



# TransLink Open Board Meeting

Friday, June 23, 2017



# Public Delegations

# CEO Report

## Kevin Desmond, TransLink CEO



Questions?





**BC Rapid Transit  
Company Report  
Vivienne King, President  
& General Manager**

TRANSLINK  
OPEN BOARD MEETING  
June 23, 2017:

**Vivienne King**  
**President & General Manager**

**British Columbia Rapid Transit Company**



# Performance

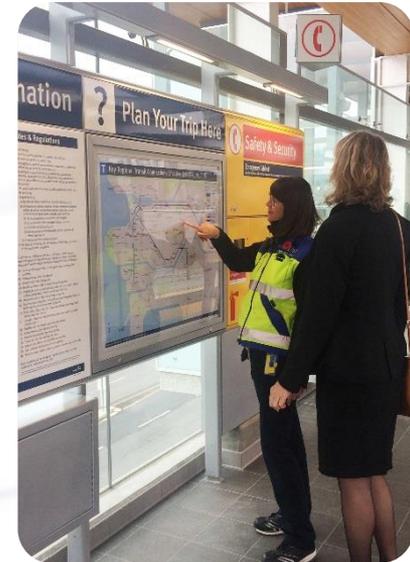
## SkyTrain and West Coast Express Q1 2017

	Expo & Millennium	Target	WCE	Target
On Time Performance	95.2%	95.0%	96.9%	97.8%
Percentage of Service Hours Delivered	99.6%	99.5%	99.96%	99.9%
Customer Satisfaction	8.0	8.1	8.0	8.5
Mystery Shopper	95.7%	95.0%	99.3%	97.0%

# Focus on Customer Service

## Leveraging our Employees & Connections

- Focus groups
- Brainstorming sessions
- Canada Line



“Thank you to the SkyTrain Attendant that helped me today. She turned my situation into such a positive experience.”



# One Customer

**Aligning departments to focus on  
“One Customer” ethos**



# Customer Service

## Metrotown Station

- Opened two new elevators
- 100% accessible



## Outstanding Customer Service

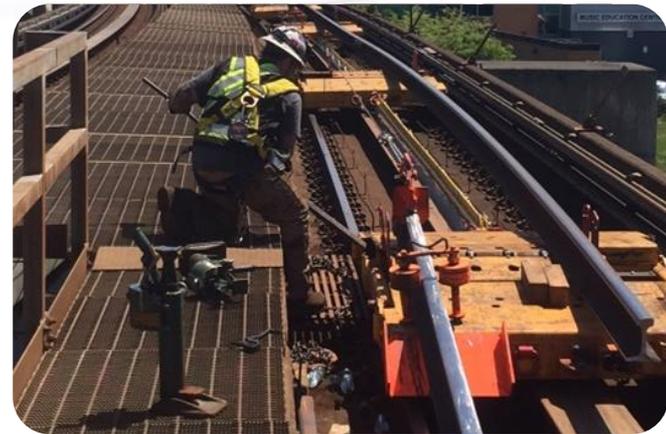
- Two STAs performed life saving measures on passenger in medical distress



# State of Good Repair

## Continued focus on state of good repair

- Rail Pads & Running Rail Replacement Project
  - Phase 1: 7,000 rail pads replaced **COMPLETED**
  - Phase 2: 5,000 linear metres of running rail



# State of Good Repair

## Continued focus on state of good repair

- Turnout Replacement Project
- Station Painting Project
- Rail Grinding Maintenance
  - 12.5 km of rail YTD

“We live on East 14th between Commercial and Victoria Drive. We have noticed that the train and track noise has decreased substantially. A big thanks!”





**Questions?**



# Coast Mountain Bus Company Report

Haydn Acheson, President &  
General Manager

- 
- HandyDART
  - 10-Year Vision Bus Service Improvements
  - Recognition
  - Fleet update

# HandyDART

- Extended booking window
- New location
- New option for customers with hearing impairments



# HandyDART

	YTD May Target	2017 May Actual	2016 May Actual
<b>Denials</b>	628	570	816
<b>Trips</b>			
• HandyDART	496,692	455,795	470,178
• Taxi Supplement	42,736	52,764	51,755
<b>Total</b>	539,428	508,559	521,933
<b>On Time Performance (%)</b>	89	88	89

# Delivering the 10-Year Vision: Bus service, June 2017

## Northeast Sector:

### Add short turn trips to meet WCE

- 186 Hampton Park/Panorama/Coquitlam Central Station
- 187 Parkway/Panorama/Coquitlam Central Station

### Improve to Frequent Transit Network

- 160 Port Coquitlam Station/Kootenay Loop

### Improve peak headways

- 171 Fremont/Coquitlam Central Station
- 172 Riverside/Coquitlam Central Station
- 173 Cedar/Coquitlam Central Station
- 174 Rocklin/Coquitlam Central Station
- 183 Moody Centre Station/Coquitlam Central Station

# Delivering the 10-Year Vision: Bus service, June 2017

## Nightbus extended hours

- N8 Downtown/Fraser
- N20 Downtown/Victoria
- N9 Downtown/Lougheed Station/Coquitlam Central Station
- N35 Downtown/SFU

# Bus service improvements, June 2017

## Seasonal:

### Seasonal service level improvements

- 019 Metrotown Station/Stanley Park
- 227 Lynn Valley Centre/Phibbs Exchange
- C52 Seaside/White Rock Centre

### Summer season only routes

- 179 Buntzen Lake/Coquitlam Central Station
- C19 Alma/Spanish Banks

## Other changes

### Improve frequencies all days of week

- 180 Moody Centre Station/Lougheed Station
- 257 Horseshoe Bay Express/Vancouver

# Recognition of our commitments

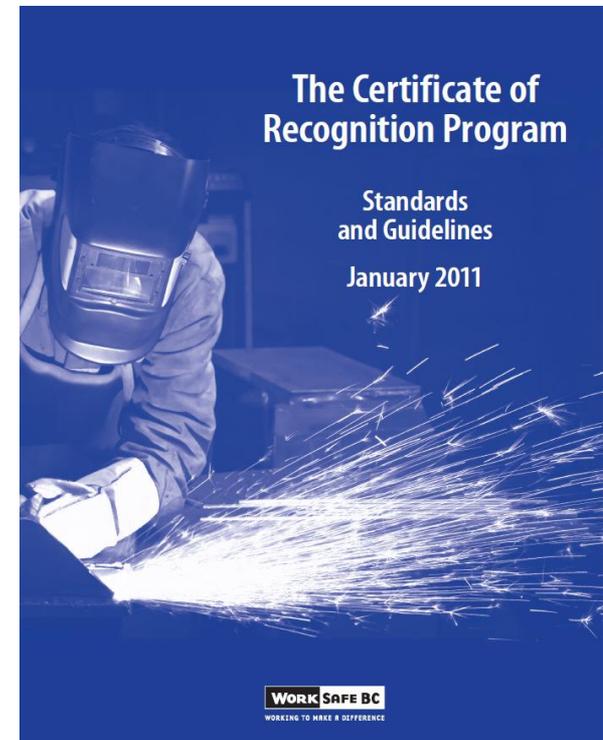
## Environment:

Recipient of 2017 RCBC  
Environmental Award in the  
Public Sector



## Safety:

2016 Recognition of  
Certification,  
\$1.2 million incentive  
rebate



A photograph of a man with a beard, wearing a dark blue sweater, driving a bus. He is seen from the side, looking forward. The bus interior is visible, including the steering wheel, dashboard, and a control panel with a screen. A blue rounded rectangle is overlaid on the right side of the image, containing white text. In the background, a sign with a warning message is visible on the wall.

## Fleet update

- Current fleet
- Current replacement program
- Planned deliveries 2019
- Lower carbon strategy
- Alternate fleet delivery 2019
- Trial programs ahead

# Current fleet (May 31, 2017)

Propulsion	Number
Electric Trolley	262
CNG	145
Hybrid	252
Gasoline	165
Diesel	759
<b>Total</b>	<b>1,583</b>



- HandyDART: 309

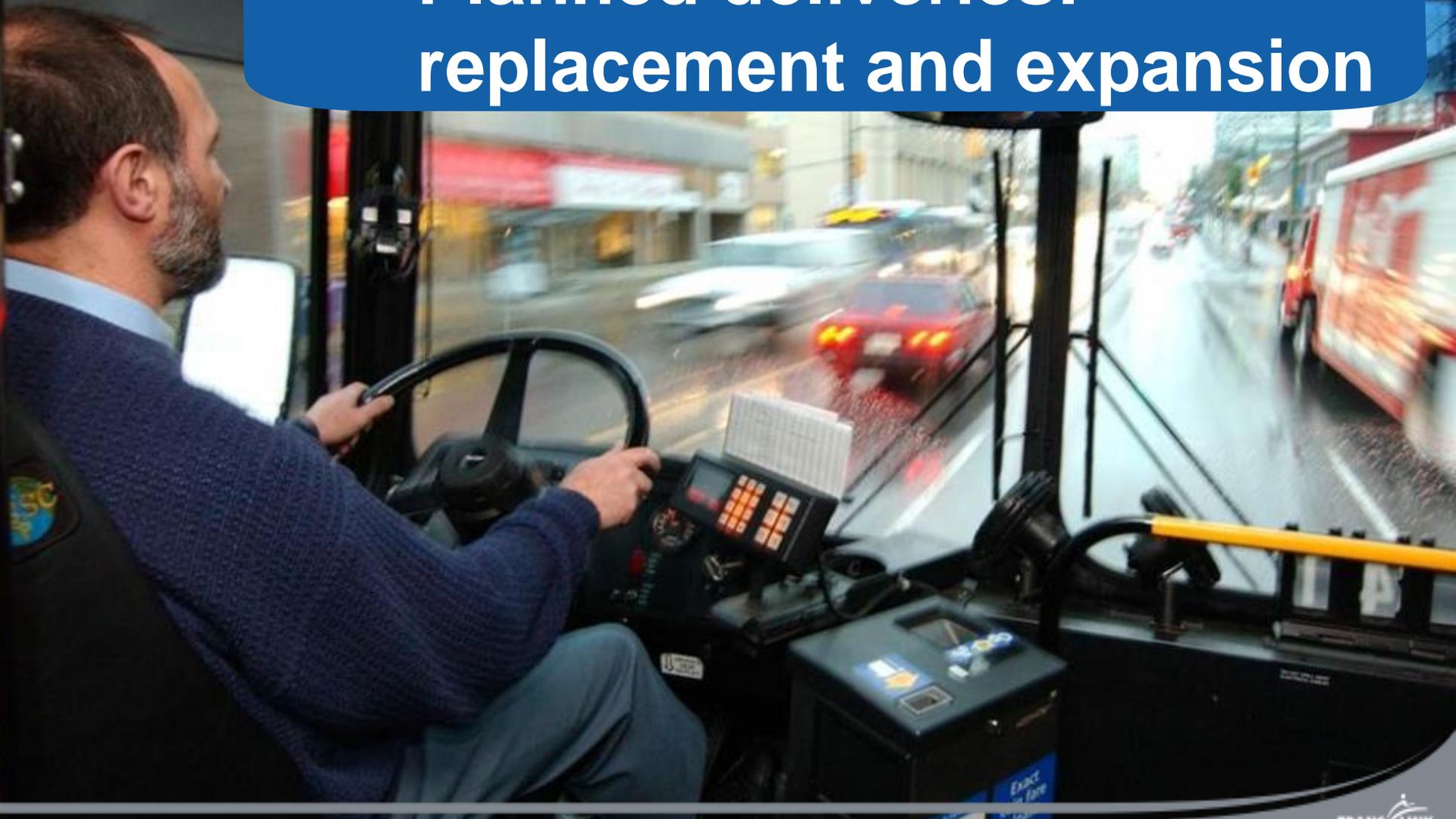
# Current fleet (May 31, 2017)

Type	Number
60' articulated	259
40'	1,048
Community shuttles	193
Highway coaches	83



# Current replacement program

- Average lifecycle
- Planned deliveries: replacement and expansion



# Average lifecycle

Shuttle  
7 years



Conventional  
17 years



Trolley  
20 years



- Average annual replacement:  
80 buses

# Mid-life overhaul

- Conventional: 8-10 years
- Body, engine, transmission
- Average cost \$80K-\$100K
- New technology warrants review of mid-life program



# Deliveries:

- **Replacement**
- **Expansion**

# Planned deliveries fall 2018/early 2019

	Propulsion	Type	Quantity
40'	CNG	Replacement	106
	Hybrid	Expansion	94
	Diesel	Replacement	57
	Diesel (highway)	Replacement	23
60'	Hybrid	Expansion	11
	Diesel	Replacement	52

	2017	2018	2019	Change
Diesel	54%	49%	43%	-10%
Electric	19%	18%	18%	-1%
Hybrid	18%	20%	24%	+6%
CNG	9%	12%	16%	+7%

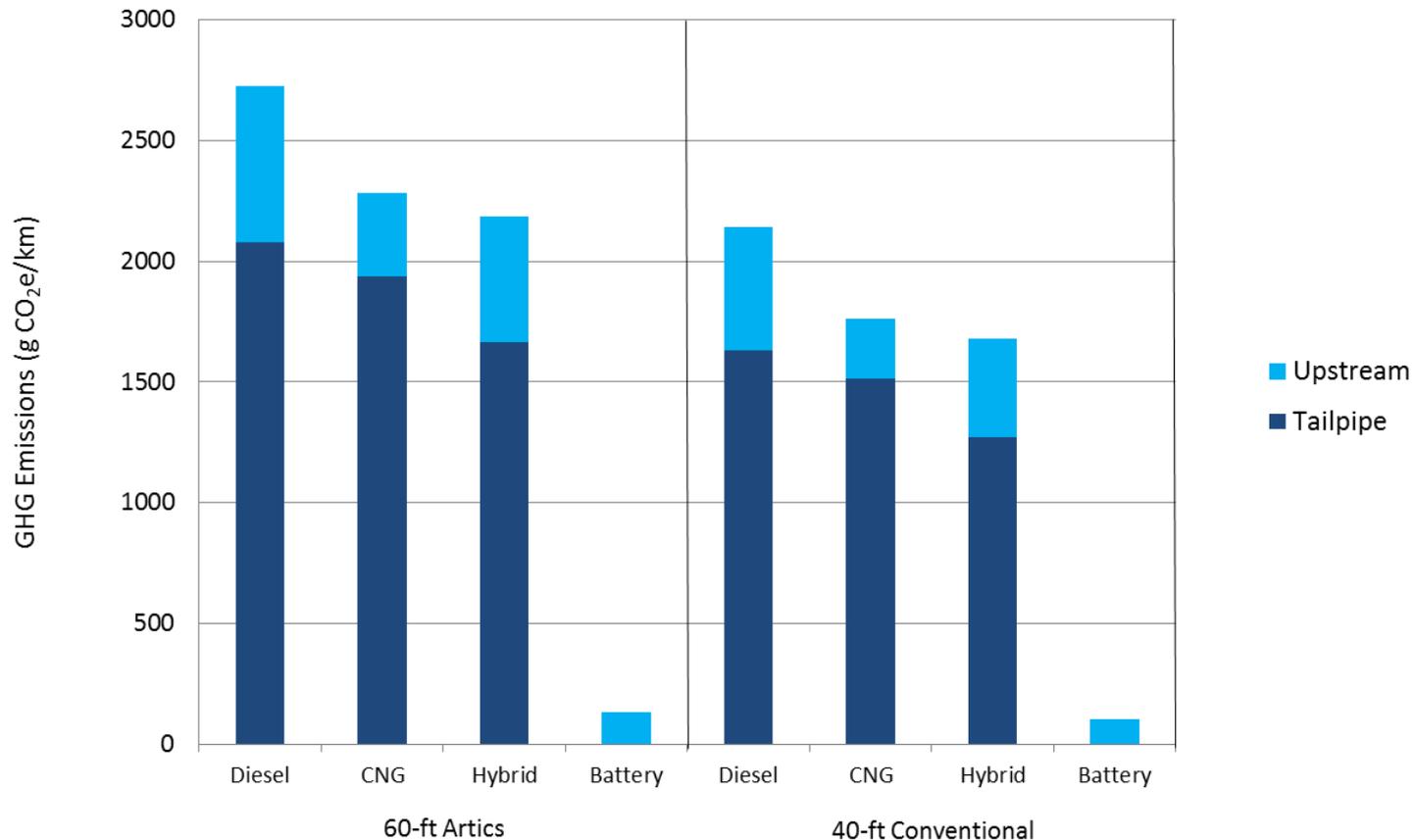
**Our future fleet priority:  
A focus on a lower-  
carbon strategy**

# Lower carbon strategy

- TransLink is considered a fuel supplier for CNG because we compress the gas at our transit centres.
- Because CNG is considered a low-carbon fuel, we gain carbon credits for using it. The more CNG we consume, the more carbon credits we will gain.
- We can sell the credits to the diesel and gasoline fuel suppliers in BC.

# Lower carbon strategy

TransLink Bus GHG Emissions 25 km/h (g CO<sub>2</sub>e/km)



- **Tailpipe:** created from the combustion of fuel in the vehicles engine
- **Upstream:** emissions from the production, processing, and transport of fuel.

# Reassessment of Order

- RFP still open, soon to close
- November approval of Phase One of 10-Year Vision
- Carbon credits
- Lifecycle lower fuel costs
- Purchase price

# Alternate deliveries fall 2018/early 2019

	Propulsion	Type	Quantity
40'	CNG	Replacement	153
	Hybrid	Expansion	104
	Diesel (highway)	Replacement	23
60'	Hybrid	Expansion	11
	Hybrid	Replacement	52

	2017	2018	2019	Change
Diesel	53%	45%	35%	-18%
Electric	19%	18%	18%	-1%
Hybrid	18%	21%	27%	+9%
CNG	10%	17%	21%	+11%

# Trial programs/fleet diversity

## Why trial programs?

- Customer satisfaction
- Customer feedback
- Customer amenities
- Innovative technologies



# Trial programs/Fleet diversity



## Xcelsior battery electric

- Two buses
- 120 mile range



## Nova battery electric

- Two buses
- 40 km range



# Luggage rack trial

## Luggage rack

- 620 (Tsawwassen ferry to Bridgeport Exchange)
- Location adjusted based on feedback from operators, maintenance, and customers



# Questions?



# Transit Police Report

## Doug LePard, Transit Police Chief





# TransLink Board Update June 2017



METRO VANCOUVER  
**TRANSIT**  
POLICE

# A Day in the Life...



# Helping the Vulnerable



## Intranasal Naloxone Naloxone HCl

### *Naloxone First Responder Kit*

#### Kit Includes

- (2) 2ml boxes of Naloxone/needless luer-lock syringes
- (2) Mucosal atomization device
- (2) Medium alcohol prep pads
- (2) Nitrile gloves
- (2) Rescue breathing barrier
- (2) Use documentation card
- (2) Educational insert



#### Distributed by:

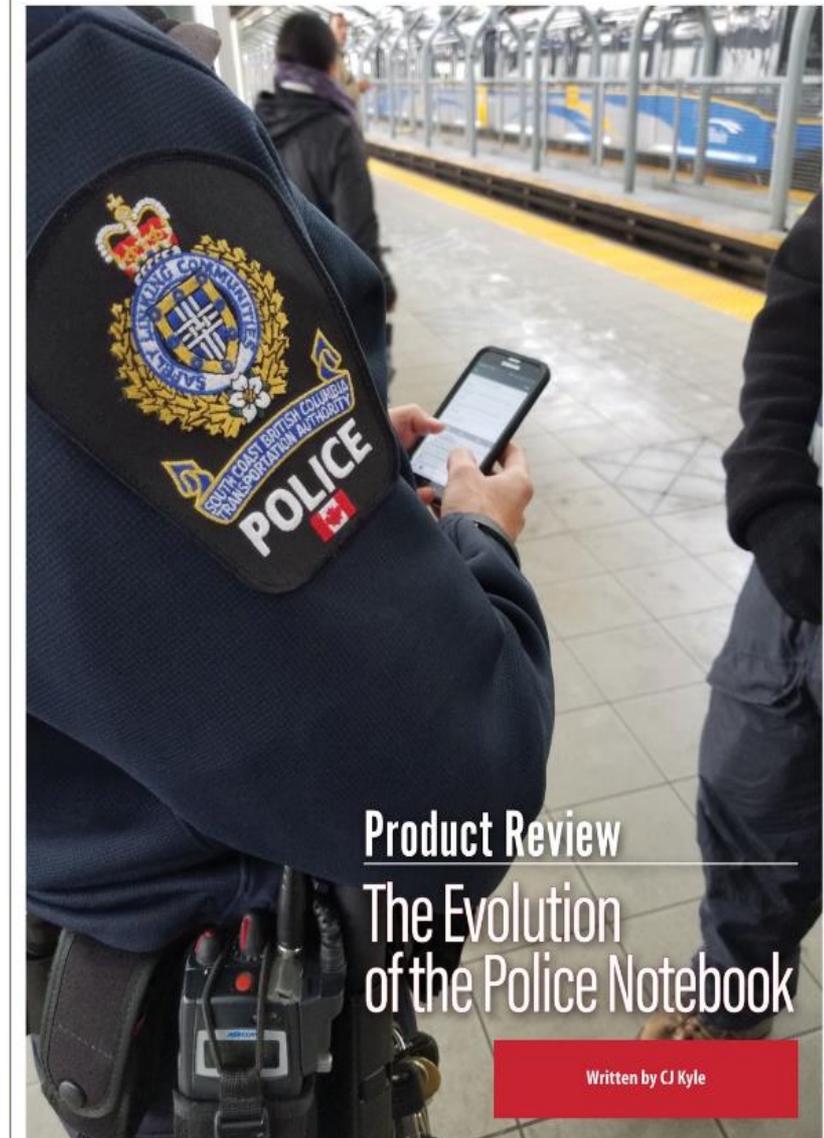
Mountainside Medical Equipment  
PO Box 247, Marcy, NY 13403  
1-888-687-4334  
[www.mountainside-medical.com](http://www.mountainside-medical.com)

# Leveraging Technology



## SceneDoc – Pilot Project

- Digital notebook/evidence collection
- Foot patrol friendly
- Real time information sharing
- Enhanced and efficient supervision for front line
- Evaluation by TransLink Audit team



Product Review  
The Evolution  
of the Police Notebook

Written by CJ Kyle

# Transit Police & Transit Security Task Force

- Joint Task Force established to oversee initiatives
- Joint training opportunities to be identified
- Intelligence-led complementary deployment
- Coordinated responses during emergencies
- Sharing of analytical data where possible





TRANSIT SECURITY

16526

153

THE FROG  
OUR NEIGHBORHOOD  
PUB & LIQUOR  
STORE  
1025 Falcon Dr | 604-664-1949  
FrogAndNightGreenPub.com

# Policing Moving Cities Conference



**April 30 to May 2**



# **“POLICING MOVING CITIES”**

## **Urban Public Transit - Policing and Security Conference**

**Transit Policing - The Value Proposition**



**TRANSIT  
POLICE**



Questions?



# Planning and Stakeholder Relations Committee



K-D6

# **Moving the Economy**

A Regional Goods Movement Strategy  
for Metro Vancouver

TransLink Board

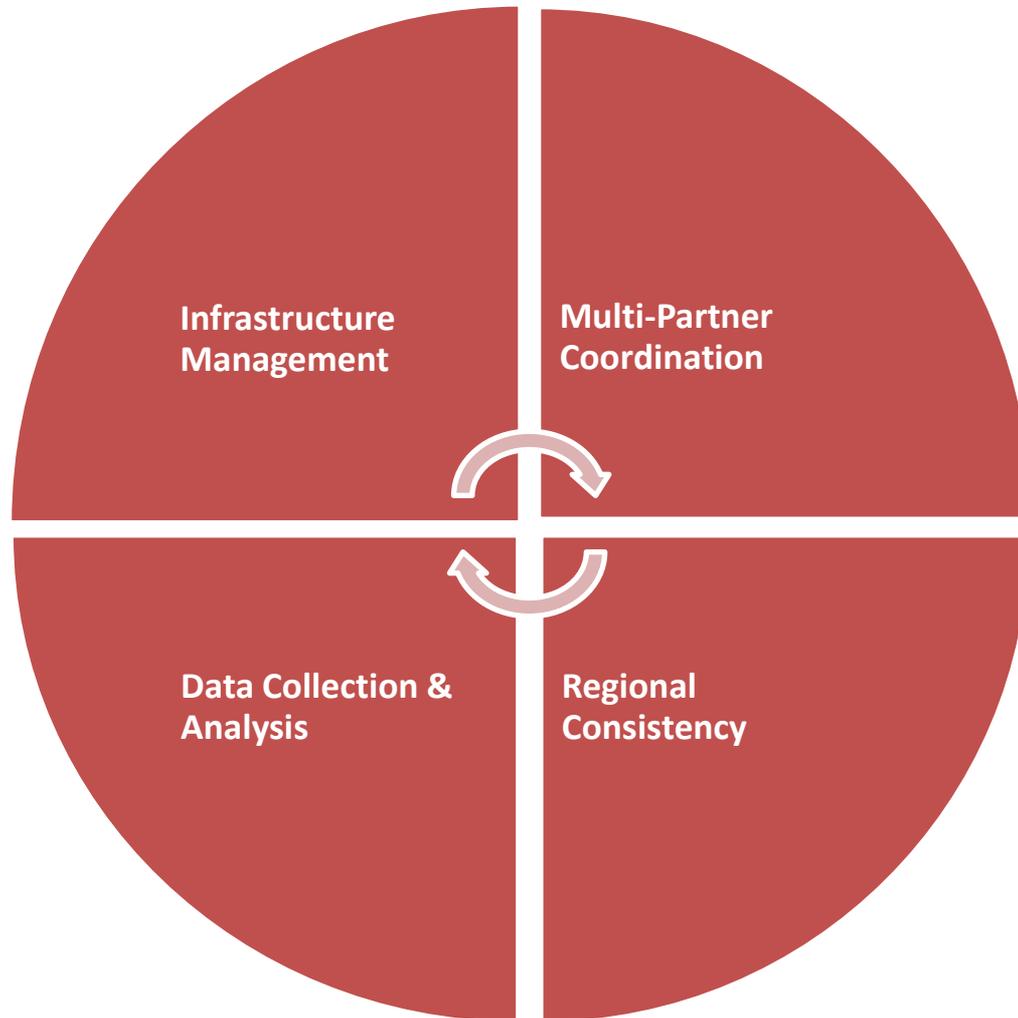
June 23, 2017

The legislated purpose of TransLink is to provide a regional transportation system that moves

# People & Goods



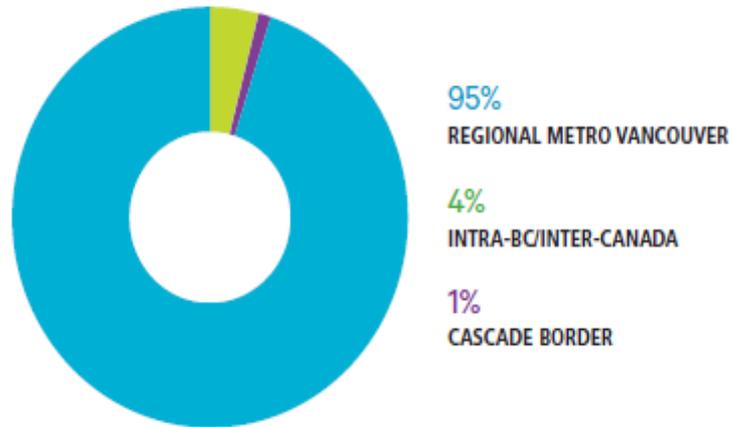
# With respect to goods movement, TransLink plays **four key functions**



# The region has lacked a coherent, agreed-upon, multi-partner **regional strategy for urban freight**

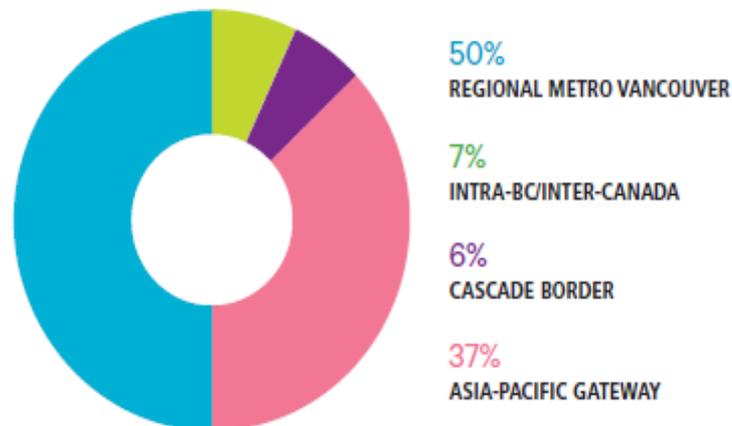
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## LIGHT TRUCKS



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## HEAVY TRUCKS



We have **collaborated with partners** over the past three years to develop and **agree on** this regional strategy



Some **key challenges** prevent the **private sector** from achieving its full potential

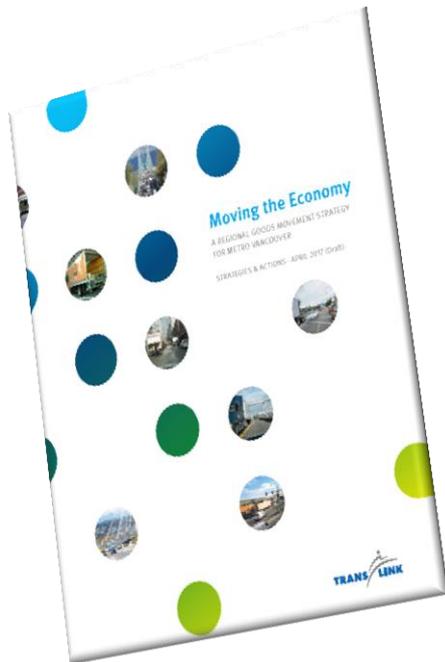


# Some key challenges relate to the community livability impacts of goods movement



# VISION

As a region, we maintain our economic competitiveness and global position as a great place to live and do business because we deliver goods and services efficiently and reliably in a way that supports our prosperity and protects the environment, health, safety, and livability of our communities.



# GOALS

1. More **efficient and reliable** goods movement
2. **Cleaner, safer, and quieter** goods movement

# RGMS

## STRATEGIES & ACTIONS

**1.0 INVEST**

**2.0 MANAGE**

**3.0 PARTNER**

# 1.0 INVEST Strategically to Maintain & Grow the System

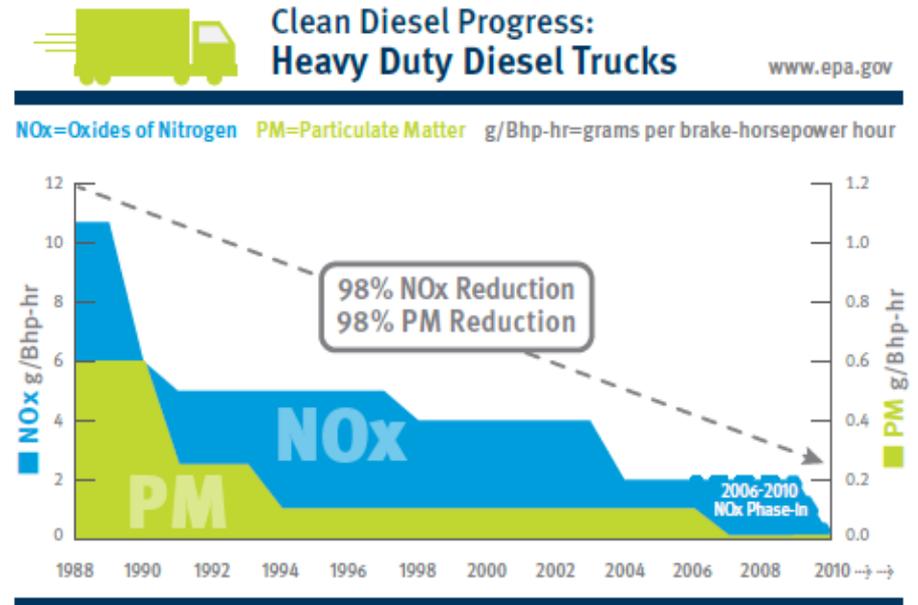
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- 1.1 Maintain roads and bridges in good repair
- 1.2 Make strategic investments in the road network
- 1.3 Shift driving trips to walking, cycling and transit



## 2.0 MANAGE the System to be Efficient & User-Focused

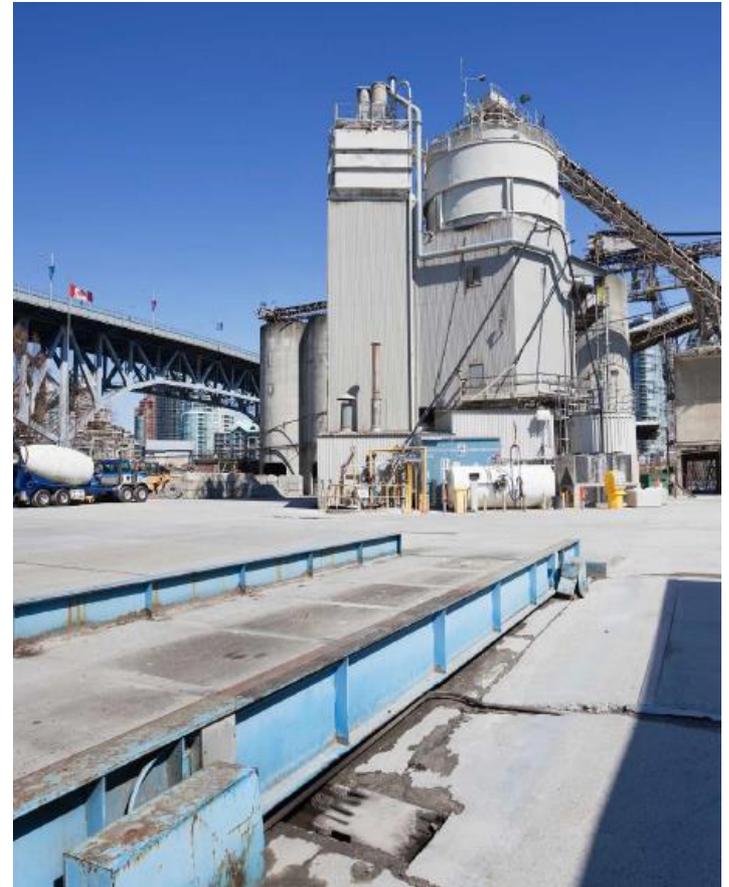
- 2.1 Make travel safer
- 2.2 Make the system easy to navigate
- 2.3 Designate a Regional Truck Route Network
- 2.4 Implement mgmt solutions to improve reliability
- 2.5 Harmonize truck permitting & regulations
- 2.6 Balance intra-regional goods movement with community livability
- 2.7 Support quieter, cleaner, and lower-carbon goods movement
- 2.8 Create a policy and regulatory environment that supports innovation
- 2.9 Support the Port of Vancouver in optimizing container drayage
- 2.10 Price the transportation system more effectively



## 3.0 PARTNER to Make it Happen

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- 3.1 Plan for land use and transport needs of business & industry
- 3.2 Integrate goods movement considerations into community planning and development
- 3.3 Ensure effective coordination through strong partnerships
- 3.4 Collect and share data for monitoring & decision-making



# Greater Vancouver Urban Freight Council



# Implementation Priorities

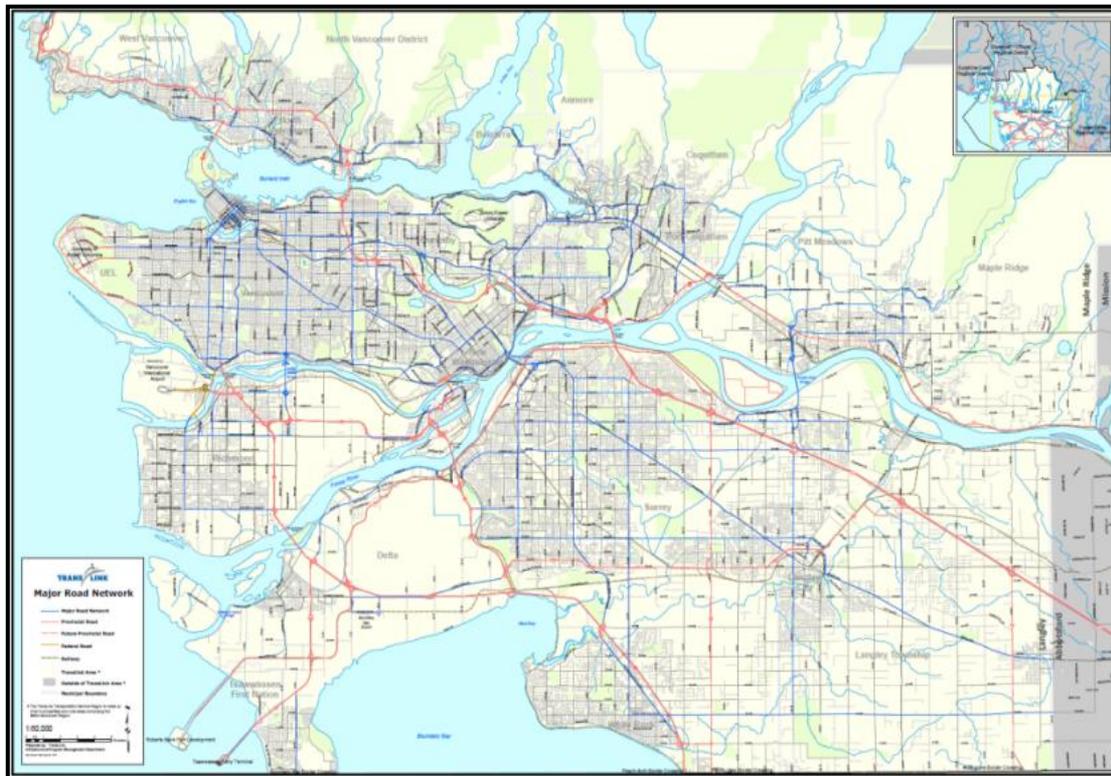
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- 1. Price the transportation system more effectively to reduce congestion and improve travel time reliability (Mobility Pricing).**
- 2. Develop a Regional Road Network Strategy (RRNS).**
- 3. Streamline processes to improve freight efficiency.**
- 4. Improve regional road network operations and management.**
- 5. Protect the existing supply of accessible industrial land.**
- 6. Raise awareness of the value and contribution of goods movement to the economy.**

# Implementation Priorities

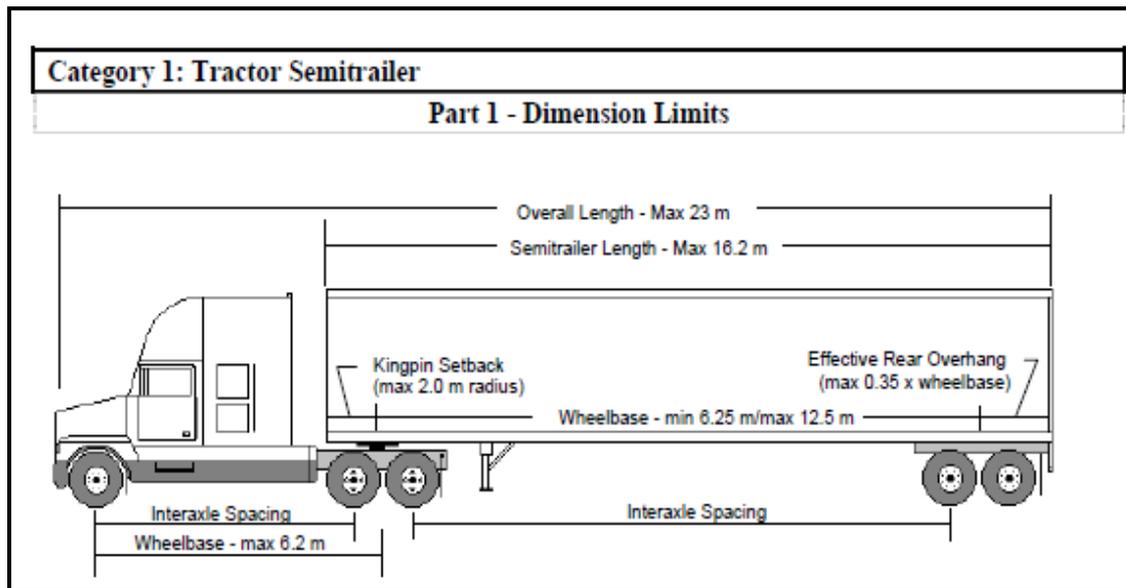
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1. Price the transportation system more effectively to reduce congestion and improve travel time reliability (Mobility Pricing).
2. **Develop a Regional Road Network Strategy (RRNS).**



# Implementation Priorities

1. Price the transportation system more effectively to reduce congestion and improve travel time reliability (Mobility Pricing).
2. Develop a Regional Road Network Strategy (RRNS).
3. **Streamline processes to improve freight efficiency.**



# Proposed Resolution

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That the TransLink Board of Directors **approve and adopt** the attached final draft of the **Regional Goods Movement Strategy**.





Questions?

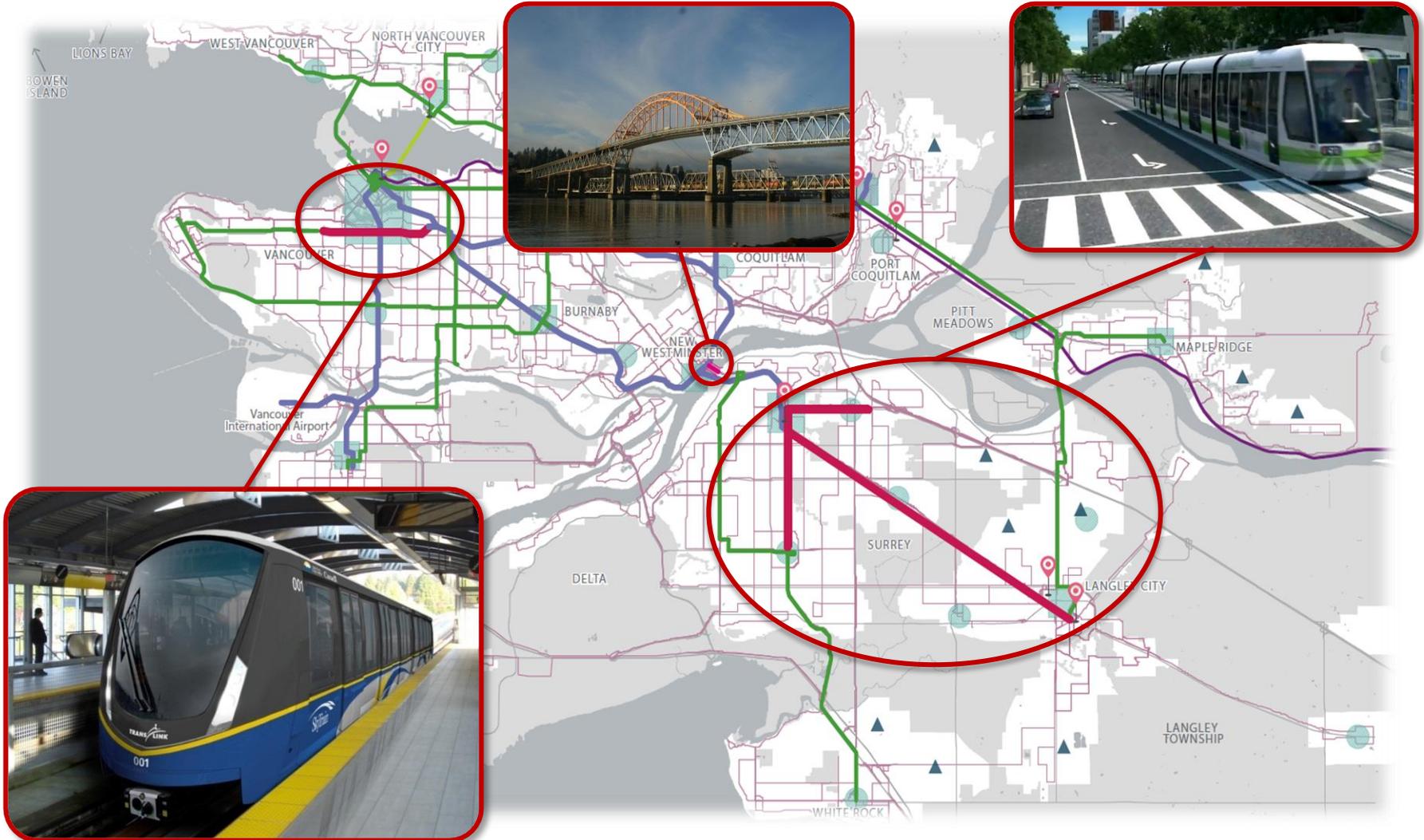


# Finance and Audit Committee

# Major Projects: Business Cases & Procurement Readiness

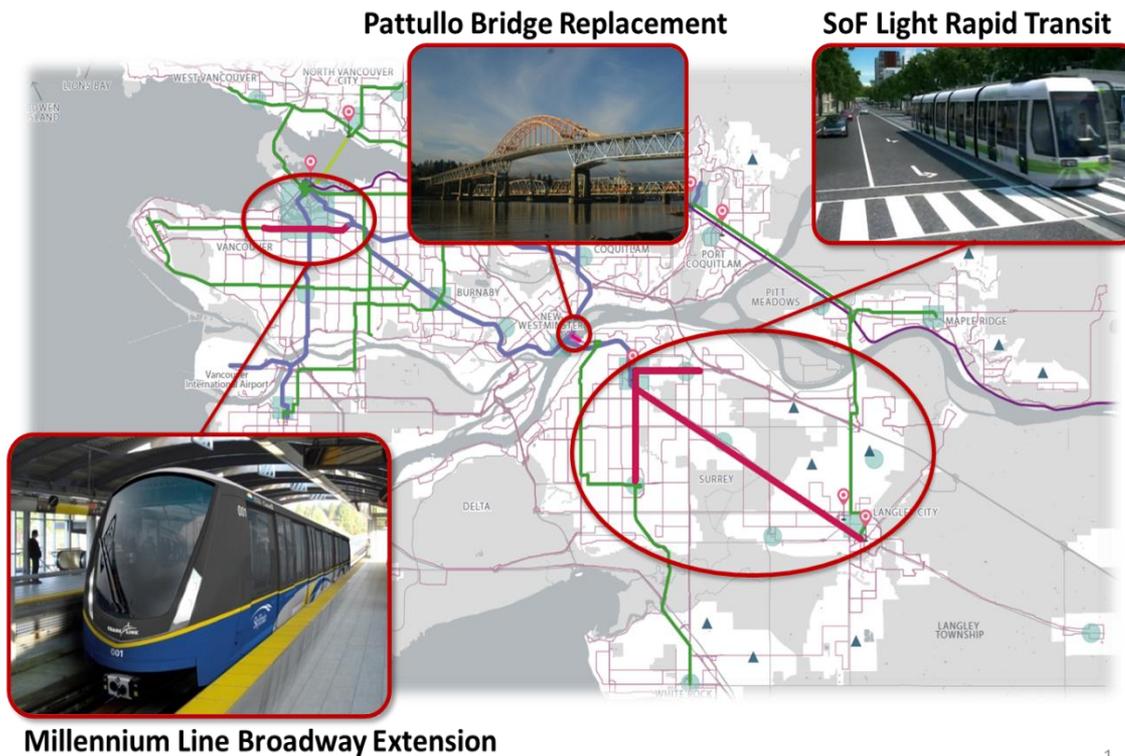
## Pattullo Bridge Replacement

## SoF Light Rapid Transit



## Millennium Line Broadway Extension

# Major Projects: Business Cases & Procurement Readiness



- Due Diligence
- Business Case
  - Scope / Schedule / Budget
  - Funding
  - Governance
  - Delivery Models
- Investment Plan
- Procurement

# Major Projects: Current Round of Public Engagement

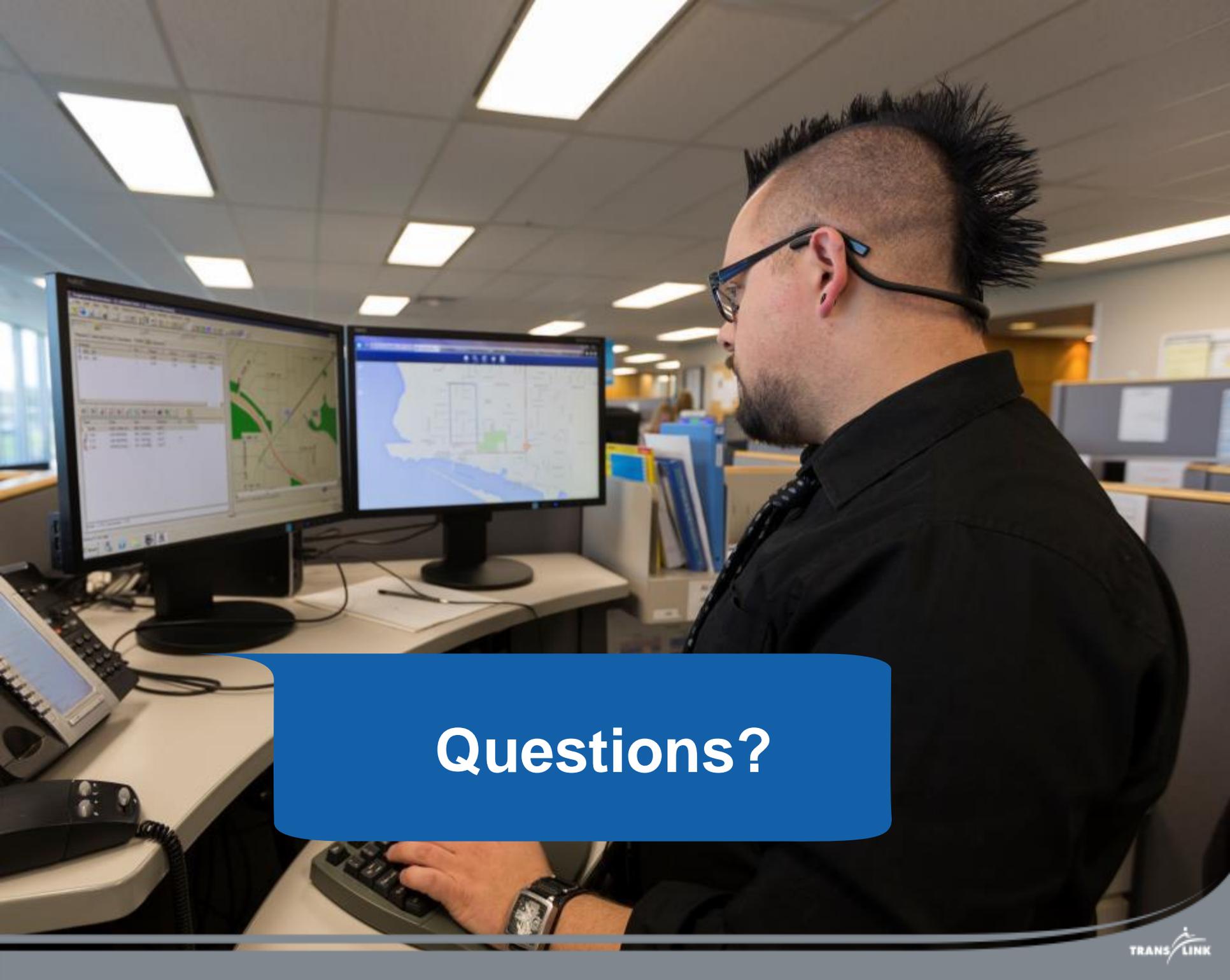
Pattullo Bridge Replacement	Millennium Line Broadway Extension	South of Fraser LRT
<p><b>Open House #1</b>  <b>Mon. June 26, 5-8pm</b>  <b>Sapperton Pensioners' Hall</b></p>	<p><b>Public Event #1</b>  <b>Sat. June 24, 10am–2pm</b>  <b>City of Vancouver Engagement Space</b></p>	<p><b>Stakeholder Workshop #1</b>  <b>Tues. June 13, 1–3:30pm</b>  <b>City Centre Library</b></p>
<p><b>Open House #2</b>  <b>Tues. June 27, 5-8pm</b>  <b>Surrey City Hall</b></p>	<p><b>Public Event #2</b>  <b>Tues. June 27, 4–7pm</b>  <b>City of Vancouver Engagement Space</b></p>	<p><b>Stakeholder Workshop #2</b>  <b>Thurs. June 15, 5–7:30pm</b>  <b>City Centre Library</b></p>
<p><b>Open House #3</b>  <b>TBD late June/early July</b>  <b>Musqueam Community Open House</b>  <b>Musqueam Indian Band office</b></p>	<p><b>Public Event #3</b>  <b>Wed. June 28, 4–7pm</b>  <b>City of Vancouver Engagement Space</b></p>	<p><b>Open House #1</b>  <b>Sat. June 17, 10am–2pm</b>  <b>Surrey Arts Centre</b></p>
		<p><b>Open House #2</b>  <b>Thurs. June 22, 3–7pm</b>  <b>Surrey City Hall</b></p>
		<p><b>Open House #3</b>  <b>Thurs. June 29, 4–8pm</b>  <b>People's Church</b></p>



Questions?



# Human Resources and Governance Committee



Questions?

Thank you

