500.0 million program available at favourable interest rates, compared to using a bank facility, provides flexibility in managing TransLink's cash flow needs.

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Repay	296	(\$60,000,000)		30-Jan-20		\$0
Issue	297	\$60,000,000	1.82120	30-Jan-20	30-Apr-20	\$60,000,000
Repay	297	(\$60,000,000)		30-Apr-20		\$0
Issue	298	\$60,000,000	0.44862	30-Apr-20	4-Jun-20	\$60,000,000
Issue	299	\$60,000,000	0.30252	28-May-20	2-Jul-20	\$120,000,000
Issue	300	\$30,000,000	0.32917	28-May-20	27-Aug-20	\$150,000,000
Repay	298	(\$60,000,000)		4-Jun-20		\$90,000,000
Issue	301	\$60,000,000	0.29208	4-Jun-20	9-Jul-20	\$150,000,000
Repay	299	(\$60,000,000)		2-Jul-20		\$90,000,000
Issue	302	\$30,000,000	0.27121	2-Jul-20	6-Aug-20	\$120,000,000
Repay	301	(\$60,000,000)		9-Jul-20		\$60,000,000
Issue	303	\$60,000,000	0.27121	9-Jul-20	13-Aug-20	\$120,000,000
Repay	302	(\$30,000,000)		6-Aug-20		\$90,000,000
Repay	303	(\$60,000,000)		13-Aug-20		\$30,000,000

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Issue	304	\$30,000,000	0.23991	13-Aug-20	17-Sep-20	\$60,000,000
Repay	300	(\$30,000,000)		27-Aug-20		\$30,000,000
Issue	305	\$30,000,000	0.26088	27-Aug-20	26-Nov-20	\$60,000,000
Repay	304	(\$30,000,000)		17-Sep-20		\$30,000,000
Issue	306	\$30,000,000	0.26088	17-Sep-20	17-Dec-20	\$60,000,000
Repay	305	(\$30,000,000)		26-Nov-20		\$30,000,000
Issue	307	\$30,000,000	0.23184	26-Nov-20	28-Jan-21	\$60,000,000
Repay	306	(\$30,000,000)		17-Dec-20		\$30,000,000
Issue	308	\$30,000,000	0.21905	17-Dec-20	21-Jan-21	\$60,000,000

## **B. AUDITED FINANCIAL STATEMENTS**

The 2020 Audited Consolidated Financial Statements are attached as Appendix A.

## C. COMPLAINTS SUMMARY

### Corporate Overview

A summary of complaints and customer interactions is provided in Table A below.

In 2020, TransLink's combined service hours for the Bus and Rail operations (excluding HandyDART) decreased to 6.90 million service hours from 6.96 million service hours in 2019. The number of boarded passengers decreased by 51.7 per cent from 451.4 million in 2019 to 218.1 million in 2020. For HandyDART, the number of boarded passengers decreased by 55.3 per cent, from 1,560 thousand in 2019 to 698 thousand in 2020.

In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink, including the shutdown of multiple network systems. As a result, TransLink was not able to capture full complaints data from November 28 to December 31, 2020. The 2020 complaints data in the following tables therefore pertains only to complaints received in the period January 1 to November 27, 2020. For this reason, prior year data, which encompasses the full periods January 1 to December 31, are not fully comparable with 2020, except for "Complaints per million customer interactions", which has been normalized for comparison as detailed below.

"Complaints per million customer interactions" represents the ratio of all complaints from across the Enterprise against the total number of Enterprise-wide customer interactions, allowing us to report out on our performance. Customer interactions are defined as all Boardings on the transit system and Golden Ears Bridge Crossings. For the 2020 metric, Boardings are for the period January 1 to November 27, 2020 only, to align with the available complaints data. Enterprise-wide complaints were 22,081 against a total of 203.0 million customer interactions, resulting in a ratio of 108.8 complaints per million customer interactions, compared to 97.2 for 2019.

TransLink is committed to service excellence, and customer safety is always one of our top priorities. In response to the COVID-19 pandemic impact, TransLink introduced new safety protocols, such as physical distancing and mandatory mask on the system to minimize the spread of COVID-19. These protocols changed the fundamental travel behavior and influenced the typical complaint trendline.

**Table A**

<b>Corporate Summary</b>	<b>2020<sup>†</sup></b>	<b>2019</b>	<b>2018</b>	<b>2017**</b>
CMBC	13,382	27,552	29,019	26,375
SkyTrain (Expo and Millennium Lines)	1,272	1,582	1,711	1,796
SkyTrain (Canada Line)	153	305	233	201
West Coast Express	275	232	259	236
HandyDART	1,184	3,147	2,763	1,676
<b>Transit Service Complaints</b>	<b>16,266</b>	<b>32,818</b>	<b>33,985</b>	<b>30,284</b>
Golden Ears Bridge*	N/A	N/A	N/A	351
TransLink Corporate	5,815	11,228	10,370	9,408
<b>Total Complaints</b>	<b>22,081</b>	<b>44,046</b>	<b>44,355</b>	<b>40,043</b>
<b>Total Customer Interactions</b>	<b>203,007,550</b>	<b>452,935,076</b>	<b>437,375,700</b>	<b>423,406,928</b>
<b>Complaints per Million Customer Interactions</b>	<b>108.8</b>	<b>97.2</b>	<b>101.4</b>	<b>94.6</b>

\* On September 1, 2017, the Province eliminated bridge tolling throughout the province. Complaints related to bridge tolling are no longer tracked.

\*\* Restated 2017 to reallocate Compass Vending Machine (CVM) complaints from SkyTrain and West Coast Express and "bus was full" complaints from CMBC to TransLink Corporate.

† Complaint data pertain to the period from January 1 to November 27, 2020 only. Total customer interactions pertain to the same period to enable comparability.



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**Coast Mountain Bus Company**

There were 13,382 complaints received from January 1 to November 27, 2020. CMBC saw a 51.4 per cent decrease in total complaints<sup>1</sup>, mainly due to the significant drop in ridership as a result of the COVID-19 pandemic restrictions enacted by the Provincial Health Officer. Complaints received have focused mainly on concerns over pandemic measures, such as physical distancing and mask compliance.

In 2020, CMBC continued to focus on customer experience, which resulted in the following accomplishments:

- Launched RapidBus bringing customers higher-frequency bus service, fewer stops, dedicated bus lanes, bus priority changes to intersections, and all-door boarding.
- Increased full fleet disinfecting to twice weekly for vehicles, vessels, and CMBC facilities, and installed over 8,000 signs to support the mandatory mask policy.
- Implemented TransLink's Safe Operating Action Plan (S.O.A.P.).
- Completed major upgrades to Lonsdale Quay Exchange to improve the customer experience for North Shore transit users. The overhaul has significantly enhanced lighting, customer space, neighborhood integration and capacity for future bus service expansion.
- At the SeaBus Waterfront Terminal, installed four new escalators and one new elevator, and refurbished the existing elevator.
- Opened a new bus loop at Richmond-Brighouse station, which decreased traffic congestion and improved the customer experience.

Fifty-five per cent of all complaints in the period involved Transit Operators and 21 per cent were related to service delivery.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are urgent and, in the 2020 period under review, all were investigated within 48 hours. P3 complaints are less critical and must be resolved within 15 business days. Approximately 96 per cent of complaints were closed within 15 business days, which is 0.7 per cent more efficient than last year.

**SkyTrain — Expo and Millennium Lines**

There were 1,272 complaints received from January 1 to November 27, 2020<sup>1</sup>. Compared to the same period in 2019, overall complaints declined as a result of the significant decrease in ridership due to the impacts of COVID-19 restrictions and safety measures recommended by the Public Health Officer. BCRTC's high complaints categories all saw reductions, including overcrowded trains, delays, cleanliness, heat and ventilation.

Complaints in the month of January were the highest during 2020 due to the delays caused by the severe snow events. While snow days are not typical in Metro Vancouver, high winds and snow accumulations made for an exceptionally cold winter. Customers experienced reduced service frequency, longer journey times and disruptions during the heaviest snowfall days. SkyTrain's exposed infrastructure and electric fleet are vulnerable to such weather conditions. BCRTC implemented its Winter Weather plan from January 9 to January 19. Frontline staff members put significant efforts in assisting and moving passengers safely under inclement weather conditions. Their efforts during this period resulted in the highest number of customer commendations in January, which reinforces staff recognition for their dedication and perseverance during challenging weather conditions.

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<sup>1</sup> The number of complaints for CMBC, SkyTrain Expo and Millennium Line, and Canada Line are tracked through Customer Information's ticketing system (COMS), which was impacted by the cyberattack in December 2020. The reported number for 2020 is the total received complaints from January 1 to November 27.

Beginning from mid-March 2020 to the end of May 2020, the COVID-19 pandemic influenced the typical complaints trendline. The number of complaints was relatively lower compared to the same period in previous years. In Q2 2020, there were 283 complaints compared to 438 in Q2 2019 (decrease of 35.4 per cent). Expo and Millennium Lines began to operate with reduced service starting in late March, to reflect the lower ridership while maintaining a balance in service to allow for safe physical distancing.

Once Phase Two of BC's Safe Restart Plan was in motion to restart the economy in late May, businesses such as restaurants, pubs, retail and non-emergency health services reopened, and SkyTrain ridership began to increase. As some residents living close to the SkyTrain system continued working from home through this phase, the track noise level was more distinct to those residents, particularly in the warmer months when people tend to open their windows. As a result, we saw an increase in track noise complaints in June. As an ongoing part of SkyTrain's maintenance, rail replacement and rail grinding are completed to help alleviate the noise level along the system and improve ride quality.

Despite the challenges and uncertainties faced in 2020, BCRTC focused on ensuring customers could get to their destination, whether for a medical appointment or providing goods and services to local communities. Aside from continued service, SkyTrain also accomplished significant projects in 2020 that improve customer experience.

### **SkyTrain - Canada Line**

Complaints declined by 49.8 per cent compared to the previous year<sup>1</sup>. This notable change is mainly because of the impact from the COVID-19 pandemic. With the impacts to people, businesses and events, overall patterns in regular ridership and complaints were affected.

As a result, 2020 had the lowest number of complaints compared to the last four years. For 2020, there were 153 complaints with the main area of concern related to stations and parkways, driven primarily by the elevator availability at Yaletown-Roundhouse. This unit was out of service due to the motor scooter incident in December 2019. Complaints in 2020 were also driven by concerns over service delays and announcements, although there were improvements over 2019 in this category.

### **West Coast Express**

The COVID-19 pandemic changed West Coast Express (WCE) service offerings beginning in March of 2020. Normal daily service levels of five trains being run in each of the morning and afternoon were reduced, as well as the number of cars on each train. When WCE ridership dipped to below 85.0 per cent, daily service was reduced to three trains of four cars, which resulted in complaints. Since spring 2020, cars have been added back into service based on ridership demand changes, however, full-service levels still have not resumed.

Another key source of complaints on WCE was related to customers not wearing masks once masks became mandatory on the entire transit system. Signage at stations and on trains, as well as onboard announcements were used to reinforce the mask policy.

WCE, similar to other modes, has suffered a drastic loss of ridership due to COVID-19, and customers and staff have made huge adjustments to most aspects of travelling. Throughout it all, customers continued to send commendations in appreciation of the efforts made to accommodate them and the situation, and to thank staff for their kindness and positivity during this difficult year.

**HandyDART**

HandyDART complaint numbers decreased by 62.4 per cent between 2019 and 2020, while the number of trips decreased by 55.1 per cent, as the COVID-19 pandemic significantly impacted demand and ridership.

Out of all complaints, taxi complaints accounted for 17 per cent, operator-related complaints 57 per cent and service-related complaints 26 per cent.

Every complaint is reviewed, and both the complainant and the employee(s) concerned receive a follow-up. A thorough investigation is completed to understand the root cause, and then appropriate steps are taken to rectify the situation, including actions, such as coaching and/or process review. Taxi complaints are reviewed with the taxi company and a similar process is followed.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are deemed urgent, and in 2020, all P1 complaints were resolved within 48 hours. P3 complaints are deemed less critical and must be resolved within five business days. First Transit continues to investigate every customer complaint, including follow-up with the complainant. Coaching and remedial training are provided, when required.

To reduce operator-related complaints, HandyDART Operator refresher training was developed and rolled out in January 2020, with additional focus on operator interaction with customers. The customer service components of the driver refresher training discussed how to reduce complaints with the following approach: “It’s not what you say, it’s how that you say it”; being more conscious of tone when communicating; not labelling client behaviours but focusing on the situation itself; active listening; being more empathetic; and showing a troubleshooting “can do” attitude. Training was provided to 94 per cent of the drivers who were active in 2020.

First Transit, the HandyDART service provider, continues to support customer service training to the taxi companies at no cost to TransLink; however, with low taxi trip numbers in 2020 due to the COVID-19 pandemic and physical distancing orders, taxi training was limited. Discussions with the Taxi Associations, focusing on improving the customer experience, have been deferred until service ramps up.

With a goal to support our customers through the pandemic and to improve service, a personal contact drive was undertaken in 2020 to engage with HandyDART customers not only through quarterly newsletters, but also through outreach calls. The message was “we are here for you and we want to hear from you.” Access Transit Service Delivery team reached over nine thousand customers through recovery and wellness phone calls, and the team provided answers to numerous questions from our HandyDART customers.

**Detailed Complaint Tables**

Tables “B” and “C” show complaints received in 2020, 2019, 2018 and 2017. Table “B” reflects specific transit service complaints for the same period. Table “C” covers TransLink Corporate for the same period.

**Table B**

Complaints by Transit Service Type			2020†	2019	2018	2017
CMBC	Bus 2020*	HandyDART 2020	Total	Total	Total	Total
Service Delivery**	2,837	502	3,339	10,114	10,753	10,019
Service Planning	646	0	646	1,604	1,856	1,524
Staff	7,309	682	7,991	15,225	17,184	14,332
Website	109	0	109	183	161	181
Fares/Fare Equipment	0	0	0	0	0	0
Cell Phone/Radio	47	0	47	87	64	39
Accessibility/Racks	423	0	423	535	421	218
Other	2,011	0	2,011	2,951	1,343	1,738
<b>Subtotal</b>	<b>13,382</b>	<b>1,184</b>	<b>14,566</b>	<b>30,699</b>	<b>31,782</b>	<b>28,051</b>

\* Includes SeaBus and Community Shuttle, plus the contracted services of Langley, New Westminster Community Shuttles and West Vancouver Transit. Prior year total numbers also include HandyDART.

\*\* Restated 2017 to reallocate “bus was full” complaints which are reported under TransLink Corporate starting 2018.

† 2020 data pertains to January 1 to November 27, 2020 only.

Complaints by Transit Service Type				2020†	2019	2018	2017
BCRTC	SkyTrain Expo and Millennium Line	SkyTrain Canada Line	West Coast Express	Total	Total	Total	Total
System Schedule	186	0	193	379	404	305	77
Fares*	0	0	2	2	8	17	22
Stations/Parkways	622	57	10	689	603	672	400
Trains	115	42	4	161	434	458	1,087
Customer Relations	223	31	62	316	417	531	507
Safety/Security	126	23	4	153	253	220	123
Other	0	0	0	0	0	0	17
<b>Subtotal</b>	<b>1,272</b>	<b>153</b>	<b>275</b>	<b>1,700</b>	<b>2,119</b>	<b>2,203</b>	<b>2,233</b>

Transit Service Total	2020†	2019	2018	2017
<b>Complaints (CMBC + BCRTC)</b>	<b>16,266</b>	<b>32,818</b>	<b>33,985</b>	<b>30,284</b>
<b>Boarded Passengers (actual)</b>	<b>203,007,550</b>	<b>452,935,076</b>	<b>437,375,700</b>	<b>408,237,428</b>
<b>Complaints per Million Boarded Passengers</b>	<b>80.1</b>	<b>72.5</b>	<b>77.7</b>	<b>74.2</b>

\* Restated 2017 to reallocate CVM complaints which are reported under TransLink Corporate starting 2018.

† 2020 data pertains to January 1 to November 27, 2020 only.

**Table C**

<b>TransLink Corporate</b>	<b>2020†</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Policy-Related (Fares, service optimization, advertising, Compass, fare gates, etc.) *	<b>5,815</b>	<b>11,228</b>	<b>10,370</b>	<b>9,408</b>

\* Restated 2017 to include CVM complaints from BCRTC and “bus was full” complaints from CMBC.

† 2020 pertains to January 1 to November 27, 2020 only.

### **Complaint Handling Through Social Media**

TransLink handles customer complaints on several social media channels. In 2020, most complaints were handled on Twitter, followed by Facebook and Instagram.

When complaints are made via social media, staff engage with customers to resolve the issue. If a complaint cannot be dealt with online, it is a complaint that needs escalation or if privacy issues are a concern, customers are asked to log their complaints with the Customer Information department through an online form or by contacting the department offline. Customers are then engaged with on a case-by-case fashion until a resolution can be reached.

#### **Twitter**

In 2020, the primary social media channel for customer inquiries was through @TransLink on Twitter. This channel saw a drop in customer communications commensurate with the reduction in ridership due to the impact of COVID-19 pandemic, and therefore the demand for service-related answers to customers questions was lower than 2019.

Tweets from @TransLink were down 41 per cent in 2020, tweeting roughly 70 times a day, compared to roughly 120 times a day in 2019 and 2018.

At the end of 2020, the channel managed to grow to 199 thousand followers compared to 196 thousand followers at the end of 2019, and 180 thousand followers at the end of 2018.

Most inbound tweets from customers were service-related inquiries about how to complete journeys or COVID-19 protocols. The top three most engaged with tweets from @TransLink were about Bus Driver Appreciation Day, limiting the capacity on buses due to the COVID-19 pandemic, and mandatory masks on transit.

#### **Facebook**

Customer complaints and comments on Facebook remained similar to 2019. At the end of year, the TransLink page had 42 thousand followers, compared to 40 thousand in 2019 and 35 thousand followers in 2018.

Many of the inbound comments to the channel were about COVID-19 protocols. The top three most engaged with posts in 2020 on TransLink’s Facebook page were about how TransLink is keeping transit clean during the COVID-19 pandemic, mandatory masks on transit, and nine reindeer buses in service in December.

#### **Instagram**

In 2020, much of the conversation on TransLink’s Instagram changed to more service-related content due to the COVID-19 pandemic, rather than the usual non-service content on the channel.

The channel grew to 21 thousand followers in 2020, compared to 14 thousand in 2019. In comparison, the channel had just under 10 thousand followers at the end of 2018. Like Facebook, many of the inbound comments to the channel were about COVID-19 protocols. The most engaged with posts on Instagram were about a winter preparedness contest for customers, and mandatory masks on transit.

## D. CUSTOMER SATISFACTION

### 2020 Customer Service Performance Ratings

Table D below summarizes the percentage of customers who gave good-to-excellent service ratings, which is defined as a rating of 8, 9, or 10 out of 10.

All Transit System and mode-specific attribute measures, including overall service, are based on asking customers directly. In other words, overall service is not calculated mathematically from any of the specific service attributes, such as frequency or reliability.

The analysis is segmented into the following groups:

- Transit System (includes people who have ridden the bus, SeaBus or SkyTrain at least once within the last 30 days);
- Bus System (includes all CMBC bus service, as well as West Vancouver Transit and contracted Community Shuttle service);
- SkyTrain (the SkyTrain segment includes the Expo, Millennium and Canada Lines);
- SeaBus;
- West Coast Express; and
- HandyDART (with registered HandyDART customers).

Data are from three sources:

- TransLink's Bus, SkyTrain, SeaBus Customer Service Performance Survey interviews adults who have taken transit at least once within the last 30 days in Metro Vancouver. Interviews are conducted daily and by phone;
- TransLink's West Coast Express Customer Service Performance Survey is conducted twice per year (March and September) onboard the West Coast Express train. Surveys are partially administered by an interviewer and may be completed by the individual;
- TransLink's HandyDART Customer Service Performance Survey is conducted once per year in the fall by phone and primarily with past month's users of the service.

### Customer Service Performance Summary for 2020 — Transit System, Bus, SeaBus, SkyTrain, West Coast Express and HandyDART

#### Transit System

As a result of the ongoing COVID-19 pandemic, significant shifts in top ratings across Bus, SkyTrain and SeaBus were likely influenced by riders' changing perceptions and expectations of the transit system. Ridership was well below pre-pandemic levels, and the incidence of qualifying for the Customer Service Performance study was considerably lower for most of 2020 than it was for 2019. The results may also be impacted by the increased proportion of captive riders (those without access to a car) interviewed, which was significantly higher than pre-pandemic levels.

In 2020, close to three-quarters of adult transit riders (74 per cent) gave the system good-to-excellent scores of 8, 9 or 10 out of 10 for overall service. These high ratings were steadily maintained since the second quarter until the end of year.

While it is not one of the top key drivers of riders' perception of the transit system overall, the transit system service attribute that customers were most critical of remains the availability of bus shelters at bus stops throughout the region, which are primarily managed by the municipalities. About four in ten customers consistently rated this aspect

of transit service as being good to excellent (8 out of 10 or higher). More than half (60 per cent) of TransLink's customers felt they were getting good-to-excellent value for the money they spend on transit. This attribute was up significantly from a year ago.

## **Bus**

Close to three-quarters (72 per cent) of bus riders rated the overall bus service provided in Metro Vancouver as good-to-excellent, which was significantly higher than 2019.

The top three strengths of the bus service remain: having an operator who drives safely and professionally, having a direct route and feeling safe from crime on board the bus. More than 80 per cent of riders gave scores of 8 or higher to each of these attributes.

Frequency of service, overcrowding and on-time reliability remained the three lowest-rated bus service attributes, although the ratings for each attribute were significantly up from 2019 by benefiting from a lower demand for transit services and reduced road congestion due to the COVID-19 pandemic.

All other attributes of bus service were either consistent with, or higher than, the previous year.

## **SkyTrain**

In 2020, 81 per cent of SkyTrain customers, which includes Canada Line, gave the overall service good-to-excellent scores. This was up 4 percentage points from 2019.

Ratings for overcrowding improved significantly in 2020 (61 per cent compared to 44 per cent in 2019). Other attributes that showed improvement include vehicle cleanliness and courteous staff. Most other ratings were largely in line with 2019.

The lowest-rated attributes of SkyTrain service remained to be staff availability when needed, and the announcement and explanation of delays as with prior year.

## **SeaBus**

SeaBus remained as a high-rated transit mode with 85 per cent of SeaBus customers rating the service an 8 out of 10 or higher overall. The overall service and most other SeaBus attributes ratings were largely consistent with prior year.

## **West Coast Express**

89 per cent of West Coast Express (WCE) riders gave the overall service good-to-excellent scores, a slight decrease from 92 per cent in 2019. This decrease in the overall WCE service score was partly linked to reduced train service in response to the COVID-19 related reduced demand. Demand reduction also negatively affected other service-related attributes in 2020, including frequency of service ratings (58 per cent compared to 68 per cent in 2019), good connections with other modes of transit (65 per cent compared to 70 per cent in 2019) and on-time, reliable service (78 per cent compared to 88 per cent in 2019). On the other hand, the overcrowded attribute ratings benefited from demand reduction and significantly improved from 59 per cent in 2019 to 71 per cent in 2020.

**HandyDART**

HandyDART Service was another high-rated transit service, and showed an improved rating from prior year, with 89 per cent (compared to 80 per cent in 2019) of riders giving it good-to-excellent ratings for overall service, which was the highest rating it has ever received. Courteous drivers were the primary factor for the high ratings.

On-time reliable service saw the biggest jump in 2020 (84 per cent compared to 68 per cent in 2019), due to lower than usual demand during COVID-19, which enabled drivers to more easily deliver timely service. The availability attribute also benefited from lower demand by scoring 85 per cent compared to 80 per cent in 2019. Another attribute that showed significant increase was ease of booking a trip, increasing from 76 per cent in 2019 to 86 per cent in 2020. Most other ratings continued to remain high in 2020.



**Table D - 2020 Customer Service Performance Scores**

Attributes*	Transit System	Bus System	SkyTrain	SeaBus	West Coast Express	Handy DART
	Per cent who gave scores of 8, 9 or 10 out of 10					
Overall Service	74	72	81	85	89	89
Value for Money	60				71	88
Good Connections	56				65	
Adequacy of Transit Information — Stops/Stations	59					
Adequacy of Transit Information On-Board — Bus	57					
Adequacy of Transit Information On-Board-- SkyTrain	71					
Adequacy of Transit Information On-Board — SeaBus	65					
Transit Information Availability (On-Board and Stations)					74	
Operation of Service During Convenient Hours	63				42	
Having Enough Bus Shelters	42					
Ease of Getting Information from Telephone Information Line	71					
Ease of Finding Information on Website	56					
Having a Courteous Bus Operator/Having Courteous, Competent and Helpful Staff/Drivers		80	80	94	93	94
Safe and Professional Bus Operator		88				
Feeling Safe from Crime on Board the Bus / SkyTrain		83	80			
Feeling Safe from Crime at the Stop and Transit Exchange /Inside SkyTrain Stations / at SeaBus Stations		80	73	82		
Feeling Safe from Crime (On-Board and Stations)					92	
Feeling Safe from Crime (WCE Parking Lots)					54	
Not Being Overcrowded		63	61	81	71	
On-Time, Reliable Service		65	87	93	78	84
Clean and Graffiti Free Buses / SkyTrain Cars / Vessel / Vehicles and Stations		78	77	83	92	
Having A Direct Route		84				
Trip Duration from the Time You Boarded to the Time You Got Off		81		89	87	
Frequency of Service		58	78	67	58	
Staff Availability			39	69	87	

\*Attributes that are not applicable under a particular mode are shaded grey

Attributes*	Transit System	Bus System	SkyTrain	SeaBus	West Coast Express	Handy DART
	Per cent who gave scores of 8, 9 or 10 out of 10					
Delays Are Announced and Explained			42		74	
Enough Parking					36	
Equipment Provides a Safe Ride					93	
Driver's Skills to Assist Passengers Who Have a Physical Disability						94
Feeling Safe from Injury When Riding HandyDART						94
Ease of Booking a Trip on HandyDART						86
HandyDART Vehicle Cleanliness and Good Repair						90
Availability of HandyDART When Needed						85

\*Attributes that are not applicable under a particular mode are shaded grey

## **E. CHANGES TO ARTICLES OF THE AUTHORITY**

The Articles of the Authority are established by the Board of Directors of the Authority pursuant to Section 190(3) (f) of the *South Coast British Columbia Transportation Authority Act*. The Articles are available on TransLink's website.

The Articles include a Board Skills and Experience Profile, which sets out the combination of skills and experience that must be represented on the TransLink Board of Directors. As stated in the Articles, this is to ensure that the Board of Directors has the skills and experience to effectively monitor the performance of TransLink and the Chief Executive Officer and add value and provide support for management in establishing strategy and reviewing risks and opportunities and account to the public. In July 2020, Section 13.2 of the Articles was amended to add "Community engagement and leadership" as one of the Board Skills and Experience requirements.

**F. BOARD SUMMARY**

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
January 17, 2020	Joint Regional Transportation Planning Committee	<ul style="list-style-type: none"> <li>Received report on Broadway Subway Supportive Policies Agreement</li> <li>Received reports on Surrey-Langley SkyTrain Business Case and Supportive Policies Agreement</li> </ul>
January 22, 2020	Board meeting	<ul style="list-style-type: none"> <li>Approved Board membership on Joint Board/Mayors' Council Committees</li> <li>Approved listed 2020 Capital Projects</li> <li>Endorsed the Surrey Langley SkyTrain Business Case for submission to Province for approval</li> </ul>
January 23, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received report on Intermunicipal Business License for Ride-Hailing Services</li> <li>Received updates on the Phase Three Investment Plan development</li> <li>Received updates on the South of Fraser Rapid Transit Project</li> </ul>
February 13, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received update on Intermunicipal Business License for Ride-Hailing Services</li> <li>Received reports on the Phase Three Investment Plans</li> <li>Received report on the South of Fraser Rapid Transit Project</li> <li>Received report on a proposed Transit Service Partnership Policy</li> </ul>
February 19, 2020	Joint New Mobility Committee	<ul style="list-style-type: none"> <li>Received report on Low Carbon Fleet Strategy</li> <li>Received report on Provincial Legislation on Ride-Hailing</li> <li>Received updates on Transport 2050</li> </ul>
February 25, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received report on City of Surrey Agreement for Surrey Langley SkyTrain</li> <li>Received report on the policy for Municipal Contributions to Regional Projects</li> </ul>
February 27, 2020	Joint Meeting of the TransLink Board of Directors and Mayors' Council	<ul style="list-style-type: none"> <li>Received reports on development of Transport 2050</li> </ul>
February 27, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved Surrey Langley SkyTrain Supportive Policies Agreement</li> </ul>
March 12, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received reports on the Phase Three Investment Plans</li> <li>Received report on the Mayors' Council 10-Year Vision Implementation</li> </ul>
March 13, 2020	Joint Regional Transportation Planning Committee	<ul style="list-style-type: none"> <li>Received updates on Burnaby Mountain Gondola, Burrard Inlet Rapid Transit, UBC SkyTrain, and Fraser Valley Integrated Land-Use and Transportation Plan studies</li> <li>Received updates on Transport 2050</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
March 16, 2020	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>• Update on Implementation of the Custom Transit Service Delivery Review</li> <li>• Transit Service Partnership Agreement and Independent Transit Service Application – Fraser Mills Shuttle, recommended for Board approval</li> <li>• Phase Two Update Investment Plan Engagement Strategy, recommended for Board approval</li> <li>• Fleet and Facilities naming principles, recommended for Board approval</li> </ul>
March 16, 2020	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>• Appointment of Conduct Review Advisor, recommended for Board approval</li> <li>• Freedom of Information and Protection of Privacy Act (FOIPPA) Bylaw amendment, recommended for Board approval</li> <li>• Received updates on Human Resources &amp; Governance items</li> </ul>
March 17, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• 2019 Year End Financial and Performance Report, endorsed for public release</li> <li>• 2019 Annual Statutory Report, recommended for Board approval</li> <li>• 2019 Audited Consolidated Financial Statements, recommended for Board approval</li> <li>• 2020 Business Plan, Operating and Capital Budget, recommended for Board approval</li> <li>• 2020 Spring Bond Issuance, recommended for Board approval</li> <li>• Enactment of South Coast British Columbia Transportation Authority 2020 Tariff Bylaw Number 134-2020, recommended for Board adoption</li> <li>• Enactment of South Coast British Columbia Transportation Authority 2019 Property Tax Bylaw Number 135-2020, recommended for Board adoption</li> <li>• Enactment of South Coast British Columbia Transportation Authority 2019 Replacement Tax Bylaw Number 136-2020, recommended for Board adoption</li> <li>• TransLink Enterprise Safety Commitment, recommended for Board approval</li> <li>• Approved Internal Audit and Continuous Improvement Annual Project Plan for 2020</li> </ul>
March 20, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• Deferral of the South Coast British Columbia Transportation Authority 2020 Tariff Bylaw Number 134-2020, Transit Tariff Amendment for the July 1, 2020 fare increase recommended for Board approval</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
March 26, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Approved 2019 Statutory Annual Report</li> <li>• Approved 2019 Audited Consolidated Financial Statements</li> <li>• Approved 2020 Business Plan, Operating and Capital Budget</li> <li>• Approved 2020 Spring Bond Issuance</li> <li>• Approved deferral of the South Coast British Columbia Transportation Authority 2020 Tariff Bylaw Number 134-2020, Transit Tariff Amendment for the July 1, 2020 fare increase</li> <li>• Adopted South Coast British Columbia Transportation Authority 2020 Property Tax Bylaw Number 135-2020</li> <li>• Adopted South Coast British Columbia Transportation Authority 2020 Replacement Tax Bylaw Number 136-2020</li> <li>• Approved TransLink Enterprise Safety Commitment</li> <li>• Approved Transit Service Partnership Agreement and Independent Transit Service Application – Fraser Mills Shuttle</li> <li>• Approved Phase Two Update Investment Plan Engagement Strategy</li> <li>• Approved Fleet and Facilities naming principles</li> <li>• Approved appointment of Conduct Review Advisor</li> <li>• Approved Freedom of Information and Protection of Privacy Act (FOIPPA) Bylaw amendment</li> </ul>
March 31, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Received and approved in camera items</li> </ul>
April 9, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Received COVID-19 Pandemic Contingency Planning update</li> <li>• Reviewed various in camera items</li> </ul>
April 15, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Approved COVID-19 Pandemic Contingency response plan proposals</li> </ul>
April 17, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Approved in camera items</li> </ul>
April 21, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Received COVID-19 Pandemic Financial and Service Contingency Planning update</li> </ul>
April 29, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Received COVID-19 Pandemic Financial and Service Contingency Planning update</li> <li>• Received COVID-19 Pandemic Recovery Planning Update</li> </ul>
May 1, 2020	Joint Regional Transportation Planning Committee	<ul style="list-style-type: none"> <li>• Received report on Surrey-Langley SkyTrain</li> <li>• Received report on Burnaby Mountain Gondola</li> </ul>
May 6, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Received COVID-19 Pandemic Financial and Service Contingency Planning update</li> </ul>
May 8, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Received COVID-19 Pandemic Financial and Service Contingency Planning update</li> <li>• Approved amendment to COVID-19 Pandemic Contingency response plan</li> </ul>
May 8, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• Property acquisition, recommended for Board approval</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
May 13, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved property acquisition</li> </ul>
May 14, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received reports on COVID-19 Pandemic Relief and Recovery</li> <li>Received report on the 10-Year Investment Plan</li> <li>Received update on Surrey-Langley SkyTrain Project</li> <li>Received update on Intermunicipal Business License for Ride-Hailing Services</li> </ul>
May 20, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2020 Q1 Financial and Performance Report, endorsed for public release</li> </ul>
June 8, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2019 <i>Financial and Information Act</i> Filing, recommended for Board approval</li> <li>Additional 2020 Bond Issuance, recommended for Board approval</li> </ul>
June 8, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved 2019 <i>Financial and Information Act</i> Filing</li> </ul>
June 9, 2020	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>Received reports on Surrey Langley SkyTrain Project, Transport 2050, Fall 2020 Transit Service; and engagement activities during the Covid-19 pandemic</li> </ul>
June 9, 2020	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Amendments to the Board Governance Manual, recommended for Board approval</li> <li>In camera items, recommended for Board approval</li> </ul>
June 11, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received reports on COVID-19 Pandemic Relief and Recovery Funding Strategy</li> <li>Received report on 2021 Provincial Budget</li> </ul>
June 16, 2020	Joint New Mobility Committee	<ul style="list-style-type: none"> <li>Received reports on COVID-19 Recovery and Rebuilding</li> <li>Received report on Ride-Hailing emission targets</li> </ul>
June 18, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved amendments to the Board Governance Manual</li> <li>Approved additional 2020 Bond Issuance</li> </ul>
July 10, 2020	Joint Regional Transportation Planning Committee	<ul style="list-style-type: none"> <li>Received update on Millennium Line UBC Extension Design Development Study</li> <li>Received update on Provincial Infrastructure Projects and Studies</li> </ul>
July 15, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved in camera item</li> </ul>
July 22, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received report on COVID-19 Pandemic Response to Regional Roadway Changes</li> <li>Received report on TransLink 2021</li> </ul>
August 11, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved amendment to TransLink Rules and Regulations for mandatory use of masks or face coverings on transit vehicles</li> </ul>
August 19, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>2020 Q2 Financial and Performance Report, endorsed for public release</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
September 14, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>Review of COVID-19 Pandemic Recovery plans, recommended for Board approval</li> <li>Amendments to Financial Risk and Debt Management policies, recommended for Board approval</li> </ul>
September 15, 2020	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>Vapour product advertising amendments, recommended for Board approval</li> <li>West Vancouver Transit Contract renewal, recommended for Board approval</li> </ul>
September 15, 2020	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Subsidiary board appointments, recommended for Board approval</li> <li>Received various Human Resources &amp; Governance items</li> </ul>
September 16, 2020	Joint New Mobility Committee	<ul style="list-style-type: none"> <li>Received reports on COVID-19 Pandemic Recovery and Rebuilding</li> <li>Received updates on Transport 2050</li> <li>Received the 2020 Regional Road Performance Monitoring Report</li> </ul>
September 17, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received report on COVID-19 BC Safe Restart funding</li> <li>Received reports on Broadway Subject Project</li> <li>Received report on Municipal Contributions to Regional Projects</li> </ul>
September 28, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved amendments to Financial Risk and Debt Management policies</li> <li>Approved review of COVID-19 Pandemic Recovery plans</li> <li>Approved vapour product advertising amendments</li> <li>Approved West Vancouver Transit Contract renewal</li> <li>Approved subsidiary board appointments</li> </ul>
October 8, 2020	Joint Regional Transportation Planning Committee	<ul style="list-style-type: none"> <li>Received report on Burnaby Mountain Gondola</li> <li>Received report on COVID-19 Pandemic Recovery and Rebuilding</li> </ul>
October 9, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved COVID-19 Pandemic Recovery plans</li> </ul>
October 14, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received update on Greater Vancouver Regional Fund (GVRF) Application and Low Carbon Fleet Strategy Transition Plan</li> <li>Received update on 2021 Investment Plan process</li> <li>Received report on Real Estate initiatives</li> <li>Received report on Municipal Contributions to Regional Projects</li> </ul>
November 2, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>Received in camera item, recommended for Board approval</li> </ul>
November 3, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Approved in camera item</li> <li>Approved membership and mandate of an ad-hoc Board Committee</li> </ul>



Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
November 19, 2020	Joint Finance and Governance Committee	<ul style="list-style-type: none"> <li>Received reports on 2021 Investment Plan</li> <li>Received update on Surrey-Langley SkyTrain Project</li> <li>Received report on Federal Election Readiness</li> </ul>
November 20, 2020	Joint New Mobility Committee	<ul style="list-style-type: none"> <li>Received updates on Transport 2050</li> <li>Received update on City of Vancouver Mobility Pricing Pilot</li> </ul>
November 25, 2020	Mayors' Council Committee of the Whole	<ul style="list-style-type: none"> <li>Received reports on Real Estate initiatives</li> </ul>
November 30, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>Dissolution of Pacific Vehicle Testing Technologies Ltd. (PVTT) and Fraser River Marine Transportation Ltd. (FRMT), recommended for Board approval</li> <li>Acceptable Use of Corporate Computing Systems Policy, recommended for Board approval</li> <li>2021 Business Plan, Operating and Capital Budget, recommended for Board approval</li> <li>Proposed magnitude and timing of next fare increase, recommended for Board approval</li> <li>IT Program Principles, recommended for Board approval</li> <li>Proposed non-renewal of Credit Agreement extension, recommended for Board endorsement</li> </ul>
December 2, 2020	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>2021 appointments to the HandyDART Users' Advisory Committee, recommended for Board approval</li> <li>Received reports on Ridership Recovery, HandyDART Engagement, Brand and Reputation Survey results</li> </ul>
December 2, 2020	Human Resources and Governance Committee	<ul style="list-style-type: none"> <li>Board appointment principles to E-Comm Board, recommended for Board approval</li> <li>2021 appointments to standing, joint, and ad hoc committees, recommended for Board approval</li> <li>Subsidiary board appointments, recommended for Board approval</li> <li>2020 Board and Committee Effectiveness Evaluation process, endorsed by Committee</li> </ul>
December 7, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>Skytrain fleet procurement contract award, recommended for Board approval</li> </ul>
December 7, 2020	Board Meeting	<ul style="list-style-type: none"> <li>Received in camera report</li> </ul>
December 9, 2020	Joint Committee of the Whole Workshop	<ul style="list-style-type: none"> <li>Received report on 2021 Investment Plan development</li> <li>Received report on Transport 2050</li> <li>Received report on Mayors' Council 10-Year Vision</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
December 10, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Approved dissolution of Pacific Vehicle Testing Technologies Ltd. (PVT) and Fraser River Marine Transportation Ltd. (FRMT)</li> <li>• Approved Acceptable Use of Corporate Computing Systems Policy</li> <li>• Approved proposed magnitude and timing of next fare increase</li> <li>• Endorsed proposed non-renewal of Credit Agreement extension</li> <li>• Approved 2021 Committee appointments to the HandyDART Users' Advisory Committee</li> <li>• Approved Board appointment principles to E-Comm Board</li> <li>• Approved 2021 appointments to standing, joint, and ad hoc committees</li> <li>• Approved subsidiary board appointments</li> </ul>
December 15, 2020	Finance and Audit Committee	<ul style="list-style-type: none"> <li>• Received in camera item, recommended for Board approval</li> </ul>
December 17, 2020	Board Meeting	<ul style="list-style-type: none"> <li>• Approved 2021 Business Plan, Operating and Capital Budget</li> <li>• Approved SkyTrain fleet procurement contract award</li> <li>• Approved in camera item</li> </ul>

## G. FARE COLLECTION BYLAW

The current version of the Fare Collection Bylaw is shown below.

### Definitions

1. In this regulation:

**"Act"** means the *South Coast British Columbia Transportation Authority Act*;

**"pass"** means a record that the authority or a related party has issued or recognized as authorization for the person to whom it was issued to enter a fare paid zone or board a transit vehicle that is not a fare paid zone, and includes, without limitation, a transfer, a fare receipt, a monthly pass, any other time-limited pass and a payment card;

**"payment card"** means a record issued by the authority or a related party if the following apply:

- (a) the person to whom the record is issued can, by paying money to the authority or a related party, create or increase a credit balance on the record;
- (b) the credit balance on the record can be applied by the person to whom the record was issued towards any fare;

**"surcharge date"**, in relation to a ticket, means the later of

- (a) the date that is 180 days after the date of service of the ticket,
- (b) if the person to whom the ticket was issued disputes his or her liability under the ticket in accordance with section 4, the date that is 31 days after the date on which a notice of decision in response to the dispute is provided to that person under section 4 (4), and
- (c) if the person to whom the ticket was issued appeals his or her liability under the ticket in accordance with section 7, the date that is 7 days after the date on which a notice of decision in response to the appeal is provided to that person under section 7 (5);

**"ticket"** means a ticket issued under section 248 of the Act.

### Description of infraction

2. Every word and phrase set out in Column 2 of Schedule 1 to this regulation is authorized to be used on a ticket to describe the infraction of contravening the provision of the Act referred to in Column 1 opposite that word or phrase.

### Ticketed amounts

3. (1) For the contravention of a provision of the Act set out in Column 1 of Schedule 1 to this regulation,
  - (a) Column 2 of Schedule 1 sets out the description of the infraction for the purposes of section 2, and
  - (b) Column 3 of Schedule 1 prescribes the fine for the infraction.(2) On the surcharge date applicable to a ticket, a surcharge of \$40 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made before the surcharge date.  
(3) On the date that is 366 days after the date of service of the ticket, an additional surcharge of \$60 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made on or before that date.

### Dispute process

4. (1) For the purposes of section 251 (1) of the Act, a person to whom a ticket has been issued may dispute his or her liability under the ticket
  - (a) within 14 days after the date of service of the ticket, or

- (b) if the authority is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 14-day period to dispute liability under the ticket, within any longer period that the authority may, in writing, specify.
- (2) To dispute liability under a ticket, the person to whom the ticket was issued must, within the dispute period referred to in subsection (1) of this section, provide to the authority, in accordance with subsection (3), a notice of the dispute
  - (a) identifying on which of the grounds set out in section 251 (1) of the Act the person is basing the dispute, and
  - (b) providing any information relevant to the dispute.
- (3) A notice of dispute under subsection (2) of this section must be provided to the authority by
  - (a) mailing it to the head office of the authority, or
  - (b) providing it electronically in the manner set out on the authority's website.
- (4) Within 30 days after receiving a notice of dispute under subsection (2), the authority must
  - (a) decide whether to confirm or cancel the ticket, and
  - (b) provide to the person who submitted the notice of dispute, in accordance with subsection (5), notice of that decision and the basis on which it was made.
- (5) A notice of decision under subsection (4) must be provided to the person who submitted the notice of dispute by
  - (a) mailing the notice of decision to the postal address provided for that person in the notice of dispute, or
  - (b) emailing the notice of decision to the email address provided for that person in the notice of dispute.

**Appeal period**

- 5. (1) For the purposes of section 253 of the Act, a person who has disputed liability under a ticket in accordance with section 4 of this regulation and Division 3 of Part 12 of the Act may appeal liability under the ticket to an arbitrator
  - (a) within 30 days after the authority provided notice under section 4 (4) of this regulation of the authority's decision, or
  - (b) if the arbitrator is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 30-day period to appeal liability under the ticket, within any longer period that the arbitrator may, in writing, specify.
- (2) A request under subsection (1) (b) for an extension of time within which to appeal liability under a ticket must
  - (a) set out the reason why the person was unable to provide a notice of appeal within the 30-day period referred to in subsection (1) (a), and
  - (b) be provided to the authority by
    - (i) mailing the request to the head office of the authority, or
    - (ii) providing the request electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a request referred to in subsection (2), the authority must provide the request to the arbitrator.
- (4) Within 14 days after receiving a request under subsection (3), the arbitrator must provide notice to the appellant and the authority as to whether an extension of time within which to appeal liability under the ticket has been granted and if an extension is granted, indicate the date before which the notice of appeal must be provided to the authority.

**Additional grounds for appeal**

- 6. For the purpose of section 253 (c) of the Act, a person may appeal liability under a ticket on the ground that relevant information was not submitted in the dispute procedure.

**Appeal process**

7. (1) To appeal liability under a ticket, the person to whom the ticket was issued must, within the appeal period referred to in section 5 (1), provide to the authority, in accordance with subsection (2) of this section, a notice of appeal
- (a) identifying on which of the grounds set out in section 253 of the Act or section 6 of this regulation the person is basing the appeal, and
  - (b) providing any information relevant to the appeal.
- (2) A notice of appeal under subsection (1) must be provided to the authority by
- (a) mailing it to the head office of the authority, or
  - (b) providing it electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a notice of appeal under subsection (2), the authority must provide the notice of appeal to the arbitrator who has the earliest availability.
- (4) An arbitrator to whom a notice of appeal is provided under subsection (3) may request from the appellant or the authority any additional records or information that the arbitrator considers appropriate and may, in his or her sole discretion, authorize the appellant and the authority to provide the additional records or information to the arbitrator in one or more of the following manners:
- (a) in person;
  - (b) in writing;
  - (c) electronically.
- (5) After receiving a notice of appeal under subsection (3), the arbitrator must
- (a) confirm or cancel the ticket, and
  - (b) provide, in accordance with subsection (6), to
    - (i) the person who submitted the notice of appeal, and
    - (ii) the authority notice of that decision and the basis on which it was made.
- (6) A notice of decision under subsection (5) must be provided to the person who submitted the notice of appeal by
- (a) mailing the notice of decision to the postal address provided for that person in the notice of appeal, or
  - (b) emailing the notice of decision to the email address provided for that person in the notice of appeal.

**Cancellation of tickets**

8. If a ticket is cancelled under section 4 or 7 and some or all of the ticketed amount of the ticket has been paid to the authority, the authority must refund the amount paid.

**Payment of fare**

9. For the purposes of section 244 (1) (a) of the Act, a person may satisfy the requirement to pay the fare required by the tariff in any of the following manners:
- (a) if a pass has been issued to the person and that pass is valid for application to the fare,
    - (i) if a device that can record the use of the pass has been installed or made available by the authority or a related party for the fare paid zone or transit vehicle, by using the pass in such a way that
      - (A) its use is recorded by the device, and
      - (B) if the pass is a payment card, the unpaid portion, if any, of the fare is debited from the pass, or
    - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that pass to that transit employee for inspection;

- (b) if, under the tariff, another form of payment is authorized,
  - (i) if a device that can recognize that form of payment has been installed or made available for the fare paid zone or transit vehicle by the authority or a related party, by using that form of payment in such a way that
    - (A) its use is recorded by the device, and
    - (B) if applicable, the unpaid portion, if any, of the fare is debited from the form of payment, or
  - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that form of payment to that transit employee for inspection.

#### **Proof of payment**

- 10.** To comply with section 244 (1) (b) of the Act in relation to a fare, a person must
- (a) obtain and retain any receipt issued by the authority or a related party for the payment of that fare,
  - (b) if a pass that is valid for application to the fare is used, retain the pass, or
  - (c) if under the tariff another form of payment is authorized and that other form of payment is used, retain that form of payment and obtain and retain
    - (i) any receipt issued by the authority or a related party, and
    - (ii) any record in the person's power or control, whether in electronic form or otherwise, that confirms that the form of payment was used in payment of the fare.

#### ***Schedule 1***

#### ***South Coast British Columbia Transportation Authority Act***

<b>Provision</b>	<b>Contravention</b>	<b>Fines</b>
Section 244 (1) (a)	Fare evasion	\$173
Section 244 (2)	Failure to produce	\$173

**H. SECTION 248 TICKETS AND COLLECTIONS**

The numbers of tickets issued and dollar amounts collected under Section 248 from January 1 to December 31, 2020 are represented in the table below.

	Tickets issued under Section 248 (number)*	Collected ticket amounts (\$)*
January 1 to December 31, 2020	6,606	787,552

*\* Preliminary estimates based on best available data at time of reporting.*

## I. DEVELOPMENT COST CHARGES

The DCC Program was established as part of the funding strategy for investments included in the 10-Year Mayors' Vision. TransLink's 2018 Phase Two Investment Plan outlines the capital project categories that would be supported by the DCC program. The categories include New Major Projects, SkyTrain and West Coast Express Expansion, Bus Exchange/Depot Upgrades and SeaBus Expansion. The total capital cost of the select project categories is estimated at \$1.4 billion, of which \$444.4 million is TransLink's direct capital cost, net of senior government funding. As of December 31, 2020, \$19.7 million of DCCs have been received from the municipal funding partners, and the funds have been proportionately allocated for recovery as follows:

SUMMARY OF DCC PROGRAM As of December 31, 2020				
(\$ thousands)	Current Budget	Senior Government Funding	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and SeaBus Expansion	167,742	58,306	109,436	4,860
New Major Projects	64,484	14,722	49,762	2,210
SkyTrain and West Coast Express Expansion	1,138,638	853,463	285,175	12,664
<b>Total DCC Program</b>	<b>1,370,864</b>	<b>926,491</b>	<b>444,373</b>	<b>19,734</b>



Consolidated Financial Statements  
(Expressed in thousands of dollars)

**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION AUTHORITY**

And Independent Auditors' Report thereon

Year ended December 31, 2020



KPMG LLP  
PO Box 10426 777 Dunsmuir Street  
Vancouver BC V7Y 1K3  
Canada  
Telephone (604) 691-3000  
Fax (604) 691-3031

## INDEPENDENT AUDITORS' REPORT

To the Members of the Board of Directors of the South Coast British Columbia  
Transportation Authority

### ***Opinion***

We have audited the consolidated financial statements of the South Coast British Columbia Transportation Authority (the "Authority"), which comprise:

- the consolidated statement of financial position as at December 31, 2020
- the consolidated statement of operations for the year then ended
- the consolidated statement of changes in net debt for the year then ended
- the consolidated statement of cash flows for the year then ended
- and notes to the consolidated financial statements, including a summary of significant accounting policies  
(hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the Authority as at December 31, 2020, and its consolidated results of operations, its consolidated changes in net debt and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

### ***Basis for Opinion***

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "**Auditors' Responsibilities for the Audit of the Financial Statements**" section of our auditors' report.

We are independent of the Authority in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### ***Other Information***

Management is responsible for the other information. Other information comprises the information, other than the financial statements and the auditors' report thereon, included in the 2020 Annual Statutory Report and 2020 Year-End Financial and Performance Report documents.

Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit and remain alert for indicators that the other information appears to be materially misstated.

We obtained the information, other than the financial statements and the auditors' report thereon, included in the 2020 Annual Statutory Report and 2020 Year-End Financial and Performance Report documents as at the date of this auditors' report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditors' report.

We have nothing to report in this regard.

### ***Responsibilities of Management and Those Charged with Governance for the Financial Statements***

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Authority's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Authority or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Authority's financial reporting process.

### ***Auditors' Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.


As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Authority to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group entity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.



Chartered Professional Accountants

Vancouver, Canada  
May 20, 2021

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

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

December 31, 2020, with comparative information for 2019

	2020	2019
<b>Financial assets</b>		
Cash and cash equivalents	\$ 397,571	\$ 502,060
Accounts receivable (note 7(k))	893,870	246,889
Loan receivable (note 3)	182,358	190,009
Restricted cash and cash equivalents and investments (note 4(a))	1,033,354	1,101,107
Investments (note 4(b))	96,059	61,281
Debt reserve deposits (note 5)	28,565	27,989
	<b>2,631,777</b>	<b>2,129,335</b>
<b>Liabilities</b>		
Accounts payable and accrued liabilities (note 7(k))	374,319	368,232
Debt (note 6)	3,035,241	2,738,435
Deferred government transfers (note 7(a))	1,196,485	1,188,463
Golden Ears Bridge contractor liability (note 8(a))	1,024,302	1,033,348
Deferred concessionaire credit (note 9(a))	455,902	479,239
Employee future benefits (note 10(b))	132,335	143,709
Deferred revenue and deposits	59,895	62,201
Deferred lease inducements	14,780	13,452
	<b>6,293,259</b>	<b>6,027,079</b>
Net debt	<b>(3,661,482)</b>	<b>(3,897,744)</b>
<b>Non-financial assets</b>		
Tangible capital assets (note 12)	5,573,970	5,381,268
Supplies inventory	89,233	84,556
Prepaid expenses	26,826	30,910
	<b>5,690,029</b>	<b>5,496,734</b>
<b>Commitments and contingencies (note 13)</b>		
Accumulated surplus	<b>\$ 2,028,547</b>	<b>\$ 1,598,990</b>

See accompanying notes to consolidated financial statements.

Approved on behalf of the Board:

\_\_\_\_\_  
"Tony Gugliotta"  
Chair

\_\_\_\_\_  
"Sarah Clark"  
Director

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Operations  
(Expressed in thousands of dollars)

Year ended December 31, 2020, with comparative information for 2019

	2020 Budget	2020 Actual	2019 Actual
	(note 2(t))		
Revenues:			
Taxation (note 17)	\$ 918,843	\$ 849,986	\$ 906,969
Transit (note 7(l))	723,160	385,934	685,362
Government transfers (note 7(a))	261,913	793,771	398,523
Amortization of deferred concessionaire credit (note 9(a))	23,337	23,337	23,273
Investment income	54,300	53,763	58,024
Development cost charges (note 11)	24,600	19,734	-
Miscellaneous revenue	17,059	18,394	16,725
Gain (loss) on disposal of tangible capital assets	-	(10)	506
	2,023,212	2,144,909	2,089,382
Expenses:			
Bus operations	1,009,156	933,863	927,176
Corporate operations	175,623	139,963	147,953
Rail operations	483,481	441,894	446,283
Roads and bridges	223,842	158,157	192,806
Transit Police	43,590	41,475	41,959
	1,935,692	1,715,352	1,756,177
Surplus for the year	87,520	429,557	333,205
Accumulated surplus, beginning of year	1,596,690	1,598,990	1,265,785
Accumulated surplus, end of year	\$ 1,684,210	\$ 2,028,547	\$ 1,598,990

See accompanying notes to consolidated financial statements.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

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

Year ended December 31, 2020, with comparative information for 2019

	2020 Budget	2020 Actual	2019 Actual
	(note 2(t))		
Surplus for the year	\$ 87,520	\$ 429,557	\$ 333,205
Acquisition of tangible capital assets	(799,323)	(422,176)	(515,285)
Amortization of tangible capital assets	244,307	229,450	212,942
Loss (gain) on disposal of tangible capital assets	-	10	(506)
Net proceeds from disposal of tangible capital assets	-	14	743
	(555,016)	(192,702)	(302,106)
Change in supplies inventory	(8,425)	(4,677)	(10,312)
Change in prepaid expenses	(2,990)	4,084	(2,704)
	(11,415)	(593)	(13,016)
Decrease (increase) in net debt	(478,911)	236,262	18,083
Net debt, beginning of year	(4,166,845)	(3,897,744)	(3,915,827)
Net debt, end of year	\$ (4,645,756)	\$ (3,661,482)	\$ (3,897,744)

See accompanying notes to consolidated financial statements.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Cash Flows  
(Expressed in thousands of dollars)

Year ended December 31, 2020, with comparative information for 2019

	2020	2019
Cash provided by (used for):		
Operating transactions:		
Surplus for the year	\$ 429,557	\$ 333,205
Non-cash changes to operations (note 15)	136,899	(129,698)
Changes in non-cash operating working capital (note 15)	(647,516)	90,504
Cash provided by (used for) operating transactions	(81,060)	294,011
Capital transactions:		
Purchase of tangible capital assets	(421,289)	(514,960)
Net proceeds from disposal of tangible capital assets	14	743
Cash used for capital transactions	(421,275)	(514,217)
Investing transactions:		
Decrease (increase) in restricted cash and investments	67,753	(121,213)
Increase in investments	(34,778)	(108)
Decrease (increase) in debt reserve deposits	(576)	1,432
Cash provided by (used for) investing transactions	32,399	(119,889)
Financing transactions:		
Debt proceeds	650,000	200,000
Premiums (issue costs) on financing	12,435	(1,420)
Repayments of debt	(364,855)	(125,489)
Repayments of Golden Ears Bridge contractor liability	(9,046)	(7,030)
Government transfers received for tangible capital additions	74,977	257,955
Lease inducements received	1,936	1,117
Cash provided by financing transactions	365,447	325,133
Decrease in cash and cash equivalents	(104,489)	(14,962)
Cash and cash equivalents, beginning of year	502,060	517,022
Cash and cash equivalents, end of year	\$ 397,571	\$ 502,060
Supplementary information:		
Interest paid	\$ 192,027	\$ 187,815
Tangible capital assets acquired by capital lease	887	325

See accompanying notes to consolidated financial statements.



# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **1. Operations:**

The South Coast British Columbia Transportation Authority, formerly the Greater Vancouver Transportation Authority, (the “Authority” or “TransLink”) was established in June 1998 as a regional public transportation authority under the South Coast British Columbia Transportation Authority Act (the “Act”) to provide for the planning, funding, management and operation of an integrated regional transportation system for the Greater Vancouver region.

The COVID-19 outbreak was declared a pandemic in 2020 by the World Health Organization. The related government-imposed restrictions, social distancing measures, and work from home protocols have had an adverse effect on the demand for public transportation and the Authority’s operations, mainly in the form of reduced transit and taxation revenues. The situation remains dynamic, and ultimate duration and long-term effects on the Authority’s operations are not known at this time. The short-term impact has been offset through relief funding provided by senior government to help the Authority maintain operations and service levels (note 7(i)).

In December 2020, the Authority was the victim of a cyberattack. Immediate action and protective measures were taken by the Authority including the shut down of multiple systems. An investigation is ongoing to determine what information may have been compromised. The incident did not have a material impact on these financial statements.

## **2. Significant accounting policies:**

### **(a) Basis of presentation:**

These consolidated financial statements of the Authority have been prepared in accordance with Canadian public sector accounting standards as recommended by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada.

### **(b) Basis of consolidation:**

These consolidated financial statements include the accounts of the Authority and its active wholly owned subsidiaries as follows:

- (i) Coast Mountain Bus Company Ltd. (“CMBC”) – bus, SeaBus and community shuttle services;
- (ii) British Columbia Rapid Transit Company Ltd. (“BCRTC”) – SkyTrain services on the Expo, Millennium and Canada Lines;
- (iii) West Coast Express Limited (“WCE”) – commuter rail services;
- (iv) Transportation Property and Casualty Company Inc. (“TPCC”) – a captive insurance company which provides insurance liability coverage to the Authority’s operating subsidiaries; and
- (v) TransLink Security Management Ltd. (“TSML”) – transit police services transferred from the TransLink entity to TSML effective March 4, 2013.

All intercompany balances and transactions have been eliminated upon consolidation.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **2. Significant accounting policies (continued):**

### **(c) Basis of accounting:**

TransLink follows the accrual method of accounting for revenues and expenses. Revenues are recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay. Interest expense is accrued as the obligation is incurred.

### **(d) Cash and cash equivalents:**

Cash and cash equivalents include highly liquid investments with a term to maturity of three months or less at the date of purchase.

### **(e) Financial instruments:**

Financial instruments are classified into two categories: fair value or cost.

#### **(i) Fair value:**

Investments and derivatives that are quoted in an active market are reflected at fair value as at the reporting date. The Authority does not hold any investments or derivatives that are quoted in an active market. Unrealized gains and losses on financial assets are recognized in the Statement of Remeasurement Gains and Losses until such time that the financial asset is derecognized due to disposal or impairment. At the time of derecognition, the related realized gains and losses are recognized in the Statement of Operations and related balances are reversed from the Statement of Remeasurement Gains and Losses. As at December 31, 2020, the Authority does not have any unrealized gains or losses and a Statement of Remeasurement Gains and Losses has not been included in these financial statements.

#### **(ii) Cost:**

All other financial instruments are recorded at cost. Gains and losses on financial instruments recorded at cost are recognized in the Statement of Operations when the financial asset is derecognized due to disposal or impairment. Sales and purchases of investments are recorded on the trade date. Transaction costs related to the acquisition of investments are included in the cost of the related investments.

Accounts receivable, loan receivable and accounts payable and accrued liabilities are measured at amortized cost using the effective interest rate method. Any gains, losses or interest expense is recorded in the annual surplus depending on the nature of the financial liability that gave rise to the gain, loss or expense. Valuation allowances are made when collection is in doubt.

### **(f) Supplies inventory:**

Supplies inventory is valued at the lower of average cost and net realizable value. Cost includes purchase price, import duties, other net taxes, and transport, handling and other costs directly attributable to acquisition. Net realizable value is the estimated current replacement cost.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **2. Significant accounting policies (continued):**

### **(g) Tangible capital assets:**

Tangible capital assets have been recorded as follows:

- (i) Tangible capital assets are recorded at cost, including capitalized interest as described in note 2(h). Cost includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset, including the purchase price and other acquisition costs such as installation costs, design and engineering fees, legal fees, survey costs, site preparation costs, freight charges, transportation, insurance costs and duties.
- (ii) As part of the establishment of the Authority, certain tangible capital assets contributed by the Province of British Columbia (the "Province") and BC Transit were recorded at the estimated fair value at the date of acquisition based on appraisals carried out.
- (iii) Amortization is provided on the cost less estimated salvage value on a straight-line basis over a period not exceeding the estimated useful lives as follows:

Asset	Years
Land improvements	30
Buildings	30 - 50
Bridges, guideways, stations and tunnels	30 -100
Other supporting systems (tracks, rail, roads, electrical, drainage, ventilation)	8 - 40
Vehicles and SeaBus	5 - 40
Equipment	5 - 40

### **(h) Capitalization of interest:**

Interest costs directly attributable to construction projects and major capital acquisitions are capitalized from the commencement of the capital outlays until the assets are placed into service.

### **(i) Major Road Network ("MRN") expenditures:**

Part 2 of the Act provides that the Authority must establish a MRN, comprising an integrated system of highways throughout the transportation service region, and the Authority must contribute funds to the municipalities for the purpose of constructing and maintaining any part of the MRN within that municipality if certain conditions are met.

Funding related to operating and maintaining the MRN are expensed under the heading "maintenance, materials and utilities". Funding related to road, cycling and walking infrastructure is expensed under the heading "capital infrastructure contributions" as the related assets are the property of the appropriate municipalities who assume all the rights and obligations.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **2. Significant accounting policies (continued):**

### **(j) Pension plans and employee future benefits:**

#### **(i) Pension plan:**

The Authority, its subsidiaries and employees make contributions to the Public Service Pension Plan ("PSPP"). These contributions to the PSPP are expensed as incurred.

#### **(ii) Employee future benefits:**

Post-retirement and post-employment benefits are available to the majority of the Authority's employees. The cost of post-retirement benefits is actuarially determined, prorated on service and management's best estimate of retirement ages and expected health care costs. The cost of post-employment benefits to disabled employees is actuarially determined based on future projected benefits of currently disabled employees. The obligations under these post-retirement and post-employment benefit plans are accrued as the employees render services necessary to earn the future benefits. The measurement date of the accrued benefit obligation coincides with the Authority's fiscal year. The most recent actuarial valuation of the plans was December 31, 2020. The plans are unfunded and require no contributions from employees. Employer contributions are based upon expected annual benefit payments.

Actuarial gains or losses on the accrued benefit obligation arise from differences between actual and expected experience and from changes in the actuarial assumptions used to determine the accrued benefit obligation. The net accumulated actuarial gains or losses are amortized over the average remaining service period of active employees in the consolidated statement of operations. The amortization period of the active employees covered by the post-retirement plan is 11 years (2019 - 11 years) and post-employment plan is 6 years (2019 - 6 years).

### **(k) Deferred revenue:**

The Authority defers the portion of the revenue collected from transit services relating to services not yet rendered. This revenue is recognized in the year in which related services are provided.

### **(l) Development cost charges:**

Development cost charges are restricted by legislation for expenditures on eligible capital projects. These amounts are included in deferred revenue and deposits upon receipt and recognized as revenue when qualifying expenditures are incurred.

### **(m) Deferred concessionaire credit:**

Deferred concessionaire credit represents the funding provided by the Canada Line concessionaire towards the design and construction phases of the Canada Line in exchange for the right to operate the line over the 30-year operating term. This amount is amortized to income on a straight-line basis over the operating term of the concessionaire agreement which commenced in August 2009 and will expire in July 2040.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **2. Significant accounting policies (continued):**

### **(n) Government transfers:**

Restricted transfers from governments are deferred and recognized as revenue as the related stipulations in the agreement are met. Unrestricted transfers are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

A significant portion of the Authority's government funding for capital purposes is received from the federal government through the Gas Tax program and other similar programs. Under these agreements, the Authority is required to acquire specific transit assets with the funds. The Authority 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.

### **(o) Liability for contaminated sites:**

Contaminated sites are a result of contamination being introduced into air, soil, water or sediment of a chemical, organic or radioactive material or live organism that exceeds an environmental standard. Liabilities are recorded net of any expected recoveries.

A liability for remediation of contaminated sites is recognized when all the following criteria are met:

- (i) an environmental standard exists;
- (ii) contamination exceeds the environmental standard;
- (iii) the Authority is directly responsible or accepts responsibility;
- (iv) it is expected that future economic benefits will be given up; and
- (v) a reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site.

### **(p) Income taxes:**

The Authority is a tax exempt corporation, which is exempt from Canadian Federal and British Columbia Provincial income taxes as it is deemed to be a public body performing the function of government in Canada. The Authority's subsidiaries file on the basis that they are exempt from Canadian Federal and British Columbia Provincial income taxes.

### **(q) Foreign currency translation:**

Transactions of the Authority and its subsidiaries originating in foreign currencies are translated at the rates in effect at the time of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated to Canadian dollars at exchange rates in effect at the statement of financial position dates. Foreign exchange gains and losses are included in income.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **2. Significant accounting policies (continued):**

(r) Use of estimates:

The preparation of the consolidated financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Significant areas requiring the use of estimates include determination of useful lives of tangible capital assets, percentage of completion of construction-in-progress, allowance for doubtful accounts receivable, obsolete inventory, determination of employee future benefits, liability for contaminated sites, self-insurance liability provisions and provisions for legal contingencies. Actual results could differ from those estimates.

(s) Segment disclosure:

A segment is defined as a distinguishable activity or group of activities of a government for which it is appropriate to separately report financial information to achieve the objectives of the Authority. TransLink has provided definitions of segments used and presented financial information in the segmented format (note 18). Business Technology, Human Resource, Payroll and Administrative Services costs are managed by the corporate segment and allocated among the operating segments, as appropriate. Interest has been allocated based on the allocated depreciation.

(t) Budget data:

The budget data presented in these consolidated financial statements were approved by the Board of Directors on March 26, 2020.

## **3. Loan receivable:**

In 2016, the Authority sold the Oakridge Transit Centre land for proceeds of \$440,000,000. The Authority received \$11,950,000 of proceeds in 2020 (2019 - \$66,000,000) with the remaining payment due in annual instalments as follows:

	Instalments
January 20, 2021	\$ 54,050
January 20, 2022	66,000
January 20, 2023	66,000
Total	\$ 186,050

The instalments are secured by a mortgage on the land sold.

The loan receivable of \$182,358,000 (2019 - \$190,009,000) is the present value of the instalments due as at December 31, 2020 using a discount rate of 2.10% (2019 - 2.10%).

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **3. Loan receivable (continued):**

Interest accrues on each instalment if it is not paid one month prior to its due date. Interest accrues at 18.00% per annum, calculated and compounded half-yearly. Interest in the amount of \$310,900 (2019 - nil) has been included in the loan receivable balance for unpaid instalment amounts. Provided the purchaser is in compliance with the land sale agreement and related mortgage, the purchaser can prepay all or any part of the remaining instalments at any time without notice, bonus or penalty.

## **4. Restricted and unrestricted cash and investments:**

The Authority holds investments consisting of term deposits, money market instruments, and bonds held at various financial institutions.

All these investments are recorded at amortized cost. The bonds have an average initial term of 207 months (2019 - 196 months) and an average remaining term to maturity of 162 months (2019 - 160 months). All bonds held by the Authority, as at December 31, 2020 and 2019, were rated A or higher.

Details of interest rate and maturity date ranges of the term deposits are as follows:

	2020	2019
Interest rate range	0.81% - 2.95%	2.30% - 2.95%
Maturity date range	January 2021 – December 2022	January 2020 – December 2021

Details of effective interest rates and coupon rates of the government and corporate bonds are as follows:

	2020		2019	
	Effective rates	Coupon rates	Effective rates	Coupon rates
Weighted average rate	3.03%	3.26%	3.03%	3.26%
Interest rate range	1.59% - 4.47%	1.60% - 5.20%	1.51% - 4.47%	1.50% - 5.20%

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **4. Restricted and unrestricted cash and investments (continued):**

### **(a) Restricted cash and cash equivalents and investments:**

	2020	2019
Government transfers for capital project funding (i):		
Cash and cash equivalents	\$ 235,303	\$ 309,029
Investments:		
Term deposits and money market instruments	132,638	101,532
Bonds (note 16(b))	22,641	22,637
Total government transfers for capital project funding	390,582	433,198
Self-administered sinking funds:		
Cash and cash equivalents	15,517	17,820
Investments:		
Term deposits and money market instruments	35,183	20,130
Bonds maturing beyond one year (note 16(b))	310,310	297,080
Total self-administered sinking funds	361,010	335,030
Land reserve:		
Cash and cash equivalents	117,584	111,648
Term deposits	88,280	88,735
Total land reserve	205,864	200,383
Green Bond proceeds:		
Cash and cash equivalents	46,388	108,373
TPCC (wholly-owned captive insurance subsidiary):		
Cash and cash equivalents	12,148	-
Bonds (note 16(b))	17,362	24,123
Total TPCC	29,510	24,123
Total restricted cash and investments	\$ 1,033,354	\$ 1,101,107

(i) Unspent government transfers for capital project funding consists of \$362,912,000 (2019 - \$403,571,000) of Gas Tax funds and \$27,670,000 (2019 - \$29,627,000) of other funding.

### **(b) Unrestricted investments:**

Unrestricted investments are comprised of term deposits and money market instruments in the amount of \$96,059,000 (2019 - \$61,281,000).



# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **5. Debt reserve deposits and callable demand notes:**

The Authority is required to pay the Municipal Finance Authority of British Columbia ("MFA") debt reserve deposits into a debt reserve fund of 1.00% of the face value of each debenture borrowing from the MFA. These are interest bearing restricted funds administered by the MFA and are only refundable once the respective debt issue has been fully repaid.

If at any time the MFA does not receive sufficient funds to meet payments or sinking fund contributions due on the Authority's debt obligations, the interest and principal payments or sinking fund contributions will be deducted from this debt reserve fund.

In addition to the debt reserve deposit, the Authority is required by the MFA to issue a non-interest bearing demand note for an amount equal to one-half the average annual installment of principal and interest relative to any debt borrowed less the debt reserve deposit. The demand notes payable to the MFA are callable only if, in the event of a default by the Authority or Metro Vancouver (the interposed significant lender over the Authority's long-term debt), there are insufficient funds in the Authority's debt reserve deposit held at the MFA to meet a required interest, principal payment or sinking fund contribution. As the Authority is in full compliance with its debt payments and no such call has been made by the MFA on these demand notes, their face value has not been recorded as a liability on the consolidated statement of financial position. At year-end, the maximum value of the demand notes totaled \$29,343,000 (2019 - \$29,343,000).

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 6. Debt:

	2020	2019
Unsecured commercial paper, due next 12 months	\$ 60,000	\$ 60,000
Unsecured sinking fund bonds held by the MFA, weighted average coupon rate of 3.96% (effective rate 3.98%), maturing at various dates from 2021 to 2036, 10 to 30-year original term	1,100,043	1,099,856
Less: accumulated payments to MFA administered debt sinking funds (including vested and accrued actuarial earnings)	(653,415)	(592,847)
Unsecured serial debenture held by the MFA, coupon rate of 5.10% interest payable semi-annually (effective rate 5.19%), maturing in 2025, principal repayment of approximately \$2 million annually, 20-year original term	13,993	16,547
Unsecured bullet maturity bond series TL-1, face value \$300 million, interest rate 3.80% (effective rate 3.88%), maturing 2020, original 10-year term	-	299,770
Unsecured bullet maturity bond series TL-2, face value \$200 million, interest rate 4.65% (effective rate 4.70%), maturing 2041, original 30-year term	198,724	198,670
Unsecured bullet maturity bond series TL-3, face value \$250 million, interest rate 3.85% (effective rate 3.82%), maturing 2052, original 40-year term	251,411	251,415
Unsecured bullet maturity bond series TL-4, face value \$365 million, interest rate 4.45% (effective rate 3.97%), maturing 2044, original 30.5-year term	392,777	393,495
Unsecured bullet maturity bond series TL-5, face value \$465 million, (2019 - \$215 million) interest rate 3.05% (effective rate 2.43% (2019 - 3.06%)), maturing 2025, original 10.5-year term	477,143	214,942
Unsecured bullet maturity bond series TL-6, face value \$200 million, interest rate 3.15% (effective rate 3.18%), maturing 2048, original 31-year term	198,765	198,729
Unsecured bullet maturity bond series TL-7 (Green), face value \$400 million, interest rate 3.25% (effective rate 3.31%), maturing 2028, original 10-year term	398,227	398,012
Unsecured bullet maturity bond series TL-8 (Green), face value \$200 million, interest rate 2.65% (effective rate 2.68%), maturing 2050, original 31-year term	198,623	198,587
Unsecured bullet maturity bond series TL-9, face value \$400 million, interest rate 1.60% (effective rate 1.64%), maturing 2030, original 10-year term	398,498	-
Capital leases, weighted average implicit rate of 3.18% (2019 - 3.22%), maturing at various dates from 2021 to 2023	452	1,259
	\$ 3,035,241	\$ 2,738,435

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 6. Debt (continued):

The Authority has an unsecured revolving credit facility with a syndicate of Canadian financial institutions totaling \$500 million which will expire on March 23, 2023. The credit facility is to be used primarily as a liquidity backstop of commercial paper and provides for loans at varying rates of interest based on certain benchmark interest rates, specifically the Canadian prime rate and the Canadian bankers' acceptance rate, and on the Authority's credit ratings at the time of drawdown. The Authority is also required to pay commitment fees, which are also dependent on the Authority's credit ratings. This credit facility has no financial covenants or requirement to maintain a specific credit rating and was not drawn upon in 2020.

The Authority's unsecured commercial paper program is backstopped by the abovementioned syndicated credit facility which enables it to issue commercial paper up to a maximum aggregate of \$500 million. As at December 31, 2020, \$60,000,000 (2019 - \$60,000,000), was owed under this commercial paper program at an average interest rate of 0.23% (2019 - 1.82%) and is due for repayment in January 2021 (2019 - January 2020).

The future debt payments, future actuarial interest credit on the MFA sinking fund payments and unamortized premium / issue costs are summarized as follows:

	Commercial Paper	Sinking Fund on Bonds Held by MFA	Serial Debenture Held by MFA	Bullet Maturity Bonds	Capital Leases	Total
Future payments:						
2021	\$ 60,000	\$ 35,779	\$ 2,659	\$ -	\$ 394	\$ 98,832
2022	-	33,777	2,727	-	56	36,560
2023	-	31,357	2,797	-	2	34,156
2024	-	31,357	2,868	-	-	34,225
2025	-	29,188	2,942	465,000	-	497,130
Thereafter	-	77,578	-	2,015,000	-	2,092,578
	60,000	239,036	13,993	2,480,000	452	2,793,481
Future actuarial interest	-	208,749	-	-	-	208,749
	60,000	447,785	13,993	2,480,000	452	3,002,230
Unamortized premium / (issue costs)	-	(1,157)	-	34,168	-	33,011
	\$ 60,000	\$ 446,628	\$ 13,993	\$ 2,514,168	\$ 452	\$ 3,035,241

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 7. Transfers from other governments:

### (a) Deferred government transfers:

	Balance, January 1, 2020	Contributions received	Interest earned	Recognized as revenue	Balance, December 31, 2020
Capital project funding:					
Canada Line	\$ 454,028	\$ -	\$ -	\$ (24,013)	\$ 430,015
Gas Tax	431,423	-	6,231	(36,206)	401,448
Public Transit Infrastructure Fund	204,992	46,220	-	-	251,212
Building Canada Fund	58,358	-	-	(3,725)	54,633
Capstan Station	28,975	12	-	(1,316)	27,671
Evergreen Line	6,300	-	-	-	6,300
Transit Secure Fund	4,223	-	-	(563)	3,660
Public Transit Fund	164	-	-	(111)	53
Investing in Canada Infrastructure Program	-	21,368	-	-	21,368
Miscellaneous programs	-	1,146	-	(1,021)	125
	1,188,463	68,746	6,231	(66,955)	1,196,485
Operating funding:					
Safe Restart	-	644,000	-	(644,000)	-
Golden Ears Bridge foregone tolling	-	62,366	-	(62,366)	-
Canada Line Operating Fund (note 9(c))	-	19,284	-	(19,284)	-
Properties Environmental Program	-	438	-	(438)	-
Other cost sharing projects	-	728	-	(728)	-
	-	726,816	-	(726,816)	-
	\$ 1,188,463	\$ 795,562	\$ 6,231	\$ (793,771)	\$ 1,196,485

The balance as at December 31, 2020 of \$1,196,485,000 consists of:

- (i) Unspent Gas Tax funds of \$362,912,000 (2019 - \$403,571,000) and unspent funds for various other projects of \$27,670,000 (2019 - \$29,627,000); and
- (ii) Spent funds of \$805,903,000 (2019 - \$755,265,000) that will be recognized as revenue as the related stipulations in the agreements are met.

### (b) Gas Tax funding:

The Authority receives funding annually from the Government of Canada via a Gas Tax funding agreement between the Authority and the Union of British Columbia Municipalities ("UBCM"). The Authority is required to spend the funds on defined tangible capital assets to support the mandate, as prescribed in the agreement.

In 2015, the Authority entered into a new funding agreement with UBCM (the "Agreement").

Under the terms of the Agreement, for tangible capital assets acquired prior to April 1, 2014, the Authority is required to continue to retain title to the ownership of the infrastructure for a period of 10 years, or the useful life of the asset, if less than 10 years. Accordingly, once the contributions are spent on eligible items and the assets are placed into service, the contributions are amortized to revenue over 10 years, or the assets' useful life if less than 10 years.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **7. Transfers from other governments (continued):**

### **(b) Gas Tax funding (continued):**

Tangible capital assets acquired on or after April 1, 2014 are not subject to stipulations and the contributions are recognized in revenue when the funds are spent on eligible items.

Receipts and disbursements for the year are as follows:

	2020	2019
Opening balance, unspent funds	\$ 403,571	\$ 531,715
Amount received during the year	-	149,120
Interest earned	6,231	9,202
Amount spent on designated public transit projects	(46,890)	(286,466)
Closing balance, unspent funds	\$ 362,912	\$ 403,571

### **(c) Canada Line funding:**

The Authority has received certain contributions for the Canada Line infrastructure from the Federal and Provincial Governments with the stipulation that TransLink operate and maintain the Canada Line for a minimum of 30 years, equal to the operating agreement with the concessionaire. If the assets are disposed prior to the 30-year term, the Authority is required to refund a portion of the contributions received, the amount of which decreases over time. As such, the Authority recognizes the revenue from the contributors over the holding period of 30 years.

### **(d) Building Canada Fund:**

The Building Canada Fund was established by the Government of Canada to provide strategic funding to infrastructure projects managed by Canadian provinces, territories and municipalities. Through an agreement with the Province, the Authority obtains funding from the Major Infrastructure Component of the Building Canada Fund which supports various projects related to public transit. In addition to the federal funds, the Authority also receives provincial funding for certain Building Canada Fund related projects.

Under the agreement, if any of the assets acquired are disposed or used in a manner other than as described in their request for funding, the Authority is required to return a portion of the contribution to the Province as follows:

Portion of contribution refund	Up to 1 year after the project completion date	Reduction in refund each year afterward
Fixed assets (non-movable)	100%	4%
Non-fixed assets (movable)	100%	10%

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **7. Transfers from other governments (continued):**

### **(d) Building Canada Fund (continued):**

Accordingly, the Authority recognizes the revenue over the stipulation periods of 10 or 25 years.

### **(e) Public Transit Infrastructure Fund:**

The Public Transit Infrastructure Fund ("PTIF") was established by the Government of Canada to provide funding to support the rehabilitation of transit systems, new capital projects, and planning and studies for future transit expansion to foster long-term transit plans. The Government of Canada has entered into a bilateral agreement with the Province, which in turn has entered into an agreement with the Authority to provide senior government funding for eligible projects under the PTIF program.

Under the agreement, if any of the acquired or constructed assets are sold, leased, disposed or used in a manner other than as described in their request for funding before March 31, 2026 for all projects or at any time within five years from the agreement end date of March 31, 2022 for certain projects as agreed to by the Government of Canada, the Authority is required to return any funds received from the Province and or the Government of Canada that had, at any time, been applied in respect to the asset sold, leased or disposed.

Accordingly, the Authority recognizes the revenue over the stipulation period of 5 years.

### **(f) Evergreen Line:**

In 2016, TransLink received \$30,261,000 of Evergreen Line project assets funded by partners of the British Columbia Transportation Financing Authority ("BCTFA"), of which \$7,000,000 was funded by PPP Canada Inc. and has a 25-year holding period stipulation on the related tangible capital asset. If the assets are disposed prior to the 25-year term, the Authority is required to repay a portion of the funding, the amount of which decreases over time.

Accordingly, the Authority recognizes the revenue based on milestones throughout the stipulation period of 25 years.

### **(g) Capstan Station funding:**

On March 21, 2012, TransLink entered into a Funding Agreement with City of Richmond ("CoR") in relation to the design and construction of the Canada Line Capstan Station. The project was divided into three phases: preliminary design, detailed design and construction, and CoR agreed to contribute funding for the three phases totaling \$25,316,600 (subject to inflationary adjustments). On December 16, 2019, TransLink received the total funding from CoR and is required to complete the project within 30-months of the date of receipt.

Accordingly, the Authority will recognize revenue as expenditures are incurred on the project.

On December 15, 2020, TransLink entered into an additional agreement with CoR which entitled the Authority to receive \$3,000,000 within 30 days of the agreement date to fund revised design elements of the station. Upon receipt, TransLink will be obligated to deliver the revised design elements. This funding is to be returned if the revised design elements are not constructed within the completed Capstan Station. The Authority will recognize revenue for this additional funding upon completion of the revised design elements.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **7. Transfers from other governments (continued):**

### **(h) Investing in Canada Infrastructure Program:**

The Investing in Canada Infrastructure Program ("ICIP") was established by the Government of Canada as a way to deliver funding to communities through the Investing in Canada Plan. The ICIP program provides long-term stable funding to help reduce pollution and increase resilience to climate change, build strong, dynamic and inclusive communities, and ensure Canadian families have access to modern, reliable services that improve their quality of life.

Investments in infrastructure are being made through targeted streams. Through the Public Transit stream, the Government of Canada is investing in the construction, expansion and improvement of public transit infrastructure for projects that improve the capacity of public transit infrastructure, improve the quality or safety of existing or future transit systems, and improve access to the public transit system.

The Government of Canada entered into a bilateral agreement with the Province, who in turn has entered into an agreement with the Authority to provide funding for eligible projects under the ICIP program.

Under the agreement, if any of the acquired or constructed assets are sold, leased, disposed or used in a manner other than as described in their request for funding for 5 years after the substantial completion date of each project, the Authority is required to return a portion of the contribution to the Province.

Accordingly, the Authority will recognize the revenue over the stipulation period of 5 years.

### **(i) Safe Restart funding:**

In response to the impacts of COVID-19, the Government of Canada and the Province announced in 2020 that they have entered into the Federal/Provincial Safe Restart Funding Agreement to help provinces and territories safely restart their economies under their individual recovery plans. The commitment from the Government of Canada to provide funding to the Province is conditional on the Province matching federal contributions under a 50/50 cost-sharing arrangement.

Under the British Columbia Restart Plan, the Province recognized transit as an essential service which is both critical for providing public mobility during the acute phases of COVID-19 and for supporting the social and economic recovery of the region.

On October 26, 2020, the Province entered into a Contribution Agreement with TransLink to provide \$644,000,000 in relief funding. The contribution is intended to assist TransLink with maintaining transit services by providing financial relief to TransLink for the estimated \$600,000,000 of fiscal impacts for 2020 and 2021, and to offset TransLink's estimated \$44,000,000 in revenue losses from limiting average annual public fare increases to 2.3% from 2021 to 2024.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **7. Transfers from other governments (continued):**

### **(j) Golden Ears Bridge foregone tolling revenue:**

In August 2017, the Province announced the removal of tolls on the Golden Ears Bridge (the "GEB") effective September 1, 2017. The Authority entered into an agreement with the Province to receive payments for foregone projected toll revenue to 2050, provided that the Authority does not charge users tolls for any new crossings and ensures the continued availability and operation of the GEB. The Authority recognizes the funding as government transfers revenue if these conditions are met.

### **(k) Working capital balances:**

	2020	2019
Trade accounts receivable	\$ 39,058	\$ 23,086
Due from Government of Canada	333,447	6,401
Due from Province of British Columbia	501,894	208,351
Due from regional districts	17,477	6,846
Due from other authorities	1,994	2,205
Accounts receivable	\$ 893,870	\$ 246,889

	2020	2019
Trade accounts payable and accrued liabilities	\$ 272,113	\$ 302,795
Due to Government of Canada	6,072	7,010
Due to Province of British Columbia	11,318	4,385
Due to regional districts	78,790	45,902
Due to other authorities	6,026	8,140
Accounts payable and accrued liabilities	\$ 374,319	\$ 368,232

### **(l) Transit revenues:**

Included in transit revenues is \$7,040,000 (2019 - \$12,800,000) of contributions from the Province to assist with administering the U-Pass BC program and to offset foregone transit revenues.

## **8. Golden Ears Bridge:**

### **(a) Golden Ears Bridge contractor liability:**

In 2006, the Authority entered in a fixed-price contract with the Golden Crossing General Partnership (the "GCGP") to design, construct, finance, operate, maintain and rehabilitate the GEB. The contract was executed in March 2006 and terminates in June 2041.



# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **8. Golden Ears Bridge (continued):**

### **(a) Golden Ears Bridge contractor liability (continued):**

The GEB contractor liability to finance the construction is repaid by the Authority over the operating term as follows:

	2020	2019
Opening balance	\$ 1,033,348	\$ 1,040,378
Interest accretion on contractor liability to last payment date	64,185	65,460
Payments made	(73,231)	(72,490)
Ending balance	\$ 1,024,302	\$ 1,033,348

As the last monthly payment of the year was made on December 8, 2020, the interest accrual from December 9 to 31, 2020 of \$3,915,000 (2019 - \$4,022,000) is included in accounts payable and accrued liabilities.

Capital and interest payments to the GCGP commenced on substantial completion of the project. The nominal (based on 2005 dollars) monthly blended capital and interest payments, prior to escalation for the Consumer Price Index ("CPI"), are \$4,792,000.

The obligation to the GCGP bears interest at an effective rate of 6.70% per annum. The effective interest rate is the implicit interest rate, which establishes the net present value of the payment stream equal to the cost of the bridge, considering future payments adjusted by the forecasted CPI with an estimated annual inflation rate of 2.00%. The estimated payments in the next five years are as follows:

	Capital and interest
2021	\$ 77,504
2022	79,046
2023	80,632
2024	82,252
2025	83,888

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **8. Golden Ears Bridge (continued):**

### **(b) Operating agreement with GCGP:**

The Authority also pays the GCGP a monthly Operating, Maintenance, Rehabilitation ("OMR") fee of \$316,198 (based on 2005 dollars), which escalates based on CPI. Including an estimated 2.00% inflation rate per annum, the OMR payments to GCGP in the next 5 years are expected to be as follows:

	OMR
2021	\$ 5,114
2022	5,215
2023	5,320
2024	5,427
2025	5,535

## **9. Canada Line:**

The Canada Line is a light rail rapid transit line that links central Richmond, the Vancouver International Airport and downtown Vancouver. The concessionaire ("InTransit BC") is contracted to operate the Canada Line from August 2009 to July 2040.

### **(a) Deferred concessionaire credit:**

The deferred concessionaire credit represents contributions made by the concessionaire to design and construct the Canada Line in exchange for the right to operate. This amount is being amortized over the concession term which ends July 2040.

	2020	2019
Opening balance	\$ 479,239	\$ 502,512
Less: amortization	(23,337)	(23,273)
Closing balance	\$ 455,902	\$ 479,239

### **(b) Operating commitments:**

Base operating and maintenance payments to the Canada Line concessionaire (with 2003 being the base year), prior to adjustments for operational metrics and inflation, are as follows:

	Each 28-day period
January 2021 to December 2034	\$ 6,462
January 2035	5,289
February 2035 to July 2040	4,117

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **9. Canada Line (continued):**

### **(b) Operating commitments (continued):**

The total estimated base operating and maintenance payments, excluding taxes, to the concessionaire for each of the next five years adjusted for certain operational metrics and inflation, are as follows:

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2021	\$ 122,000
2022	125,000
2023	128,000
2024	131,000
2025	133,000

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The base operating and maintenance payments are subject to special events and passenger volume adjustments as well as quality and availability deductions according to the provisions of the contract.

### **(c) Operating contributions:**

The Province has committed to provide funding of \$1,478,000 at each 28-day period to November 2039 related to the Canada Line operating expenses, which is approximately \$19,300,000 per annum subject to quality and availability deductions. The funding received in 2020 was \$19,284,000 (2019 - \$19,221,000).

## **10. Pension plans and employee future benefits:**

### **(a) Pension plans:**

The Authority and its subsidiaries contribute to the Public Service Pension Plan (the "Plan" or "PSP"), which is a multi-employer defined benefit plan, together with other British Columbia public service employers, in accordance with the Public Sector Pension Plans Act.

The British Columbia Pension Corporation administers the Plan, including the payment of pension benefits and other post-retirement benefits, on behalf of the employers and the employees to whom the Act applies. The long-term funding of the Plan is based on the level contribution method. Using this method, employer contribution rates are set out so that, in combination with member contributions, they will fully pay for benefits earned by the typical new entrants to the Plan and will maintain the Plan's unfunded accrual liability ("UAL") for funding purposes, if any, as a constant percentage of employer payroll. The actuary does not attribute portions of the UAL to individual employers. Contributions to the Plan are expensed in the year when payments are made. Every three years, an actuarial valuation is performed to assess the financial position of the Plan and the adequacy of plan funding. The latest full actuarial valuation for the Plan, which was carried out as at March 31, 2020, resulted in a surplus of \$2,667,000,000. The next valuation will be as at March 31, 2023, with results available in 2024.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **10. Pension plans and employee future benefits (continued):**

### **(a) Pension plans (continued):**

In 2020, the Authority recorded total expense for pension contributions to the Plan of \$56,064,000 (2019 - \$50,535,000).

### **(b) Employee future benefits:**

#### **(i) Post-retirement:**

In addition to the post-retirement benefits provided by the Plan, the Authority, CMBC and TSML continue to provide life insurance benefits to eligible retired employees.

In fiscal 2011, PSPP officially announced that effective April 1, 2012 it will no longer subsidize extended health benefits for the retirees' dependents. As per the COPE collective agreements, the benefits are the responsibility of TransLink and CMBC and therefore, the Authority funds (for eligible retired COPE employees) the remaining cost of extended health, which is not paid by the PSPP.

In the collective agreement between TSML and the Transit Police Professional Association ("TPPA") union ratified on November 27, 2014, the parties eliminated extended health retiree benefits for new employees. Employees with one complete year of service or more as of November 27, 2014 were eligible for retirement benefits as follows:

- employees with at least 10 consecutive years of service at TSML and eligible to retire on pension with TSML as of December 31, 2018 who elected by May 26, 2015 to retire on or before December 31, 2018.
- all other eligible employees were paid a lump-sum of \$750 per year of service calculated as of November 27, 2014.

BCRTC also sponsors a post-retirement plan which provides extended health and dental benefits to eligible retired employees.

Effective December 31, 2020, all eligible BCRTC employees who retire after December 31, 2020 will be required to join the PSPP retiree benefit plan for themselves and their dependents, resulting in the PSPP being the first payer for claims. In return, BCRTC will reimburse the cost of PSPP extended health and dental premiums incurred by the retirees. This plan amendment resulted in a reduction of prior period service costs in the amount of \$23,773,000. The amount has been partially offset against existing unamortized actuarial losses in the amount of \$4,661,000 for post-retirement benefits.

The net recovery recorded in the consolidated financial statements, in respect of post-retirement obligations under these plans, including the above reduction in prior period service costs, amounts to \$9,112,000 (2019 - \$6,361,000 expense).

#### **(ii) Post-employment:**

The Authority, CMBC and TSML provide extended health, dental and life insurance benefits to employees on approved long-term disability leave (post-employment benefits).

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 10. Pension plans and employee future benefits (continued):

### (b) Employee future benefits (continued):

#### (ii) Post-employment (continued):

BCRTC provides extended health, dental, life insurance and pension benefits to employees on approved long-term disability leave.

Effective December 24, 2012, WCE employees on approved long-term disability leave receive extended health, dental and life insurance benefits.

The total expense recorded in the consolidated financial statements for the year, in respect of obligations under these plans, amounts to \$2,310,000 (2019 - \$2,132,000).

#### (iii) Summary of the Authority's post-retirement and post-employment plans is as follows:

	Post-retirement benefits	Post-employment benefits	Total 2020	Total 2019
Accrued benefit obligation	\$ 92,723	\$ 20,846	\$ 113,569	\$ 118,591
Unamortized net actuarial gain	9,926	8,840	18,766	25,118
Accrued benefit liability	\$ 102,649	\$ 29,686	\$ 132,335	\$ 143,709

The accrued benefit liability is not funded.

#### (iv) The expense for the year is comprised of the following components:

	Post-retirement benefits	Post-employment benefits	Total 2020	Total 2019
Current period benefit cost	\$ 6,117	\$ 4,211	\$ 10,328	\$ 9,934
Plan amendment	(20,323)	43	(20,280)	5,396
Interest cost	2,903	607	3,510	3,880
Amortization of actuarial gains	2,191	(2,551)	(360)	(10,717)
Net expense (recovery)	(9,112)	2,310	(6,802)	8,493
Actuarially determined payments	(1,534)	(3,038)	(4,572)	(4,437)
Change in accrued benefit liability	\$ (10,646)	\$ (728)	\$ (11,374)	\$ 4,056

During the year, new collective agreements were ratified between CMBC, TSML, TransLink and their respective unions. Amendments to their respective benefits plans resulted in the recognition of prior period service costs. These costs have been offset against existing unamortized actuarial gains in the amount of \$450,000 for post-retirement benefits and \$43,000 for post-employment benefits. The corresponding gains have been included in the above figures for the net amortization of actuarial gains.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 10. Pension plans and employee future benefits (continued):

(b) Employee future benefits (continued):

(v) The significant assumptions used are as follows:

	2020	2019
Discount rates	1.50% - 2.20%	2.80% - 2.90%
Expected health care cost trend rates	4.00% - 6.00%	4.00% - 6.10%

## 11. Development cost charges:

Effective January 15, 2020, the Authority began collecting development cost charges for the purpose of funding capital costs of eligible projects in the transportation service region. In accordance with the Act, these funds must be held in a separate reserve fund until the qualifying costs are incurred, at which time the amounts are recognized as revenue.

	2020
Opening balance	\$ -
Contributions received	19,734
Revenue recognized	(19,734)
Ending balance	\$ -

## 12. Tangible capital assets:

Cost	Balance, January 1, 2020	Additions, net of transfers	Disposals	Balance, December 31, 2020
Land	\$ 425,151	\$ 91,058	\$ -	\$ 516,209
Land improvements	45,928	802	-	46,730
Buildings	344,024	19,484	-	363,508
Bridges, guideways, stations and tunnels	2,372,044	-	-	2,372,044
Other supporting systems	1,193,760	67,095	-	1,260,855
Vehicles and SeaBus	2,178,165	57,315	(134,725)	2,100,755
Equipment	773,616	78,087	(453)	851,250
Tangible capital projects in progress	315,459	108,335	-	423,794
	\$ 7,648,147	\$ 422,176	\$ (135,178)	\$ 7,935,145

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 12. Tangible capital assets (continued):

Accumulated amortization	Balance, January 1, 2020	Amortization expense	Disposals	Balance, December 31, 2020
Land	\$ -	\$ -	\$ -	\$ -
Land improvements	(23,247)	(1,367)	-	(24,614)
Buildings	(130,945)	(8,654)	-	(139,599)
Bridges, guideways, stations and tunnels	(238,532)	(24,243)	-	(262,775)
Other supporting systems	(324,583)	(43,825)	-	(368,408)
Vehicles and SeaBus	(1,051,611)	(106,925)	134,725	(1,023,811)
Equipment	(497,961)	(44,436)	429	(541,968)
	<b>\$ (2,266,879)</b>	<b>\$ (229,450)</b>	<b>\$ 135,154</b>	<b>\$ (2,361,175)</b>

	Balance, January 1, 2020	Balance, December 31, 2020
Net book value		
Land	\$ 425,151	\$ 516,209
Land improvements	22,681	22,116
Buildings	213,079	223,909
Bridges, guideways, stations and tunnels	2,133,512	2,109,269
Other supporting systems	869,177	892,447
Vehicles and SeaBus	1,126,554	1,076,944
Equipment	275,655	309,282
Tangible capital projects in progress	315,459	423,794
	<b>\$ 5,381,268</b>	<b>\$ 5,573,970</b>

Included in tangible capital assets is capital leased equipment with a net book value of \$4,105,000 (2019 - \$5,602,000).

Interest capitalized during the year amounted to \$3,699,000 (2019 - \$4,363,000).

### (a) Expo and Millennium Line:

As at December 31, 2020, the net book value of Expo and Millennium Line guideways or system improvements totaled \$408,429,000 (2019 - \$400,673,000) of which \$304,075,000 (2019 - \$289,869,000) relates to improvements on the assets that are leased/licensed from the Province. The guideways are leased/licensed from the Province for nominal proceeds and the Authority is responsible for operations and maintenance. The Expo and Millennium line leases expire on January 31, 2022. Both leases have available renewal options and the agreements provide the Authority with reimbursement of the unamortized cost of capital improvements to the assets that are leased/licensed from the Province should the leases not be renewed. As the Authority expects to either renew the leases or be reimbursed for any unamortized costs, the improvements are capitalized and amortized over their expected useful lives and not the term of the leases.

### (b) West Coast Express:

BCTFA leases to TransLink all its interests (owned and otherwise) with respect to the West Coast Express properties and infrastructure. As at December 31, 2020, the net book value of West Coast Express improvements totaled \$2,945,000 (2019 - \$3,130,000).

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **12. Tangible capital assets (continued):**

### **(c) Evergreen Line:**

The Evergreen Line (an extension of the Millennium Line) links neighborhoods in Burnaby, Port Moody and Coquitlam and is operated by TransLink as part of the regional transportation network. The Evergreen Line is funded by the Government of Canada, BCTFA, TransLink and other partners. On October 31, 2016, the Evergreen Line was substantially completed and accordingly, a portion of the Evergreen Line infrastructure ("TransLink Evergreen Line Infrastructure") was transferred from BCTFA to TransLink including stations, guideway and the related systems east of Inlet Centre station (excluding Inlet Centre station) and the vehicle storage facility. As at December 31, 2020, the net book value of Evergreen Line guideways and system owned by TransLink, excluding SkyTrain vehicles, totaled \$310,287,000 (2019 - \$317,053,000).

As BCTFA holds the underlying property rights on which the TransLink Evergreen Line Infrastructure is located, BCTFA and TransLink have agreed to enter into an agreement whereby TransLink may exercise and obtain the benefit of BCTFA's interests to such property rights for a 100 year term on certain terms and conditions, including that if the agreement expires or terminates then BCTFA will reimburse TransLink for the unamortized portion of the initial cost of the TransLink Evergreen Line Infrastructure.

## **13. Commitments and contingencies:**

### **(a) Operating leases:**

The Authority is committed to annual lease payments in respect of office premises and vehicles, in the following amounts:

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2021	\$ 19,590
2022	18,621
2023	18,756
2024	17,128
2025	13,067
	<hr/>
	\$ 87,162

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Included in the payment schedule above are certain commitments that extend beyond 2025. Significant commitments beyond 2025 are as follows:

- (i) The Authority has a premise lease with the Brewery District Investments Ltd. for the head office of TransLink and TSML which ends in 2033. The monthly commitment for basic rent and operating costs subsequent to year 2025 ranges from \$889,000 to \$918,000.

### **(b) WCE - lease and operating commitments:**

In connection with operating the Commuter Rail System, the operating commitment for WCE include train operations, office lease, rolling stock maintenance, land leases and miscellaneous services.



# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **13. Commitments and contingencies (continued):**

### **(b) WCE – lease and operating commitments (continued):**

The following summarizes the WCE operating commitments:

2021	\$ 16,453
2022	16,159
2023	15,619
2024	12,916
2025	9,782
	<hr/>
	\$ 70,929

### **(c) Operating commitment with Cubic Transportation System Inc.:**

The Authority has a contract with Cubic Transportation Systems Inc. ("Cubic") to operate its transit fare system. The contract expires in January 2026 with the Authority having the option to extend the term of the contract for an additional 5 years.

Base payments to Cubic under the contract terms for operations and maintenance are adjusted periodically based on CPI.

The projected base payments adjusted for inflation are as follows:

	Fixed component
2021	\$ 14,130
2022	14,700
2023	15,231
2024	15,823
2025	23,069
	<hr/>
	\$ 82,953

An amount of \$8,017,000 has been included in the above figures and is payable in 2025 should the Authority choose not to extend the contract.

### **(d) Natural gas supply contract:**

The Authority has entered into a fixed price natural gas purchase agreement for a term ending October 2021. The approximate total payment relating to this agreement is \$1,442,000.

### **(e) Major Road Network ("MRN") Capital Funding:**

The Authority has signed several funding agreements with municipalities for major MRN projects. At December 31, 2020, the net amount of MRN capital infrastructure contributions committed and not paid is \$121,159,000 (2019 - \$91,706,000). This amount will be paid to the municipalities upon completion of their projects.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **13. Commitments and contingencies (continued):**

### **(f) Lawsuits and claims:**

As at December 31, 2020, a number of lawsuits and claims, arising in the ordinary course of business, have been initiated against the Authority. Management is of the opinion that sufficient provisions net of any recoveries have been recorded in the consolidated financial statements for any lawsuits and claims made against the Authority, except as noted below.

(i) A number of lawsuits against TransLink and/or its subsidiary in relation to the Canada Line project remain outstanding. The Authority does not believe that reasonable estimates of any potential losses can be estimated at this time and therefore, no provisions have been made in the consolidated financial statements for the following:

- A class action lawsuit filed by Cambie area merchants, where no specific amount has been claimed at this time. The trial of the first phase of this class action concluded April 2, 2015. Reasons for Judgment were delivered November 6, 2015. The main claims of the merchants for damages for the tort of nuisance were dismissed. The Court's decision allows for a certain claim of lesser value, injurious affection to property interests, to be advanced. The number of claims that may be advanced in the future is approximately 100; the amount of these claims cannot be estimated at this time. Three test cases for assessment of compensation for injurious affection were heard at trial in April 2018 by the BC Supreme Court, and judgement issued by the BC Supreme Court, awarding damages in the aggregate amount of \$181,040, has been appealed by TransLink. The appeal was heard by the BC Court of Appeal on October 7, 2019. In May 2020, the BC Court of Appeal released its decision allowing TransLink's appeal and remitting the matter to the BC Supreme Court for resolution in accordance with directions issued by the BC Court of Appeal, which favour TransLink's position substantially. The Class Members then sought and were refused leave to appeal the BC Court of Appeal's decision to the Supreme Court of Canada on December 23, 2020. It is likely the parties will engage in settlement discussions toward a final resolution in the near future.
- A lawsuit filed by a number of Cambie area merchants, where no specific amount has been claimed at this time.
- Two additional lawsuits each filed by individual Cambie area merchants, where no specific amount has been claimed at this time.

Once a reasonable estimate of the potential liability, if any, is determined, a provision will be recognized.

(ii) On January 6, 2021, a proposed class action lawsuit was filed against the Authority in relation to the data breach resulting from the cyberattack in 2020 against the Authority. The claim was filed by a former employee of the Authority and is seeking compensation for the alleged loss of sensitive personal information resulting from the breach. The Authority believes that the outcome of the lawsuit along with a reasonable estimate of any potential losses cannot be determined at this time and therefore, no provisions have been made in the consolidated financial statements.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **13. Commitments and contingencies (continued):**

(g) Other capital and inventory commitments:

At December 31, 2020, \$962,274,000 (2019 - \$265,421,000) has been contractually committed for other capital projects and inventory.

(h) Letters of credit:

As at December 31, 2020, the Authority has issued letters of credit to the City of Richmond and the City of Surrey totaling \$942,000 (2019 - \$3,910,000) which expire in 2021.

## **14. Contractual rights:**

The Authority is entitled to future revenues based on contracts and agreements it has entered into by year-end to fund operating costs, capital expansion and debt repayment. These include, but are not limited to, funding agreements for Canada Line, Golden Ears Bridge foregone tolling, Gas Tax, PTIF, ICIP, BC Bus Pass program and the U-Pass BC program. The following summarizes the amounts receivable expected under all such contracts and agreements over the next five years:

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2021	\$	393,704
2022		363,747
2023		371,021
2024		216,800
2025		161,461
	\$	1,506,733

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The annual amounts beyond 2025 range from \$27,746,000 to \$174,603,000 until 2050.

## **15. Statement of cash flows:**

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	2020	2019
Non-cash changes to operations:		
Amortization of tangible capital assets	\$ 229,450	\$ 212,942
Amortization of bond premium	(1,661)	(66)
Amortization of deferred concessionaire credit	(23,337)	(23,273)
Amortization of deferred government transfers	(66,955)	(318,586)
Amortization of deferred lease inducements net of additions	(608)	(209)
Loss (gain) on disposal of tangible capital assets	10	(506)
	\$ 136,899	\$ (129,698)

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# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 15. Statement of cash flows (continued):

	2020	2019
Changes in non-cash operating working capital:		
Decrease (increase) in accounts receivable	\$ (646,981)	\$ 3,709
Decrease in loan receivable	7,651	60,725
Increase in supplies inventory	(4,677)	(10,312)
Decrease (increase) in prepaid expenses	4,084	(2,704)
Increase in accounts payable and accrued liabilities	6,087	27,965
Increase (decrease) in deferred revenue and deposits	(2,306)	7,065
Increase (decrease) in employee future benefits	(11,374)	4,056
	<b>\$ (647,516)</b>	<b>\$ 90,504</b>

## 16. Financial instruments:

### (a) Credit, interest and foreign exchange risk:

Unless otherwise noted, it is management's opinion that the Authority is not exposed to any significant credit or interest rate risk as a result of its financial instruments.

The Authority is exposed to minimal credit risk as the majority of its accounts receivables are due from government sources.

Interest rate risk related to the Authority's debt will be subject to the market interest rates at the date of refinancing, but this risk is mitigated by spreading maturities of borrowings over multiple years and also regularly making contributions to sinking funds in order to repay all long-term bullet debt over a pre-determined amortization period.

The Authority's operations are all based in Canada and exposure to foreign exchange fluctuations is not significant.

There has been no change to any of the risk exposures from 2019.

### (b) Fair values:

The fair values of certain debt and assets are represented in the table below. Management considers term deposits and money market instruments carrying amounts to approximate fair values. For all other classes of financial instruments presented in these consolidated financial statements, management considers the carrying amounts approximate the fair values.

	Fair values	Amortized cost
2020		
Restricted investments:		
Government transfers for capital projects - bonds	\$ 23,593	\$ 22,641
TPCC - bonds	17,730	17,362
Self-administered sinking funds - bonds	357,042	310,310

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## **16. Financial instruments (continued):**

### **(b) Fair values (continued):**

	Fair values	Amortized cost
2019		
Restricted investments:		
Government transfers for capital projects - bonds	\$ 22,885	\$ 22,637
TPCC - bonds	24,284	24,123
Self-administered sinking funds - bonds	320,545	297,080

## **17. Taxation revenue:**

	2020	2019
Fuel tax	\$ 364,524	\$ 403,081
Property tax	398,377	382,748
Parking sales tax	47,310	81,871
Hydro levy	21,857	21,461
Replacement tax	17,918	17,808
	\$ 849,986	\$ 906,969

## **18. Segmented information:**

### **(a) Bus operations:**

Fixed route bus services, SeaBus service and custom transit are delivered through TransLink's wholly-owned subsidiary, Coast Mountain Bus Company Ltd., and various contractors that operate the Community Shuttle routes, West Vancouver Blue Bus, and HandyDART. The Bus operations represent the operating costs and the allocated amortization and interest costs.

### **(b) Corporate operations:**

TransLink corporate is the organization's head office, responsible for organizational leadership and oversight, and the development and undertaking of TransLink's strategic transportation and financial plans. Other functions centralized at the corporate office include capital project approvals, legal services, information systems, human resources, corporate finance, transportation systems planning, internal audit, marketing, real estate services and the transportation demand management program.

### **(c) Rail operations:**

Automated light rail and commuter train services are provided by TransLink's wholly-owned subsidiaries, British Columbia Rapid Transit Company Ltd. and West Coast Express Ltd., and through the concession agreement for the Canada Line. The Rail operations represent the operating costs and the allocated amortization and interest costs.

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **18. Segmented information (continued):**

### **(d) Roads and bridges:**

TransLink owns and operates the Knight Street Bridge, Pattullo Bridge, Westham Island Bridge, and the Golden Ears Bridge. In partnership with the municipalities, TransLink supports the Major Road Network ("MRN"), a network of major roads throughout Metro Vancouver. The MRNs are generally owned by municipalities. TransLink provides funding for the operations, maintenance, and rehabilitation of the MRN, and shares in the costs of eligible capital improvements.

### **(e) Transit Police:**

The South Coast British Columbia Transportation Authority Police Service ("Transit Police") maintains order, safety and security on transit facilities and adjacent areas, and is authorized to enforce laws. The Transit Police coordinate its activities with jurisdictional police as well as other transit security staff.

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

## 18. Segmented Information (continued):

	2020						2019
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police	Total	
Revenues:							
Taxation	\$ -	\$ 849,986	\$ -	\$ -	\$ -	\$ 849,986	\$ 906,969
Transit	-	385,934	-	-	-	385,934	685,362
Government transfers	-	793,771	-	-	-	793,771	398,523
Amortization of deferred concessionaire credit	-	-	23,337	-	-	23,337	23,273
Investment income	-	53,763	-	-	-	53,763	58,024
Development cost charges	-	19,734	-	-	-	19,734	-
Miscellaneous revenue	9,664	6,698	658	-	1,374	18,394	16,725
Gain (loss) on disposal of tangible capital assets	-	(10)	-	-	-	(10)	506
	9,664	2,109,876	23,995	-	1,374	2,144,909	2,089,382
Expenses:							
Administration	22,833	16,777	5,454	61	3,111	48,236	51,346
Capital infrastructure contributions	-	-	-	36,611	-	36,611	37,310
Contracted services	67,799	12,894	129,538	5,187	-	215,418	222,489
Fuel and power	41,128	-	14,778	-	-	55,906	67,755
Insurance	21,774	303	5,955	1,173	122	29,327	28,435
Maintenance, materials and utilities	74,085	1,670	53,992	17,218	1,505	148,470	180,322
Professional and legal	1,722	19,752	2,518	1,129	322	25,443	31,737
Rentals, leases and property tax	13,951	11,231	1,832	263	1,953	29,230	29,613
Salaries, wages and benefits	517,319	53,287	102,440	1,221	33,655	707,922	699,245
Expenses before amortization and interest	760,611	115,914	316,507	62,863	40,668	1,296,563	1,348,252
Amortization of tangible capital assets	112,075	15,556	81,107	20,193	519	229,450	212,942
Interest	61,177	8,493	44,280	75,101	288	189,339	194,983
	173,252	24,049	125,387	95,294	807	418,789	407,925
	933,863	139,963	441,894	158,157	41,475	1,715,352	1,756,177
Surplus (deficit) for the year	\$ (924,199)	\$ 1,969,913	\$ (417,899)	\$ (158,157)	\$ (40,101)	\$ 429,557	\$ 333,205

# **SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2020

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## **19. Comparative information:**

Certain comparative information has been reclassified to conform with the consolidated financial statement presentation adopted for the current year.