Public Delegations
CEO Report
# SkyTrain and WCE Performance:
## Year to Date Results (Jan 1 – Dec 31, 2017)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Expo &amp; Millennium</th>
<th>WCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance*</td>
<td>Actual: 95.3</td>
<td>Actual: 97.2</td>
</tr>
<tr>
<td></td>
<td>Target: 95.0</td>
<td>Target: 97.8</td>
</tr>
<tr>
<td>Scheduled Service Delivered*</td>
<td>99.6</td>
<td>99.6</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>8.2</td>
<td>8.4</td>
</tr>
<tr>
<td>Mystery Shopper*</td>
<td>95.1</td>
<td>99.4</td>
</tr>
</tbody>
</table>

* = percentage
SkyTrain Service Delays
Q4: Oct – Dec 2017

Service Delays 16-30 min

Service Delays 30 min +
Business Initiatives

FOCUS AREA #1
Focus on Safety and our People

FOCUS AREA #2
State of Good Repair

FOCUS AREA #3
Mobilize the Mayors’ Vision

FOCUS AREA #4
Improve Customer Experience and Public Support
1. **Focus on Safety and our People:**
   Internal Staff Safety Campaign
2. **State of Good Repair:**
   Maintenance Initiatives & Projects

**Q4 Highlights**

- Expo Line Rail Replacement project
- New Incident Management System
- Continued railway infrastructure maintenance

**2017 Highlights**

- 114 km of rail grinding
- 4.8 km of running rail replaced
- 16,400 rail pads replaced
3. **Mobilize the Mayors’ Vision:**
Procure, build, test and commission new Mark III trains
4. Improve Customer Experience & Public Support: A few Customer Experience Activities

- Evergreen Extension One Year Anniversary
- Winter Awareness In Station/Train Campaign
- Falcon Pilot Project
Thank you
Coast Mountain Bus Company Report
Haydn Acheson, President and General Manager
- Double-decker trial
- Fleet update
- HandyDART transition
- RTC lighting retrofits
- WorkSafe BC COR audit
Double-Decker Trial

- Pilot from November 16 – March 16
- 2 buses tested on 7 routes
- Seating capacity of 80/86
Double-Decker Trial Routes

Routes included in pilot:
• 301 (Richmond-Brighouse-Newton Exchange)
• 311 (Scottsdale Exchange in Delta to Bridgeport Station)
• 351 (Bridgeport-Crescent Beach)
• 354 (White Rock-Bridgeport)
• 555 (Carvolth-Braid)
• 601 (Bridgeport-Boundary Bay)
• 620 (Tsawwassen Ferry-Bridgeport)
“I was impressed that despite a long queue at Bridgeport, the double decker easily accommodated everyone with nobody left behind and nobody standing.”

“A lot quieter than a regular bus. At 6'1, there was actually leg room.”

“I liked the view from the upper deck, and got to experience my trip in a rather different way.”

“I bumped my head on the upper deck ceiling. Some people may not be aware how low the ceiling is when they get to the upper deck, and may end up bumping their head...”
Double-Decker Feedback

Awesome!! So stoked that @TransLink is trying out double decker buses! Would be great for some of the busier routes in Vancouver! I’m excited to ride on top back home! 🚌

@TransLink feedback re: 301 double decker trial - awesome! So comfortable! Hope they will stay! Thanks

@TransLink just rode the new double decker on the 620 Tsawwassen route. Absolute game changer 👌

I’m on one of the new double-decker buses @TransLink is piloting and people’s reactions as they first experience this are adorable 🚍😊

@TransLink it makes me really happy to see how excited bus drivers are to be driving the new double decker busses! I say that we keep them 😊

TransLink’s new double decker bus 🚌 is picking up a boatload of people from the Tsawwassen terminal. I don’t think I would have got a seat on here otherwise.
Double-Decker Next Steps

• 32 double-decker buses
• RFP issued in early March
• Final report ready in April
• Funding through Federal Gas Tax
• Targeting first delivery in mid-2019
Fleet Update

• April-December 2018: 106 CNG buses for Surrey Transit Centre
• New CNG fuelling station at Surrey
• 104 Nova hybrids July-December 2018
HandyDART Transition

• First Canada starts July 1, 2018
• CMBC responsible for transition
• Ensure seamless handover for customers
• Customer forum with First Canada
• Performance standards
RTC Lighting Retrofits

- RTC LED lighting retrofit: 29% reduction in electricity consumption
WorkSafe BC COR Audit

- WorkSafeBC Certificate of Recognition (COR) audit
- Health and Safety and Return to Work programs; both passed
- Allows for 15% rebate on annual premiums
Restructuring of General Investigation Unit

- Increased from 8 to 10 detectives & from 4-day to 7-day coverage
- Aligned with Patrol shifting pattern for better support to Patrol officers
- Rapid follow-up and “front end loading to serious crime investigations.
- Mandate revised – focus on supporting investigative excellence in MVTP
- “Phased Interview Model” training for all frontline members.
@TransitPolice @GlobalBC Has there been a threat made against West Coast Express? Unprecedented levels of police with bomb sniffing dogs have been on all the trains the past few weeks.
Performance Metric: Crime Rates

Year on Year Compare - Crimes Against Persons and Crimes Against Property (2010-2017)

Rate per 100K Boarded Passengers

<table>
<thead>
<tr>
<th>Year</th>
<th>Crimes Against Pers Rate</th>
<th>Crimes Against Property Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>0.41</td>
<td>0.41</td>
</tr>
<tr>
<td>2011</td>
<td>0.47</td>
<td>0.41</td>
</tr>
<tr>
<td>2012</td>
<td>0.69</td>
<td>0.50</td>
</tr>
<tr>
<td>2013</td>
<td>0.61</td>
<td>0.57</td>
</tr>
<tr>
<td>2014</td>
<td>0.65</td>
<td>0.65</td>
</tr>
<tr>
<td>2015</td>
<td>0.65</td>
<td>0.61</td>
</tr>
<tr>
<td>2016</td>
<td>0.65</td>
<td>0.58</td>
</tr>
<tr>
<td>2017</td>
<td>0.60</td>
<td>0.47</td>
</tr>
</tbody>
</table>

SMS text Introduced, Increased Rptg
New Service Delivery Model/Hubs
Significant Increase in Arrests

Arrest Warrants Executed

<table>
<thead>
<tr>
<th>Year</th>
<th>Warrants Executed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>704</td>
</tr>
<tr>
<td>2017</td>
<td>837</td>
</tr>
</tbody>
</table>

+19%
Phase Two of the 10-Year Vision

Funding Update
## Completing the 10-Year Vision for Metro Vancouver Transit & Transportation

### ENTIRE 10-YEAR VISION

<table>
<thead>
<tr>
<th>Category</th>
<th>FUNDED IN PH 1 INVESTMENT PLAN</th>
<th>NOT FUNDED PH 2 IN PROGRESS (Target 2018)</th>
<th>NOT FUNDED FUTURE INVESTMENT PLAN (Target 2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUS SERVICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 25% increase</td>
<td>10% increase</td>
<td>8% increase</td>
<td>7% increase</td>
</tr>
<tr>
<td>• 12 B-Lines</td>
<td>5 new B-Lines</td>
<td>2 new B-Lines</td>
<td>5 new B-Lines</td>
</tr>
<tr>
<td>• 10 new service areas</td>
<td>5 new service areas</td>
<td>New service areas</td>
<td>New service areas</td>
</tr>
<tr>
<td><strong>SEABUS SERVICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 1 new SeaBus</td>
<td>1 new SeaBus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 10-minute peak frequency:</td>
<td>10-minute peak frequency:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 15-minute all day</td>
<td>15-minute all day</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HANDYDART SERVICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 30% increase</td>
<td>15% increase</td>
<td>7% increase</td>
<td>8% increase</td>
</tr>
<tr>
<td><strong>SKYTRAIN &amp; WEST COAST EXPRESS (WCE)</strong></td>
<td>164 Expo/Millennium Line cars</td>
<td>56 Expo/Millennium Line cars</td>
<td>108 Expo/Millennium Line cars (including Broadway Extension)</td>
</tr>
<tr>
<td>• 24 Canada Line cars</td>
<td>24 Canada Line cars</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 10 WCE cars + 1 new locomotive</td>
<td>2 new + 6 refurbished WCE locomotives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Upgrades of power and control systems, stations</td>
<td>Upgrades to Expo/Millennium &amp; Canada Line stations and systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MAJOR PROJECTS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Millennium Line Broadway Extension</td>
<td>Pre-construction of Broadway Extension</td>
<td>Construction of Broadway Extension</td>
<td>Construction of Stage 2 of SOFRT (Surrey-Langley Line)</td>
</tr>
<tr>
<td>• South of Fraser Rapid Transit (SOFRT)</td>
<td>Pre-construction of Stage 1 of SOFRT (Surrey-Newton-Guildford LRT)</td>
<td>Construction of Stage 1 of SOFRT (Surrey-Newton-Guildford LRT)</td>
<td></td>
</tr>
<tr>
<td>• Pattullo Bridge Replacement</td>
<td>Design for Pattullo Bridge Replacement</td>
<td>Construction of Pattullo Bridge Replacement</td>
<td></td>
</tr>
<tr>
<td>• MRN upgrades: $200M</td>
<td>$50M (25% of Vision)</td>
<td>$40M (20% of Vision)</td>
<td>$110M (55% of Vision)</td>
</tr>
<tr>
<td>• MRN seismic: $130M</td>
<td>$32.5M (25% of Vision)</td>
<td>$26M (20% of Vision)</td>
<td>$71.5M (55% of Vision)</td>
</tr>
<tr>
<td>• MRN expansion: 1% annual increase + one-time 10% increase</td>
<td>MRN expansion: 1% annual increase + one-time 10% increase</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MAJOR ROAD NETWORK (MRN)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Regional cycling: $97M</td>
<td>$30M (31% of Vision)</td>
<td>$24M (25% of Vision)</td>
<td>$43M (44% of Vision)</td>
</tr>
<tr>
<td>• TransLink-owned cycling:$34M</td>
<td>$12M (35% of Vision)</td>
<td>$9M (27% of Vision)</td>
<td>$13M (38% of Vision)</td>
</tr>
<tr>
<td>• Walking access to transit: $35M</td>
<td>$12.5M (36% of Vision)</td>
<td>$10M (29% of Vision)</td>
<td>$12.5M (36% of Vision)</td>
</tr>
<tr>
<td><strong>WALKING &amp; CYCLING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 13 new or expanded transit exchanges</td>
<td>4 updated transit exchanges</td>
<td></td>
<td>9 upgraded transit exchanges</td>
</tr>
<tr>
<td>• Integrated travel planning and payment</td>
<td>Venpool pilot</td>
<td>Mobility pricing development</td>
<td>Mobility pricing implementation</td>
</tr>
<tr>
<td><strong>MOBILITY INNOVATION</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Totals may not add due to rounding.
Phase Two Planned Transit Improvements

Transit Improvements

**Rail:**
- Canada Line
- Expo Line
- Millennium Line
- Proposed Millenium Line Broadway Extension
- Proposed Surrey - Newton - Guildford Light Rail Transit

**Bus:**
- Proposed Phase Two B-Line (testing subject to further study)
- Route to be improved
- Increased service to address overcrowding
- Improved or Expanded Service Areas

*Projects to address overcrowding will be determined based on need closest to the date of implementation. Map is for illustrative purposes only.

Other Improvements (not shown on map):
- 7% Increase in HandyDART Service
- Implementing flexible service (e.g. on-demand and end-to-end transit) throughout the region
Phase Two Plan funding is balanced across levels of government

- **Provincial**: $2,700,000,000
- **Regional**: $2,200,000,000
- **Federal**: $2,000,000,000

Note: Chart shows expansion capital and operating expenses for the Phase Two Plan from 2018-2027.
Funding Announcement with the Province

March 16 – Reached agreement between the Mayors' Council and the Province of BC to fund Phase 2 of the 10-Year Vision, which unlocks approximately $7 billion for transit and transportation in Metro Vancouver – the largest investment in our region's history.

To fund these investments, the Mayors' Council has proposed:

• An expected $1.6 billion in fare revenues from higher ridership from Phase 2 service expansion and TL resources and efficiencies
• A 2% increase to transit fares over two years beginning in 2020 (increase of about 5-15 cents)
• A 3 percentage point increase of the parking lot sales tax rate (from 21 to 24%)
• Average of $5.50 increase in annual property taxes beginning in 2019 (about 46 cents/month)
• About $300-600/unit increase to the Development Cost Charge on new residential developments
• Revenue from a variety of transit-related commercial opportunities
Public Consultation for Phase Two Plan
Scope of consultation activities

• April 30 – May 11
• One open house held in each sub-region (7 total)
• Consultation held on the Engagement Bus at public events
• Public survey on tenyearvision.translink.ca
• External statistically-significant research survey
### Public Consultation for Phase Two Plan

*Consultation dates throughout the region*

<table>
<thead>
<tr>
<th>DATE</th>
<th>LOCATION</th>
<th>REGION</th>
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</thead>
<tbody>
<tr>
<td>Wednesday May 2</td>
<td>Coquitlam Centre Mall</td>
<td>Northeast sector</td>
</tr>
<tr>
<td>Thursday May 3</td>
<td>BMO Marathon registration at Vancouver Convention Centre</td>
<td>Vancouver</td>
</tr>
<tr>
<td>Friday May 4</td>
<td>Shipyard Market</td>
<td>North Shore</td>
</tr>
<tr>
<td>Saturday May 5</td>
<td>Maple Ridge Home Show</td>
<td>Maple Ridge/Pitt Meadows</td>
</tr>
<tr>
<td>Sunday May 6</td>
<td>Steveston Farmer’s Market</td>
<td>Southwest Area</td>
</tr>
<tr>
<td>Tuesday May 8</td>
<td>Surrey City Hall Plaza</td>
<td>South of Fraser</td>
</tr>
<tr>
<td>Wednesday May 9</td>
<td>Metrotown, south plaza near bus loop</td>
<td>Burnaby/New Westminster</td>
</tr>
</tbody>
</table>
2017 Year End Financial and Performance Report

Rob Malli
CFO and EVP Finance and Corporate Services
Highlights

*Investments in State of Good Repair*

- Running rail & rail pad replacement
- Station upgrades & SeaBus terminal renovations
- Elevator & escalator replacement program

*Delivered on initiatives to Mobilize the Mayors’ Vision*

- Largest service increase since 2009:
  - Expo, Millennium and Canada Lines
  - SeaBus;
  - Conventional bus and Community shuttle service hours; and
  - Access Transit trips.
- Fleet expansion, ordered new SkyTrain cars:
  - 28 for Expo & Millennium Lines
  - 24 for Canada Line
- Ordered new SeaBus
Highlights

Improvements to Customer Experience

• Completed Custom Transit Service Review
• Launched Double decker bus pilot
• More user friendly mobile & web page Transit Alerts
• Installed proximity-enabled accessible entrances to 40% of SkyTrain stations
Sustainability Highlights

• APTA Platinum Level Status
• Reduced carbon footprint
• Low Carbon Fuel Program – Sale of carbon credits $1.5M
Consolidated Revenue

from continuing operations 5.9% below budget
($ thousands)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>$821,333</td>
<td>100%</td>
</tr>
<tr>
<td>Taxation</td>
<td>$590,964</td>
<td>35%</td>
</tr>
<tr>
<td>Transit</td>
<td>$23,274</td>
<td>3%</td>
</tr>
<tr>
<td>Government transfers</td>
<td>$50,278</td>
<td>3%</td>
</tr>
<tr>
<td>Golden Ears Bridge tollings</td>
<td>$29,743</td>
<td>2%</td>
</tr>
<tr>
<td>Investment income</td>
<td>$166,902</td>
<td>10%</td>
</tr>
<tr>
<td>Amortization of deferred</td>
<td>$7,009</td>
<td>0%</td>
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<tr>
<td>concessionaire credit</td>
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</tr>
<tr>
<td>Miscellaneous recoveries</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comparison to Budget

- Taxation: (1.4%)
- Transit: 5.7%
- Government transfers: (40.8%)
- Golden Ears Bridge tollings: (46.6%)
- Investment income: 33.3%
- Amortization of deferred concessionaire credit: (0.3%)
- Miscellaneous recoveries: 28.3%
Consolidated Expenses
from continuing operations 2.6% favourable to budget
($ thousands)

$688,877

Bus division $192,171 (12%)
Rail division $181,766 (12%)
Corporate operations $297,366 (19%)
Roads & Bridges $84,183 (5%)
Transit Police $37,179 (2%)
Amortization $192,171 (12%)
Interest $97,974 (6%)

Comparison to Budget Fav/(Unfav)
Bus division 0.7%
Rail division 0.9%
Corporate operations 4.7%
Roads & Bridges 18.5%
Transit Police (0.7%)
Amortization 8.2%
Interest (3.1%)
Capital Projects

$242 million invested
($ thousands)

- **Passenger Vehicles**: $107,485 (44%)
- **Infrastructure**: $91,700 (38%)
- **Facilities and Equipment**: $22,173 (9%)
- **Major Construction**: $20,750 (9%)

Capital Projects: $242 million invested
Financial Highlights

• Strong liquidity
• AA Credit rating confirmed by 2 rating agencies
• Successfully issued $200 million bond through Capital Market
2017 Audited Consolidated Financial Statements
2017 Audited Consolidated Financial Statements

✓ Management prepares Financial Statements and Note disclosures using Canadian Public Sector Accounting Standards

✓ External auditors verified Financial Statements – Clean audit
Transit Tariff Amendment
2018 Transit Fare Increases

In accordance with Phase One of the 10-Year Vision, 2017-2026 Investment Plan, fare increases are:

• Adult Stored Value and Cash – increase 10 cents (Concession increase 5 cents)

• Adult Monthly pass – increase $2 (Concession increase $1)
2018 Property Tax and Replacement Tax Bylaw
2018 Property Tax and Replacement Tax Bylaws

• Revenue from property tax to fund the region is guided by legislation and Phase One of the Investment Plan

• 2018 Revenues are:

  Property Tax = $356.0 million
  Replacement Tax = $18.0 million
  Total $374.0 million
2018 Property Tax and Replacement Tax Bylaws

Impact:

• Rates per $1,000 are going down
  – Residential class rate down 3.6%

<table>
<thead>
<tr>
<th>2017 Rate</th>
<th>2018 Rate</th>
</tr>
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<tbody>
<tr>
<td>0.2193</td>
<td>0.2115</td>
</tr>
</tbody>
</table>

• Average homeowner will pay about $10 more than in 2017
Planning & Stakeholder Relations Committee
B-Line or Better: Service Levels & Local Service Changes

City of North Vancouver Council
March 5, 2018
Purpose and Context

TransLink is working with your staff to get people moving:
• Lonsdale Quay Upgrades & Increased SeaBus Frequency
• Spirit Trail and other cycling infrastructure
• Integrated North Shore Transportation Planning Project
• Regional Transportation Strategy Update

Today’s presentation is about:

Marine-Main B-Line

• Consult council about proposed B-Line
• Request input on proposed consultation approach
  – Methods
  – Timing
Lions Gate and Lonsdale B-Line Proposed for future phase

Second Narrows & Willingdon B-Line Proposed for future phase

Marine-Main B-Line Funded in Phase 1
Speed & Reliability Current Situation:
North Shore

Marine-Main’s bus route is the 2nd slowest on the North Shore: It averages 16km/h
Setting the Stage:
Marine-Main Corridor Study

- Collaborative study between Metro Vancouver, TransLink and North Shore municipalities

- **Identified:**
  - Projected land use and ridership in 2030
  - Opening day & future alignment
  - Speed and reliability measures
  - Passenger Amenities
  - Methodology for monitoring
  - Future phasing approach gradually incorporating BRT elements
Importance of B-Line Corridor

• Driving the North Shore’s growth
  – 25% of North Shore residents live near B-Line stops
  – 40% of North Shore jobs located near B-Line stops
  – 35% of the North Shore’s population growth to 2045 will happen along B-Line

• Driving transit ridership
  – Buses on Marine Dr. will have same capacity as a lane of cars

• Connecting North Shore & the region
  – Moodyville residents will have 73,000 more jobs within 45 min
  – 60,000 more people can reach Park & Tilford within 45 min
What is the proposed ‘B-Line or Better’ service?

**Fast and Reliable**
- Stops are spaced ~1 km apart
- All door boarding
- Streets are redesigned to make buses faster

**Frequent**
- Every 8 minutes in peak times
- Every 10-15 minutes at other times

**Available all day, every day**
- From 6 a.m. to 1 a.m.

**Easy to find**
- Buses and stops have a different look
- Stops have next bus digital signage
- Route information inside buses
Proposed Marine-Main B-Line

25% faster
45 minutes from Dundarave to Phibbs Exchange in peak

20% less waiting
Comes every 8 minutes in peak

80% more capacity
Can carry 1100 passengers/hour

Proposed Stops
Making Buses **Faster and More Reliable**

- Buses slow and unreliable at choke points
- Street modifications on municipal roads are essential to B-Line success
- What tools does the community want to see implemented?
  - Quick improvements
  - Longer-range investments
Bus service proposed for public consultation:

- New B-Line from Dundarave to Phibbs Exchange
- Local service maintained along corridor
- Improved connections to other destinations
Bus service proposed for public consultation:

• Proposed B-Line route & stop locations
  – At emerging development areas
  – Connections to Lonsdale Quay

• Proposed changes to local service
  – **Route 239** discontinued to avoid duplication with B-Line
  – **Route 240** extended to Lynn Valley & frequency increased
  – **Route 255** shifted to Keith Rd & frequency reduced
    • Faster link from Capilano University to Central Lonsdale
    • B-Line and improved 240 will offer fast and frequent options
  – More frequent service to Capilano University

• Support for bus speed and reliability measures
Consultation Promotion and Events

Creating Awareness

• Traditional earned media
• Digital ads
• North Shore News
• TransLink’s Buzzer Blog
• TransLink Facebook, Twitter and Instagram & muni social media
• Targeted community groups, including:
  • Elders groups
  • Business Improvement Districts
  • Chamber of Commerce
  • Community Associations
• Community centres, including:
  • John Braithwaite Community Centre
  • West Vancouver Community Centre
• Street teams

Consultation Pop-up locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambleside Park Farmers Market</td>
<td>May 27</td>
</tr>
<tr>
<td>Capilano University</td>
<td>April 3</td>
</tr>
<tr>
<td>Lonsdale Quay Farmers Market</td>
<td>May 19</td>
</tr>
<tr>
<td>Park Royal</td>
<td>May 26</td>
</tr>
<tr>
<td>Phibbs Exchange</td>
<td>May 25</td>
</tr>
</tbody>
</table>
## Timeline

### Phases

<table>
<thead>
<tr>
<th>Phase</th>
<th>Year 2016</th>
<th>Year 2017</th>
<th>Year 2018</th>
<th>Year 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan Approval</td>
<td>Q4</td>
<td>Q1</td>
<td>Q1</td>
<td>Q1</td>
</tr>
<tr>
<td>Planning &amp; Data Collection (with municipal staff)</td>
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</tr>
<tr>
<td>Consultation</td>
<td></td>
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</tr>
<tr>
<td>Bus service levels and priority elements</td>
<td></td>
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<td>Refinement</td>
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<td>Q2</td>
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<td>Design (with municipal staff)</td>
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<td>Consultation (if necessary)</td>
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<td>Q1</td>
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<td>Transit priority interventions</td>
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<td>Construction</td>
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### Council Outreach

- **Q4 2016**: Plan Approval
- **Q1 2017**: Planning & Data Collection
- **Q2 2017**: Consultation
- **Q3 2017**: Refinement
- **Q4 2017**: Design
- **Q1 2018**: Consultation (if necessary)
- **Q2 2018**: Construction
- **Q3 2018**: Launch
- **Q4 2018**: Council Presentations – we are here
- **Q2 2019**: Report back to Council on Consultation
- **Q3 2019**: Further Council engagement (if necessary)
- **Q4 2019**: Final Council presentations
Questions?

- Q & A now
- Contact CNV staff-level Working Group
- Raise at North Shore Transportation Committee
Steve Vanagas
Vice President, Customer Communications & Public Affairs
March 29, 2018
We're improving the customer experience with more payment options.
Current State

Full Compass Launch: 2016

Over 1.2 Million Compass Cards in circulation

One Billion taps recorded as of August 2017

Payment options:
• Compass Card
• Compass Ticket
• Cash Fare
Introducing Tap to Pay
Benefits for Customers

• No need to pre-purchase a fare

• Skip line-ups at a Compass Vending Machine

• Avoid pre-calculating fares based on zones, time, day of the week

• Seamless transfers across all modes
Intended Customers

• Tourists

• Infrequent riders

• Customers who purchase their ticket using their credit card at a Vending Machine
Card Clash

• Existing customers will need to be mindful of **card clash**

• Occurs when **more than one card** is tapped on card reader

• The result is either a **tap error**

• Or the system **could charge a card** the customer did not intend to use
Phase One: Consumer Education Campaign

Tap your card.

Not your wallet.

Our card readers will soon accept credit cards.

translink.ca/taptopay
Media & Social Media Strategy

- “Card Clash” campaign kick-off event for media
- Created & shared a video on our social media channels
- Daily tweets

Remember not to tap your wallet or any item with multiple cards. Only tap the card you want to be charged as our Compass Card readers will soon accept more payment options.

buzzer.translink.ca/?p=51460
Social Media Video
In-System Advertising

- Platform series signage
- Station floor decals
- Fare gate stickers
- Bus readers at point of purchase
- Rack cards
Next steps

- New payment options will be available later this spring
- Continue with our Consumer Education Campaign
- Partner with YVR, cruise ship terminals, Pacific Central, etc. to reach visitors
- Inform occasional riders through our marketing & social media channels
Human Resources & Governance Committee
Thank you