

TO: Board of Directors

FROM: Kevin Desmond, Chief Executive Officer

DATE: March 22, 2018

SUBJECT: Public Delegations at the December 14, 2017 Board of Directors Meeting

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#### **EXECUTIVE SUMMARY**

The Board received four public delegations at its December 14, 2017 open Board meeting, and each delegation has received a written response.

#### **PURPOSE**

The purpose of this memo is to brief the Board on TransLink's response to topics raised by public delegations at the TransLink Board meeting on December 14, 2017.

#### **BACKGROUND**

On December 14, 2017, the TransLink Board of Directors received four public delegations on the following topics:

- The importance of HandyDART service for seniors and persons with disabilities, and the continuing need for quality service;
- Suggestion that contract award, with respect to the recent HandyDART Request for Proposals process, be postponed;
- Suggestion that HandyDART be brought in-house, as a separate subsidiary of TransLink; and
- Suggestion that trackless train technology, which has lower capital costs than Light Rail Transit, be pursued in the region.

#### **DISCUSSION**

Management responded in December to each of the delegations on issues raised, and has shared copies of these responses with Board members:

- **HandyDART** – Management provided further information regarding the Request for Proposals process, accountability mechanisms incorporated into the new contract, plans for a smooth transition to the new contractor First Canada (including preferential hiring for existing HandyDART employees), definitions of denials and standbys, transfer of the HandyDART customer feedback function to Coast Mountain Bus Company, and the process for soliciting feedback from TransLink's Users Advisory Committee and other stakeholder groups.
- **Trackless Train Technology** – Management confirmed that it regularly monitors best practices in vehicle technology and looks for opportunities to incorporate emerging technology into TransLink's fleets. Examples include the recent electric bus and double-decker pilot projects.



## PRESIDENT & GENERAL MANAGER REPORT March 2018 TRANSLINK BOARD MEETING

### TransLink Strategic Priority: Customer First

#### **BCRTC's corresponding business plan initiatives related to this strategic priority.**

*"Our ability to meet the high standards and expectations of our customers depends on our ability to deliver a reliable, effective, and efficient rail service."*

On December 2, BCRTC celebrated the one year anniversary of the opening of the Evergreen Extension, a year which has seen tremendous growth in transit use in the Tri-Cities. Residents have embraced rapid transit as a fast, convenient way to travel within their communities and beyond to the rest of the region.

TransLink Q4 2017 Customer Satisfaction results showed a marked improvement for Overall Service rating from the same time last year (78% vs. 73%) driven by improved perceptions in *Safety from Crime inside the Station, Frequency of Service, and Staff Availability*.

Three BCRTC staff completed their Green Belt training. Each person was teamed with one other person to facilitate discussion on how to approach a lean project and lead a team through a kaizen. In the end, relationships were formed across the business and in different disciplines, and BCRTC directly benefited from the continuous improvement initiatives that were implemented.

In November, BCRTC hosted a media event at OMC1 to showcase TransLink's winter preparedness plans to ensure its service remains safe, and as reliable as possible if severe winter weather occurs.

TransLink Marketing launched the Winter Awareness campaign inside trains and Stations to raise awareness for the increase in passenger slip, trips and falls due to the wet and wintry weather. BCRTC's Safety division worked closely with TransLink to develop this safety campaign.

In December, the Training Department began to meet biweekly with departmental managers and their supervisors to review their training needs and inform them of the courses offered to their staff on the 2018 Training Calendar. Also in this quarter, one eLearning Designer was hired to begin producing storyboards of our contractor safety orientation content for online delivery.

Maintenance & Engineering, Operations, and Safety divisions continue to debrief on all major service delays to recognize successes and identify gaps to enhance our response and resiliency. Year to date 13 events have been fully reviewed and documented, resulting in 24 follow-up action items raised and 24 were closed.

BCRTC's Operations department continues to utilize Compass data to enhance its staff and service planning for major events and alternate service to accommodate maintenance and capital works. This quarter Compass Data was used to successfully adjust service levels over the Christmas holidays; next adjustments will be made for other select statutory holidays.

In Q4 2017, BCRTC piloted a pest control mitigation program for six SkyTrain stations along the Expo and Millennium Lines. The goal of this program is to control the nuisance pigeon problem on our

system using tethered raptors. Pigeons and other birds pose a safety and health risk for customers and staff and falcons and hawks act as a natural and humane deterrent. This pilot program has garnered local and international media attention.

Five SkyTrain employees were nominated and approved for Transit Police awards. Three SkyTrain employees have been recognized with a Certificate of Appreciation, and two employees received a Certificate of Bravery.

#### **TransLink Strategic Priority: State of Good Repair**

##### **BCRTC's corresponding business plan initiatives related to this strategic priority.**

*"Ensuring our system is in a state of good repair is a main area of focus for our company and BCRTC's business plan. Effectively planned, and responsive maintenance allows the rail company to deliver a safe, reliable, and efficient service."*

The fourth quarter of 2017 saw the start of the Expo Line Rail Pad Replacement project. This project replaces 21,000 rail pads on the Expo Line. Rail pads are the boltage structure which supports our system's running rail. Instead of bolts which wear and erode over time, the new rail pads uses spring clips to secure the running rail and are easier to maintain. This project is expected to be completed by May 2018 and is focused around the Surrey section of the Expo Line.

Other railway infrastructure activities this quarter included:

- Completed geometry rail assessment testing and began power rail condition assessment
- 13 kilometres of rail grinding
- Rail component replacement including two rail frogs (crossing point of two rails), curved stock rail, straight and curve points, three power rail expansion joints and three switch machine replacements
- One complete turnout (switch) replacement
- Reinstallation of a power rail at Storage lane 10 at the OMC
- Platform Intrusion Emergency System repairs at New Westminster, Main Street, Royal Oak, Joyce and Twenty Second Street Stations were completed.

On December 1, a brand new Incident Management system was launched at BCRTC. The program and app known internally as the Ops Log is a modern electronic based program with features that benefit a large number of users at BCRTC and makes staff more effective in delivering quality service to our internal and external customers.

The New Ops Log has the ability to:

- Record incidents using an intuitive interface
- Create and update incidents from mobile phones, and attach photos
- Send out automated communications when incidents are created or updated
- Track the status of an incident through its life-cycle
- Assign responsibility to individuals using an improved workflow system

#### **TransLink Strategic Priority: Deliver Mayors' Plan**

##### **BCRTC's corresponding business plan initiatives related to this strategic priority.**

*"The implementation of the Mayors' Council 10-Year vision for Metro Vancouver Transit and Transportation will have a transformative effect on rail, with near and long-term impacts for SkyTrain*

and West Coast Express.”

BCRTC continues to support rail related projects contained in the Mayors’ Council 10-year transit and transportation vision including the procurement of rail vehicles.

- *SkyTrain* – Bombardier has begun manufacturing the Mark III vehicles outlined in the Mayors’ vision and are on target to meet the contractual delivery date;
- *West Coast Express* – A successful proponent has been identified to conduct condition assessments on existing West Coast Express fleet.
- *Canada Line* – Work continues with Protrans BC to procure additional rail vehicles for the Canada Line. The project is on track and underway with Protrans BC leading the design and procurement, with a reporting structure to TransLink via the Rail Fleet, facilities, and Service Steering Committee.
- BCRTC is also supporting the preliminary work for the Millennium Line Broadway Extension and the South of Fraser rapid transit project. Operations, and Engineering departments have assigned dedicated resources to the respective project teams.

### Key Performance Indicators

Key Performance Indicators	SkyTrain (excluding Canada Line)				West Coast Express (WCE)			
	YTD Dec 2016 Actual	YTD Dec 2017 Target	YTD Dec 2017 Actual	Variance to Target Fav / (Unfav)	YTD Dec 2016 Actual	YTD Dec 2017 Target	YTD Dec 2017 Actual	Variance to Target Fav / (Unfav)
On-time performance <sup>1</sup>	95.1%	95.0%	95.3%	0.3%	95.3%	97.8%	97.2%	(0.6%)
Overall mystery shopper score <sup>2</sup>	95.0%	95.0%	95.1%	0.1%	98.0%	97.0%	99.4%	2.4%
Lost time frequency <sup>3</sup>	3.87	2.95	4.09	(1.14)	0.00	0.00	8.56	(8.56)
Major passenger injuries per 1m boarded passengers <sup>4</sup>	1.1	1.1	1.3	(0.2)	0.4	0.3	1.3	(1.0)
Operating cost <sup>u</sup> per vehicle km	\$2.97	\$3.07	\$3.06	Δ \$0.01	\$11.74	\$13.84	\$13.86	ΔΔ (\$0.02)
Operating cost <sup>u</sup> per passenger km	\$0.14	\$0.16	\$0.15	Δ \$0.01	\$0.22	\$0.23	\$0.23	ΔΔ \$0.00

1 On-time performance (OTP) is the measure of train trips delivered within 3 minutes and 5 minutes of scheduled departure for SkyTrain and WCE, respectively. December saw the highest OTP rate of 97.00% for the year; this coupled with an increased focus on delay-event root cause analysis resulted in OTP finishing above target for 2017.

Although WCE OTP has finished below target for 2017, the result shows a marked improvement over last year, due to reduced Centerm traffic on the WCE commuter corridor.

2 The overall mystery shopper score for Expo/Millennium lines finished the year above target. This can be attributed to improvements in scores for Stations, Customer Service Phone, Fare Systems and Maintenance Staff.

WCE’s mystery shopper score exceeded the 2017 target, and showed a marked improvement over last year. This is due to improvements across all categories aside from three categories: CVMs & Validators and In-Person CSR which saw decreases over last year, and Security Contractors, which remained steady with a 100% score.

- 3 The Expo & Millennium Loss Time Frequency rate finished 38.5% over target. This is primarily attributed to an unusually high number of 16 Lost Time Accidents in Q1, compared to 4 in Q2, 6 in Q3 and 5 in Q4.
- WCE saw its first employee Lost Time Accident since 2000, which explains the significantly higher year-end result compared to target.
- 4 The Expo & Millennium passenger injury rate for 2017 was over target by 18.2%, with a total of 38 major passenger injuries being reported in Q4. The large majority of injuries were caused by slips, trips and falls. To help reduce these types of injuries, a Winter Messaging campaign was launched, in the last quarter of 2017, to provide various recommendations, such as weather-appropriate footwear and to avoid running for trains.
- The WCE rate for 2017 ended above target, and showed an increase over last year. This is due to 3 serious passenger injuries being reported in 2017, compared to 1 in 2016.
- Δ Expo and Millennium results for 2017<sup>ψ</sup> were 0.3% lower than budget from lower staff costs primarily due to lower employee-paid benefit costs, labour costs from vacancies and salary capitalization offset by snow and ice removal costs, additional maintenance costs, insurance premiums and a WorkSafe BC assessment.
- ΔΔ WCE operating results<sup>ψ</sup> for 2017 were 4.8% below budget due to earlier than planned discontinuation of the WCE TrainBus service and contractual transit services costs; offset by snow and ice removal costs and additional hydro consumption during the winter months. The variances per vehicle km and show as unfavourable due to lower service kilometres (primarily due to the discontinuation of TrainBus service).

<sup>ψ</sup> Operating results include allocated costs and exclude depreciation and any retail revenue or third party recoveries.

**Uninsured Claims** - As of December 31, 2017, BCRTC is not aware of any *significant* uninsured legal claims.



## PRESIDENT & GENERAL MANAGER REPORT MARCH 29, 2018 TRANSLINK BOARD MEETING

### TransLink Strategic Priority: CUSTOMER FIRST

#### Safety

- Collaboratively, TransLink Marketing, BCRTC, CMBC and TransLink Insurance & Claims, researched, developed and delivered a safety behaviour campaign for Winter Customer Safety. Signs with varying messages including “Plan ahead this winter”, “Step carefully”, “Wear proper footwear”, “Don’t run for your train or bus”, and “Hold on tight” were posted across the bus and rail systems. The campaign is one part of broader customer injury reduction initiatives being carried out across the system.

#### Access Transit

- A trial is underway in partnership with Pacific Cabs (White Rock) and Alouette Taxi (Maple Ridge) in which taxi drivers will wear a CMBC-provided safety vest with embroidered HandyDART logo when performing HandyDART trips. This will help customers recognize the taxi driver as their HandyDART trip to improve the customer experience.
- HandyDART customer feedback was brought in-house to CMBC Access Transit Customer Care on October 1, 2017. Between October and December, 699 customer complaints and commendations were handled. The department expanded the customer service hours to 08:00-18:00 Monday to Friday and 08:00-16:00 on Saturdays. Three part-time staff positions were created to facilitate this change and a casual pool was created for backfill of unplanned absences to ensure constant service for customers.
- The HandyDART phone system was upgraded to IP Phones which will improve customer connections to HandyDART staff as well as voice clarity and quality.

#### BYD Battery Electric Bus Pilot

- Meeting with BYD to review the results of the pilot project has been rescheduled by BYD. Overall feedback from Operations on the battery electric bus itself was positive. A full report has been prepared subject to final approval.
- Depot charging electric bus could have future applications at CMBC.

#### Alexander Dennis Double Decker Bus Pilot

- The two double decker buses began operating in-service on November 27, 2017, for a three-month revenue service pilot. The buses operated primarily out of Richmond Transit Centre (routes 311, 351, and 620), and also tested routes serviced by Surrey Transit Centre (route 301) and Port Coquitlam Transit (route 555). An interim report states that these buses have been well received by passengers, Operators and Maintenance personnel.
- A Request for Proposal (RFP) for 32 double decker buses was released in March 2018 with delivery scheduled 12 to 18 months after the awarding of contract.

#### Snowy Weather Action Plan (SWAP)

- The Snowy Weather Action Plan (SWAP), which includes the use of the snow socks, has been implemented successfully on four occasions. Further Operator training is recommended to ensure procedures are followed according to technical specifications.

- Data collected from the 2017/2018 winter season will be used to develop a long term strategy.

#### **Customer Experience and Public Support**

- On-time performance discussions have been added to the Operator annual performance review for 2018. Operations Supervisors will review the early leave and late arrival dashboards with each Operator, with a focus on the importance of on-time performance and its effect on the customer experience.
- Throughout Q1 2018, the Director of Operations is facilitating workshops at all six depots with each Depot Management team. The workshops will focus on initiatives to support customer experience through improved on-time performance, timely processing and follow-up of COMs, and reducing Service Not Operated.

#### **All Door Boarding Pilot**

- The 95 and 96 B-line all door boarding pilot began on January 1, 2018, and has been well received by Operators and the public. Continued monitoring of the project is required to determine any run-time savings and the effects on pass-ups and overcrowding. It is intended that all door boarding will decrease passenger boarding and dwell times at bus stops contributing to improvements to overall speed of service. The pilot is expected to run for approximately one year.

#### **Transit Supervisors and Transit Communications**

- Between February 26 and March 2, 2018, Transit Supervisors underwent a one-day update training course focused on improving the customer experience through understanding customer complaints and the on-time performance results dashboard. These two topics are directly related to the customer experience, and will show the connection and impact that Transit Supervisors have on our customers daily. The one-day course also covered suspicious package identification, double decker bus orientation, and the importance of direct customer contact at loops and exchanges.
- TComm and Transit Supervisors' main objectives in 2018 are to assist in improving on-time performance and reducing cancelled service. Monitoring on-time performance will hold Operators accountable for ensuring buses arrive on time (barring unforeseen circumstances such as accidents, construction projects, etc.). By reducing the amount of service that is cancelled, customers will be able to expect their bus will be there at the scheduled time.

#### **Transit Security**

- The amalgamation of the two Security groups was completed on October 9, 2017, creating one level of Transit Security Officers (TSOs). The change has improved:
  - follow-ups on security incident files,
  - deployment of TSOs to calls,
  - issuing of Fare Infraction Notices (FINs), and
  - visibility of Security personnel throughout the system.
- Transit Security realigned the working hours and shifts of the TSOs to enhance corridor coverage and to better meet the current KPI requirements of 3.0 hours per officer per day for bus ride checks. The realignment also increased resources during peak periods of ridership, and enhanced face to face interaction with Transit Operators and customers.
- Transit Security continues to work on plans for a sub-office in the Surrey area. The sub-office will reduce travel time to and from start locations for TSOs and reduce response time to calls in more remote areas of Metro Vancouver.

## TransLink Strategic Priority: STATE OF GOOD REPAIR

### Financial Results

- The 2018 CMBC Operating Costs for January are \$2.1M favourable to plan. Access Transit Services (ATS) is \$73K favourable and Contracted Transit (CTS) is on budget, for a combined total of \$2.2M favourable.

### Safety

- CMBC is in the final stages of implementing a safety management system (SMS) based on the OHSAS 18001 standard, with implementation in the Maintenance Division now complete and the final elements in Operations under development. Work is also under way to better integrate the SMS with the Environmental and Emergency Management systems. In 2018, TransLink's Internal Audit group will perform a gap analysis of the SMS against the upcoming ISO 45001 standard. Following the gap analysis, CMBC will develop an action plan to bring the SMS into compliance with the ISO standard.
- In November/December of 2017, CMBC underwent the annual WorkSafeBC Certificate of Recognition (COR) audit of its Health & Safety and Return to Work programs. Both programs passed the 80% requirement, with scores of 82% and 86% respectively. Identified strengths included Operations training, system documentation, safety related communications and improved return to work practices. Areas for improvement included investigation training/root cause analysis, near miss reporting, and demonstrating due diligence. The audit pass will allow for a 15% rebate on CMBC's annual WorkSafeBC premiums.
- CMBC continues to make progress towards rolling out Operator Protection Barriers in its fleet of buses. Starting in late spring, new coaches will begin to arrive with the barriers that are designed to protect Transit Operators against assaults. The Engineering and Maintenance groups are working closely with the new bus suppliers to ensure the barriers meet CMBC specifications. Phase 1 of the barrier retrofit program, involving the retrofit of 208 (AC equipped) New Flyer Xcelsior coaches with barriers, is expected to commence in September 2018, with 5-10 coaches being retrofitted each week. Phase 2 of the retrofits, involving the trolley fleet, will be dependent on environmental heat stress testing that will be performed on a limited installation of barriers on six trolleys. Due to the lack of air conditioning on the trolleys, heat build-up behind the barriers needs to be ruled out before proceeding. Depending on the rate of new vehicle delivery and the outcome of the trolley trial, CMBC could have barriers installed on 50% of the bus fleet by the end of 2020.

### Environment

- 2017 actuals of 7.5 spills per million kms is well below the 2017 target of 8 spills per million kms due to the implementation of continuous improvement initiatives that included lowering coolant pressure on select Nova buses and upgrading defroster valves.
- 2018 initiatives will include replacing select coolant hoses on a preventive maintenance program and expanding the project to lower the coolant pressure on additional Nova buses.
- Power Smart retrofits at Richmond Transit Centre are underway with completion expected by March 31, 2018. Annual energy savings of 592,705 kWh of electricity and 2,370 GJ of natural gas – equal to 125 tonnes of greenhouse gas savings – are expected. The lighting portion of the retrofit is now complete and showing a 30% reduction in electrical consumption from Q3 2016.
- Power Smart retrofits at Vancouver Transit Centre are underway, with expected completion of lighting retrofits by March 30, 2018 and waste heat capture measures by July 1, 2018. The facility energy consumption is expected to be reduced by 45% in natural gas and 28% in electricity. BC

Hydro and FortisBC are partially funding the projects at both locations (Richmond Transit Centre and Vancouver Transit Centre).

#### **Access Transit**

- HandyDART North Vancouver Operations (21 vehicles, staff and equipment) was moved to a shared space with CMBC Trolley Overhead located on Skeena Street in Vancouver on February 14, 2018. This will improve security of vehicles, offer improved employee conditions with washrooms and storage facilities, and provide a more long-term facility.
- HandyDART computer systems servers were moved from physical servers to a virtual server environment; numerous patches and updates were identified and installed. The servers are now managed under the TransLink BTS governance model.

#### **Compressed Capital Program for Fleet and Facilities**

- All AiP submissions for fleet and facilities have been approved for 2018. Currently preparing Specific Project Approvals (SPA) for presentation to the Capital Management Committee (CMC).
- Call for 2019 capital projects will be made in March 2018.

#### **Bus Radio Replacement Project Update**

- Demonstrations by three bus radio vendors took place in January 2018. The RFP evaluation and final vendor selection is underway.
- Field testing of buses equipped with new radios and Init CopilotPC2 is being planned for Q1/Q2 of 2019.

#### **SeaBus Terminal and Administration Building Envelope Rehabilitation Project**

- With the official handover for the North Terminal East berth on February 16, 2018 the Building Envelope Rehabilitation project is now complete on the North Terminal.
- Construction work on the South Terminal West berth started on February 26, 2018.
- The overall project remains on budget with a completion date of Q2 2019.

#### **Surrey Transit Centre (STC) Building and CNG Upgrades**

- Commissioning of the CNG plant at STC was completed in February 2018 prior to the arrival of CNG buses in May 2018.
- Remaining upgrades to the building will be completed in March 2018.

#### **Preventive Maintenance Program (PMP)**

- An amended Memorandum of Understanding (MOU) with the provincial Commercial Vehicle Safety Enforcement (CVSE) division was signed on December 15, 2017, covering CMBC's new PMP.
- The new PMP allows CMBC to change the inspection cycle for all buses to 8,000 kms intervals except for drum brake equipped buses which will remain at 6,000 kms.

#### **Winter Weather Preparedness**

- Operations has been holding internal stakeholder meetings to ensure updated winter plans and initiatives are communicated to key departments throughout the organization. In addition, Operations Support has met with BCRTC and Canada Line staff to review "bus bridge" routings in the event of a shutdown due to inclement weather. "Bus bridge" signage has been updated throughout the CMBC service area to make these routes easily identifiable to customers.
- A Snow Events Committee was also established at the end of last winter (2016/2017). The goal of this committee is to improve communication between CMBC and the various municipalities

throughout the Lower Mainland, and to develop priority routings that will keep passengers moving in the event of a major snow storm. Throughout Q4 2017 Operations Support met with the municipalities on an individual basis to further improve relationships and support. Meetings with the municipalities will be ongoing throughout 2018 to ensure there is continued communication.

## **TransLink Strategic Priority: DELIVER MAYORS' PLAN**

### **Mayors' Plan Phase One**

- HandyDART delivered approximately 22,000 more trips in 2017 than 2016, and added 13 new HandyDART vehicles to the fleet for 2018 to provide the 25,000 hour service expansion.
- Preparations are underway for added shifts and for 10 additional buses for the 2019 expansion of 20,000 service hours.
- The spring sheet change starts on April 23, 2018, which includes scheduling improvements and regular seasonal service reductions and additions. Additionally, there have been minor improvements to routes which suffer from overcrowding and significant wait times. These improvements range from vehicle conversions (shuttle to conventional coach) to peak service improvements on Community Shuttle (C3).

### **Service Expansion**

- 2017 service expansion targets were achieved.
- 2018 fleet acquisitions will include both expansion and replacement buses.
- Construction of the new SeaBus vessel is well underway in the Netherlands. The vessel delivery remains on target for Q4 2018 with commissioning in Q1 2019.

### **Fleet Replacement Orders and Target In-Service Dates**

- 106 40' CNG Buses – May 2018
- 52 60' Hybrid Buses – November 2018
- 35 HandyDART Vehicles – March 2018
- SeaBus Vessel – March 2019

### **Farebox Replacement for Community Shuttles**

- Request for Information (RFI) closed and prequalification of contractors is complete. The RFP will be released in March 2018.
- Evaluation and contract awarding targeted for April 2018.

### **Transit-ID (T-ID) Replacement**

- The system-wide T-ID sign replacement project is fully underway and is targeted to be completed by December 2018. Bus stop ID plates are being replaced with T-IDs, which show route-specific information (route number, name and unique service type if applicable) on a larger, standardized, easy-to-read sign. In coordination with the T-ID replacement, the "C" designation for community shuttles is being phased out and replaced with the traditional bus route numbers (i.e. C73 to 373). This allows future routes to easily change vehicle type without creating confusion for the public.

KEY PERFORMANCE INDICATORS <sup>1</sup>	ANNUAL TARGET	JAN YTD TARGET	JAN YTD ACTUAL	JAN YTD LAST YEAR
TransLink Customer Survey – Bus service overall	7.9	7.9	8.1	7.8
Scheduled Service Delivered (under review) <sup>2</sup>	99.5%	99.5%	99.5%	99.7%
Customer complaints per million boarded passengers	105	105	104	120
Customer commendations per million boarded passengers	15	15	14	13
HandyDART Denial Rate – % of trips delivered	0.12%	0.12%	0.03%	0.23%
On-time Performance				
Bus Regularity – frequent service	78%	78%	78%	77%
Bus Punctuality – infrequent service	80%	80%	83%	80%
Spills per million Kms	7.9 <sup>3</sup>	7.9	4.8	8.8
Preventable Collisions per million Kms <sup>4</sup>	10.5 <sup>5</sup>	10.5	7.9 <sup>4</sup>	12.1
Employee Assaults per million boarded passengers	0.38 <sup>5</sup>	0.38	0.14	0.40
Employee Lost Time Accident frequency (incidents per 200,000 hours worked)	8.3 <sup>5</sup>	8.3	6.6	13.5
CMBC Operating Cost per Km (incl. fuel)	\$6.01	\$6.09	\$5.89	\$5.94
Access Transit Operating Cost per trip	\$41.69	\$39.87	\$41.85	\$40.76
<b>METRICS</b>				
Access Transit Trips Provided (thousands)				
HandyDART	1,233	111	103	90
Supplemental Taxi Service	102	9	9	11
Total Trips	1,335	120	112	101

<sup>1</sup> Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle and SeaBus) and exclude contracted conventional transit and contracted community shuttle.

<sup>2</sup> CMBC Service Analysis is working to develop more comprehensive Service Not Operated tracking and reporting that will capture more service cancellations.

<sup>3</sup> 2018 target based on a 1% reduction from 2017 target of 8.0.

<sup>4</sup> Preliminary preventable collisions data for January 2018 is subject to change due to timing of final adjudications.

<sup>5</sup> 2018 target based on a 5% reduction from 2017 annual actual.

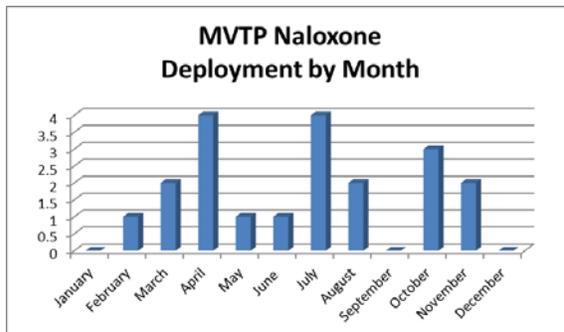


## METRO VANCOUVER TRANSIT POLICE REPORT FOR MARCH 2018 TRANSLINK BOARD MEETING

### TransLink Strategic Priority: Customer First

- **Metro Vancouver Transit Police (MVTP) Saving Lives**

As of December 31, 2017, 154 MVTP staff were educated/trained on the opioid crisis and how to administer Naloxone intranasal spray if an opioid overdose is suspected. MVTP officers carry Naloxone kits and in 2017, there were **20** events in which MVTP officers administered Naloxone to transit riders or members of the public to save lives. Events have taken place at SkyTrain platforms, around stations and on the bus.



In addition, this tool is an important Injury prevention measure to ensure well-being of MVTP officers and exhibits-room staff in the event of an accidental exposure and overdose.

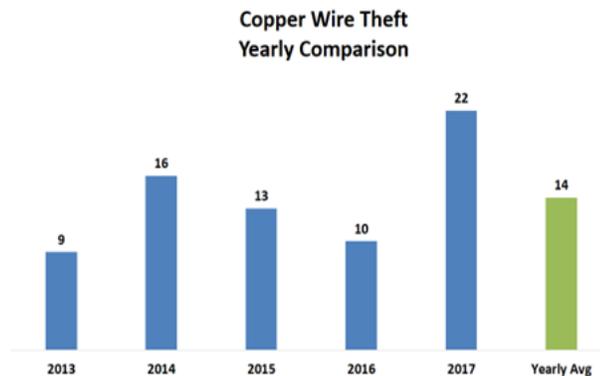
The MVTP continues to collaborate with other law enforcement agencies, health professionals and government agencies to help educate the public and reduce opioid use and incidents of overdoses within the province. In partnership with the province and, with the support of TransLink, MVTP is participating in a public service campaign on the opioid crisis. In March 2018, a variety of campaign posters will be placed on SkyTrain to reach out to transit riders – an illustration is shown above.



- **Enhancement of MVTP General Investigation Unit (GIU)**

In 2017, the MVTP restructured its Operations Division to enhance service delivery and investigative excellence. For the 2018 budget year, approval was received for MVTP to add two sworn officers to increase General Investigation Unit staffing from eight to ten investigators. The purpose was to allow quicker assignment of time-sensitive follow-up investigations, enhance investigative follow up and oversight of serious criminal offences, and, most importantly, provide for seven day coverage rather than the current coverage of four days per week. The revised GIU is now operating.

While investigating and solving crimes against persons are the major focuses of GIU, it also leads investigations into significant crimes against property investigations, including crimes impacting transit assets and property. Crimes against property can have a public safety element as well as impact transit operational efficiencies and revenues. An illustration of trolley wire theft is show below, with annual statistics provided in the chart beside.



#### **Incident Highlight – Trolley Wire Thefts Create Danger to Public**

On Jan. 23, 2018, there was a theft of Coast Mountain Bus Company trolley wire, which created an extreme risk to the public. The MVTP General Investigation Unit (GIU) was tasked with the investigation of the crime(s). The MVTP media unit then appealed to the public for assistance in finding the offenders.



In this case, a wire theft in the area of Blanca Street and West 7th Avenue, in Vancouver, resulted in live trolley wires left dangling only feet from the ground, over a sidewalk. Two teenagers walked by the wires while heading home and reported the situation. Trolley wires power electric buses and carry 600 volts of electricity. A person making contact with these live wires would likely be killed. As TransLink advised publicly following the incident, anyone spotting dangling wires was warned not to touch them and to call police immediately.

Wire theft is a systemic issue across North America and is a challenge for police everywhere. The offence is popular as copper wire is extremely valuable. Because these offences typically occur at night when there are fewer potential witness usually between 10:00 pm and 8:00 am, and in any part of the city where trolley wire is used, and because the wire is not uniquely identifiable

if found in someone's possession, successful investigations are challenging.

In the past two years, the MVTP has investigated almost two dozen incidents of theft of trolley wire throughout the City of Vancouver. Each incident has the potential to create lengthy service delays and can incur replacement costs of several thousand dollars up to \$50,000. Further, the persons involved in these thefts have shown a total disregard for public safety. In its recent media outreach, the MVTP asked for anyone spotting suspicious activity (which may include cutting, dragging or chopping wire or unmarked vehicles involved with wire during the night) to report anything they believe might be suspicious regarding trolley wire thefts.

- **Safer Transit and Communities through Warrants Arrests**

Reducing crime and disorder on transit and the surrounding community is one of three strategic objectives of the MVTP. In 2015, Transit Police officers made **591** criminal warrant arrests. In 2016, the number increased to **704**. In 2017, it was **837**, a very dramatic 3-year upward trend. The impact of these criminal warrant arrests was recognized by the University of the Fraser Valley in a 2013 research paper in which it was noted that *"This outcome is even more exciting when one considers the profile of those arrests by Transit Police officers because of an outstanding warrant. For the most part, these individuals were highly recidivist, serious, chronic offenders who were at-large in the community. It is precisely this population of offenders who are responsible for a disproportionately large amount of crime in British Columbia and, therefore, of greatest concern to the public and the police...Transit Police officers are contributing to the broader goals of reducing crime and increase public safety by successfully identifying and arresting serious and prolific offenders."* The number of arrests that MVTP makes has increased substantially since that report, and MVTP will be using a practicum student to replicate the 2011 analysis regarding the characteristics of those that MVTP arrest.

Many warrant arrests arise from on-view work of MVTP officers in their hubs, calls for service, or confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gate). However, MVTP officers also familiarize themselves with offenders and criminals of concern or wanted through law enforcement intelligence sharing, regional BOLFs (Be on the Look Out For), and the MVTP offender management program.

Some illustrations of warrant arrest incidents are provided in the highlight box.

#### **Incident Highlights**

##### **Arrest Canada-Wide Warrant et al'**

On Feb. 23, 2018, MVTP officers were on routine patrol at Surrey Central SkyTrain Station. One of the officers observed a male he recognized from the MVTP weekly wanted list walking on the City Parkway. The officer called out to the male and, while the male turned and looked, he continued to proceed north. The officers caught up to the male and detained him for outstanding warrants (from 2016 and 2017) as follows: Fail to comply with Probation x2 (MVTP); Canada-Wide Warrant for Robbery (Vancouver Police); Theft, Breach x4, Obstruct, Take vehicle without consent (Fort St. John RCMP); and Driving while Prohibited (Surrey RCMP). The male was arrested and transported to Surrey RCMP cells for court appearance.

### **Eight Outstanding Warrants Executed**

On Jan. 17, 2018, a MVTP Patrol Sergeant was at Vancouver City Centre Station and observed a male follow another passenger into the station fare paid zone without tapping his Compass Card. The Sergeant verified that the male did not have a valid fare. In confirming the male's identification for issuing of the provincial Violation Ticket, it revealed eight outstanding warrants issued for the male (from Vancouver Police, Burnaby RCMP, Coquitlam RCMP, Surrey RCMP and Langley RCMP) for Theft Under, Possession Stolen Property and Breach of Undertaking. The MVTP Sergeant arrested the male for the warrants and transported him to VPD jail, where he was held for court appearance.

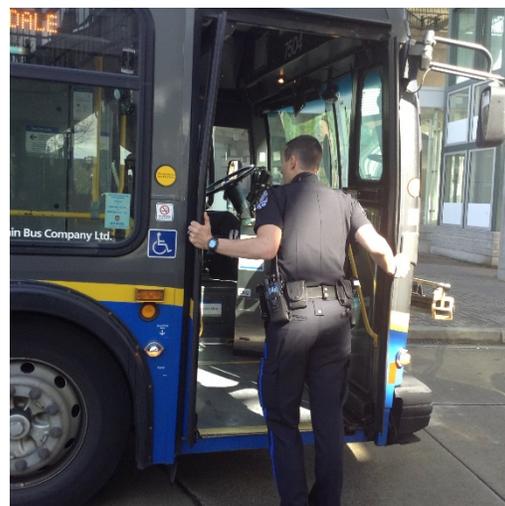
### **Warrant Arrest and Breach of Recognizance**

In the evening of Dec. 28, 2017, MVTP patrol officers checked a male at Lougheed SkyTrain Station. It was determined that the male was the subject of an outstanding warrant out of Coquitlam RCMP for: Possession of stolen property/under x2, possession of stolen credit cards and possession of break and enter tools. The male was arrested by the MVTP for the outstanding warrant and the search incidental to arrest revealed tools, which placed the male in breach of his recognizance. The male was transported to the Coquitlam RCMP for processing.

- **Reducing Violence Against Bus Operators**

The MVTP 2016-2020 Strategic Plan includes advancing of strategic actions to prevent and reduce violence against transit staff. In 2017, MVTP Client Service Sergeants and Neighbourhood Police Officers (NPOs) delivered over 70 mental health awareness/crisis de-escalation training sessions to transit staff, supervisors and managers (with specialized training to Coast Mountain Bus Company (CMBC) supervisors, transit security and SeaBus staff). In addition, MVTP worked with CMBC on a coordinated response to customer complaints involving disturbed or mentally ill persons on the bus system; this included MVTP developing a support program for the vulnerable persons on transit. This coordinated work continues to be a MVTP priority in 2018.

In 2017, there were 105 VIW related files reported to MVTP related to bus operators; this is slightly higher than 2016 (with 102). When bus operators are required to attend court proceedings for the VIW incidents, the MVTP assigns a NPO to also attend in support of the operator and to demonstrate importance to the court of considering victim impact as well as impact to bus passengers and public confidence of transit safety. In 2017, there seven appearances in court by NPOs for this purpose. *Note: In 2014, the MVTP lobbied the Canadian Government, along with transit organizations, for Bill S-221, an Act to amend the Criminal Code in relation to assaults against public transit operator). That Act became law on*



*February 25, 2015 and judges are now required to consider, as an aggravating circumstance, the fact the victim of the offence was a public transit operator engaged in the performance of his or her duty, when sentencing.*

The MVTP also fully investigates reports of other violence against transit staff, such as station attendants. The following two incidents illustrate MVTP work.

### **Incident Highlights**

#### **Court Sends Strong Message Regarding Bus Operator Assaults**

On June 22, 2016, at 5:15 pm, a 97B line Coast Mountain bus was heading northbound on North Road at Austin Avenue in Coquitlam. A young woman, who appeared to be intoxicated, boarded the bus at the Lougheed Station bus loop and began swearing repeatedly. The bus operator asked her to stop swearing and advised her that if she continued, she would have to leave the bus. The woman continued swearing and was told to get off the bus at the stop just north of Austin Avenue. As she left the bus, the woman spat in the face of the operator and left the area in a taxi.

MVTP were advised and initiated an investigation. The woman was identified as a result of a police incident she was involved in earlier in the day. MVTP Police conducted a thorough investigation and submitted a detailed and compelling Report to Crown Counsel, recommending a charge of Assault, which was approved by Crown Counsel. In February 2017, the suspect appeared in court and was convicted of Assault. In November 2017, the suspect appeared in court again and was sentenced to 14 days in jail, followed by 12 months' probation that includes conditions of no contact with her victim and not to be found in any vehicle operated by the Coast Mountain Bus Company.

In his decision, the Judge articulated all aggravating and mitigating circumstances in the case including the vulnerability of public transport operators, the nature of the assault – with spitting described as an act of disrespect and one posing serious danger of transmitting serious disease through saliva and the fact that the accused did not plead guilty, requiring a trial. He also emphasized the role of the court system in sending a strong message to the public that acts of violence against transit operators are unacceptable.

#### **Suspect in Threatening of SkyTrain Attendant with Used Syringe Arrested on Warrant**

In the evening of Dec. 11, 2017, a young woman and her two small children were on the SkyTrain at the Broadway/Commercial Station when a man boarded, with his bicycle, and crouched down next to her. As the train pulled into the Main Street – Science World Station, she saw the man with a needle, containing blood and a white substance, in his arm. She briefly stepped off the train and advised a SkyTrain Attendant (STA) as to what was occurring. The STA boarded the train and, as it left the station, requested the attendance of MVTP over his radio. The suspect overheard the STA's call for MVTP and allegedly moved aggressively towards the STA – holding the used syringe approx. 4 inches from the STA's neck. The suspect allegedly threatened, repeatedly, to stab the STA with the syringe for calling the police. The STA said he had not called the police, causing the suspect to back up slightly and depart the train at Stadium Station.

MVTP officers attended and initiated an investigation, which included obtaining photographs of the suspect and the MVTP was subsequently able to identify him. MVTA officers recommended charges of Assault with a Weapon and Uttering Threats to Cause Death or Bodily Harm, which were approved by Crown Counsel. An arrest warrant was issued and on Jan. 10, 2018 and

Vancouver Police Department officers arrested the male on the warrant in Vancouver's downtown eastside. This is an excellent example of collaboration and cooperation between the law enforcement partners.

- **Safeguarding Vulnerable People**

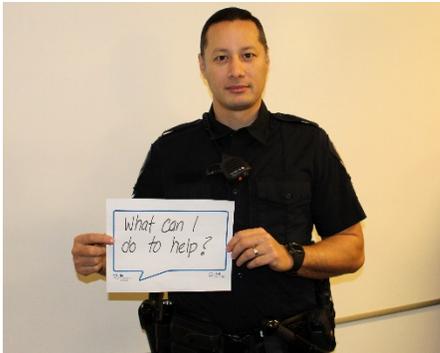
A primary function of a police service is to protect life. Protecting and assisting vulnerable persons is a Strategic Objective within the MVTP Police Strategic Plan, in particular providing support to those exhibiting safety related mental health issues. Even though our partners in health care and social services retain primary responsibility for the delivery of preventative care in relation to mental illness, self-harm and suicide, there is an important support role and a community expectation for police to maintain public safety.

As shared previously with the TransLink Board, MVTP officers work closely with staff at the TransLink operating companies, community and health care partners, and Jurisdictional Police to:

- support vulnerable people and those in mental health crisis on transit;
- prevent suicide occurring on our transit system; and
- effectively manage the impacts of suicide on SkyTrain.



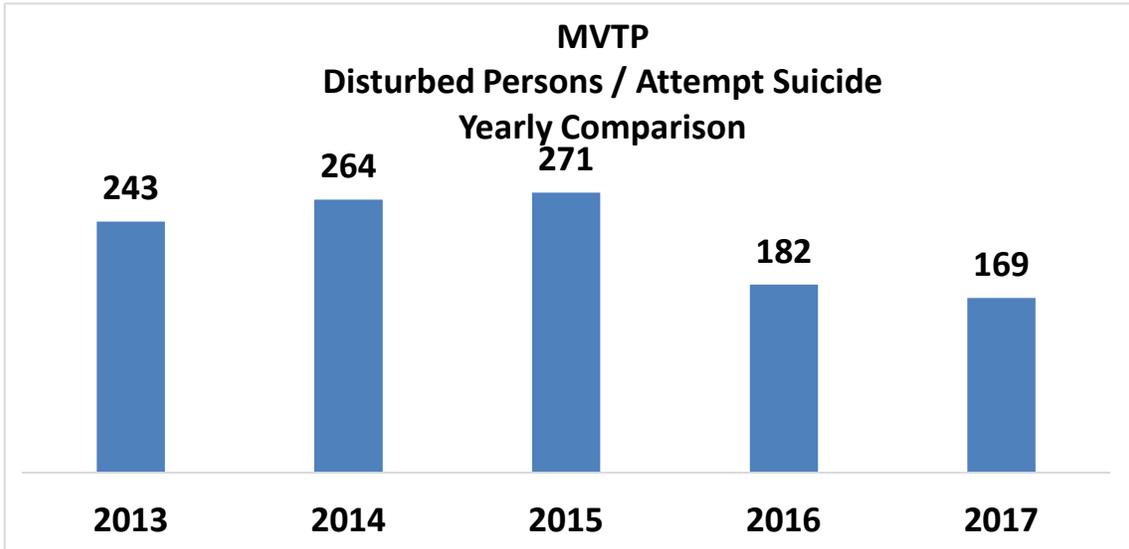
Dealing with the full range of suicidal behaviour and crisis-related incidents (e.g., sudden deaths) places significant demands on police resources as well as triggers the need for critical incident defusing. In 2017, MVTP officers made 176 apprehensions under s. 28 of the *Mental Health Act* for the safety of the person with a mental disorder and the safety of others; this is a decrease from 2016 (223 apprehensions). Further, each month there are 112 MVTP files (on average in 2017) that are directly the result of mental health issues, with hundreds more where mental health is a component. When comparing to 2016, this is a decrease from 122 monthly files (on average).



The MVTP actively participates in mental health public campaigns, such as the "#BellLetsTalk" Day. In Q1 2018, the "Share It. Don't Wear It" campaign will be officially launched within the MVTP; this is a promotion of provincial mental health resources available to BC first responders, including police officers.

In 2017, there sadly were four suicides on the transit system as well as six sudden deaths (medical). Fortunately, there were successful interventions in the other instances; MVTP officers were involved in interventions in 93% of the files. Transit staff, in such as station attendants and transit control centers, can play an important role in helping identify persons with suicidal ideation/attempts on the transit system and notifying the MVTP or taking an initial action.

The following chart shows the annual comparison for the number of MVTP disturbed persons/attempted suicide files; notably, 2017 is the lowest number in the past five years.



The MVTP provides regular training to transit operators, station attendants and supervisors on crisis de-escalation, suicide prevention, mental health support, and reviewing the protocol for incident response. In 2017, there were 70 such training events. All Transit staff can play a role by encouraging persons to seek support and to report concerns by calling or texting the MVTP, or 911 if there is an emergency. Research shows that each suicide prevented is important from a human, societal and economic perspective. Additionally, it assists in mitigation of potentially significant cost and disruption impact when the suicide takes place in the transit environment.

**Incident Highlight – Mental Health Act Apprehension**

On Dec. 28, 2017 around 5:15 am, the MVTP were called by SkyTrain staff and advised of a male who had entered the guide-way at Surrey Central Station and was walking around activating intrusion alarms with each entry into the guide-way. SkyTrain Attendants attended and spoke with the male and requested MVTP officers to attend. MVTP Constables attended to Surrey Central Station and spoke with the male. During discussions, the male made remarks about self-harm and advised that he hadn't slept or eaten for days. The male was apprehended by MVTP under s. 28 of the *Mental Health Act* and transported to Surrey Memorial Hospital where he was certified by the emergency room physician.

## TransLink Strategic Priority: State of Good Repair

- **Performance Measure Culture**

The MVTP is an intelligence led and data driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. There is a robust performance analysis and measurement system in place, as outlined in the MVTP December 2017 update to the TransLink Board. The MVTP shares statistical/performance information with the public, TransLink and stakeholders through a variety of tools, including the MVTP annual report to the community, five year trend report, Strategic Plan status reports, and submissions to the TransLink enterprise financial and annual business plan reports. A snapshot of key statistics for 2017 year end follows:

Transit Crime and Safety	2017	2016	% Change
<b>Total Reported Police Files</b> (primary offence only – all offences)	35,285	26,856	31%
<i>Transit Police Files</i>	<i>26,885</i>	<i>19,360</i>	
<i>Assist Files</i>	<i>8,400</i>	<i>7,499</i>	
<b>Crimes Against Persons/100,000 Boarded Passengers<sup>1</sup></b>	0.472	0.536	-12%
<b>Crimes Against Property/100,000 Boarded Passengers</b>	0.606	0.577	5%
<b>Other Criminal Code Violations/100,000 Boarded Passengers</b>	0.603	0.574	5%
<b>Provincial Violation Tickets</b>	13,990	6,635	111%
<b>Arrests - Warrants Executed (All)</b>	837	704	19%
<b>Arrests – New Criminal Code Offences<sup>2</sup></b>	251	185	38%
<b>Total S. 28 Mental Health Act Apprehension Files</b>	176	223	-21%
<b>Sexual Offences (incl. assist to JPDs)</b>	264	282	-6%
<b>SCBCTA Fare Bylaw Infractions</b>	19,060	23,443	-19%
<b>SMS Text (87 77 77) Conversations</b>	3,181	3019	5%
<b>Transit Conduct and Safety Regulation Files (excludes 24hr refusals)</b>	9,633	2,995	222%
<i>24 Hour Refusals</i>	<i>616</i>	<i>449</i>	<i>37%</i>

Of positive note for 2017 year-end when compared to 2016:

- The number of Crimes Against Person per 100,000 Boarded Passengers decreased by 12%, which continues the downward trend since 2013;
- The number of Crimes Against Property per 100,000 Boarded Passengers increased by 5%; however, this still is within the downward trend since 2012;
- There was a 19% increase in the number of Transit Police arrests for outstanding criminal warrants (includes RCMP, Municipal Police and MVTP issued warrants);
- There continues to be a focus on arrests for *Criminal Code* offences, in particular crimes against persons (e.g., assaults, sexual offences and robberies) and crimes against property (e.g., theft and mischief);
- Reporting to MVTP using the SMS Text tool continues to rise, with a 5% increase in conversations;

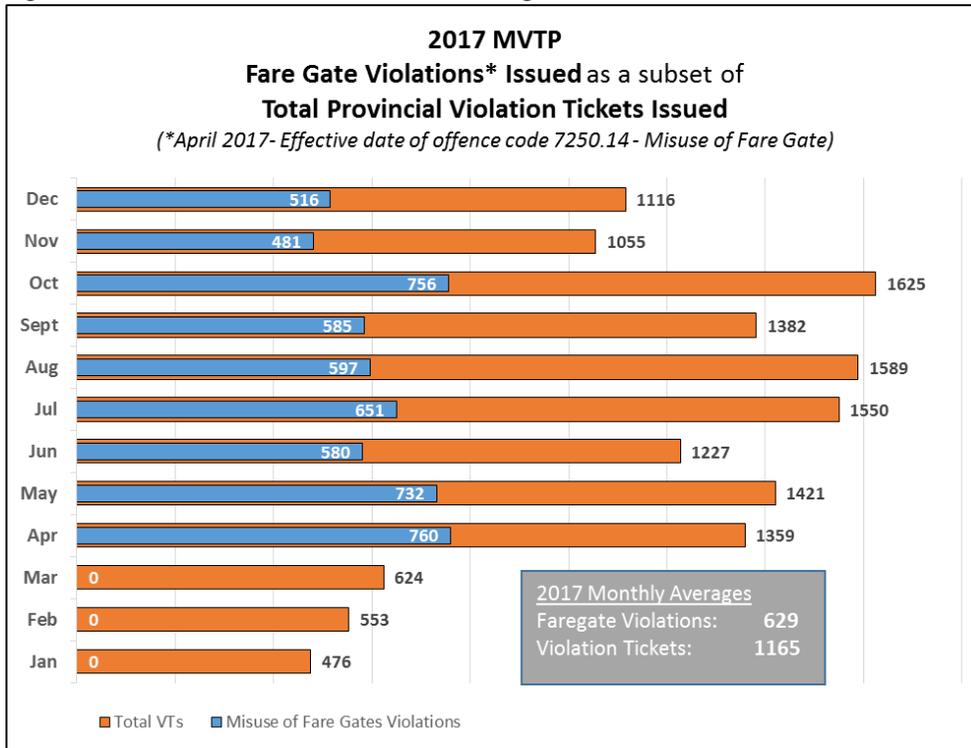
<sup>1</sup> Based on TransLink's preliminary 2017 boarded passenger ridership calculation of 406,842,612.

<sup>2</sup> Captures arrests in UCR Codes 1000, 2000, 3000 and 4000 only. (Statistical protocol revised at year-end.)

While there was a 19% decrease in Fare Bylaw Infractions issued by MVTP from 2016 to 2017; there was an important offset with the significant increase in both Provincial Violation Tickets (VTs) and *Transit Conduct and Safety Regulation (Regulation)* files. The majority of these increases are associated to MVTP officers' active observation and enforcement of the new provincial offences regarding the misuse of fare gates on the TransLink system<sup>3</sup>. As well, there has been increased officer attention to transit safety rule compliance issues (e.g., misuse of emergency exit, failure to obey a sign/rules, obstruction of a police officer).

Of critical importance to the safety and security of transit customers and staff, and the general public, is how the process of confirming an offender's identity allows MVTP officers to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. This enables the officers to then arrest for warrants and breaches of conditions (as highlighted earlier in this report). This also contributes positively to the work of Jurisdictional Police partners and their offender management and community safety efforts.

The chart below shows the number of VTs attributed to the 'misuse of fare gate' provisions of the *Regulation*, with over 629 such VTs on average issued each month.



<sup>3</sup> The amended *Transit Conduct and Safety Regulation* came into effect March 2017. Neither the MVTP officer nor the offender needs to be inside the **fare paid zone** to issue a ticket to a person who commits an offence under s. 8(4) of the *Regulation*. Because the person has committed an "offence", the Officer has lawful authority to briefly detain the person outside of the fare paid zone. There is not a specific offence for the failure to "**tap in/tap out**"; however, persons who do not "**tap in/tap out**" will contravene section 8(4)(d) – "*going through a fare gate that was not opened by that person*". Accordingly, MVTP can issue a ticket on that basis.

TO: Board of Directors

FROM: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services  
Christine Dacre, Vice President, Financial Services

DATE: March 5, 2018

SUBJECT: 2017 Statutory Annual Report

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#### **PROPOSED RESOLUTION**

That the TransLink Board of Directors:

- A. Approves the 2017 annual report mandated by the *South Coast British Columbia Transportation Authority Act*, as present in Appendix A to the report; and
- B. Authorizes the release of the 2017 annual report to the Mayors' Council on Regional Transportation.

#### **EXECUTIVE SUMMARY**

This report is to present the 2017 Statutory Annual Report to the Board for review and approval, as required by the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) and for release to the Mayors' Council on Regional Transportation.

#### **PURPOSE**

The purpose of this report is to provide the 2017 Statutory Annual Report to the Board for review and approval.

#### **BACKGROUND**

Section 7(3) of the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) requires that TransLink, within 90 days after the fiscal year end (TransLink's fiscal year end is December 31):

- Prepare an annual report as prescribed in section 13.4 of the SCBCTA Act;
- Prepare audited financial statements; and
- Provide a copy of the annual report and audited financial statements to the Mayors' Council on Regional Transportation.

#### **DISCUSSION**

Section 13.4 of the SCBCTA Act provides the requirements for reporting on activities for the year which are:

- Summary of operations;
- Audited financial statements;
- Summary of complaints and actions to respond to those complaints;
- Summary of the articles; and
- Summary of board activities.

#### **CONCLUSION**

Management requests that the Board approve the 2017 Annual Statutory Report and authorize its release to the Mayors' Council on Regional Transportation.



# 2017 STATUTORY ANNUAL REPORT



**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY  
2017 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. 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; and
- H. A summary of tickets issued and collection under Section 248.

**This report should be read in conjunction with the 2017 Annual Report, in order to get a full understanding of the organization and its financial and operational performance. The 2017 Annual Report will be posted on TransLink's website.**

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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 2017 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 2017 Annual Report to obtain a full understanding of the organization and the strategic platform that drives its financial and operational performance. The 2017 Annual Report will be posted on the TransLink website.

TransLink's current strategic plan, applicable to 2017, as defined by legislation, is the Update to Phase One of the 10-Year Vision, the 2017-2026 Investment Plan (the "Plan") approved by the Mayors' Council on Regional Transportation on July 27, 2017. This 2017 Statutory Annual Report makes reference to the first year of update to Phase One of the 10-Year Vision which was approved in mid-2017.

## 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 2017 actual results to the Plan.

	Actual 2017	Investment Plan 2017	Fav/(Unfav) Over Plan	% Change
<b>Conventional Transit</b> <i>(thousands of service hours)</i>				
Conventional Bus	4,354	4,378	(24)	(0.5%)
Community Shuttle	617	618	(1)	(0.2%)
West Vancouver Conventional Bus	136	139	(3)	(2.2%)
SkyTrain Expo and Millennium Lines	1,335	1,336	(1)	(0.1%)
SkyTrain Canada Line	202	204	(2)	(1.0%)
SeaBus	12	12	-	-
West Coast Express	36	38	(2)	(5.3%)
<b>Total Conventional Transit</b>	<b>6,692</b>	<b>6,725</b>	<b>(33)</b>	<b>(0.5%)</b>
<b>Access Transit Trips</b> <i>(thousands of trips)</i>				
HandyDART	1,120	1,185	(65)	(5.5%)
Taxi Supplement	130	102	28	27.5%
<b>Total Access Transit Trips</b>	<b>1,250</b>	<b>1,287</b>	<b>(37)</b>	<b>(2.9%)</b>
<b>Ridership</b> Ridership (millions of transit journeys)	248	242	6	2.6%
<i>Note: Ridership in this table is based on delivery of total conventional transit service hours and HandyDART Access Transit service.</i>				

#### Conventional Transit Service Levels

Conventional transit service hours were mainly consistent with the 2017 year of the Plan as a result of the successful execution of service expansion as committed to in Phase One of the 10-Year Vision. The expansion increased the frequency and capacity on the SeaBus, Expo, Millennium and Canada Lines and added new bus routes and service hours.

#### Access Transit Service Levels

HandyDART service was severely impacted by unpredictable winter conditions during the first quarter which resulted in a lower number of trips compared to the 2017 Plan. The shortfall was partly recovered by an increase in taxi supplement trips during the year and increased service hours and demand for the remainder of 2017.

**Ridership**

Journeys for conventional transit service and Access Transit were 248 million and consistent with the 2017 Plan. Journeys represent a complete transit trip using Compass fare media or other proof of payment regardless of the number of transfers. The exceptional growth in Journeys is a result of improved transit service, a strong economy with low unemployment rates and higher gas prices which are influencing commuters to use more public transportation. Ridership growth continued throughout the year suggesting that the July 1, 2017 transit fare increase did not negatively impact customer behaviour.

## **2 2017 Investment Plan Status Report**

Phase One of the 10-Year Vision includes expanded operating and capital investments to increase transit services and to improve roads, cycling and walking infrastructure across Metro Vancouver. A status update of the Plan is provided below.

### **Invest to Maintain and Grow the Transportation System**

The Plan invests in state of good repair projects, transit operations and capital projects, including walking, cycling, roads and bridges infrastructure. In addition, it helps prepare the region for future transportation investment.

#### *Invest in State of Good Repair*

- The Enterprise Asset Management program at British Columbia Rapid Transit Company Ltd. (BCRTC) made substantial progress in 2017 through the development of a detailed implementation and resourcing plan as well as securing budget approvals to launch project implementation. Project management and change management frameworks were also developed.
- BCRTC conducted rail system maintenance by replacing running rail and rail pads. In addition, rail grinding was completed on the Expo and Millennium Lines.
- Of the 20 recommendations from the SkyTrain Independent Review, 11 were implemented and the remaining nine recommendations are at various stages of completion.
- The Coast Mountain Bus Company (CMBC) Safety Management System was implemented in the Maintenance Division and is in progress in the Operations Division.

#### *Invest in Transit Operations*

- CMBC delivered 5.1 million service hours as targeted in the Plan. Weekday peak and weekend service was improved for 23 bus routes and bus service coverage expanded to the five new areas as planned (Burke Mountain, Clayton and Morgan Creek, Silver Valley and Willoughby).
- HandyDART increased service by adding 22,600 more trips in 2017.
- CMBC increased the frequency of SeaBus sailings to every 15 minutes throughout the day.
- The planning of four new B-Line routes was initiated in 2017.
- A pilot for double decker buses was launched to help address overcrowding on select longer-distance routes.
- Service hours on the Expo and Millennium Lines were increased during weekday peak service, midday and evening weekend service and the number of trains increased during morning peak service.

#### *Invest in Transit Capital*

##### *Bus and SeaBus Fleet*

- In accordance with the 2017 Plan, 117 expansion buses have been ordered along with over 300 replacement buses including Community Shuttles and HandyDART vehicles.
- The construction of a new SeaBus vessel began in 2017.
- In accordance with the Plan, 13 HandyDART expansion vehicles arrived in 2017.

##### *Rail Fleet*

- Bombardier was awarded a contract in fall 2017 to supply 28 Mark III rail cars in addition to the 28 rail cars ordered in 2016.
- A contract was executed in fall 2017 to manufacture and supply 24 new rail cars to the Canada Line.
- Planning work was performed in 2017 to facilitate the delivery of two additional locomotives and refurbishment of the six existing West Coast Express locomotives.

#### *Station and Exchange Upgrades*

- In 2017, several operations and maintenance sites were upgraded including Surrey, Burnaby, Vancouver, Richmond and Port Coquitlam transit centres. Additional design and construction upgrades are in progress for SeaBus terminals and SkyTrain operations and maintenance centres.
- In 2017, SkyTrain station upgrades were completed for the Joyce-Collingwood East Station House and the Metrotown Centre Station entrance was opened and new elevators were installed. The schematic design for many bus exchanges were also completed in addition to 50 per cent completion of the University of British Columbia (UBC) Bus Exchange and full completion of the 29<sup>th</sup> Ave Bus Exchange.
- Construction of the King Edward Station bicycle parkade was nearly completed at the end of year and will open in early 2018. The bicycle parkade designs were 90 per cent complete for four more stations along the Evergreen Extension of the Millennium Line (Evergreen Extension), two West Coast Express stations and the Carvolth Exchange.

#### *Other Transit Infrastructure*

- The development of a Transit Priority Toolkit and a Transit Signal Priority study were initiated to inform a framework for locations and levels of investment in signal infrastructure.
- TransLink worked with stakeholders in 2017 and piloted all-door boarding on the 95 and 96 B-Lines.
- Bus stops were installed for the new service coverage areas, including Silver Valley, Clayton Heights and Morgan Creek.

#### *Invest in Walking & Cycling*

- TransLink entered into an agreement with municipalities across Metro Vancouver to provide \$2.5 million new regional funding for pedestrian infrastructure around transit in line with the 2017 Plan. Total spend in 2017 was \$1.0 million. A total commitment of \$12.5 million is expected by the end of 2019.
- TransLink exceeded the 2017 Plan of \$6.0 million with a \$6.9 million commitment for municipal cycling infrastructure with a total spend of \$2.7 million in 2017. A total commitment of \$29.8 million is planned by the end of 2019.

#### *Invest in Roads & Bridges*

- TransLink committed \$7.6 million of the \$10.0 million plan in 2017 for Major Road Network (MRN) infrastructure upgrades. A total commitment of \$50.0 million is expected by the end of 2019.
- TransLink continued to develop the plan for the rehabilitation and seismic retrofit of MRN structures program in 2017 with plans to launch the program in 2018. A total commitment of \$32.5 million is expected by the end of 2019.
- The project scope of the Pattullo Bridge Replacement was refined and the funding application was submitted to the Provincial Treasury Board and Transport Canada in 2017. Stakeholder engagement continued to secure municipal, First Nations, railways, utilities and other third party agreements in preparation of project procurement in early 2018.

#### *Prepare for Future Transportation Investments*

- The planning of four new B-Line routes was initiated in 2017, which includes Fraser Highway in Surrey, Main-Marine in North Vancouver, Lougheed Highway in Port Coquitlam-Maple Ridge and 41st Avenue in Vancouver.
- The Southwest Area Transport Plan was substantially completed in 2017 to identify priorities for future transit, walking and cycling investments.
- In 2017, TransLink substantially updated the assessment of a future high-capacity transit connection between SkyTrain and the Simon Fraser University Burnaby Mountain campus. The assessment will be completed in 2018.
- For the Millennium Line Broadway Extension to Arbutus Street, TransLink completed two phases of public and stakeholder engagement, prepared a revised draft business case, responded to a due diligence process and brought the project to procurement readiness.
- TransLink commenced the 'Beyond Arbutus' study that explores a future rail connection to UBC.

- For the South of Fraser Rapid Transit project, the planning and design were completed for the Surrey-Newton-Guildford Light Rail Transit (LRT) Line, including completion of the business case, procurement documents and the master agreement and partnership agreements to ensure that the objectives of the project are met, including city building and seamless integration with communities.

### **Manage the System to be More Efficient and Customer-Focused**

In 2017, 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.

#### *Make Travel Safe and Secure*

- The Metro Vancouver Transit Police (Transit Police) continued to advance its Service Delivery Model by conducting environmental scans and developing business plans specific to each of the six key transit hub areas.
- Transit Police continued to focus on its four priorities: reducing sexual offences, reducing frontline workplace assaults, helping vulnerable people in crisis and building system resiliency. Some of the associated initiatives included promoting the 'See Something, Say Something' campaign and the 87.77.77 text reporting service and delivering 61 presentations on de-escalation of people in crisis to system staff across the enterprise. In addition, Transit Police hosted an emergency tabletop exercise which tested operations, communications, critical incident command and escalation response plans in the context of a simulated major emergency.

#### *Make Travel Easy, Attractive and Reliable*

##### *Access Transit*

- As part of the Universal Fare Gate Access Program, proximity-sensor entrances were installed at approximately 40 per cent of the SkyTrain stations by the end of the year. Eligible customers will be provided a radio-frequency identification (RFID) card to enable access through these entrances.
- The Custom Transit Service Delivery Review (CTSDR) was completed and the 19 recommendations in the CTSDR were approved by the Board in March 2017. They included policy recommendations to improve the customer experience on HandyDART, as well as recommendations on the service delivery model. By the end of 2017, nine recommendations have been implemented with the remainder in progress.
- An implementation plan for Universally Accessible bus stops is underway.

##### *Compass*

- The Canada 150 commemorative Compass Cards were introduced and immensely popular with customers. Additionally, special Christmas themed pre-loaded card packages were distributed to the TransLink retail network to facilitate giving the gift of transit.
- Compass Pass for Organizations was successfully launched to employers and associations to facilitate providing Compass monthly pass products to employees and members. Numerous companies and associations have begun participation in the program.
- The Compass Open Payment project was initiated in 2017 to prepare for the launch of this feature in 2018. This will result in an improved customer experience and flexibility in ways to pay for transit (credit cards and mobile wallets) which will be an industry-leading feature.

##### *Customer Experience*

- More than 1,000 new wayfinding signs and customer travel information displays were installed in 2017.
- Improvements to existing customer-facing digital services were made based on direct customer feedback, such as enhanced transit data used by third parties (Google Maps) and Transit Alert pages on desktop and mobile.

- A Customer Alert Messaging and Content Strategy was developed based on a detailed analysis of current state of alerts and areas of improvement.
- TransLink initiated the development of a new Transit Alert Management System with implementation expected in 2018.
- TransLink improved text messaging services for transit alert subscribers, designed a robust transit alert system architecture and updated the content management system.
- The Customer Experience Executive Steering Committee and Task Force were established in 2017. The Steering Committee provides direction and leadership to achieve the goal of improving the customer experience and the Task Force is responsible in developing a Business Plan.
- To expand the team capacity, the digital marketing department was established on a permanent basis in the Communications division.

#### *Use Mobility Pricing to Reduce Congestion and Overcrowding, Improve Fairness and Generate Revenue for New Transportation Investment*

- The Mobility Pricing Independent Commission was recruited through an open search process and was formally launched in summer 2017. During 2017 the Commission published some initial research investigating the three objectives of reducing congestion, increasing fairness and supporting investment. A public and stakeholder engagement heard from more than 6,000 people.
- Key projects advanced in 2017 to support priority actions in the Regional Goods Movement Strategy, including development of the work plan scope for the Regional Road Network Strategy, agreement on adopting a common regional definition of a heavy truck and harmonizing vehicle weights and dimensions limits among partners and stakeholders and initial development of a Commercial Vehicle Route Planner.
- Through 2017, TransLink completed Phases Two and Three of the Transit Fare Review, receiving input from more than 22,000 people and stakeholders on various options for pricing fares by distance travelled, new user discounts, fare products and other components designed to help address key issues and opportunities with the current system.
- Research and analysis has been conducted on low-carbon solutions including renewable fuels, battery buses, hydrogen fuel cells and trolleys as part of the development of TransLink's Low-Carbon Fleet Strategy.
- The pricing structure of Park and Ride facilities was underway in 2017 to review usage-based charging.

#### **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, TransLink:*

- Completed the Marine-Main Frequent Transit Corridor Study with the City and District of North Vancouver and the District of West Vancouver to advance integration of corridors into regional planning policies and monitoring. The Southwest Area Transport Plan was substantially completed in 2017 with finalization anticipated for early 2018.
- Provided input on more than 50 municipal and other partner agency plans and initiatives to ensure they align with regional plans and policies, thereby advancing integrated land use and transportation. As part of that input, TransLink provided support to the shared goals of Metro Vancouver's Regional Growth Strategy.
- Participated on the Partners Committee for Metro Vancouver's Transit-Oriented Affordable Housing Study, focused on identifying the financial barriers to and potential opportunities for transit-oriented affordable rental housing.

- Incorporated affordable housing as a key element of the Project Partnership Agreements work initiated for the Millennium Line Broadway Extension and the South of Fraser Rapid Transit (Phase One, Surrey-Newton-Guildford LRT) projects.
- Developed a draft guide to support municipal and partner agency staff on when and how to communicate with TransLink regarding partner agency plans and proposals.
- Represented on the Metro Vancouver's Regional Planning Advisory Committee, a committee of senior representatives of municipal planning departments, Treaty First Nation and agencies intended to discuss and advise Metro Vancouver on planning issues of regional or inter-municipal significance.

*With Real Estate and Commercial Partners, TransLink:*

- Met with municipal, provincial, agency and industry partner organizations to promote awareness of TransLink's safety and transit-oriented development objectives and adoption of the Adjacent and Integrated Development (AID) Consent Process. TransLink also doubled the number of AID development projects under management and actively discussed several potential integration opportunities at select SkyTrain stations.
- Increased high-performing retailers at Main Street Station, executed retail licenses at three SkyTrain stations, implemented vending services at 17 stations along the Expo and Millennium Lines and prepared for an assessment of retail opportunities at the Evergreen Extension of the Millennium Line stations.
- Improved customer amenities on TransLink infrastructure by completing the LTE wireless coverage project in all SkyTrain tunnels, implementing a car sharing partnership with Modo at six SkyTrain stations and releasing the TransLink "Park&Go" mobile parking payment app at all nine TransLink-owned Park and Ride lots.

*Develop Project Partnership Agreements*

- TransLink advanced the three phases of the Project Partnership Agreements for the Millennium Line Broadway Extension and the South of Fraser Rapid Transit (Phase one Surrey-Newton-Guildford LRT) projects:
  - Phase One – Executed a Memorandum of Understanding for each of the two rapid transit projects, establishing high-level principles and foundations for the subsequent agreements and phases;
  - Phase Two – Developed and submitted to the Mayors' Council draft content for the 'Supportive Policies Agreements' for both projects, focused largely on supportive land use in the rapid transit corridors. Once finalized, it will form part of the agreements to be executed prior to projects being considered as part of Phase Two of the 10-Year Vision; and
  - Phase Three – Initiated project specific design work that will continue to advance in 2018 and will form the basis of the two project Master Agreements.

*Innovate Through New Public-Private Sector Partnerships*

- In 2017, TransLink convened with the Greater Vancouver Urban Freight Council, comprised of public and private sector goods movement stakeholders, to ensure effective implementation of key priorities in the Regional Goods Movement Strategy through coordination on timelines, roles and responsibilities.
- TransLink established a New Mobility Planning team with the Transportation Planning and Policy Division, responsible for establishing and coordinating TransLink's mobility innovation infrastructure and services including pilots, demonstrations, applied research, partnership building and other activities. A New Mobility industry forum was held in December 2017 with over 100 stakeholder participants.
- In October 2017, TransLink launched its first 12-month vanpool pilot with Seaspam. The new service allows a group of employees to travel to and from work together using one of the fleet vehicles supplied by Modo, the contracted service provider.

**Funding**

New funding sources are needed to expand the transportation system and serve the rapidly growing population and increasingly urban region.

- Fare increases of 5-10 cents for single-use tickets, 25 cents for Day Passes and \$1-\$3 for monthly passes were effective July 2017.
- In 2017, a Local Government Working Group was formed to provide advice on the structure and rates for a future Development Cost Charge (DCC) for regional transportation, comprised of representatives from local government agencies within the Metro Vancouver region. Following the consultation and refinement of the draft framework, in December 2017, the Mayors' Council and TransLink Board of Directors approved a framework for the proposed structure and rates for the proposed DCC, which is now subject to provincial approval and the passing of the necessary legislation.

### 3 2017 Financial Plan

The Plan identifies operating expenditures over the next ten years (2017-2026) 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 accounting standards as recommended by the Public Sector Accounting Board (PSAB). The table below compares the 2017 actual results to the 2017 Investment Plan in the Consolidated Statement of Operations.

#### TransLink

#### Consolidated Statement of Operations

(\$ millions)	Actual 2017	2017 Year in the Plan (July 27, 2017)	Fav/(Unfav) Over Plan	% Change
<b>Revenue</b>				
Taxation	821.3	836.3	(15.0)	(1.8%)
<i>Fuel tax</i>	373.8	387.9	(14.1)	(3.6%)
<i>Property tax</i>	339.1	339.3	(0.2)	(0.1%)
<i>Parking Rights</i>	70.0	70.4	(0.4)	(0.6%)
<i>Hydro levy</i>	20.6	20.7	(0.1)	(0.5%)
<i>Replacement tax</i>	17.8	18.0	(0.2)	(1.1%)
Transit	591.0	565.9	25.1	4.4%
Government transfers				
<i>Senior Government Funding</i>	148.3	159.5	(11.2)	(7.0%)
<i>Golden Ears Bridge Tolling Replacement Revenue</i>	18.6	-	18.6	-
Golden Ears Bridge tolling	29.7	55.7	(26.0)	(46.7%)
Investment income	50.3	48.3	2.0	4.1%
Amortization of deferred concessionaire credit	23.3	23.3	-	-
Miscellaneous revenue	7.0	5.5	1.5	27.3%
<b>Sub Total Continuing Operations Revenue</b>	<b>1,689.5</b>	<b>1,694.5</b>	<b>(5.0)</b>	<b>(0.3%)</b>
Gain/loss on disposal	(1.1)	(0.3)	(0.8)	266.7%
<b>Total Revenue (PSAB)</b>	<b>1,688.4</b>	<b>1,694.2</b>	<b>(5.8)</b>	<b>(0.3%)</b>
<b>Expenditures</b>				
Bus division	688.9	691.3	2.4	0.3%
Corporate	98.0	101.2	3.2	3.2%
Rail division	297.4	300.0	2.6	0.9%
Roads and bridges	84.2	116.8	32.6	27.9%
Transit Police	37.2	36.9	(0.3)	(0.8%)
Amortization of tangible capital assets	192.2	200.4	8.2	4.1%
Interest	181.8	176.4	(5.4)	(3.1%)
<b>Sub Total Continuing Operations Expenditures</b>	<b>1,579.5</b>	<b>1,623.0</b>	<b>43.5</b>	<b>2.7%</b>
Corporate - onetime expenditures	12.6	19.3	6.7	34.7%
<b>Total Expenditures (PSAB)</b>	<b>1,592.2</b>	<b>1,642.3</b>	<b>50.1</b>	<b>3.1%</b>
<b>Surplus (Deficit) for the period (PSAB)</b>	<b>96.2</b>	<b>51.9</b>	<b>44.3</b>	<b>85.4%</b>
<b>Accumulated Surplus<sup>1</sup>, beginning of the year</b>	<b>984.1</b>	<b>984.1</b>	<b>-</b>	<b>-</b>
<b>Accumulated Surplus<sup>1</sup>, end of the year</b>	<b>1,080.3</b>	<b>1,036.0</b>	<b>44.3</b>	<b>4.3%</b>

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

Total revenue at \$1.7 billion was \$5.8 million (0.3 per cent) lower than the 2017 Plan. This is mainly due to lower than expected fuel tax revenue, timing of government transfers and lower Golden Ears Bridge tolling revenue. On

September 1, 2017, the Province of British Columbia eliminated bridge tolling throughout the province, including tolls on the Golden Ears Bridge. Increases in transit revenues partially offset the unfavourable variance.

Total taxation revenue for 2017 at \$821.3 million was \$15.0 million (1.8 per cent) unfavourable to the Plan. Fuel tax revenue was \$14.1 million (3.6 per cent) unfavourable to the Plan. The Plan included an increase of 8 per cent in net volume sales based on an expected increase in Vehicle Kilometres Travelled (VKT) across the region. Despite the strong economy in 2017, high gasoline and diesel prices paid by consumers at the pumps may have contributed to lower than expected VKT and as a result, lower fuel tax revenues. Property and replacement tax, hydro levy and parking rights taxation revenue were consistent with the 2017 Plan.

Transit revenue at \$591.0 million was \$25.1 million (4.4 per cent) higher than the Plan mainly due to record ridership and increased program participation, mainly in the Government Bus Pass.

Government transfers related to Senior Government Funding were \$11.2 million (7.0 per cent) unfavourable to the Plan mainly due to timing partly offset by additional contributions for the environmental remediation of the Oakridge Transit Centre. The Province of British Columbia provided funds in lieu of foregone bridge tolling totalling \$18.6 million.

Investment income was \$2.0 million (4.1 per cent) favourable to the Plan mainly due to interest on the loan receivable from the sale of surplus property in late 2016 as well as higher cash and investment holdings.

Miscellaneous income was \$1.5 million (27.3 per cent) higher than the Plan mainly due to higher recoveries from external parties, insurance proceeds and contributions earned from energy saving initiatives.

Loss on disposal of assets was \$781 thousand unfavourable to the Plan due to the loss on sale of spare parts and vehicles in 2017.

Bus Division operating expenditures were \$2.4 million (0.3 per cent) favourable to the Plan mainly due to lower employer-paid benefit costs, vacancy savings and lower consumption of fuel partly offset by an increase in fuel prices. These savings were partly offset by higher vehicle repair costs, overtime costs for vacancy coverage, snow removal costs, higher prices for natural gas and electricity, higher insurance premium rates and deductibles, higher consulting fees related to upgrading operating software and software licensing costs.

Corporate Operations operating expenditures were \$3.2 million (3.2 per cent) favourable to Plan mainly due to timing of feasibility studies, contractual savings related to performance abatements, reduced property taxes from the earlier than planned sale of surplus property in late 2016 and vacancy savings. These were partly offset by the write-down of Golden Ears Bridge tolling equipment due to the elimination of bridge tolls (September 1, 2017), higher software licensing costs and more consulting fees related to upgrading operating software.

Rail Division operating costs were \$2.6 million (0.9 per cent) favourable to the Plan mainly due to lower employer-paid benefit costs, labour costs from vacancies, salary capitalization and the earlier than planned discontinuation of the WCE TrainBus service. Snow and ice removal costs in early 2017, additional maintenance costs, insurance premiums and a WorkSafeBC assessment partly offset the favourable variance in the year.

Roads and Bridges spending was \$32.6 million (27.9 per cent) favourable to the Plan mainly due to timing of capital infrastructure contributions to municipalities and lower bridge maintenance costs as a result of rehabilitation work on the Pattullo Bridge completed in 2016.

Transit Police operating expenditures were \$257 thousand (0.8 per cent) unfavourable to the Plan mainly due to backfill expenses related to officers seconded to other jurisdictions, additional overtime costs due to service expansion, additional police equipment and software licensing costs, partly offset by lower property rental costs.

The expenses related to backfill of seconded police officers are offset by recoveries reported under miscellaneous revenues.

Amortization expense was \$8.2 million (4.1 per cent) favourable to the Plan mainly due to changes in the estimated useful lives of the Evergreen Extension and the Hamilton Transit Centre as compared to Plan and timing of project capitalizations.

Interest expense was \$5.4 million (3.1 per cent) lower than the Plan due to higher outstanding debt and lower capitalization of interest due to the timing of capital spending.

Corporate one-time expenditures were \$6.7 million (34.7 per cent) favourable to the Plan mainly due to timing of spending on various feasibility studies and unused operating contingency funding. The favourable variance was partly offset by higher expenditures on public consultation and earlier than anticipated spending on new initiatives, such as the Mobility Pricing Independent Commission.

## 4 2017 Capital Program

### Schedule 1

Schedule 1 below lists the projects that were included in the 2017 Capital Program as Approved in Principle (AIP) and indicates their current status. The schedule includes activity related to new capital projects in 2017 including any carry forward AIP projects from 2016. TransLink also advanced a number of 2018 projects in 2017 that are time sensitive for obtaining Federal and Provincial Public Transit Infrastructure Funds. Schedule 1a provides a list of TransLink capital programs with the status of project additions, cancellations and projects not yet initiated.

Project and Program Titles	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2017		Current Project Status as at December 31, 2017				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Completion Date
<b>Equipment (\$ thousands)</b>								
BCRTC Modernization – System Management Centre Tape Analysis Reporting	500			Rolled into 2018 Capital Program				
British Columbia Rapid Transit Company (BCRTC) Modernization 2017	500			Rolled into 2018 Capital Program				
Guideway Intrusion System Upgrade	9,800			Rolled into 2018 Capital Program				
Decoupling of Power Systems	6,800			Cancelled				
Automatic Train Control Existing Equipment Replacement - Phase 3	12,400	7-Dec-17	13,470	13,470	-	13,847	13,847	30-Jun-20
Dunsmuir Tunnel Ventilation Control System Replacement	318	29-Sep-17	940	940	12	864	876	31-Jul-18
Equipment for Deferred Retirement Program	4,797	14-Dec-17	3,150	3,150	213	3,150	3,363	30-Apr-18
Golden Ears Bridge Tolling Equipment Replacement*	5,000	15-Feb-17	3,100	3,100	49	-	49	31-May-18
Mark III Vehicle Lifting Jack	2,000	12-Oct-17	2,540	2,540	-	2,530	2,530	29-Jan-19
Propulsion Power Existing Equipment Maintenance Upgrade (phase 2 of 3)	1,255 <sup>1</sup>	14-Sep-17	980 <sup>1</sup>	980	52	968	1,020	30-Jun-18
Public Address System Quality Improvement	1,550	11-May-17	1,550	1,550	147	956	1,103	8-Dec-17
Radio Replacement and Vehicle Communications Router Implementation (Transit Management and Communications Roadmap Feasibility Study)	35,600 <sup>1</sup>	4-Aug-17	1,405 <sup>1</sup>	1,405	62	1,303	1,365	28-Feb-18
Rotary Grinder 1	3,750	17-Aug-17	7,300	7,300	-	7,264	7,264	31-May-19
Supply of Portable Changeable Message Signs for Bridge Closures	337	8-Jun-17	337	337	242	230	472	15-Dec-17
System Continuity Redundancies, Second BC Hydro Feed	3,100 <sup>1</sup>	13-Apr-17	450 <sup>1</sup>	450	106	269	375	28-Jun-18
Transit Police Next Generation Radios	785	7-Dec-17	819	819	-	819	819	31-Jan-18
<b>Total for Equipment</b>	<b>88,492</b>		<b>36,041</b>	<b>36,041</b>	<b>883</b>	<b>32,200</b>	<b>33,083</b>	

<sup>1</sup>Project cancellation Q1 2018

Project and Program Titles	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2017		Current Project Status as at December 31, 2017				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Completion Date
<b>Facilities (\$ thousands)</b>								
2017 Vancouver Transit Center PowerSmart Retrofits, Facility Upgrades and Port Coquitlam Transit Center Door Replacement	2,155 <sup>1</sup>	22-Jun-17	2,350 <sup>1</sup>	2,350	253	2,058	2,311	31-Aug-18
Burnaby Transit Center Building Extension and Upgrades - Design Phase	3,277 <sup>1</sup>	25-May-17	855 <sup>1</sup>	855	74	618	692	31-Mar-18
CMBC Roof Replacement - Phase 1	2,505 <sup>1</sup>	11-May-17	306 <sup>1</sup>	306	49	62	111	31-Dec-18
Programmable Logic Controls Racks Replacement/Upgrade Project at Murrin Annex, Haro and Joyce Rectifier Stations	600	7-Dec-17	600	600	-	600	600	31-Jan-19
West Vancouver Transit Center PowerSmart Lighting Retrofit	150	7-Dec-17	195	195	-	195	195	30-Sep-18
<b>Total for Facilities</b>	<b>8,687</b>		<b>4,306</b>	<b>4,306</b>	<b>376</b>	<b>3,533</b>	<b>3,909</b>	
<b>Infrastructure (\$ thousands)</b>								
Bus stop infrastructure for new routes	750			Rolled into 2018 Capital Program				
Implement Enterprise-Level Regional Demand Management Strategies	500			Rolled into 2018 Capital Program				
Investments in transit priority on B-Line corridors	5,594 <sup>3</sup>			Rolled into 2018 Capital Program				
Lonsdale Quay bus loop and SeaBus terminal upgrade	8,000			Rolled into 2018 Capital Program				
Newton Exchange	12,017			Rolled into 2018 Capital Program				
Operations and Maintenance Centres (OMC) Maintenance Capacity Upgrade	9,000			Rolled into 2018 Capital Program				
Phibbs Exchange Upgrade	23,190			Rolled into 2018 Capital Program				
Road Widening	9,000 <sup>4</sup>			Rolled into 2018 Capital Program / Partial Cancellation				
SkyTrain OMC Upgrades	50,000			Rolled into 2018 Capital Program				
South SeaBus Terminal Accessibility Improvement Detail Design	250			Rolled into 2018 Capital Program				
TransLink-Owned Bike Infrastructure	1,000			Rolled into 2018 Capital Program				
TransLink-Owned investment in cycling infrastructure	2,300			Rolled into 2018 Capital Program				
Trolley Overhead Line Tamper Detection and Alarm System Installation	600			Expired on 31-Dec-17				
22nd Street Exchange - Lighting and Passenger Safety Compliance	1,132	15-Feb-17	1,155	1,155	33	1,100	1,133	31-May-18
BC Parkway Phase 2 Structure Rehabilitation	533	26-Oct-17	533	533	2	509	511	26-Nov-18
BCRTC Expo Line Roofing Replacements (#1&2) - Detailed Design	5,980 <sup>1</sup>	16-Mar-17	440 <sup>1</sup>	440	86	81	167	31-Dec-18
Bike Monitoring Program	467	29-Sep-17	467	467	-	466	466	30-Apr-19

Project and Program Titles	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2017		Current Project Status as at December 31, 2017				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Completion Date
<b>Infrastructure (\$ thousands) Cont'd</b>								
Broadway-Commercial 99 B-Line Canopy	1,000	2-Feb-17	1,250	1,250	37	1,114	1,151	5-Apr-18
Compass System Advancements-Proximity Enabled Accessible Entrances	4,500	6-Jul-17	7,750	9,050	3,569	5,175	8,744	31-Oct-18
Expo and Millennium Line Signage and Station Fixture Replacement	3,241	27-Apr-17	3,240	9,750	5,363	4,059	9,422	31-Dec-17
Expo Line Escalators Replacement – Accelerated Program - Phase 2 Eco-Mod Installation	27,431 <sup>1</sup>	26-Jul-17	11,538 <sup>1</sup>	15,893	-	15,893	15,893	30-Nov-19
Expo Line Running Rail Replacement Implementation	7,128	29-Sep-17	7,128	7,128	-	7,128	7,128	30-Nov-18
Guildford Exchange	5,168 <sup>1</sup>	22-Jun-17	2,525 <sup>1</sup>	2,525	108	2,130	2,238	31-Mar-18
Joyce-Collingwood Station Upgrade Construction - Phase II - Part 1	6,860	15-Feb-17	6,860	21,600	1,064	18,298	19,362	31-Dec-18
Joyce-Collingwood Station Upgrade Construction - Phase II - Part 2	6,229	27-Sep-17	14,740					31-Dec-18
Marpole Loop Pavement Replacement	760	11-May-17	755	755	2	734	736	31-Jul-18
Metrotown Bus Loop Refurbishment	5,000 <sup>1</sup>	31-Mar-17	1,280 <sup>1</sup>	1,280	93	888	981	15-Oct-18
Millennium Line Fire Life Safety System Equipment Replacement	7,672	7-Dec-17	9,250	9,250	-	9,250	9,250	30-Apr-20
Nanaimo Bus Loop Upgrades	10,000 <sup>1</sup>	31-Mar-17	560 <sup>1</sup>	560	128	105	233	31-Mar-18
SkyTrain Physical Security System Project - Design Phase	7,900 <sup>1</sup>	11-May-17	485 <sup>1</sup>	600	169	278	447	8-Dec-17
SkyTrain Storage - Coquitlam Vehicle Storage Facility Expansion	17,500	22-Dec-17	21,250	21,250	2,118	19,144	21,262	30-Nov-19
South of Fraser Rapid Transit SNG Line Advanced Works	20,753	10-Aug-17	20,753	20,753	-	20,694	20,694	31-Dec-18
Transit Centre Infrastructure State of Good Repair	2,066	24-Apr-17	5,100	5,100	114	4,801	4,915	12-Apr-19
Trolley Overhead Pole Replacement	3,427	2-Feb-17	3,995	3,995	1,774	2,021	3,795	31-Dec-18
Canada Line Capstan Station Design	-	31-Mar-17	3,272	3,272	62	3,195	3,257	1-Sep-20
<b>Total for Infrastructure</b>	<b>266,948</b>		<b>124,326<sup>2</sup></b>	<b>136,606<sup>2</sup></b>	<b>14,722</b>	<b>117,063</b>	<b>131,785</b>	
<b>Major Road Network (MRN) (\$ thousands)</b>								
MRN Structures - Seismic Rehabilitation	6,500			Rolled into 2018 Capital Program				
2017 Walking Infrastructure to Transit Funding	2,500	22-Jun-17	2,500	2,500	-	2,500	2,500	31-Dec-20
MRN, Bicycle Upgrades & Bicycle Infrastructure Capital Cost Share Program	23,657 <sup>1</sup>	22-Jun-17	20,555 <sup>1</sup>	20,555	259	20,296	20,555	31-Dec-20
MRN Pavement Rehabilitation	15,725	22-Jun-17	15,725	15,725	15,528	-	15,528	31-Dec-20
<b>Total for MRN</b>	<b>48,382</b>		<b>38,780</b>	<b>38,780</b>	<b>15,787</b>	<b>22,796</b>	<b>38,583</b>	

Project and Program Titles	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2017		Current Project Status as at December 31, 2017				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Completion Date
<b>Major Construction Projects (\$ thousands)</b>								
BC Hydro Upgrades	17,000 <sup>1</sup>	16-Mar-17	13,300 <sup>1</sup>	13,300	1,766	11,824	13,590	31-Mar-19
<b>Total for Major Construction Projects</b>	<b>17,000</b>		<b>13,300</b>	<b>13,300</b>	<b>1,766</b>	<b>11,824</b>	<b>13,590</b>	
<b>Technology Applications (\$ thousands)</b>								
Compass System Advancements	461			Rolled into 2018 Capital Program				
Data Warehouse Business Intelligence Program 2017	500			Rolled into 2018 Capital Program				
Enterprise Financial System Multi-currency Enablement	210			Rolled into 2018 Capital Program				
Enterprise Payroll Services - Onboarding BCRTC & WCE	1,500			Rolled into 2018 Capital Program				
Health and Safety System Implementation	500			Rolled into 2018 Capital Program				
Train Radio Information Management Systems Upgrade Project	1,510			Rolled into 2018 Capital Program				
Customer Digital Services - Next Train Prediction and Service Alerts	1,200			Cancelled				
2017 Compass System Enhancements	419	14-Dec-17	419	419	-	419	419	30-Jun-18
BCRTC Enterprise Asset Management Implementation - Phase 1	11,760 <sup>1</sup>	23-Nov-17	6,270 <sup>1</sup>	6,270	-	6,141	6,141	30-Jun-18
Bus Simulator	597	23-Nov-17	750	750	-	750	750	31-Dec-18
Compasscard.ca 2017 System Updates Phase 1	1,566	16-Mar-17	1,566	1,566	31	1,518	1,549	31-Aug-18
Compass.ca Website Updates	398	31-Aug-17	398	398	136	317	453	31-Aug-18
Compass - Mass Fare Adjustment - Phase 2	387	16-Mar-17	387	387	240	188	428	30-Mar-18
Data Warehouse Business Intelligence Program 2016	1,000	23-Nov-17	860	860	-	860	860	31-Dec-18
IT Infrastructure Refresh 2017	5,235	22-Jun-17	5,235	5,235	2,282	3,310	5,592	30-Jun-21
MyCMBC Employee Website Modernization	500	23-Nov-17	500	500	-	500	500	31-Jan-19
MyTime System Update	725	11-May-17	691	1,366	840	410	1,250	16-Oct-17
Open Payment Acceptance at Compass	1,769	14-Sep-17	1,769	1,769	-	547	547	31-Jan-18
Supervisory Control and Data Acquisition System - SmartVu and WebSurv	242	12-Oct-17	330	330	-	261	261	30-Jun-18
WCE Modular Trailer Replacement	430	7-Dec-17	543	543	-	543	543	28-Feb-19
<b>Total for Technology Applications</b>	<b>30,909</b>		<b>19,718<sup>2</sup></b>	<b>20,393<sup>2</sup></b>	<b>3,529</b>	<b>15,764</b>	<b>19,293</b>	
<b>Vehicles Conventional Revenue (\$ thousands)</b>								
2017 HandyDART Vehicle Replacement	5,600	15-Feb-17	4,900	4,900	1,662	3,178	4,840	31-Mar-18
2018 Community Shuttle Expansion	3,000	26-Oct-17	2,240	2,240	-	2,240	2,240	31-Dec-18
2018 Community Shuttle Replacement	3,700	31-Aug-17	4,100	4,100	-	4,100	4,100	31-Dec-18
2018 Conventional 40' Bus Expansion	94,500	20-Jul-17	94,500	94,500	8	94,500	94,508	31-Jan-19
2018 Conventional 60' Bus Expansion	17,000	26-Oct-17	17,000	17,000	-	17,000	17,000	31-Mar-19

Project and Program Titles	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2017		Current Project Status as at December 31, 2017				
	Budget	Approval Date	Budget	Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Completion Date
<b>Vehicles Conventional Revenue (\$ thousands) Cont'd</b>								
2018 HandyDART Expansion	2,795	26-Oct-17	1,900	1,900	-	1,900	1,900	30-Sep-18
2018 HandyDART Replacement	6,000	14-Sep-17	5,620	5,620	-	5,514	5,514	31-Oct-18
Canada Line Capacity Expansion	103,000	10-May-17	124,334	124,334	1,575	123,035	124,610	1-May-20
Conventional Bus Replacement	70,000	8-Jun-17	70,000	70,000	-	69,700	69,700	31-Mar-19
Mark III Vehicle Procurement No. 2 - 28 Cars	98,000	19-Oct-17	101,633	101,633	35,791	65,854	101,645	31-Dec-19
WCE Fleet Expansion	21,000	31-Aug-17	21,967	21,967	-	21,967	21,967	31-May-19
Canadian Urban Transit Research and Innovation Consortium (CUTRIC) - Electric Battery Bus Purchase - Pilot	-	29-Sep-17	10,000	10,000	13	9,780	9,793	31-Dec-18
<b>Total for Vehicles Conventional Revenue</b>	<b>424,595</b>		<b>458,194</b>	<b>458,194</b>	<b>39,049</b>	<b>418,768</b>	<b>457,817</b>	
<b>Vehicles Other Revenue or Non-Revenue (\$ thousands)</b>								
Non-Revenue Vehicles (NRV) Fleet	149	Expired on 31-Dec-17						
2017 CMBC Service Support Vehicle Replacement	1,228	27-Apr-17	1,185	1,185	332	583	915	30-Jun-18
Transit Police NRV Replacement and Expansion	601	10-Aug-17	596	596	-	596	596	31-Aug-18
Procurement of Real Estate Division Trolley Overhead Dedicated Vehicle	-	8-Jun-17	36	36	22	-	22	1-Aug-17
<b>Total for Vehicles Other Revenue or Non-Revenue</b>	<b>1,978</b>		<b>1,817</b>	<b>1,817</b>	<b>354</b>	<b>1,179</b>	<b>1,533</b>	
<b>Advancements to 2018 (\$ thousands)</b>								
BCRTC Vehicle Support Shop - Primary Lathe Replacement	-	9-Nov-17	400	400	-	400	400	31-Dec-18
Burnaby Transit Center North Garage Rehabilitation	-	12-Oct-17	754	754	-	326	326	31-Mar-19
Bus Camera Surveillance System Replacement	-	14-Sep-17	1,708	1,708	46	1,503	1,549	31-Oct-18
CCTV Camera System Upgrade on Expo and Millennium Lines	-	8-Jun-17	1,115	1,115	-	945	945	28-Mar-18
Knight Street Bridge Rehabilitation - Detailed Design	-	9-Nov-17	300	300	-	201	201	30-Jun-18
Pattullo Bridge Wind Monitoring and Seismic Warning System	-	19-Oct-17	475	595	115	411	526	31-Dec-18
SkyTrain Customer and Operations Telecommunications (SCOT) Upgrade	-	14-Sep-17	1,100	1,100	48	1,136	1,184	30-Apr-18
SkyTrain Advanced Radio System - Phase 1	-	7-Dec-17	1,360	1,360	-	1,360	1,360	31-Mar-19
Trolley Overhead Hanger Replacement Program 2018	-	16-Mar-17	1,050	1,050	858	203	1,061	29-Dec-17
<b>Total for Advancements to 2018</b>	<b>-</b>		<b>8,262<sup>2</sup></b>	<b>8,382<sup>2</sup></b>	<b>1,067</b>	<b>6,485</b>	<b>7,552</b>	
<b>Total</b>	<b>886,991</b>		<b>704,744<sup>2</sup></b>	<b>717,819<sup>2</sup></b>	<b>77,533</b>	<b>629,612</b>	<b>707,145</b>	

<sup>1</sup> These projects received partial SPA in 2017. The remaining budget has been rolled into the 2018 Capital Program for subsequent approval.

<sup>2</sup> The difference between the budgeted amounts is due to some projects receiving SPA for earlier phases/stages in prior years.

<sup>3</sup> This project will be carried over to 2018 and treated as a contribution to municipalities rather than a capital addition to TransLink.

<sup>4</sup> This project was partially cancelled in 2017 resulting in a revised budget from \$9.0 million to \$2.5 million.

**Schedule 1a**

Schedule 1a below lists the status of TransLink capital programs with project additions, cancellations and projects not yet initiated.

Project	Project #	Budget	Reason
<b>Additions (\$ thousands)</b>			
BCRTC Vehicle Support Shop - Primary Lathe Replacement	173025	400	To replace the primary lathe at the BCRTC Machine Shop. The new lathe has increased capabilities and can service wheels and axles for Mark I, Mark II and Mark III vehicle wheel set assemblies to maintain a state of good repair.
Burnaby Transit Center North Garage Rehabilitation	172013	754	To upgrade the existing garage facility to meet current seismic codes and standards. In addition, the upgrade increases the flexibility of maintenance resulting in more efficient work. This allows for an increased 60' bus fleet by decreasing the risk of buses being out of service and allowing buses to operate beyond a 17 year life-span.
Bus Camera Surveillance System Replacement	172301	1,708	To procure and deliver a replacement bus security camera system which discourages assaults, vandalism and fare evasion.
Canada Line Capstan Station Design	173055	3,272	To determine the design solution for a new station on the Canada Line at Capstan Way. The design and construction are funded primarily by the City of Richmond.
Canadian Urban Transit Research and Innovation Consortium (CUTRIC) - Electric Battery Bus Purchase - Pilot	172138	10,000	TransLink's participation in the CUTRIC electric bus trial. This project furthers TransLink's commitment to developing a low-carbon fleet strategy to reduce emissions from transit vehicles across the region.
CCTV Camera System Upgrade on Expo and Millennium Lines	173011	1,115	To upgrade the CCTV Systems on the Expo and Millennium SkyTrain Lines by replacing end of life and obsolete equipment with modern equipment using current technology.
Knight Street Bridge Rehabilitation - Detailed Design	181019	300	To repair and rehabilitate the bridge to extend its service life from 75 to 100 years.
Pattullo Bridge Wind Monitoring and Seismic Warning System	151307	475	To improve safety on the bridge by installing a warning and monitoring system to provide advance notice of seismic and wind events.
Procurement of Real Estate Division Trolley Overhead Dedicated Vehicle	171030	36	To procure a non-revenue vehicle dedicated to the new trolley overhead program under the Real Estate Adjacent Integrated Development Division.
SkyTrain Advanced Radio System - Phase 1	173160	1,360	To replace the existing SkyTrain Radio System to provide sufficient radio communications capacity to accommodate existing and future SkyTrain lines and fleet envisioned up to 2045.
SkyTrain Customer and Operations Telecommunications (SCOT) Upgrade	173020	1,100	This is the first upgrade project in a multi-year, multi-phase project to modernize the SCOT system and enable SkyTrain expansion.
Trolley Overhead Hanger Replacement Program 2018	172162	1,050	This project is the first year of a five year program to replace aging hangers and clamps as part of the trolley overhead infrastructure program and trolley bus operations.
<b>Total Additions</b>		<b>21,570</b>	

Project	Project #	Budget	Reason
<b>Cancellations (\$ thousands)</b>			
Customer Digital Services - Next Train Prediction and Service Alerts	171112	1,200	Project cancelled due to prioritization of other projects that will improve digital services.
Decoupling of Power Systems	173040	6,800	Cancellation due to the project scope originally assigned will be achieved as part of an existing project - Power System Redundancy Upgrade and Decentralization of power for SkyTrain OMC's.
Road Widening	171006	6,500	Project was partially cancelled due to a reduction in scope.
<b>Total Cancellations</b>		<b>14,500</b>	

Project	Project #	Budget	Reason
<b>Projects Not Initiated (\$ thousands)</b>			
BCRTC Modernization – System Management Centre Tape Analysis Reporting	173032	500	This project is related to the study required for project 173031 and will initiate at completion of the study.
British Columbia Rapid Transit Company (BCRTC) Modernization 2017	173031	500	A study is in progress to provide accurate estimates for project implementation.
Bus stop infrastructure for new routes	172056	750	Bus stop infrastructure required at new service areas were installed as part of development projects by the municipalities or through a cost-sharing agreement, under the Transit Road Related Infrastructure Program, between the Coast Mountain Bus Company and the municipalities.
Compass System Advancements	171113g	461	Project delayed as additional work is needed for defining project scope.
Data Warehouse Business Intelligence Program 2017	171102	500	Project delayed as no candidate proposals were received in 2017.
Enterprise Financial System Multi-Currency Enablement	171013	210	A decision was made to expedite the Financial System Replacement project which makes this project unnecessary.
Enterprise Payroll Services - Onboarding BCRTC & WCE	151054	1,500	A study is in progress to provide accurate estimates for project implementation.
Guideway Intrusion System Upgrade	173042	9,800	Project delayed as additional work is needed for defining project scope.
Health and Safety System Implementation	172042	500	A study is in progress to provide accurate estimates for project implementation.
Implement Enterprise-Level Regional Demand Management Strategies	174506	500	Project initiation is delayed due to rapid changes in external business and technology factors. The procurement strategy is underway.
Investments in transit priority on B-Line corridors	175202	5,594	This project is deemed non-capital since TransLink make contributions to municipalities for improvements to their infrastructure.
Lonsdale Quay bus loop and SeaBus terminal upgrade	172052	8,000	Project delayed as additional work is needed for defining project scope and cost estimates.
MRN Structures - Seismic Rehabilitation	171009 (174502)	6,500	Applications from municipalities were delayed due to the development of a new program for MRN structures.
Newton Exchange	172054	12,017	Project delayed as additional work is needed for defining project scope and cost estimates.
Non-Revenue Vehicles (NRV) Fleet Expansion	163058	149	This project expired because it was included in the 2016 Capital Program and not initiated by the end of 2017, however it will be combined with the Non-Revenue Vehicle expansion project to be submitted in 2018.
OMC Maintenance Capacity Upgrade	173049	9,000	Project delayed as additional work is needed for defining project scope and cost estimates.
Phibbs Exchange Upgrade	162026	23,190	Project not initiated as the final design is currently in negotiations with municipalities.

Project	Project #	Budget	Reason
<b>Projects Not Initiated (\$ thousands) Cont'd</b>			
Road Widening	171006	2,500	Project delayed due to delays in finalizing BC Hydro estimates.
SkyTrain Operations and Maintenance Centers (OMC) Upgrades	173045	50,000	Project delayed due to the strategy of the project being reconsidered.
South SeaBus Terminal Accessibility Improvement Detail Design	162087	250	Project to be combined with another SeaBus related project.
Train Radio Information Management Systems Upgrade Project	173017	1,510	Project combined with SCOT Upgrade project.
TransLink-Owned Bike Infrastructure	171002	1,000	Project delayed due to pending work outcomes from BC Parkway Phase 1 Structures Rehab project.
TransLink-Owned investment in cycling infrastructure	174503	2,300	Design work to be completed, in order to accurately estimate construction costs.
Trolley Overhead Line Tamper Detection and Alarm System Installation	162035	600	Project delayed due to issues with scope definition. This project expired because it was included in the 2016 Capital Program and not initiated by the end of 2017.
<b>Total Projects Not Initiated</b>		<b>137,831</b>	

**Schedule 2**

Schedule 2 provides a comparison of the 2017 cash flow forecast in the Plan to actual spending in 2017. The schedule includes comments for variances greater than \$1 million.

Project Title	Cap Asset Category	2017 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
		10 Year Plan	Actual Jan 1 - Dec 31 2017	Variance Plan - Actuals & forecast	
Automatic Train Control (ATC) Existing Equipment Replacement-Phase 2	Equipment	3,809	2,045	1,764	Variance due to longer than expected equipment delivery times from the factory and technical issues during installation.
Automatic Train Control (ATC) Existing Equipment Replacement-Phase 3	Equipment	6,919	-	6,919	Variance due to feasibility study findings changing the timing and scope of the consequent program phases. Cash flow shifted to 2018.
Decoupling of Power Systems	Equipment	6,800	-	6,800	The project has been cancelled.
Equipment for Deferred Retirement Program	Equipment	4,797	213	4,584	Variance due to budget reduction by \$1.6M as new fare boxes were excluded from the project. Additionally, there were delays in project approval (December 2017).
Guideway Intrusion System Upgrade	Equipment	9,800	-	9,800	This project was not brought forward for approval. Carried over to 2018.
Propulsion Power Existing Equipment Maintenance Upgrade (phase 2 of 3)	Equipment	1,255	52	1,203	Project partially approved (\$980K) in 2017. Remaining AIP (\$275K) carried-over to 2018.
Public Address System Quality Improvement	Equipment	1,550	147	1,403	Variance due to contract negotiation delays.
Radio Replacement and Vehicle Communications Router Implementation (Transit Management and Communications Roadmap Feasibility Study)	Equipment	4,013	62	3,951	Variance due to only phase 1 (design) currently approved. There was originally to be large equipment purchases but project is now split into phases.
System Continuity Redundancies, Second BC Hydro Feed	Equipment	1,550	106	1,444	Project partially approved (\$450K) in 2017. Remaining AIP (\$2.6M) carried-over to 2018.
Equipment projects < \$1 million	Equipment	6,120	2,099	4,021	Variance due to projects with timing delays in cash flows mainly in the Rotary Grinder and Transit Police Next Generation Radio projects.
<b>A) Total Equipment</b>		<b>46,613</b>	<b>4,724</b>	<b>41,889</b>	

Project Title	Cap Asset Category	10 Year Plan	Actual Jan 1 - Dec 31 2017	Variance Plan - Actuals & forecast	Comments on Variances > \$1 Million
2017 Vancouver Transit Center PowerSmart Retrofits, Facility Upgrades and Port Coquitlam Transit Center Door Replacement	Facilities	1,333	253	1,080	Variance due to long lead time of lighting fixtures and unforeseen issues with existing equipment.
Operations and Maintenance Centers (OMC) 2 Completion Project	Facilities	1,420	183	1,237	Variance due to contract negotiation delays.
Facilities projects < \$1 million	Facilities	8,695	2,131	6,564	Variance due to 2017 cash flows shifting to 2018 for the WCE Modular Trailer Replacement project. Additionally, projects included in the Plan were not brought forward for approval in 2017 including the Trolley Overhead Switch Replacement and Roof Replacement projects.
<b>B) Total Facilities</b>		<b>11,448</b>	<b>2,567</b>	<b>8,881</b>	
Automatic Train Control (ATC) System Recovery and Operation Improvements	Infrastructure	1,800	662	1,138	Variance due to additional time needed to finalize the scope of work. It also took longer than expected to execute contracts with vendors.
Canada Line Bus Loops	Infrastructure	2,752	48	2,704	Variance due to delays from complications in obtaining design and permit approvals prior to construction for last bus loop remaining at Richmond-Brighouse. Cash flow shifted to 2018.
Canada Line Capstan Station Design	Infrastructure	1,500	62	1,438	Variance due to delays in receiving external municipal funding.
Canada Line Station Upgrades	Infrastructure	7,500	-	7,500	This project was not brought forward for approval. Carried over to 2018.
Commercial Broadway SkyTrain Station Phase 2 Upgrade Construction	Infrastructure	31,073	11,466	19,607	Variance due to delays in project from increased CN rail traffic in the Grandview Cut.
Compass Card and Fare Gate - Phase 3	Infrastructure	6,696	3,062	3,634	The project has been closed.
Compass System Advancements-Proximity Enabled Accessible Entrances	Infrastructure	1,267	3,407	(2,140)	Variance due to the timing of invoices. Some invoices for work completed in 2016 were received in 2017.
Expo and Millennium Line Signage and Station Fixture Replacement	Infrastructure	6,969	4,156	2,813	Variance due to contract negotiation delays.
Expo Line Phase I Running Rail 2017	Infrastructure	3,910	2,561	1,349	Variance due to contract work being less than budget.
Expo Line Running Rail Replacement Implementation	Infrastructure	1,716	-	1,716	Variance due to project only approved (delayed) in September 2017. Cash flow shifted to 2018.
Expo Line Station Escalators - Stage 4	Infrastructure	5,250	-	5,250	This project was not brought forward for approval. Carried over to 2018.

Project Title	Cap Asset Category	10 Year Plan	Actual Jan 1 - Dec 31 2017	Variance Plan - Actuals & forecast	Comments on Variances > \$1 Million
Expo Line Upgrade Strategy - Burrard station: Design & Implementation	Infrastructure	2,319	356	1,963	Project partially approved (\$920K) in October 2016. Remaining AIP (\$59.8M) initially expected in 2017 has been carried over to 2018, as a result of which the cash flows shifted to 2018.
Guildford Exchange	Infrastructure	5,168	108	5,060	Project partially approved (\$2.5M) in 2017. Remaining AIP (\$2.6M) carried-over to 2018
Investments in transit priority on B-Line corridors	Infrastructure	5,594	-	5,594	Carried over to 2018 - This project is deemed non-capital since TransLink will make contributions to municipalities for improvements to their infrastructure.
Joyce-Collingwood Station Upgrade Construction	Infrastructure	16,503	13,199	3,304	Variance due to delays in awarding contracts. Therefore, phase 1 construction completion was delayed to December 2017 and Phase 2 construction could not start in 2017.
Metrotown Bus Loop Refurbishment	Infrastructure	2,500	93	2,407	Project partially approved (\$1.3M) in 2017. Remaining AIP (\$3.7M) carried-over to 2018.
Metrotown Station and Exchange Upgrade Construction	Infrastructure	20,152	21,985	(1,833)	Variance due to the timing of invoices. Some invoices for work completed in 2016 were received in 2017.
Nanaimo Bus Loop Upgrades	Infrastructure	5,000	128	4,872	Project partially approved (\$560K) in 2017. Remaining AIP (\$9.4M) carried over to 2018.
Newton Exchange	Infrastructure	6,009	-	6,009	This project was not brought forward for approval. Carried over to 2018.
Operations and Maintenance Centers (OMC) Maintenance Capacity Upgrade	Infrastructure	4,500	-	4,500	This project was not brought forward for approval. Carried over to 2018.
Pattullo Bridge Rehabilitation Phase 3- Construction	Infrastructure	3,738	399	3,339	Variance due to rehabilitation work on existing bridge being delayed until confirmation of whether a new bridge will be built.
Phase III Expo Line Rail Pad Replacement	Infrastructure	4,800	1,467	3,333	Variance due to contractor delays and resource constraints.
Phibbs Exchange Upgrade	Infrastructure	3,230	-	3,230	This project was not brought forward for approval. Carried-over to 2018.
Replace Platform LEDs System	Infrastructure	8,630	610	8,020	Variance due to project being re-scoped in mid-2017 to separate design phase from implementation phase. Cash flow shifted to 2018.
Road Widening	Infrastructure	4,000	-	4,000	Partial return of funds (\$6.5M) in August 2017. Remaining AIP (\$2.5M) carried-over to 2018.
SeaBus Terminals and Admin Building Envelope Rehab-Construction	Infrastructure	6,197	3,945	2,252	Variance due to delays in design. Clarifications and negotiations of consultant's proposal were necessary.
SkyTrain Physical Security System Project - Design Phase	Infrastructure	1,622	104	1,518	Project partially approved (\$485K) in 2017. Remaining AIP (\$7.4M) carried-over to 2018.

Project Title	Cap Asset Category	10 Year Plan	Actual Jan 1 - Dec 31 2017	Variance Plan - Actuals & forecast	Comments on Variances > \$1 Million
South of Fraser Rapid Transit SNG Line Advanced Works	Infrastructure	5,170	-	5,170	Variance due to timing of project approval (August 2017) and contractor award (December 2017). Work to begin in 2018.
South SeaBus Terminal Seismic Upgrade / Accessibility Improvement Project	Infrastructure	8,322	240	8,082	Variance due to delays in permit approvals prior to starting construction phase.
Surrey Central Station Upgrades Construction	Infrastructure	13,515	2,475	11,040	Variance due to the construction contract being awarded later than planned as a result of delays in acquisition of the property. Cash flow shifted to 2018.
Surrey Transit Center Compressed Natural Gas (CNG) Facility Retrofit	Infrastructure	14,252	11,908	2,344	Variance due to project construction being delayed from issues with unforeseen site conditions.
TransLink-Owned investment in cycling infrastructure	Infrastructure	2,300	-	2,300	This project was not brought forward for approval. Carried over to 2018.
Trolley Overhead (TOH) Pole Replacement	Infrastructure	745	1,774	(1,029)	Variance due to the timing of invoices. Some invoices for work completed in 2016 were received in 2017.
Trolley Overhead (TOH) Underground Cable Replacement Program 2017	Infrastructure	1,227	-	1,227	This project was not brought forward for approval. Carried over to 2018.
Infrastructure projects < \$1 million	Infrastructure	26,605	17,020	9,585	Variance due to projects included in the Plan but not brought forward for approval including the SkyTrain OMC Replacement and Bus stop infrastructure for new routes projects. In addition, the variance is due to 2017 cash flows shifting to 2018 for the TransLink-Owned Bicycle Infrastructure and Commercial-Broadway 99 B-Line Canopy projects.
<b>C.1) Total Infrastructure</b>		<b>242,531</b>	<b>101,235</b>	<b>141,296</b>	
BC Hydro Upgrades	Major Construction	17,000	1,766	15,234	Variance due to invoicing based on milestones. Design work was paid upfront; however, additional invoicing is expected in 2018.
Evergreen Extension Integration to Meet Current Standards	Major Construction	5,562	815	4,747	Variance due to equipment and parts included in the budget that were not required.
Evergreen Line - TransLink Contribution	Major Construction	15,312	11,504	3,808	Variance due to some rail equipment having a longer than expected order and manufacturing lead time. Equipment is not expected to be received until mid- 2018.
Millennium Line Broadway Extension Initial Procurement Readiness	Major Construction	18,507	10,040	8,467	Variance due to changes in project timeline. Cash flows shifted to 2018 to support final procurement readiness activities including technical and procurement documentation.
South of Fraser Rapid Transit Procurement Readiness	Major Construction	17,449	8,944	8,505	Variance due to changes in project timeline. Cash flows shifted to 2018 to support final procurement readiness activities including technical and procurement documentation.

Project Title	Cap Asset Category	10 Year Plan	Actual Jan 1 - Dec 31 2017	Variance Plan - Actuals & forecast	Comments on Variances > \$1 Million
Major Construction projects < \$1 million	Major Construction	5,858	6,081	(223)	Variance due to 2016 cash flows shifted to 2017 in the Golden Ears Bridge project, which has been closed in 2017.
<b>C.2) Total Major Construction</b>		<b>79,688</b>	<b>39,150</b>	<b>40,538</b>	
BCRTC Enterprise Asset Management Implementation	Technology Applications	1,364	-	1,364	Project approved in November 2017. Cash flows shifted to 2018.
Compass System Advancements	Technology Applications	4,676	407	4,269	Variance due to delays in preparing documents for project approval. Project approved in late 2017. Cash flows shifted to 2018.
Customer Digital Services - Next Train Prediction and Service Alerts	Technology Applications	1,182	-	1,182	The project has been cancelled.
Enterprise Payroll Services - Onboarding BCRTC & WCE	Technology Applications	1,500	-	1,500	This project was not brought forward for approval. Carried over to 2018.
IT Infrastructure Refresh 2017	Technology Applications	4,050	2,282	1,768	Variance due to shifting of program start from May to November 2017. Cash flows shifted to 2018.
SkyTrain Public Announcement System	Technology Applications	1,404	314	1,090	Variance due to technical delays, which led to a change in control software and schedule extension.
Technology and System projects < \$1 million	Technology Applications	16,709	12,311	4,398	Variance due to projects included in the Plan but not brought forward for approval, which include the Data Warehouse Business Intelligence Program, Implement Enterprise-Level Regional Demand Management Strategies and Health and Safety System Implementation.
<b>D) Total Technology Applications</b>		<b>30,885</b>	<b>15,314</b>	<b>15,571</b>	
100-400 Series Mark I Refurbishment Project	Vehicles Conventional Revenue	5,246	3,432	1,814	Variance due to actual costs being less than budget.
2015 Conventional Replacement Buses	Vehicles Conventional Revenue	16,420	15,052	1,368	Variance due to delays in delivery of buses and warranty holdback.
2017 HandyDART Vehicle Replacement	Vehicles Conventional Revenue	14	1,662	(1,648)	Variance due to timing of invoices. Cash flows started in December 2017 as opposed to in 2018.
Additional SeaBus Vessel	Vehicles Conventional Revenue	12,611	8,696	3,915	Variance due to changes in builder production schedule and timing of milestones.
Canada Line Fleet Expansion	Vehicles Conventional Revenue	44,000	1,575	42,425	Variance due to budget and scope changes, including additional modification work for more storage tracks and upgrades of power systems.
Mark III Vehicle Procurement (28 cars)	Vehicles Conventional Revenue	3,294	15,914	(12,620)	Variance due to production being ahead of schedule.

Project Title	Cap Asset Category	10 Year Plan	Actual Jan 1 - Dec 31 2017	Variance Plan - Actuals & forecast	Comments on Variances > \$1 Million
West Coast Express (WCE) Fleet Expansion	Vehicles Conventional Revenue	10,500	-	10,500	Variance due to delays in completing the condition assessment. At the time of project approval, this was planned to be done internally however an external consultant is needed and the contract is expected to be awarded in early 2018.
Conventional Vehicle projects < \$1 million	Vehicles Conventional Revenue	80,907	79,030	1,877	Variance due to timing delays in cash flows in the 2016 and 2017 Community Shuttle Replacement projects.
<b>E) Total Vehicles Conventional Revenue</b>		<b>172,992</b>	<b>125,361</b>	<b>47,631</b>	
Non-revenue Vehicle projects < \$1 million	Vehicles Other Revenue or Non-Revenue	3,791	1,863	1,928	Variance due to timing delays in cash flows in the 2016 and 2017 CMBC Service Support Vehicle Replacement projects.
<b>F) Total Vehicles Other Revenue or Non-revenue</b>		<b>3,791</b>	<b>1,863</b>	<b>1,928</b>	
2010 Major Road Network (MRN) Minor Capital Program - First & Second Wave Projects	MRN	1,776	-	1,776	Projects in this program were completed under-budget or cancelled. Variance due to delays in billing for work completed.
2011 Major Road Network (MRN) Minor Capital Program	MRN	1,974	-	1,974	Projects in this program were completed under-budget or cancelled. Variance due to delays in billing for work completed.
2012 Major Road Network (MRN) Minor Capital Program	MRN	2,093	1,073	1,020	Projects in this program were completed under-budget or cancelled. Variance due to delays in billing for work completed.
Expanding and upgrading the network of municipal designated cycling routes	MRN	6,000	-	6,000	Variance due to delays in municipalities completing projects and delays in billing.
Major Road Network (MRN) Program Funding: MRNB Capital Program/Upgrades	MRN	10,000	259	9,741	Variance due to delays in municipalities completing projects and delays in billing.
Pedestrian Improvements: Walking Access to Transit	MRN	2,500	-	2,500	Variance due to delays in municipalities completing projects and delays in billing.
Roberts Bank Rail Corridor Program	MRN	2,208	502	1,706	Variance due to timing of invoices. The \$1.7M variance has been paid in January 2018.
UBC Diesel Bus Terminal - TransLink Capital Contribution.	MRN	9,236	4,572	4,664	Project schedule has extended as additional time is required to complete the project. Cash flow shifted to 2018.
MRN Structures - Seismic Rehab	MRN	6,500	-	6,500	The program is still under development.
MRN projects < \$1 million	MRN	21,657	21,190	467	Variance due to timing delays in cash flows in the 2015 MRN and 2017 MRN Capital Program projects.
<b>G) Total MRN</b>		<b>63,944</b>	<b>27,596</b>	<b>36,348</b>	
<b>Enterprise Capital Program Totals</b>		<b>651,892</b>	<b>317,810</b>	<b>334,082</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 and 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 behaviour 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 TravelSmart program identity became established following a successful pilot in nine Metro Vancouver communities in 2005-2006.

The adopted 10-Year Investment Plan and Regional Growth Strategy 1 (RGS 2013) describes policies to meet the demands of over one million new residents and 600,000 new jobs 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 2 (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 our trips by walking, cycling and transit". Behaviour change measures are essential to the RTS as they provide the motivation, information and support necessary for individuals to change their travel habits.

The following summarizes activity and outcomes from the 2017 business year according to the 'target area' headings contained in the 2017 TravelSmart work and program plans.

### **2017 TravelSmart Headline Results**

- 275 TravelSmart presentations and workshops delivered to schools, businesses, senior and newcomer groups to the region in 2017.
- Customer engagement at 40 community events with the TransLink Community Engagement Bus reaching over 50,000 people.
- Over 100,000 customers assisted during the Quarterly Bus Service changes.
- 29,000 bicycles parked by The Bicycle Valet at community events.
- Over 4,700 children & adults learned how to bike safely through cycling education programs delivered by partners and cost shared by municipalities including but not limited to Vancouver, Port Moody and Surrey.
- 2,500 seniors provided with travel training instruction and tools, sustainable transportation workshops and HandyDART training.
- 4,500 newcomers to the region provided with travel training and sustainable transportation workshops.
- 5,000 students engaged in school travel planning projects, campaigns and sustainable transportation workshops delivered by both TravelSmart and in partnership with HASTe (Hub for Active School Travel).

### **2017 TravelSmart Programs, Partners & Initiatives**

- Provided customer awareness to support car share priority parking at six SkyTrain Stations: King George, Scott Road, Coquitlam Central, Lougheed Town Centre, Edmonds and Braid.
- Continued sponsorship of Bike to Work & School Weeks, which saw participation increase in the region to over 17,000 participants.
- 3,000 employees registered in the annual Commuter Challenge national campaign to encourage sustainable transportation through the workplace.

- Launched a “Bike to Transit” (#biketotransit) social marketing campaign in partnership with HUB Cycling and Mobi Bike Share during Fall Bike to Work Week.
- Delivered “I Love Transit Week” in October, a campaign that engages youth to celebrate transit which included contests and free bus travel to students across the region. The campaign received over 100 contest entries from school districts in the region.
- Six Compass Card and United Way donation bins were installed on the system to support transportation initiatives to community charities and programs in the region. Bins are located at:
  - YVR-Airport;
  - Stadium-Chinatown Station Compass Service Centre;
  - Waterfront Station;
  - West Coast Express Office;
  - Broadway-City Hall Station; and
  - Vancouver City Centre Station.
- As a way to increase customer experience, the Busker Program was expanded from eight performance locations to ten, with the first two locations outside of the downtown core at Metrotown Station and Surrey Central Station. Busker licenses were awarded to 64 performers.

**Activity and Outcome Report**

<b>Target Area 1: Strengthen relationships with municipalities, non-governmental organizations (NGO’s) and corporate partners through delivery of relevant Transportation Demand Management programs</b>	
<b>Objectives</b>	<b>Results</b>
<p>Support stronger municipal partnerships through shared resources, information, campaigns, programs &amp; initiatives.</p>	<ul style="list-style-type: none"> <li>• Facilitated four TDM Municipal Roundtable meetings with Municipal TDM partners to share resources, encourage collaboration within Municipalities, update and report on TransLink/TravelSmart initiatives</li> <li>• Engaged in strategic collaboration with the Municipalities of Surrey, District of Langley and Maple Ridge to encourage transit use and inform residents of 2017 Quarterly Service Changes, new routes and improvements</li> <li>• Accepted a Climate &amp; Energy Award for Public Sector Collaboration from the Community Energy Association, for Safe and Active School Travel in partnership with the City of North Vancouver and other community partners including ICBC, RCMP, School District 44 and Vancouver Coastal Health</li> <li>• Launched a TDM grant program for municipalities, to support TDM initiatives in 2018. Identified 10 successful applications : City of Surrey, Bowen Island, City of North Vancouver, District of North Vancouver, District of West Vancouver, City of Vancouver, Township of Langley, Maple Ridge, New Westminster and the City of Richmond</li> <li>• Attended over 20 municipal celebrations and events to support/celebrate sustainable transportation including Car Free Day Festivals in Vancouver and Port Moody, Canada Day in Surrey and Ships to Shore in Richmond</li> <li>• Provided cycling education to over 4,700 participants through contracted service providers with a cost-share strategy amongst the municipalities</li> </ul>

<p>Deliver Travel Training Programs for Schools, Workplaces, Seniors and Newcomers across the region</p>	<ul style="list-style-type: none"> <li>• Delivered 275 TravelSmart workshops and presentations to schools, workplaces, seniors and newcomers (75 schools, 40 workplaces, 50 seniors groups and 110 newcomer groups)</li> <li>• Delivered as a tool within the TravelSmart for Business Program, the <i>Compass for Organizations</i> program, to encourage transit subsidies to workplaces which resulted in registrations from the BC Business Council, Intel of Canada and the Fairmont Vancouver Hotel</li> <li>• Assisted Strategic Planning with the launch of a vanpool pilot program launch at Seaspan</li> <li>• Fostered strategic partnerships with settlement service providers such as but not limited to the Immigrant Service Society of BC, S.U.C.C.E.S.S, MOSAIC and HUB cycling to reach newcomers with relevant travel training</li> </ul>
<p>Increase partnership development with mobility service providers</p>	<ul style="list-style-type: none"> <li>• Ongoing relationship development with mobility services which include but not limited to: car and bike sharing services, cycling advocates, walking advocates, health authorities, regional planning agencies (Metro Vancouver) and clean energy groups such as the Metro Vancouver led Regional Clean Air Committee</li> <li>• Piloted a <i>#biketotransit</i> campaign in partnership with HUB Cycling and MOBI Bike Share to encourage combining bike trips with transit</li> <li>• Supported customers on a new Car Share priority parking at six SkyTrain Stations: <ul style="list-style-type: none"> <li>• King George Station</li> <li>• Scott Road Station</li> <li>• Coquitlam Central Station</li> <li>• Lougheed Town Centre</li> <li>• Edmonds Station</li> <li>• Braid Station</li> </ul> </li> </ul>
<p>Develop strategic partnerships to strengthen community relations</p>	<ul style="list-style-type: none"> <li>• Successful community partnerships in 2017 included but not limited to: Vancouver Marathon Society, Bar Watch, ICBC, DVBI, YVR, United Way, Car Free Day Festivals, TRAMS Historical Vehicle Society and Donnelly Events</li> </ul>
<p>Major Event Partnerships</p>	<ul style="list-style-type: none"> <li>• TransLink's TravelSmart team worked collaboratively with municipalities to support street festivals and civic plaza celebrations to provide communities a reason to celebrate urban life, reclaim streets and explore their cities with sustainable and active transportation. Examples include: Khatsahlano Street Party, Surrey Party for the Planet, Fun City Festival North Vancouver, Canada 150 celebrations and Car Free Days.</li> </ul>

<b>Target Area 2: Support enterprise priorities through community outreach including Compass, Evergreen Extension, service changes and service improvements and customer experience</b>	
<b>Objectives</b>	<b>Results</b>
Enhance the customer experience with increased TDM education & awareness in the community	<ul style="list-style-type: none"> <li>Working with various stakeholders, partners and at community events, workshops and presentations, the TravelSmart team continues to provide information, encourage use and educate on Compass particularly in those areas receiving new transit services such as Tri-Cities, Maple Ridge and South Surrey</li> <li>Over 300 Travel training sessions delivered through TravelSmart programming in 2017 to schools, businesses, newcomers, seniors and at events</li> </ul>
Continue efforts to build ridership along the Evergreen Extension and awareness of new bus service in communities	<ul style="list-style-type: none"> <li>Following the launch of the Evergreen Extension, the TDM team continued to build ridership growth in the area by engaging and assisting customers and stakeholders, answering questions, hearing concerns and providing feedback to planning and operations teams. 50+ workshops and 5 community events were delivered within the Tri-Cities area in early 2017</li> <li>Partnered with various community groups to leverage marketing channels, disseminate information and foster long-term relationships for ridership growth initiatives in early 2017. Some partners include School District 43, SUCCESS, Coquitlam Library, Port Moody Business Parks, Eagle Ridge Hospital, Tri-Cities Chamber of Commerce, ICBC Tri-Cities and Coquitlam Centre</li> </ul>
Improve the Customer Experience	<ul style="list-style-type: none"> <li>Enhanced and expanded TransLink Busker program from 8 performance stations to 10</li> <li>Partner with existing customer ambassador programs (YVR Green Coats &amp; Tourism Vancouver) to provide relevant transit and transportation information</li> </ul>

<b>Target Area 3: Support enterprise priorities through customer engagement including Quarterly Service Changes, area transportation plans and Fare Policy Review</b>	
Inform and promote Quarterly Service Changes	<ul style="list-style-type: none"> <li>• Provided education materials at major transit exchanges to promote and educate on Quarterly Service Changes (delivery on the 10-Year Plan) and distributed information materials through all TravelSmart partners</li> <li>• Supported promotion and education of Fare Policy Review</li> <li>• Supported promotion and education of revised NightBus Services in partnerships with Business Improvement Associations, Bar Watch, Restaurant Associations</li> </ul>
Utilize the Community Engagement Bus at community events and public outreach activities	<ul style="list-style-type: none"> <li>• The Community Engagement Bus and TDM staff participated in 20 large community events in 2017 providing the public with key messages, travel planning/tips, tools and information related to TransLink projects, products and services. Some events attended included Celebration of Light, Car Free Days (Vancouver &amp; Port Moody), Khatsahlano Festival (Vancouver), Sapperton Days (New Westminster), Welcome to Coquitlam and West Vancouver Community Days</li> <li>• Launched a kid’s zone on the Community Engagement Bus with interactive activities and games</li> </ul>
Supported 10 Year Investment Plan and Fare Policy Review	<ul style="list-style-type: none"> <li>• Delivered key messages, relevant information and awareness through strategic partner channels, community workshops/presentations and at 40 community events</li> </ul>

## 6 Short-Term Fares Assessed

Short-term fares for bus, SeaBus, SkyTrain and HandyDART in 2017 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	\$2.85	\$4.10	\$5.60
		Off-Peak	All Zones — \$2.85		
	Concession	Regular	\$1.80	\$2.80	\$3.80
		Off-Peak	All Zones — \$1.80		
DayPass*	Adult	No	\$10.00 — valid all zones		
	Concession	restrictions	\$7.75 — valid all zones		
Discounted Short-Term Fares:					
Stored Value*	Adult	Regular	\$2.20	\$3.25	\$4.30
		Off-Peak	All Zones — \$2.20		
	Concession	Regular	\$1.80	\$2.80	\$3.80
		Off-Peak	All Zones — \$1.80		
FareSavers	Adult		All Zones — \$22.00 (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	\$5.60	\$7.35	\$9.10	\$12.35	
	Concession	\$3.30	\$4.30	\$5.55	\$7.55	
Return Ticket	Adult	\$10.50	\$14.00	\$17.25	\$23.25	
	Concession	\$6.50	\$8.50	\$10.75	\$14.75	
Discounted Short-Term Fares:						
One-way Ticket- Stored Value*	Adult	\$4.70	\$6.15	\$7.55	\$10.30	
	Concession	\$2.75	\$3.55	\$4.65	\$6.30	
Return Ticket- Stored Value	Adult	\$10.25	\$13.25	\$16.50	\$22.25	
	Concession	\$6.25	\$8.00	\$10.25	\$14.00	

\*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 and SeaBus travel.

## 7 Borrowings Undertaken in 2017

### 7.1 Long-term Borrowing

TransLink continues to minimize debt costs through strategic borrowing strategies. During 2017, TransLink issued a new bond with a total par value of \$200 million. TransLink has now raised more than \$1.53 billion from investors in the capital market since 2010. There were no scheduled rate resets on any of the outstanding MFA debt issues in 2017.

The terms of TransLink's long-term debt issuance 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
TL-6 (issued on 16-Nov-2017)	\$200,000,000	3.15%	31 Years	16-Nov-2048	\$3,150,000	\$200,000,000

Note 1: Unsecured, par value.

Note 2: Coupon rate fixed to maturity. Effective yield: **3.183%**.

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

On May 13, 2010, TransLink launched a \$500 million Commercial Paper Program backstopped with a line of credit from a syndicate of six Canadian chartered banks. Having this \$500 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	192	(\$60,000,000)		05-Jan-17		\$180,000,000
Issue	197	\$60,000,000	0.83495	05-Jan-17	09-Feb-17	\$240,000,000
Repay	193	(\$60,000,000)		12-Jan-17		\$180,000,000
Issue	198	\$60,000,000	0.83495	12-Jan-17	16-Feb-17	\$240,000,000
Repay	188	(\$15,000,000)		19-Jan-17		\$225,000,000
Repay	194	(\$45,000,000)		19-Jan-17		\$180,000,000
Issue	199	\$60,000,000	0.83495	19-Jan-17	23-Feb-17	\$240,000,000
Repay	196	(\$45,000,000)		26-Jan-17		\$195,000,000
Issue	200	\$45,000,000	0.83495	26-Jan-17	02-Mar-17	\$240,000,000
Repay	195	(\$15,000,000)		09-Feb-17		\$225,000,000
Repay	197	(\$60,000,000)		09-Feb-17		\$165,000,000
Issue	202	\$25,000,000	0.84130	09-Feb-17	13-Apr-17	\$190,000,000
Issue	201	\$50,000,000	0.82177	09-Feb-17	09-Mar-17	\$240,000,000
Repay	198	(\$60,000,000)		16-Feb-17		\$180,000,000
Issue	203	\$60,000,000	0.82638	16-Feb-17	30-Mar-17	\$240,000,000
Repay	199	(\$60,000,000)		23-Feb-17		\$180,000,000
Issue	204	\$60,000,000	0.81767	23-Feb-17	06-Apr-17	\$240,000,000

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Repay	200	(\$45,000,000)		02-Mar-17		\$195,000,000
Issue	206	\$45,000,000	0.80897	02-Mar-17	13-Apr-17	\$240,000,000
Repay	201	(\$50,000,000)		09-Mar-17		\$190,000,000
Issue	207	\$48,000,000	0.78273	09-Mar-17	13-Apr-17	\$238,000,000
Repay	203	(\$60,000,000)		30-Mar-17		\$178,000,000
Issue	208	\$60,000,000	0.79317	30-Mar-17	04-May-17	\$238,000,000
Repay	204	(\$60,000,000)		06-Apr-17		\$178,000,000
Issue	209	\$60,000,000	0.82451	06-Apr-17	11-May-17	\$238,000,000
Repay	202	(\$25,000,000)		13-Apr-17		\$213,000,000
Repay	206	(\$45,000,000)		13-Apr-17		\$168,000,000
Repay	207	(\$48,000,000)		13-Apr-17		\$120,000,000
Issue	211	\$60,000,000	0.83200	13-Apr-17	13-Jul-17	\$180,000,000
Issue	210	\$60,000,000	0.81406	13-Apr-17	18-May-17	\$240,000,000
Repay	208	(\$60,000,000)		04-May-17		\$180,000,000
Issue	212	\$60,000,000	0.74095	04-May-17	08-Jun-17	\$240,000,000
Repay	209	(\$60,000,000)		11-May-17		\$180,000,000
Issue	213	\$60,000,000	0.72007	11-May-17	15-Jun-17	\$240,000,000
Repay	210	(\$60,000,000)		18-May-17		\$180,000,000
Issue	214	\$60,000,000	0.70963	18-May-17	22-Jun-17	\$240,000,000
Repay	212	(\$60,000,000)		08-Jun-17		\$180,000,000
Issue	215	\$60,000,000	0.68874	08-Jun-17	13-Jul-17	\$240,000,000
Repay	213	(\$60,000,000)		15-Jun-17		\$180,000,000
Issue	216	\$60,000,000	0.68874	15-Jun-17	20-Jul-17	\$240,000,000
Repay	214	(\$60,000,000)		22-Jun-17		\$180,000,000
Issue	217	\$90,000,000	0.74802	22-Jun-17	03-Aug-17	\$270,000,000
Repay	211	(\$60,000,000)		13-Jul-17		\$210,000,000
Repay	215	(\$60,000,000)		13-Jul-17		\$150,000,000
Issue	220	\$30,000,000	1.11010	13-Jul-17	12-Oct-17	\$180,000,000
Issue	219	\$60,000,000	1.06800	13-Jul-17	14-Sep-17	\$240,000,000
Issue	218	\$60,000,000	1.04390	13-Jul-17	17-Aug-17	\$300,000,000
Repay	216	(\$60,000,000)		20-Jul-17		\$240,000,000
Issue	221	\$60,000,000	1.05435	20-Jul-17	24-Aug-17	\$300,000,000
Repay	217	(\$90,000,000)		03-Aug-17		\$210,000,000
Repay	218	(\$60,000,000)		17-Aug-17		\$150,000,000
Issue	223	\$60,000,000	1.17269	17-Aug-17	19-Oct-17	\$210,000,000
Issue	222	\$60,000,000	1.11705	17-Aug-17	21-Sep-17	\$270,000,000
Repay	221	(\$60,000,000)		24-Aug-17		\$210,000,000
Issue	224	\$60,000,000	1.10660	24-Aug-17	28-Sep-17	\$270,000,000
Repay	219	(\$60,000,000)		14-Sep-17		\$210,000,000

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Issue	225	\$60,000,000	1.21112	14-Sep-17	19-Oct-17	\$270,000,000
Repay	222	(\$60,000,000)		21-Sep-17		\$210,000,000
Issue	226	\$60,000,000	1.17976	21-Sep-17	26-Oct-17	\$270,000,000
Repay	224	(\$60,000,000)		28-Sep-17		\$210,000,000
Issue	228	\$30,000,000	1.23086	28-Sep-17	30-Nov-17	\$240,000,000
Issue	227	\$60,000,000	1.16931	28-Sep-17	02-Nov-17	\$300,000,000
Repay	220	(\$30,000,000)		12-Oct-17		\$270,000,000
Issue	229	\$30,000,000	1.17976	12-Oct-17	16-Nov-17	\$300,000,000
Repay	223	(\$60,000,000)		19-Oct-17		\$240,000,000
Repay	225	(\$60,000,000)		19-Oct-17		\$180,000,000
Issue	230	\$60,000,000	1.19021	19-Oct-17	23-Nov-17	\$240,000,000
Issue	231	\$60,000,000	1.31993	19-Oct-17	18-Jan-18	\$300,000,000
Repay	226	(\$60,000,000)		26-Oct-17		\$240,000,000
Issue	232	\$60,000,000	1.19021	26-Oct-17	30-Nov-17	\$300,000,000
Repay	227	(\$60,000,000)		02-Nov-17		\$240,000,000
Issue	233	\$60,000,000	1.19021	02-Nov-17	07-Dec-17	\$300,000,000
Repay	229	(\$30,000,000)		16-Nov-17		\$270,000,000
Repay	230	(\$60,000,000)		23-Nov-17		\$210,000,000
Issue	234	\$60,000,000	1.20094	23-Nov-17	04-Jan-18	\$270,000,000
Repay	228	(\$30,000,000)		30-Nov-17		\$240,000,000
Repay	232	(\$60,000,000)		30-Nov-17		\$180,000,000
Issue	235	\$60,000,000	1.20966	30-Nov-17	11-Jan-18	\$240,000,000
Repay	233	(\$60,000,000)		07-Dec-17		\$180,000,000
Issue	236	\$60,000,000	1.27159	07-Dec-17	08-Feb-18	\$240,000,000

## **B. AUDITED FINANCIAL STATEMENTS**

The 2017 Audited Financial Statements will be attached once it has been reviewed by the Audit Committee and the Board of Directors.

## C. COMPLAINTS SUMMARY

### Corporate Overview

In 2017, TransLink's combined service hours for the Bus and Rail division (including HandyDART) increased to 7.28 million service hours from 6.92 million service hours in 2016. The number of boarded passengers increased by 6 per cent from 386 million in 2016 to 408 million in 2017. A summary of complaints and customer interactions is provided in Table A below.

While the number of boarded passengers grew, transit service complaints decreased by 4 per cent. The decrease can be attributed to expanded service across the region as well as generally improved customer service and increased customer familiarity with the Compass Card system. Complaints previously listed as CMBC Service Planning have now been categorized under TransLink Corporate.

"Complaints per million customer interactions" is the broader Enterprise complaint measure. This 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 as a whole. For this measure, customer interactions are defined as total (or all) Boardings on the transit system and the number of Golden Ears Bridge crossings. For 2017, Enterprise-wide complaints were 37,510 against a total of 423 million customer interactions, resulting in a ratio of 88.6 complaints per million customer interactions compared to 99.5 for 2016.

**Table A**

<b>Corporate Summary</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
CMBC	27,383	29,353	27,247	27,313
SkyTrain (Expo and Millennium Lines)	3,618	2,860	2,692	3,219
SkyTrain (Canada Line)	909	683	340	325
West Coast Express	239	777	888	519
HandyDART	1,676	1,471	1,337	1,581
<b>Transit Service Complaints</b>	<b>33,825</b>	<b>35,144</b>	<b>32,504</b>	<b>32,957</b>
Golden Ears Bridge	351	315	203	452
TransLink Corporate	3,334	4,317	3,412	2,762
<b>Total Complaints</b>	<b>37,510</b>	<b>39,776</b>	<b>36,119</b>	<b>36,171</b>
<b>Total Customer Interactions</b>	<b>423,406,928</b>	<b>399,717,623</b>	<b>376,957,159</b>	<b>368,625,663</b>
<b>Complaints per Million Customer Interactions</b>	<b>88.6</b>	<b>99.5</b>	<b>95.8</b>	<b>98.1</b>

### **Coast Mountain Bus Company**

CMBC saw a 7 per cent decrease in total complaints mainly due to service expansion in the region, an improvement in operator customer service and a re-categorization of complaints from CMBC Service Planning to TransLink Corporate.

The focus on the customer experience and completion of “Customer First” initiatives resulted in the following accomplishments in 2017:

- Implemented weekly on-time performance focus on identified problem routes and corridors by having Transit Supervisors monitor scheduled timing points, running time and operator performance; this reduced associated customer complaints on this service by approximately 19 per cent year over year.
- Introduced the use of Passenger Information Displays and onboard announcements to communicate major system disruptions in service.
- Completed air conditioning modifications on the Otter II and Pacific Breeze to address passenger complaints during hot weather.
- Improved customer Transit Alerts including implementing true SMS messaging.

For CMBC, in 2017, slightly less than half (49.8 per cent) of the complaints involved staff (operators) and 50.2 per cent of complaints were related to service delivery. Overall these complaint category percentages are consistent to previous years.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are urgent and in 2017 all were resolved within 48 hours. P3 complaints are less critical and must be resolved within 15 business days. Approximately 95 per cent of complaints were closed within 15 business days, which is an 8 per cent improvement from last year.

### **SkyTrain — Expo and Millennium Lines**

There was a 27 per cent increase in complaints between 2016 and 2017 mainly driven by the realignment of the Expo and Millennium Lines in December 2016 where the effects of those changes impacted customers the most starting January 2017 (Expo Line changed to King George/Production Way Station and Millennium VCC-Clark to Lougheed Town Centre Station.) There was an increase in complaints that mainly dealt with the 2-car trains running on the Millennium Line to VCC-Clark. In addition, over the course of the spring and summer of 2017, the Rail division conducted their first rail grinding maintenance on the new extension and this generated a lot of noise complaints from residents living in close proximity to the Port Moody SkyTrain area.

Under Customer Relations, there were 439 complaints in 2016 but this figure declined by 12 per cent in 2017. Increasing the number of SkyTrain Attendants during peak service hours, as well as to attend fare gate arrays to improve visibility, assist customers and deter fare evasion has been reflected in the reduced number of complaints. These improvements coincide with the Customer Service Performance Ratings conducted by Ipsos which shows increased ratings compared to previous years for the attribute courteous, competent and helpful staff. Improved visibility and assistance from front line staff signifies our efforts and accomplishments to improve customer service throughout the system.

Track maintenance was performed throughout the year to ensure the reliability and preservation of the rail. In February, SkyTrain commenced the Expo Line Running Rail Replacement Project which included the replacement of rail pads and approximately 5,000 linear metres of running rail at four main locations close to Metrotown, Main Street-Science World, Stadium-Chinatown and Waterfront stations. During this work, single-tracking operation was required which added additional travel time for customers. However, through review of ridership data and scheduled events, work was scheduled during late evenings to minimize interruptions to our passengers. In addition, customers were informed regarding the maintenance work through continuous use of station digital

reader boards, signage and the TransLink website. Although every effort was made to reduce passenger inconvenience, complaints relating to delays under the Trains category increased in 2017.

The Mystery Shopper program was revised in January 2017 to incorporate changes with the Evergreen Extension and six stations (Lafarge Lake-Douglas, Coquitlam Central, Inlet Centre, Moody Centre and Burquitlam). Further, categories for fare gate working condition, fare system and exit ticket phones were added to the shopper assessment form. Shops evaluated along the Evergreen Extension earned perfect scores for categories under Exit Ticket Phone Representatives, wait times and the working condition of the fare gates.

### **SkyTrain - Canada Line**

The overall number of Canada Line complaints received in 2017 represents an increase of 33 per cent when compared to 2016. The majority of the complaints received were in the Customer Relations and Trains categories associated with the winter weather challenges experienced in the first part of February.

During the month of February 2017, Canada Line received 21 customer service complaints compared to five complaints in 2016. In addition there were 29 complaints related to trains, delays and announcements in 2017 compared to two in the previous year.

Our key transportation goals are to provide reliable, safe and efficient travel for all customers. In 2017, the Canada Line Operator with the support of BCRTC proceeded to initialize and implement corrective operational and technical strategies to mitigate major service disruptions caused by severe weather conditions. These initiatives included the installation of heat tracers and cover boards to address traction issues.

In addition, a pilot program to increase front-line staffing levels in response to severe weather conditions was implemented in the winter season 2017/2018. We have found through past experience that calling in extra staff helps with customer relations and service reliability during significant snowfall and freezing rain events. This program will be reviewed in early 2018 for possible formalization of the process.

In support of the regional transportation strategies, additional service was provided on the Canada Line during peak travel times. This initiative improved customer service, reduced crowding on the platforms and aligned the peak service hours with the Expo and Millennium Line. Further service improvements are planned with the acquisition of additional vehicles and improvements to systems and infrastructure as part of the 10-Year Vision.

### **West Coast Express**

In 2017, West Coast Express (WCE) received a total of 239 complaints, a sharp decline of 69 per cent over the previous year. The single greatest driver of those complaints was related to CP operational issues which have decreased substantially. There were 462 complaints in 2016 related to service delivery and reliability combined. In 2017 that number dropped to 57 complaints, representing a percentage change of 88 per cent. Other areas that saw a decrease in complaints pertained to Stations and Parkways (37 per cent), Customer Relations (45 per cent) and Safety and Security (13 per cent).

During the months of June, July and August, WCE started to see an increase in walk-in business, completing an average of 4,200 transactions per month. This is an annual cycle that sees a large number of tourists visit the Walk-In Centre with Compass Card inquiries and purchases.

The months of September and October brought in a wave of new riders to the system. With that came a slight increase in complaints pertaining to onboard vehicles, including Wi-Fi availability. There were also etiquette related issues about loudness, excessive perfume and seat saving. WCE's Etiquette Outlaw program continues to be utilized throughout the year as a method to promote good commuter behavior. Frequent train walks performed by the Conductor also helped to deter any undesirable conduct.

By year end, TransLink introduced their “Park&Go” phone app, which replaced the WCE Pay by Phone payment service. The transition began near the end of November. Platform signage and brochure handouts which included a complimentary 1-day parking were used to inform customers of the change.

Of the total 239 complaints in 2017, 99 per cent were resolved within 24 hours. Those issues that required assistance from other departments or parts of the organization may take up to seven days to resolve.

### **HandyDART**

HandyDART complaint numbers increased by 14 per cent from 2016 while the number of trips increased by 2 per cent. Significant increases in complaints were in areas of: on-time performance, ride time and taxi driver conduct.

Of all complaints, taxi complaints accounted for 34 per cent, operator-related complaints for 42 per cent and service-related complaints for 24 per cent. Follow-up after each complaint is done as well as any required coaching provided to employees by the HandyDART service provider, MVT Canadian Bus Inc. (MVT). Taxi-related complaints are forwarded to the respective taxi company and followed up with them.

Service availability related complaints remained low at 16. This can be attributed to the additional service that was implemented to reduce the number of trip denials to HandyDART customers in 2017. With denials at a record low level of 1,362, service availability complaints represented less than one per cent of all complaints.

As in 2016, all complaints were followed-up with both the employee as well as the customer, whether it is a complaint regarding a trip on a HandyDART vehicle or in a taxi. Training for taxi drivers continues to be provided by the Justice Institute, the taxi companies, as well as by MVT who provides their train-the-trainer program to all taxi companies at no cost. Furthermore, improvements in taxi training are also under review in 2018 to further enhance the service.

HandyDART feedback was brought in-house to CMBC in early October 2017. Since then there has been an increase in the number of complaints. Complaints are addressed as follows: P1 within 48 hours and all others within five business days.

### **Golden Ears Bridge**

On September 1, 2017, the Province of British Columbia eliminated bridge tolling throughout the province. Toll operations on the Golden Ears Bridge were provided under an agreement with toll operator V-Flow Tolling Inc. (V-Flow). V-Flow performed customer satisfaction surveys from January through to the end of August. In 2017, 5,997 customers were surveyed, giving an overall ‘Completely Satisfied’ average rating of 94 per cent.

**Detailed Complaint Tables**

Tables “B” and “C” show complaints received in 2017, 2016, 2015 and 2014. Table “B” reflects specific transit service complaints for the same period. Table “C” covers Golden Ears Bridge and TransLink Corporate for the same period.

**Table B**

<b>Complaints by Transit Service Type</b>			<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
<b>CMBC</b>	<b>Bus 2017*</b>	<b>HandyDART 2017</b>	Total	Total	Total	Total
Service Delivery	10,059	968	11,027	11,235	10,109	9,255
Service Planning	1,524	0	1,524	2,731	2,151	1,970
Staff	13,624	708	14,332	15,413	15,140	15,702
Website	181	0	181	98	20	57
Fares / Fare Equipment	0	0	0	3	2	3
Cell Phone/Radio	39	0	39	51	55	47
Accessibility/Racks	218	0	218	161	132	172
Other	1,738	0	1,738	1,132	975	1,688
<b>Subtotal</b>	<b>27,383</b>	<b>1,676</b>	<b>29,059</b>	<b>30,824</b>	<b>28,584</b>	<b>28,894</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.

<b>Complaints by Transit Service Type 2017</b>					<b>2016</b>	<b>2015</b>	<b>2014</b>
<b>BCRTC</b>	<b>SkyTrain Expo and Millennium Line</b>	<b>SkyTrain Canada Line</b>	<b>West Coast Express</b>	<b>Total</b>	Total	Total	Total
System Schedule	9	11	57	77	522	684	192
Fares/TVM/CVM	1,822	708	25	2,555	1,876	1,391	1,609
Stations/Parkways	342	19	39	400	358	331	446
Trains	979	56	52	1,087	805	900	897
Customer Relations	388	83	36	507	580	475	707
Safety/Security	78	32	13	123	74	63	64
Other	0	0	17	17	105	76	148
<b>Sub-Total</b>	<b>3,618</b>	<b>909</b>	<b>239</b>	<b>4,766</b>	<b>4,320</b>	<b>3,920</b>	<b>4,063</b>
<b>Total Complaints (CMBC + BCRTC)</b>				<b>33,825</b>	<b>35,144</b>	<b>32,504</b>	<b>32,957</b>
<b>Boarded Passengers (actual)</b>				<b>408,237,428</b>	<b>386,191,923</b>	<b>364,261,259</b>	<b>356,929,763</b>
<b>Complaints per Million Boarded Passengers</b>				<b>82.9</b>	<b>91.0</b>	<b>89.2</b>	<b>92.3</b>

**Table C**

<b>Golden Ears Bridge</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
Customer Service	138	147	104	304
Toll System and Processes	25	26	5	24
Toll Charges and Payment	15	2	8	18
Miscellaneous	173	140	86	106
<b>Total Complaints</b>	<b>351</b>	<b>315</b>	<b>203</b>	<b>452</b>
<b>Total Crossings</b>	<b>15,169,500</b>	<b>13,525,700</b>	<b>12,695,900</b>	<b>11,695,900</b>
<b>Complaints per Million Crossings</b>	<b>23</b>	<b>23</b>	<b>16</b>	<b>38</b>

<b>TransLink Corporate</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
Policy-Related (Fares, service optimization, advertising, Compass, fare gates, etc.)	<b>5,867</b>	<b>4,317</b>	<b>3,412</b>	<b>2,762</b>

### Complaint Handling Through Social Media

TransLink's main social media channels for handling complaints in 2017 were Twitter, Facebook and the Buzzer Blog.

Social media enables TransLink to respond almost instantly to customers, which is critical when there is a transit service disruption and customers need accurate service information quickly. Through social media, TransLink is able to quickly and effectively address issues directly with customers and indirectly with many others as customers re-broadcast TransLink's response. From a complaint management standpoint, this quick response time addresses many of the complaints TransLink would typically receive. However, the volume of interactions and higher expectations for response, particularly during and after a major or prolonged service disruption, presents its own challenge. When complaints are made via social media, the protocol is to ask customers to log their complaints with our Customer Information department and to respond via social media as best as possible.

#### Twitter

Our @TransLink Twitter channel became permanently staffed in 2011 after the proven success of the 2010 social media pilot. Customers continue to enjoy quick replies to their transit service questions, which contributes to continued growth of the channel.

At the end of 2017, @TransLink had 168,853 followers. By comparison, at the end of 2016, @TransLink had 135,826 followers and at the end of 2015, @TransLink had 87,147 followers. We expect to reach nearly 200,000 followers by the end of 2018. By 2017 year end, TransLink averaged roughly 211 tweets a day, which is a significant increase from roughly 150 a day in 2015-2016.

Service disruption was the most popular topic on Twitter in 2017.

#### Buzzer Blog

The Buzzer blog serves as a place for long-form conversations about transportation in Metro Vancouver since 2008. The blog is part of TransLink's digital presence and is often accessed by links posted on our other social media properties. The Buzzer blog had roughly the same page views as 2017 and 2016 at slightly over 200,000 page views.

The #ThanksABillion, #Canada150 and #ILoveTransit campaigns, as well as the Metrotown elevator replacement posts, were the most engaged with or viewed posts for the year.

### **Facebook**

TransLink's Facebook page continues to grow since its inception in 2010. The TransLink Facebook page is a place to communicate with our customers on transit-related information, share photos and videos and provide information on major service changes. By the end of 2017, the TransLink page had 31,218 followers compared to 26,148 followers in 2016 and 17,338 followers in 2015.

Top posts included cougar on transit, the bus operator recruitment video and the double decker bus pilot.

## D. CUSTOMER SATISFACTION

### 2017 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 the 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 (as of August 17, 2009, the SkyTrain segment includes the Canada Line);
- SeaBus;
- West Coast Express (excludes TrainBus); and
- HandyDART (with registered HandyDART customers).

Data is 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 2017 — Transit System, Bus, SeaBus, SkyTrain, West Coast Express and HandyDART

#### Transit System

In 2017, almost two-thirds of adult transit riders (63 per cent) gave the system good-to-excellent scores of 8, 9 or 10 out of 10 for overall service. This is up from last year (60 per cent), with an increasing trend over the first three quarters of the year. The overall service rating at the system level is lower than each of the overall service ratings by mode.

The transit system service attribute that customers remain most critical of is the availability of bus shelters at bus stops throughout the region. Transit bus shelters are provided by the municipalities. Less than half of customers consistently rate this aspect of transit service as being good to excellent (8 out of 10 or higher). However, more than half (55 per cent) of TransLink's customers feel they are getting good-to-excellent value for the money they spend on transit. This has been trending upward over the past few years (53 per cent in 2016 and 48 per cent in 2015) and appears unaffected by the fare change in July of this year.

## **Bus System**

Close to two thirds (65 per cent) of bus riders rated the overall bus service provided in Metro Vancouver as good-to-excellent, which is consistent with 2016.

The top three areas of bus service strength are: having an operator who drives safely and professionally, feeling safe from crime on board the bus and having a direct route. Four in five riders gave scores of 8 or higher to these attributes.

Overcrowding, on-time reliability and frequency of service remain the three lowest-rated bus service attributes (51 per cent, 57 per cent and 51 per cent, respectively). Most attributes of bus service are consistent with last year, except for improvements in ratings for overcrowding and frequency of service.

## **SkyTrain**

In 2017, 76 per cent of SkyTrain customers, which includes Canada Line, gave the overall service good-to-excellent scores. This is an increase of one percentage point over 2016.

The two lowest-rated attributes of SkyTrain service relate to staff availability and the announcement and explanation of delays. The announcement of delays increased over 2016 (36 per cent, up from 31 per cent) while staff availability remained the same over 2016 at 38 per cent.

## **SeaBus**

SeaBus is the highest-rated transit mode with four in five SeaBus customers (82 per cent) rating the service as an 8 out of 10 or higher for overall service. The overall service and all other SeaBus attributes ratings are mostly consistent with last year.

## **West Coast Express**

Four in five (79 per cent) West Coast Express riders gave overall service good-to-excellent scores (down from 84 per cent in 2016), with lower ratings in the spring pulling down the annual rating. This holds true for some other attributes of WCE service while some saw improvements. Most notably good connections with other transit modes went down to 58 per cent (64 per cent in 2016).

Over the course of the year, there were a few track-sharing and switching issues leading to delays, including at least four during the data-gathering period in spring that may have contributed to the lower ratings seen during that period.

## **HandyDART**

HandyDART Service is a highly-rated transit service, with three quarters of its riders (74 per cent) giving it good-to-excellent ratings for overall service, which is down from the 2016 ratings (79 per cent). Most attributes continue to achieve very high ratings, especially those related to drivers' abilities. Ratings for value for money remain very high as well (87 per cent).

The three lowest-scoring HandyDART attributes are: service availability, on-time reliable service and ease of booking a trip. These attributes all achieve very respectable ratings (73 per cent, 68 per cent and 70 per cent respectively).

**Table D - 2017 Customer Service Performance Scores**

Attributes	Transit system	Bus system <sup>1</sup>	SkyTrain <sup>2</sup>	SeaBus	West Coast Express	Handy DART <sup>3</sup>
	<b>Per cent who gave scores of 8, 9 or 10 out of 10</b>					
Overall Service	63	65	76	82	79	74
Value for Money	55				60	87
Good Connections	50				58	
Adequacy of Transit Information — Stops/Stations	48					
Adequacy of Transit Information On-Board — Bus	50					
Adequacy of Transit Information On-Board--SkyTrain	64					
Adequacy of Transit Information On-Board — SeaBus	55					
Transit Information Availability (On-Board and Stations)					72	
Operation of Service During Convenient Hours	55				47	
Having Enough Bus Shelters	36					
Ease of Getting Information from Telephone Information Line	70					
Ease of Finding Information on Website	59					
Having a Courteous Bus Operator/Having Courteous, Competent and Helpful Staff/Drivers		76	76	94	93	94
Safe and Professional Bus Operator		84				
Feeling Safe from Crime On Board the Bus / SkyTrain		83	81			
Feeling Safe from Crime at the Stop and Transit Exchange /Inside SkyTrain Stations / at SeaBus		78	74	87		
Feeling Safe from Crime (On-Board and Stations)					90	
Feeling Safe from Crime (WCE Parking Lots)					65	
Not Being Overcrowded		51	48	73	60	
On-Time, Reliable Service		57	81	93	69	68
Clean and Graffiti Free Buses / SkyTrain Cars / Vessel / Vehicles And Stations		73	74	84	92	
Having A Direct Route		80				
Trip Duration from the Time You Boarded to the Time You Got Off		75		87	85	
Frequency of Service		51	74	66	62	

Attributes	Transit system	Bus system <sup>1</sup>	SkyTrain <sup>2</sup>	SeaBus	West Coast Express	Handy DART <sup>3</sup>
Staff Availability			38	68	84	
Delays Are Announced and Explained			36		64	
Enough Parking					49	
Equipment Provides a Safe Ride					91	
Driver's Skills to Assist Passengers Who Have a Physical Disability						93
Feeling Safe from Injury When Riding HandyDART						93
Ease of Booking a Trip on HandyDART						70
HandyDART Vehicle Cleanliness and Good Repair						91
Availability of HandyDART When Needed						73

<sup>1</sup>Beginning in April 2008, the bus service attribute, courteous, competent and helpful bus operator was split into two attributes, "having a courteous bus operator" and "having an operator who drives safely and professionally".

<sup>2</sup>As of August 17, 2009, the overall SkyTrain measures include Canada Line customers.

<sup>3</sup>Beginning in 2013, when rating the HandyDART service, customers were asked to focus on trips they made on traditional HandyDART vehicles.

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

There were no amendments to the Articles of the Authority in 2017.

**F. BOARD SUMMARY**

<b>Meeting Date</b>	<b>Board/Committee Meeting</b>	<b>Resolutions/Outcomes</b>
January 25, 2017	Board Meeting	<ul style="list-style-type: none"> <li>Proposed Amendment to Metro Vancouver's Regional Growth Strategy – Sewerage Extension Provisions, approved.</li> </ul>
February 3, 2017	Joint Regional Mobility Pricing Steering Committee (Board and Mayors' Council)	<ul style="list-style-type: none"> <li>Establishment of a Mobility Pricing Independent Commission recommended for Board and Mayors' Council approval.</li> <li>Regional Mobility Pricing Steering Committee meetings to be open to the public as appropriate, approved.</li> <li>Mobility Pricing Independent Commission recruitment and screening criteria, endorsed.</li> <li>Direction to staff to obtain quotes and arrange interviews with recruitment firms, approved.</li> <li>Compensation model for the Mobility Pricing Independent Commission, endorsed.</li> </ul>
February 17, 2017	Joint Regional Mobility Pricing Steering Committee (Board and Mayors' Council)	<ul style="list-style-type: none"> <li>Mobility Pricing Independent Commission membership set at ten, approved.</li> </ul>
February 23, 2017	Board of Directors, Consent Resolution	<ul style="list-style-type: none"> <li>Proposed Amendment to Metro Vancouver's Regional Growth Strategy – revised Housing Demand Estimates Extension, approved.</li> </ul>
March 2, 2017	Joint Investment Plan Committee (Board) and Funding Strategy Committee (Mayors' Council)	<ul style="list-style-type: none"> <li>Public Education Campaign, recommended for approval by the Mayors' Council.</li> </ul>
March 21, 2017	Planning & Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>Independent Transit Service application – White Rock Trolley, recommended for Board approval.</li> <li>Recommendations arising out of the Custom Transit Service Delivery Review recommended for Board approval.</li> </ul>
March 21, 2017	Human Resources & Governance Committee	<ul style="list-style-type: none"> <li>Appointment of Conduct Review Advisor recommended for Board approval.</li> <li>Appointment of Director of TransLink Security Management Ltd. recommended for board approval.</li> </ul>
March 22, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>Amendments to the TransLink Enterprise Acceptable Use of Corporate Computing Systems Policy recommended for Board approval.</li> <li>South Coast British Columbia Transportation Authority 2017 Tariff Bylaw Number 113-2017 recommended for Board adoption.</li> <li>South Coast British Columbia Transportation Authority 2017 Tariff Bylaw Number 114-2017 recommended for Board adoption.</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
		<ul style="list-style-type: none"> <li>• Enactment of South Coast British Columbia Transportation Authority 2017 Property Tax Bylaw Number 115-2017 recommended for Board adoption.</li> <li>• Enactment of South Coast British Columbia Transportation Authority 2017 Replacement Tax Bylaw Number 116-2017 recommended for Board adoption.</li> <li>• 2016 Statutory Annual Report recommended for Board Approval.</li> <li>• 2016 Audited Consolidated Financial Statements recommended for Board approval.</li> <li>• 2016 Year End Financial and Performance Report received for information.</li> </ul>
March 30, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Amendments to the TransLink Enterprise Acceptable Use of Corporate Computing Systems Policy, approved.</li> <li>• Recommendations arising out of the Custom Transit Service Delivery Review, approved.</li> <li>• 2016 Statutory Annual Report, approved.</li> <li>• 2016 Audited Consolidated Financial Statements, approved.</li> <li>• South Coast British Columbia Transportation Authority 2017 Tariff Bylaw Numbers 113-2017, adopted.</li> <li>• South Coast British Columbia Transportation Authority 2017 Tariff Bylaw Numbers 114-2017, adopted.</li> <li>• South Coast British Columbia Transportation Authority 2017 Property Tax Bylaw Number 115-201, adopted.</li> <li>• South Coast British Columbia Transportation Authority 2017 Replacement Tax Bylaw Number 116-2017, adopted.</li> <li>• Independent Transit Service application – White Rock Trolley, approved.</li> <li>• Appointment of Conduct Review Advisor, approved.</li> <li>• CEO performance review, approved.</li> <li>• Appointment of Director of TransLink Security Management Ltd., approved.</li> </ul>
March 31, 2017	Joint Investment Plan Committee (Board) and Funding Strategy Committee (Mayors' Council)	<ul style="list-style-type: none"> <li>• Advancement of the Cure Congestion education campaign, approved.</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
April 5, 2017	Joint Regional Mobility Pricing Steering Committee (Board and Mayors' Council)	<ul style="list-style-type: none"> <li>• Mobility Pricing Independent Commission budget, endorsed.</li> </ul>
April 27, 2017	Joint Investment Plan Committee (Board) and Funding Strategy Committee (Mayors' Council)	<ul style="list-style-type: none"> <li>• Cascadia Partners to prepare a report on the collection of Provincial property taxes in rapid transit areas, approved.</li> </ul>
May 16, 2017	Joint Regional Mobility Pricing Steering Committee (Board and Mayors' Council)	<ul style="list-style-type: none"> <li>• Revised Terms of Reference for the Mobility Pricing Independent Commission, approved.</li> <li>• Recommendations for appointment of the Mobility Pricing Independent Commission Chair, Vice-Chair, Members and Alternates, endorsed.</li> <li>• The Mobility Pricing Independent Commission's Terms of Reference(s), membership and media release recommended to the Board and the Mayors' Council for approval.</li> </ul>
May 18, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>• 2016 <i>Financial Information Act</i> filing report recommended for Board approval.</li> <li>• Financial and Performance Report as at March 31, 2017, endorsed for public release.</li> <li>• "Designated Tolls" for Golden Ears Bridge (as defined in the Tolling Bylaw) for the period of June 1, 2017 to July 31, 2017 recommended for Board approval.</li> </ul>
May 18, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• 2016 <i>Financial Information Act</i> filing report, approved.</li> <li>• "Designated Tolls" for Golden Ears Bridge (as defined in the Tolling Bylaw) for the period of June 1, 2017 to July 31, 2017, approved.</li> </ul>
May 19, 2017	Joint Investment Plan Committee (Board) and Funding Strategy Committee (Mayors' Council)	<ul style="list-style-type: none"> <li>• Post-Provincial election plan, approved.</li> <li>• Staff directed to undertake assessment of Pattullo Bridge replacement options.</li> </ul>
May 23, 2017	Board of Directors, Consent Resolution	<ul style="list-style-type: none"> <li>• Proposed Amendment to Metro Vancouver 2040: Shaping Our Future (Metro 2040) to update Section G Performance Measures, approved.</li> </ul>
May 25, 2017	Joint Board and Mayors' Council Meeting	<ul style="list-style-type: none"> <li>• Terms of reference for the Mobility Pricing Independent Commission; recommendations for Chair, Vice-Chair and Members of the Mobility Pricing Commission; and revised terms of reference for the Joint Regional Mobility Pricing Steering Committee approved by the Board and Mayors' Council.</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
June 9, 2017	Board of Directors, Consent Resolution	<ul style="list-style-type: none"> <li>• Recession of the May 18, 2017 resolution that approved “Designated Tolls” (as defined in the Tolling Bylaw) for the period of June 1, 2017 to July 31, 2017, approved.</li> </ul>
June 12, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>• Capital project approval controls recommended for Board approval.</li> </ul>
June 13, 2017	Planning & Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>• Independent Transit Service application – Bowen Island Express Bus, recommended for Board approval.</li> <li>• Adoption of the Regional Goods Movement Strategy recommended for Board approval.</li> </ul>
June 13, 2017	Human Resources & Governance Committee	<ul style="list-style-type: none"> <li>• Discussion on various Human Resources and Governance matters.</li> <li>• Amendments to the Board Governance Manual recommended for Board approval.</li> </ul>
June 21, 2017	Joint Committee on Transportation Planning and Funding (Board and Mayors’ Council)	<ul style="list-style-type: none"> <li>• Development and delivery of a public affairs strategy to complete the 10-Year Vision, approved.</li> </ul>
June 23, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Independent Transit Service application – Bowen Island Express Bus, approved.</li> <li>• Regional Goods Movement Strategy, adopted.</li> <li>• Capital project approval controls, approved.</li> <li>• Amendments to the Board Governance Manual, approved.</li> <li>• Executive Compensation Plan Adjustment, approved.</li> <li>• Acquisition of Bombardier Mark III SkyTrain Cars, approved.</li> <li>• 2017 CEO goals, approved.</li> </ul>
June 30, 2017	Board of Directors, Consent Resolution	<ul style="list-style-type: none"> <li>• Two additional appointments to the Mobility Pricing Independent Commission, approved.</li> </ul>
July 6, 2017	Board of Directors, Consent Resolution	<ul style="list-style-type: none"> <li>• Consultation Plan to the report “Update to Phase One 2017 Investment Plan – Accelerated SkyTrain Fleet Procurement”, approved.</li> </ul>
July 19, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Update to Phase One 2017 Investment Plan – Accelerated SkyTrain Fleet Procurement approved by the Board.</li> </ul>
August 23, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>• Financial and Performance Report as at June 30, 2017, endorsed for public release.</li> <li>• Capital Contingency Request for the Pattullo Bridge Replacement Project recommended for Board approval.</li> </ul>
August 23, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• South Coast British Columbia Transportation Authority Golden Ears Bridge Toll Assessment Amending Bylaw Number 117-2017, adopted.</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
September 6, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Amendment to Metro Vancouver’s Regional Growth Strategy – Alignment with Updated Regional Context Statements, approved.</li> <li>• Capital Contingency Request for the Pattullo Bridge Replacement Project, approved.</li> <li>• Pattullo Bridge Investment Plan Consultation Strategy, approved.</li> </ul>
September 18, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>• Amendments to “Debt Management Policy” and “Investment Policy” approved by the Finance &amp; Audit Committee.</li> </ul>
September 19, 2017	Planning & Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>• Extension of Langley Community Shuttle Service Contract recommended for Board approval.</li> </ul>
September 19, 2017	Human Resources & Governance Committee	<ul style="list-style-type: none"> <li>• Discussion of various Human Resources and Governance Committee matters.</li> </ul>
September 28, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Extension of Langley Community Shuttle Service Contract, approved.</li> </ul>
October 25, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Update to the Omnibus Borrowing Resolution, approved.</li> <li>• 2017 Bond Issuance approved by the Board.</li> </ul>
November 10, 2017	Joint Committee on Transportation Planning and Funding (Board and Mayors’ Council)	<ul style="list-style-type: none"> <li>• Draft framework for a Development Cost Charge for Transit Infrastructure recommended for approval by the Board and Mayors’ Council.</li> </ul>
November 15, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>• Financial and Performance Report as at September 30, 2017, endorsed for public release.</li> </ul>
November 27, 2017	Finance & Audit Committee	<ul style="list-style-type: none"> <li>• 2018 Business Plan, Operating and Capital Budget recommended for Board approval.</li> <li>• 2018 Strategic Internal Audit Plan approved by the Finance &amp; Audit Committee.</li> <li>• Eligibility criteria and application process for the Universal Fare Gate Access Program and authorization for TransLink to provide the Universal Fare Gate Access Card as valid fare media at no charge to eligible customers until December 31, 2018 recommended for Board approval.</li> <li>• Eighth extension of Credit Agreement recommended for Board approval.</li> </ul>
November 28, 2017	Planning & Stakeholder Relations Committee	<ul style="list-style-type: none"> <li>• Proposed Structure and rates for a Development Cost Charge for Transit Infrastructure recommended for Board approval.</li> <li>• Phase Two Investment Plan Municipal Engagement and Public Consultation Strategy recommended for Board approval.</li> </ul>
November 28, 2017	Human Resources & Governance Committee	<ul style="list-style-type: none"> <li>• Subsidiary Board Appointments recommended for Board approval.</li> </ul>

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
December 6, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Eighth Extension of Credit Agreement, approved.</li> <li>• Subsidiary Board Appointments, approved.</li> </ul>
December 14, 2017	Board Meeting	<ul style="list-style-type: none"> <li>• Eligibility criteria and application process for the Universal Fare Gate Access Program and authorization for TransLink to provide the Universal Fare Gate Access Card as valid fare media at no charge to eligible customers until December 31, 2018, approved.</li> <li>• Authorization for Management to negotiate a contract with First Canada ULC to operate custom transit services (HandyDART) beginning July 2, 2018, with options to extend, approved.</li> <li>• Proposed structure and rates for a Development Cost Charge for Transit Infrastructure, approved.</li> <li>• Phase Two Investment Plan Municipal Engagement and Public Consultation Strategy, approved.</li> <li>• 2018 Business Plan, Operating and Capital Budget, approved.</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 collected under Section 248 from January 1 to December 31, 2017 are represented in the table below.

	Tickets issued under Section 248 (number)	Collected ticket amounts (\$)
January 1 to December 31, 2017	20,945	1,270,137

TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management and Engineering

DATE: March 2, 2018

SUBJECT: Millennium Line Broadway Extension Project Update

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#### **EXECUTIVE SUMMARY**

TransLink is leading planning and design development of the Millennium Line Broadway Extension (MLBE) Project, in partnership with the City of Vancouver and the Province. The MLBE Project is an approximately 5.7 kilometre extension of the Millennium Line from VCC-Clark Station to Arbutus Street via a primarily underground alignment beneath the Broadway corridor. The current phase of work, focused on activities to prepare for the procurement process, is funded by the federal and provincial governments, and the region.

Current activities include: advancement of a technical program including reference design refinements; preparation of draft procurement documentation; preparation of environmental and socio-economic review and related studies; and engagement with stakeholders, the public, and aboriginal groups.

#### **PURPOSE**

This report provides an update on project development activities for the Millennium Line Broadway Extension (MLBE) Project.

#### **BACKGROUND**

The MLBE Project is a key priority of the Mayors' Council 10-Year Vision. The first phase is an approximately 5.7 kilometre extension of the Millennium Line from its current terminus station at VCC-Clark Station to a new western terminus station at Arbutus Street in Vancouver. The Project will transition from the elevated station at VCC-Clark to an underground alignment, tunnelled beneath the Broadway corridor. In total, the Project will include six new underground stations. A future second phase will connect to the University of British Columbia.

In November 2016, the TransLink Board of Directors and the Mayors' Council approved TransLink's 2017-2026 Investment Plan: Phase One of the 10-Year Vision (Phase One Plan). The Phase One Plan includes funding to advance pre-construction activities for the MLBE Project. This funding is provided jointly by the federal government, provincial government, and the region through the Public Transit Infrastructure Fund. Full capital funding for the Project will be confirmed through a future update to TransLink's Investment Plan, currently anticipated in Spring 2018.

Planning, design, and engagement activities for the MLBE Project are led by TransLink, in partnership with the City of Vancouver and the Province. Current activities include: advancement of a technical program including reference design refinements; preparation of draft procurement documentation; environmental, traffic, transit, and other studies; and engagement with stakeholders, the public, and aboriginal groups. This phase of Project development work is guided by the MLBE Project Board, which is comprised of senior management from TransLink, the Province, the City of Vancouver, and Partnerships British Columbia.

## **DISCUSSION**

Project development work is currently focussed on procurement readiness. Should full Project funding be confirmed during the second quarter of 2018 a procurement process would be initiated this year. Construction would start in late 2019 and operations on the Extension could commence in 2025.

In readiness for procurement the Project Team is currently undertaking an extensive work program across a set of integrated areas of activity, as described below.

*Environmental* – The MLBE Project does not trigger a formal assessment under the provisions of the applicable provincial and federal requirements. However, TransLink is undertaking an Environmental and Socio-Economic Review (ESR) process, to identify and analyze potential environmental impacts of the Project, to seek input from the public, stakeholders, and aboriginal groups, and to develop any required mitigations.

Through Fall 2017, TransLink received comments from the public and aboriginal groups on the ESR process and draft terms of reference. The Project team has also met with business, community, and service providers along the corridor to gather feedback that inform the environmental studies.

Environmental, traffic, transit, and access field studies are now underway. Findings from the studies will be incorporated into the ESR Report. The results of the environmental review will assist in refining Project design requirements and support development of construction and operating performance requirements in delivering the Project.

*Engagement* – In December 2017, TransLink launched the MLBE Project website ([broadwayextension.ca](http://broadwayextension.ca)) as a key avenue for providing Project updates to customers, the public, and interested parties.

Technical Program – The Project Team is undertaking an extensive technical program focused on engineering design development, technical specifications, geotechnical fieldwork, systems integration, traffic/transit management during construction, and operations and maintenance requirements, to inform the development of the Project.

Procurement Preparation – The Project Team continues to advance development of draft procurement documentation (Request for Qualifications and Request for Proposals) that will support the formal procurement process following the confirmation of full Project funding.

TransLink and the City of Vancouver continue to work to define roles and responsibilities for the Project. This will include the Project’s Municipal Master Agreement and a Supportive Policies Agreement.

As discussed with the Board in Summer 2017, a Design Build Finance (DBF) model is expected for project procurement and delivery, similar to the Evergreen Extension. Management is reviewing internal resourcing requirements to ensure that TransLink delivers on its accountabilities during the procurement, delivery, and operations stages.

**Customer Impacts**

None at this time.

**Communications Implications**

A communications strategy has been developed to underpin Project communications. This strategy is refined as required, and reflects the input and review of City of Vancouver and the Province.

TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management and Engineering

DATE: March 7, 2018

SUBJECT: South of Fraser Rapid Transit Project Update

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#### **EXECUTIVE SUMMARY**

TransLink is currently completing planning, design and procurement readiness for the Surrey-Newton-Guildford (SNG) Light Rail Transit (LRT) Project, in partnership with the City of Surrey and the Province. The procurement readiness activities are funded under the Public Transit Infrastructure Fund (PTIF) program. The 10.5 km 11-stop LRT project will connect Newton Town Centre, Surrey Centre and Guildford Town Centre along King George Boulevard and 104 Avenue with at-grade rail service.

The current phase of work includes design refinement, preparation of procurement documentation, environmental studies, project agreements, and engagement with stakeholders, aboriginal groups, and the public.

#### **PURPOSE**

This report provides an update on project development activities for the South of Fraser Rapid Transit project.

#### **BACKGROUND**

The South of Fraser Rapid Transit project is a land use shaping initiative to organize the rapid economic growth in Surrey and Langley along transit corridors, and to help achieve regional goals of sustainable growth, reduced congestion, emissions and auto-dependency. Phase One of the 10-Year Vision directs TransLink to advance planning, design, consultation, environmental reviews and development of draft procurement documents for the project in preparation for a future procurement phase. Phase One also allocates funds towards Early Works construction projects for the Surrey-Newton-Guildford (SNG) LRT (the first stage of the South of Fraser Rapid Transit project). Early Works are cost-shared with senior government, mostly through the Public Transit Infrastructure Fund.

The current procurement readiness work for the SNG LRT is guided by a Project Board comprised of senior staff from TransLink, the Province, the City of Surrey and Partnerships BC. Current project activities include preparing project agreements, environmental studies, procurement documents, and technical work.

## **DISCUSSION**

### *Business Case*

The Final Draft Business Case was submitted to the Ministry of Transportation and Infrastructure for review on January 18, 2018. The Project Team continues to respond to specific questions as Provincial staff members prepare the briefings necessary to confirm project funding. If funding is confirmed in Spring 2018, procurement is scheduled to start in 2018, construction in late 2019, and service would start in 2024.

### *Regulatory Regime and Master Agreement*

The Project Team has identified regulatory regime options with Technical Services BC (formerly BC Safety Authority) and the Ministry of Transportation and Infrastructure for certification of LRT operations. The Project Team is preparing assessments of anticipated resource and cost implications of the suggested regimes for Management review in Q1 2018.

As part of the partnership approach adopted for this project, TransLink and the City of Surrey are advancing agreements to jointly execute key elements of the project. This will include the Project's Municipal Master Agreement and a Supportive Policies Agreement.

### *Procurement Documents*

With the Baseline Design established, the Project Team is advancing the draft procurement documentation (Request for Qualifications and Request for Proposals) that will support the formal procurement process following the confirmation of full project funding.

### *Communications*

A joint TransLink-Surrey Communications Plan has been established to provide a supportive framework for ongoing project communications. The plan reconfirms the common vision and clarifies roles, responsibilities, and protocols between project partners.

### *Environmental Review*

The SNG LRT Project does not trigger a formal environmental assessment under the provisions of applicable provincial and federal requirements. In the absence of a formal assessment process, the project has developed an Environmental and Socio-economic Review process that identifies and analyzes potential project-related effects and appropriately responds to them in finalizing Project design, construction and operating requirements. A key input was public and First Nations comments obtained in Fall 2017 through an on-line survey, stakeholder meetings and First Nations meetings. Findings from the environmental and socio-economic studies will be incorporated into a draft Environmental and Socio-economic Review Report for public feedback in Q2 2018.

### *Customer Impacts*

The project website ([www.surreylightrail.ca](http://www.surreylightrail.ca)) continues to be upgraded, and is intended to direct all customers to one, primary source of information.

### Early Works Program

The Project includes seven Early Works projects along the corridor, each in various states of design, tender and construction. Construction currently underway includes replacement of the existing Bear Creek Bridge on King George Boulevard south of 88<sup>th</sup> Avenue with a new wider bridge.

### EARLY WORKS PROJECTS



TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management & Engineering

DATE: February 26, 2018

SUBJECT: Pattullo Bridge Condition Monitoring Report

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#### **EXECUTIVE SUMMARY**

This report provides an information update on condition monitoring activities on the Pattullo Bridge. TransLink continues to closely monitor and inspect the condition of the Bridge and take action where appropriate. Recent and on-going activities since the previous update to the Board relate to the following:

- *Condition Inspection* by the Ministry of Transportation and Infrastructure and COWI North America;
- Design of the *Wind and Seismic Warning System* project by PBX;
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP;
- *Emergency Management Plan* by Mott MacDonald Canada Limited; and,
- *2017/2018 Winter Monitoring Survey* by Northwest Hydraulic Consultants.

#### **PURPOSE**

This recurring status report provides an update on condition monitoring activities on the Pattullo Bridge since the previous report was issued in November 2017.

#### **BACKGROUND**

The Pattullo Bridge is 80 years old. Most of the structural components have passed the predicted design life and are reaching the end of their useful life. The deterioration of the bridge condition is a dynamic event, with conditions generally degrading over time. Weather, temperature fluctuation, rainfall, wind, river action, live traffic loads and aging of the steel and concrete components all contribute to the degradation of the bridge condition.

To ensure that appropriate inspection and monitoring activities are being identified and implemented, TransLink regularly consults with experienced bridge engineers working in the private and public sectors in Metro Vancouver.

With responsibility for the safety and operations of the bridge, TransLink monitors the condition of the bridge structure closely through regular inspections of the bridge components. TransLink then performs maintenance and repairs in response to the findings of the inspection reports.

## DISCUSSION

Recent and on-going inspection activities since the November 2017 update to the Board are listed in Table 1.

**Table 1: November 2017 to February 2018 Pattullo Bridge Ongoing Inspections and Monitoring**

REFERENCE	ACTIVITY	CONSULTANTS / PARTNERS	STATUS
1	Condition Inspection	Ministry of Transportation and Infrastructure; COWI North America	2017 inspection completed; 2018 inspection to be scheduled
2	Wind and Seismic Warning System Implementation	PBX Engineering Ltd.	In Progress
3	Deck Condition Monitoring	Mainroad Contracting Ltd.; WSP	Ongoing
4	Emergency Management Plan	Mott MacDonald	In Progress
5	2017/2018 Winter Monitoring Survey	Northwest Hydraulic Consultants	Completed

A summary of each of these activities is provided as follows:

### 1. Condition Inspection

Each year, the BC Ministry of Transportation and Infrastructure (Ministry) performs a condition inspection of the Pattullo Bridge with the aid of a snoopier truck. The 2017 inspection was completed in November 2017, and the inspection report was submitted to TransLink in Q1 2018. No new urgent concerns were identified in the inspection report.

TransLink retains expert advice to review and follow-up on required actions stemming from the inspection report. Given the existing Pattullo Bridge is expected to be replaced by the province by 2023, the review focuses on the progression of deteriorations compared to the previous year's inspection, and identifies required short and medium term actions. The review will be completed in Q2 2018.

To take advantage of the snoopier truck, COWI (TransLink's structural expert) completed a detailed investigation of the north approach and south approach girders during the November 2017 inspection. This detailed inspection of the girders was a recommended follow-up item by the Ministry in the previous year's inspection (2016 inspection). Based on COWI's inspection, the deteriorations at the girders are currently not affecting the structural integrity of the Bridge. However, continued monitoring of the girders on an annual basis is recommended. When the Ministry performs the 2018 inspection, which is expected to occur in Q4 2018, TransLink will arrange to have the girders re-examined.

### 2. Wind and Seismic Warning Systems

The Pattullo Bridge was not designed to meet current wind and seismic loading standards for a new structure built today, and as a result, may be vulnerable in a seismic or hurricane-level wind event.

To improve the safety of the Bridge, an advance warning and monitoring system is being designed and implemented. The wind warning system will monitor and measure wind speeds at the bridge; and a seismic warning system will sense an earthquake in progress and provide warnings and alerts potentially

up to 1 minute prior to damaging ground waves reaching the bridge. Both systems will provide opportunities to reduce risks to bridge users through warnings and closures. PBX Engineering Ltd. (PBX) began functional design of the system in Q1 2018. The functional design will identify the most appropriate location for the system infrastructure as well as the property requirements. Opportunities to use existing infrastructure and TransLink property will also be considered. The system is scheduled to be in service by Q1 2019.

### **3. Deck Condition Monitoring and Repairs**

The reinforced concrete deck of the Pattullo Bridge is in an active and advanced state of deterioration, primarily due to corrosion of the reinforcing steel. While repairs to the north portion of the deck were completed between Pier 0 and Pier 9 in the summer of 2016, the risk of pothole formation still exists particularly for the remainder of the Bridge, referred to as the South Approach (Pier 9 to Pier 29).

To ensure the entire deck is functional and safe for operations, bridge deck experts from WSP conduct bi-weekly walk-through inspections of the deck as well as from the ground and catwalk levels. Signs of pothole formation are monitored and flagged for future interventions either during overnight lane closures or during full bridge closures. No new significant repair requirements have been identified since repairs were conducted in the summer of 2017 with a weekend closure of the Bridge.

In addition to the top surface of the deck, extensive corrosion-related damage is also occurring to the bottom surface (soffit). As the snoop truck enabled accessibility to the soffit, a deck soffit inspection was completed in November 2017. The inspection identified minimal new soffit delaminations, indicating that the repairs completed as part of the deck rehabilitation are performing well. WSP will continue to monitor the condition of the deck soffit.

### **4. Emergency Management Plan**

In July 2017, a tabletop exercise was conducted to assess preparedness for responding to an emergency closure of the Pattullo Bridge. Mott MacDonald (Mott) was retained to assist with the exercise and recommended that the Emergency Response Plan be updated to include the learning outcomes of the exercise. A draft of the updated Pattullo Emergency Management Plan was completed in Q1 2018. The updated draft Plan incorporates the recommendations from the July 2017 tabletop exercise and achieves the following:

- Identifies key roles and responsibilities of the response team, consisting of TransLink staff, the bridge operations and maintenance contractor, and structural engineers;
- Identifies incident triggers for bridge closures, such as pier impact or seismic activity; and,
- Establishes key contact lists, including municipal stakeholders, first responders, and permitting authorities.

Work is currently being undertaken to further refine the draft. The next revision is expected at the end of Q1 2018 and will include additional aids, such as inspection checklists, traffic control drawings, and pre-prepared communication messaging.

## **5. 2017/2018 Winter Monitoring Survey**

Twice a year, Northwest Hydraulic Consultants Ltd (NHC) surveys the scour impacts of low/high river discharges and large tidal variations, which generate reverse flow and high localized river velocity at the Pattullo Bridge. The 2017/2018 winter monitoring survey was completed on January 9, 2018, and a draft report summarizing the findings was submitted to TransLink in February 2018. The findings of the survey are summarized as follows:

- NHC confirmed that pier protection at Pier 4 and Pier 5 are still considered effective and that no upgrades are required at this time.
- NHC recommends that more frequent surveys be conducted one year leading up to the new bridge construction and continue throughout the construction of the new bridge. The pre-construction surveys will enable TransLink to better understand river conditions to establish a baseline for comparison. During construction, more frequent surveys will ensure substantive changes are monitored and managed.

In addition to upcoming construction work for the Pattullo Replacement Bridge, CN Rail is also planning to undertake seismic upgrades to the in-river piers of the rail bridge. Detailed modelling of the upgrades is required to assess the potential effects on the existing Pattullo Bridge and the Pattullo Replacement Bridge design. TransLink will continue to work with CN Rail and the Pattullo Bridge Replacement team to monitor and manage the impacts of the planned projects on the existing Pattullo Bridge.

### **Customer Impact and Communications**

Ongoing monitoring activities occurring at the Bridge between November 2017 and February 2018 have not required closures that would impact the public.

A robust communications plan has been developed to support ongoing work and can be initiated upon notice to the Communications Team. When needed, public communication can be achieved through:

- Media releases to stakeholders;
- Media releases to television, radio, newspaper, and road reporting;
- TransLink website, blog postings and twitter feeds;
- Notice on City of Surrey and City of New Westminster websites;
- Advance changeable message signs for vehicles; and,
- Posting signs on bus stops.

### **Financial Impacts**

All monitoring, inspection, and repair work is being performed under existing approved operating and capital funds.

TO: Board of Directors

FROM: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services  
Christine Dacre, Vice President, Financial Services

DATE: March 9, 2018

SUBJECT: 2017 Year-End Financial and Performance Report

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### **EXECUTIVE SUMMARY**

TransLink's 2017 Year-End and Performance Report presents performance results as at December 31, 2017 compared to the budget and prior year results. In 2017, TransLink successfully delivered significant investments in transit across the region – the largest service increase since 2009. Ridership is at record levels, transit revenue growth outpaced operational expense increases and the year ended with a \$96.2 million surplus. Customer service ratings have improved and new and innovative services have been launched.

### **PURPOSE**

The purpose of this report is to provide an overview of TransLink's 2017 Financial and Performance results as at December 31, 2017 compared to the established budget and results for last year.

### **SUMMARY:**

In 2017 TransLink successfully delivered on our priorities as committed to our customers, notably we:

- Delivered significant investments in transit across the region, including increased frequency and capacity on SeaBus, Expo, Millennium and Canada Lines and added new bus routes and service hours – representing the largest service increase since 2009;
- Launched multiple new and innovative services, including proximity-enabled accessible entrances at SkyTrain stations and pilots for vanpool, double decker buses and battery-electric buses; and
- Achieved a record-breaking 408 million boardings equivalent to 248 million journeys across the entire system.

For the year ended December 31, 2017, TransLink reported a \$96.2 million surplus. Transit revenues were \$591 million; 9 per cent higher than last year - a reflection of continued record ridership attributable to service improvements and expansion across the system. Revenues out-paced ridership growth of 6 per cent and while operational costs grew due to expansion, they were managed at growth levels of 7 per cent also below revenue growth. Other notable items impacting 2017 results include:

- Higher investment income attributable the receivable of the Oakridge Transit Centre in 2016 which was \$12.6 million favourable to budget;
- Lower amortization expense which was \$17.1 million favourable to budget; and
- Salary and benefits savings of \$14.4 million due to vacancies and medical services plan reductions.

TransLink's capital 2017 program budget was \$3.8 billion, with \$1.6 billion in active projects. Of the \$1.6 billion in active projects, final forecasted costs for these projects are 2.3 per cent or \$37 million below budget.

In addition, an overall improvement was seen in the following operating indicators:

- Customer Service rating for the year was 7.7 out of 10, an increase of 1.3 per cent compared to 2016 due to improvements in customer service and service increases;
- Service hours increased 5.5 percent over 2016 as a result of service expansion;
- Access transit delivered an additional 22.6 thousand trips over 2016 as a result of service expansion;
- Ridership increased by approximately 5.7 per cent in boardings over 2016 and 5.8 per cent in journeys over 2016 due to an improvement in transit service; and
- Total cost recovery ratio improved from 54.7 per cent in 2016 to 55.8 per cent in 2017 as a result of the increase in revenue from ridership growth.



# 2017 Year-End Financial and Performance Report



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***Caution Regarding Forward-Looking Statements***

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

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

## 1. Financial and Performance Summary

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As the integrated, multi-modal transportation authority for Metro Vancouver, TransLink plans, finances and operates the transportation network to help meet the unique needs of this region. Our vision is to create a better place to live, built on transportation excellence. Guided by the [regional transportation strategy](#), we work to connect the region and enhance its livability by providing a sustainable transportation system network.

To meet the challenges of growth and congestion in a way that is affordable and fair, in 2014 the Mayors' Council on Regional Transportation developed the 10-Year Vision for Metro Vancouver Transit and Transportation (10-Year Vision), with 2017 marking the first year in [Phase One of the 10-Year Vision](#).

In 2017 TransLink successfully delivered on our priorities as committed to our customers, notably we:

- Delivered significant investments in transit across the region, including increased frequency and capacity on SeaBus, Expo, Millennium and Canada Lines and added new bus routes and service hours – representing the largest service increase since 2009;
- Launched multiple new and innovative services, including proximity-enabled accessible entrances at SkyTrain stations and pilots for vanpool, double decker buses and battery-electric buses; and
- Achieved a record-breaking 408 million boardings (5.7 per cent increase over 2016) equivalent to 248 million journeys across the entire system (5.8 per cent increase over 2016).

For the year ended December 31, 2017, TransLink reported a \$96.2 million surplus, Transit revenues were \$591 million; 9 per cent higher than last year - a reflection of continued record ridership attributable to service improvements and expansion across the system. Revenues out-paced ridership growth of 6 per cent and while operational costs grew due to expansion, they were managed at growth levels of 7 per cent also below revenue growth. TransLink has made continued improvements to manage expenditures and focus on efficiencies. Going into 2018 with another Investment Plan on the horizon, TransLink is in a strong financial position. TransLink continues to maintain financial strength metrics to enable the long term vision and focus on financial capacity to ensure the plan is aligned with expansion requirements. In addition to strong ridership growth, successful results for 2017 compared to budget can also be attributed to:

- Higher investment income from the receivable of the sale of surplus property in 2016;
- Lower amortization expenses;
- Timing of capital infrastructure contributions; and
- Salary and benefits savings due to vacancies and medical services plan reductions.

### **Key Priorities**

The three main priorities in 2017 focused on ensuring a state of good repair, mobilizing the Mayors' 10-Year Vision and improving customer experience and public support. The accomplishments of 2017 based on the main priorities are highlighted below.

#### **Priority One: Ensure State of Good Repair**

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

We are making significant investments in infrastructure to ensure they are maintained in a state of good repair. In 2017, we:

- Completed the Business Case for a new Pattullo Bridge and worked with the Province to secure funding;
- Implemented a Safety Management System (SMS) in the maintenance division of Coast Mountain Bus Company (CMBC);
- Continued to replace running rail and rail pads on the Expo and Millennium Lines to improve ride quality and reduce noise levels;
- Progressed capital projects, including an accelerated program to replace elevators and escalators at Expo Line stations and renovations of the SeaBus terminals and SkyTrain stations; and
- Progressed on station upgrades including the installation of the overhead walkway at Commercial – Broadway Station.

We continued to make progress in key state of good repair initiatives, including:

- Development of a detailed implementation and resourcing plan for the Enterprise Asset Management (EAM) system at British Columbia Rapid Transit Company Ltd. (BCRTC);
- Establishment of an Enterprise Safety Steering Committee to develop enterprise-wide safety policies and procedures; and
- Progress on all 20 recommendations identified in the 2014 SkyTrain Independent Review. Eleven recommendations are complete and the remaining 9 are in progress.

### **Priority Two: Mobilize the Mayors' Vision**

*We will successfully deliver the capital projects, service expansion and policy initiatives necessary to mobilize the Mayors' Vision.*

To deliver on the service expansion commitments made in Phase One of the 10-Year Vision, in 2017, we:

- Increased service frequency for the Expo, Millennium and Canada Lines, as well as SeaBus;
- Added 172,000 conventional bus and 45,000 community shuttle service hours system wide;
- Added over 22,600 Access Transit trips and implemented recommendations from the Custom Transit Service Delivery Review;
- Increased bus capacity and expanded service by refurbishing existing vehicles and placing 26 new conventional buses and 40 new community shuttles on the roads;
- Expanded the fleet, ordering 28 new SkyTrain cars for Expo and Millennium Lines (total of 56 new cars being manufactured), 24 SkyTrain cars for Canada Line and a new SeaBus vessel; and
- Hired and trained more than 500 Transit Operators to support the increase in service expansion.

To continue to make progress in mobilizing the Mayors' Vision, we:

- Finalized a multi-year work plan to guide progress on completing priority actions in the Regional Goods Movement Strategy;
- Progressed negotiations with the Province on funding and delivery of the Pattullo Bridge Replacement project;
- Advanced the planning and design work for the Vancouver and Surrey rapid transit projects. In March, the Federal Government committed \$2.2 billion towards rapid transit infrastructure projects;
- Continued to make progress on the development of a Low Carbon Fleet Strategy to reduce emissions across the region; and

- Launched the Mobility Pricing Independent Commission, tasked with studying options for regional mobility pricing on the road network.

### **Priority Three: Improve Customer Experience and Public Support**

*With a customer first approach, we will build public trust and confidence in TransLink by focusing on growing ridership, engaging stakeholders and delivering the Mayors' Vision.*

In order to increase customer satisfaction, we:

- Completed the Custom Transit Service Delivery Review, receiving Board approval of key recommendations to help improve standards and quality, responsiveness, service delivery and operations;
- Launched a pilot of double decker buses to help address overcrowding on select longer-distance routes;
- Enhanced public safety and community outreach initiatives through Transit Police;
- Accelerated the installation of "T" identification signs and Transit Information Panels to improve wayfinding signage and schedules;
- Redesigned the desktop and mobile Transit Alert Page to deliver timely alerts in a user friendly format; and
- Completed installation of proximity-enabled accessible entrances at 40 per cent of SkyTrain stations in preparation for the soft launch of the fare gate accessibility program in January 2018.

To continue to make progress on improving public support, we:

- Launched the TransLink Accountability Centre on the TransLink website in January 2017 to increase transparency;
- Continued to lead a comprehensive Transit Fare Review that will result in recommendations on how to improve the way that transit fares are set in Metro Vancouver;
- Provided events, media interviews and marketing material to launch the implementation of Phase One of the Mayors' Plan; to inform the public about improvements to SkyTrain, Canada Line and SeaBus capacity as well as improvements to HandyDART and bus availability; and
- Continued stakeholder engagement and public consultation on the Phase Two projects: Millennium Line Broadway Extension and Surrey-Newton-Guildford Light Rapid Transit (LRT).

## 2. 5 Year Summary

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TransLink continues to maintain financial strength to support the long-term vision and enable expansion. Financial and operating indicators are measured and monitored throughout the year. At the end of 2017, financial indicators are positive with the known exception of a slight increase to gross interest to revenue, due to the recent debt issue.

TransLink's discipline and financial management practices have resulted in continued improvements in unrestricted cash and investments, with a strong balance of \$485 million. Conscious and proactive decision making has set up the organization for success by creating financial capacity and ensuring TransLink is on the right track for managing the financial horizon.

TransLink's robust borrowing program provides an ability to go directly to the capital markets with a solid reputation as a good investment, meaning greater cost certainty for debt management. It provides assurance to the credit rating agencies and investors and provides flexibility to TransLink to use both short term and long term financing. TransLink's net direct debt increased in 2017 by 71 million to \$2.2 billion, to finance capital spending.

TransLink has an expanding Capital Program with strong oversight. Tangible capital assets grew to \$4.9 billion. At the end of 2017, the total capital program budget was \$3.8 billion, with \$1.6 billion in active projects. Of the \$1.6 billion in active projects, final forecasted costs for these projects is 2.3 per cent or \$37 million below budget.

Compared to last year, transit ridership grew 6 per cent, operating costs increased 7 per cent, while transit revenues outpaced both at 9 per cent. Efficiency gains and effective service optimization initiatives have resulted in an improvement to the cost recovery rate (55.8 per cent at year-end) compared to the prior year.

Key financial and operating indicators are shown in the following table providing a five year historical summary.

Year ended December 31 (all numbers in millions unless otherwise stated)	2013	2014	2015	2016	2017	COMPARISON TO 2016 <sup>9</sup>		Compound Annual Growth Rate (CAGR) <sup>9</sup>
						Fav / (Unfav)	%	
<b>FINANCIAL INDICATORS</b>								
Unrestricted cash and investments <sup>1</sup>	288	257	272	333	485	152	45.5%	13.9%
Tangible capital assets	4,451	4,512	4,607	4,868	4,907	39	0.8%	2.5%
Net direct debt <sup>2</sup>	1,913	1,933	1,990	2,150	2,221	(71)	(3.3%)	3.8%
Indirect P3 debt <sup>3</sup>	1,664	1,647	1,623	1,598	1,571	27	1.7%	(1.4%)
Total net direct debt and indirect P3 debt	3,577	3,580	3,613	3,748	3,792	(44)	(1.2%)	1.5%
Gross interest cost as a % of operating revenue	13.3%	13.1%	12.4%	12.0%	12.2%	(0.2%)	(1.7%)	(2.1%)
<b>OPERATING INDICATORS</b>								
<b>Scheduled Transit Service</b>								
Overall performance rating (out of 10)	7.6	7.6	7.5	7.6	7.7	0.1	1.3%	0.3%
Service hours <sup>4</sup>	6.2	6.3	6.3	6.3	6.7	0.3	5.5%	1.9%
Total Cost recovery ratio <sup>4,5</sup>	56.1%	53.7%	53.6%	54.7%	55.8%	1.1%	2.0%	(0.1%)
Operating cost per capacity kilometre <sup>*6</sup>	\$ 0.079	\$ 0.082	\$ 0.084	\$ 0.085	\$ 0.083	\$ 0.002	2.2%	1.5%
Complaints per million boarded passengers <sup>*7</sup>	103.6	96.0	95.3	98.7	93.4	5.3	5.4%	(2.6%)
<b>Access Transit Service</b>								
Number of trips (thousands)	1,181	1,169	1,205	1,227	1,250	23	1.8%	1.4%
Operating cost per trip*	\$ 39.91	\$ 40.30	\$ 40.64	\$ 40.95	\$ 42.73	\$ (1.78)	(4.3%)	1.7%
Number of trips denied (thousands)	42.4	16.9	1.6	3.6	1.4	2.2	61.7%	(57.7%)
Complaints per 100,000 boarded passengers*	104.5	108.0	99.7	107.7	120.2	(12.5)	(11.6%)	3.6%
<b>Golden Ears Bridge</b>								
Crossings	11.0	11.7	12.7	13.5	15.2	1.6	12.2%	8.3%
Average toll per crossing <sup>*8</sup>	\$ 3.29	\$ 3.60	\$ 3.65	\$ 3.70	n/a			
<b>Ridership</b>								
Boarded passengers (system)	355.2	356.9	364.3	386.2	408.2	22.0	5.7%	3.5%
Revenue passengers (system)	233.9	234.6	238.8	n/a	n/a			
Journeys (system)	n/a	n/a	n/a	234.2	247.8	13.6	5.8%	
Average fare per revenue passenger (scheduled)*	\$ 2.06	\$ 2.05	\$ 2.06	n/a	n/a			
Average fare per journey (scheduled)*	n/a	n/a	n/a	\$ 2.24	\$ 2.31	\$ 0.07	3.1%	
<b>REGIONAL INDICATORS</b>								
Population of Service Region	2.44	2.47	2.51	2.56	2.59	0.03	1.3%	1.5%
Employment of Service Region	1.25	1.27	1.29	1.36	1.40	0.04	3.2%	3.0%

\* Per unit calculation

<sup>1</sup> This represents the accumulated funded resources as calculated under the SCBCTA Act and is the amount of resources available to fund future operations

<sup>2</sup> Includes bonds, debentures, capital leases, short-term debt net of sinking funds and debt reserve deposits

<sup>3</sup> Includes Deferred concessionaire credit for Canada Line and Contractor liability for Golden Ears Bridge

<sup>4</sup> Restated 2014-2016 to reflect year end adjustments

<sup>5</sup> Includes operating costs of Bus, Rail, Transit Police and Corporate On-going

<sup>6</sup> Includes operating costs of Bus, Rail and Transit Police (excludes Corporate and Access Transit costs)

<sup>7</sup> Restated 2015 to reflect year end adjustments

<sup>8</sup> 2017 comparable data not available due to the elimination of GEB Tolls effective September 1, 2017

<sup>9</sup> Calculations based on whole numbers

## **Financial Indicators**

TransLink's unrestricted cash and investments is a metric representing the accumulated funding resources as required under the South Coast British Columbia Transportation Authority (SCBCTA) Act. This represents the amount of resources available to fund future operations. The Compound Annual Growth Rate (CAGR) since 2013 is 13.9 per cent. Compared to 2016, unrestricted cash and investments increased \$152 million mainly due to higher transit revenues, timing of borrowing for capital projects and lower capital spending.

Capital assets increased from \$4.5 billion in 2013 to \$4.9 billion in 2017. This represents a CAGR increase of 2.5 per cent. Compared to 2016, capital assets increased \$39 million (0.8 per cent) mainly due to the acquisition of new buses to replace vehicles at the end of service life and the completion of the Joyce-Collingwood SkyTrain station upgrade project.

Net direct debt increased by \$308 million since 2013, a 3.8 per cent CAGR, to fund capital projects. Compared to 2016, net direct debt increased \$71 million (3.3 per cent) due to additional borrowing to finance expected capital spending.

The Indirect P3 debt declined by \$93 million or 1.4 per cent CAGR since 2013. Compared to 2016, Indirect P3 debt declined by \$27 million (1.7 per cent), mainly due to amortization of the Canada Line deferred concessionaire credit.

Gross interest costs as a percentage of operating revenues decreased from 13.3 per cent to 12.2 per cent over the five year period due to lower interest rates and higher operating revenues. However, compared to 2016, TransLink's gross interest costs as a percentage of operating revenues increased from 12.0 per cent to 12.2 per cent mainly due to higher outstanding debt. The ratio continues to be well within TransLink's 20 per cent policy limit.

## **Operating Indicators**

### **Scheduled Transit Service**

The overall performance rating measuring customer satisfaction across the entire system increased by a CAGR of 0.3 per cent over the five year period and 1.3 per cent over 2016. Improvements are mainly due to:

- TransLink's largest service increase since 2009 as well as continuous efforts to improve customer safety and satisfaction;
- Increased communications with customers to provide information and advice about travel plans;
- Enhanced public safety and community outreach initiatives through Transit Police; and
- Accelerated installation of 'T' signs and Transit information panels to improve wayfinding signage.

Service hours increased by 5.5 per cent in 2017 over 2016, as a result of the expansion of service delivery through the Evergreen Extension of the Millennium Line (Evergreen Extension) in late 2016 as well as increased bus, SeaBus and rail service hours as committed in Phase One of the 10-Year Vision. Over the past five years the CAGR for service hours has increased by 1.9 per cent, mainly related to service expansion as well as adjustments through scheduling efficiencies and service optimization initiatives.

The total cost recovery ratio measuring the percentage of direct operating costs covered by transit revenues increased 2.0 per cent compared to 2016 as revenue growth out-paced operating cost increases. When looking at the past five years, however, there was a slight decrease by a CAGR of 0.1 per cent, mainly due to additional service costs associated with the Evergreen Extension.

Operating costs per capacity kilometre increased by 1.4 per cent CAGR over the five year period mainly due to inflationary increases. Compared to 2016, this metric was 2.2 per cent lower mainly due to increased capacity resulting from the Evergreen Extension and additional service expansion across the system.

Complaints per million boarded customers decreased by 5.3 to 93.4 (5.4 per cent) in 2017 over 2016 and decreased by a CAGR of 2.6 per cent over the last five years mainly due to service expansion in the region and improved customer service. Complaints peaked in 2013 when a fare increase was enacted for the first time in five years when service optimization changes were implemented. In 2017, complaints were largely related to track noise following the rail grinding work on SkyTrain in the summer and service disruptions related to unpredictable and unusual winter weather conditions.

### **Access Transit Service**

An additional 22,600 trips were delivered in 2017 despite winter weather conditions impacting service in the first quarter of the year. This represents an increase of 1.8 per cent over 2016 as a result of service expansion committed in the Phase One of the 10-Year Vision.

Operating costs per trip increased by 1.7 per cent CAGR over the five year period mainly due to inflationary and contractual increases offset by internal efficiencies and taxi supplements. Operating costs per trip increased by \$1.78 (4.3 per cent) compared to 2016 mainly due to contractual increases and higher fuel prices.

Trip denials decreased by 57.7 per cent CAGR since 2013 due to the increase in taxi supplements. Similarly, trip denials decreased by 2,200 denials (61.7 per cent) as compared to 2016 mainly due to increased service hours as committed in Phase One of the 10-Year Vision.

Complaints per one hundred thousand boarded passengers increased 11.6 per cent over 2016. The main causes for customer complaints were HandyDART operator behavior and lateness of service largely caused by traffic congestion and winter weather conditions in the first part of the year. Overall, the CAGR increased by 3.6 per cent over the five year period mainly due to an increase in the number of taxi trips related complaints.

### **Golden Ears Bridge**

Total crossings in 2017 increased 12.2 per cent over 2016; the notable growth in crossings was after September 1<sup>st</sup> when the Province of British Columbia eliminated bridge tolling throughout the province, including tolls on the Golden Ears Bridge.

## **Ridership**

Boardings represent each time a passenger enters a fare paid zone using Compass fare media or other proof of payment including transfers. Boardings for the Conventional System and Access Transit in 2017 hit an all-time record high of 408.2 million, growing by 3.5 per cent CAGR over the five year period and 5.7 per cent over 2016.

Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Journeys for the Conventional System and Access Transit also achieved a record of 247.8 million, growing by 5.8 per cent over 2016.

The exceptional growth in Boardings and Journeys are a result of improved transit service, a strong economy with low unemployment rates and higher gas prices which are influencing commuters to use more public transportation. Ridership growth continued throughout the year suggesting that the July 1, 2017 transit fare increase did not negatively impact customer behaviour.

The Average Fare per Journey in 2017 was \$2.31 which is \$0.07 (3.1 per cent) higher than 2016 mainly due to the fare increases rolled out in July.

### 3. Consolidated Statement of Operational Analysis

CONSOLIDATED REVENUES AND EXPENSES							
Year ended December 31 (\$ thousands)	YEAR OVER YEAR				ACTUAL TO BUDGET		
	2017	2016	COMPARISON TO 2016		2017	COMPARISON TO BUDGET	
	ACTUAL	ACTUAL	FAV/ (UNFAV)	%	BUDGET <sup>2</sup>	FAV/ (UNFAV)	%
<b>Revenue</b>							
Taxation	821,333	825,670	(4,337)	(0.5%)	833,028	(11,695)	(1.4%)
Transit	590,964	541,589	49,375	9.1%	558,910	32,054	5.7%
Government transfers	166,902	240,533	(73,631)	(30.6%)	281,904	(115,002)	(40.8%)
Golden Ears Bridge tollings	29,743	52,116	(22,373)	(42.9%)	55,744	(26,001)	(46.6%)
Investment income	50,278	40,567	9,711	23.9%	37,712	12,566	33.3%
Amortization of deferred concessionaire credit	23,274	23,337	(63)	(0.3%)	23,337	(63)	(0.3%)
Miscellaneous	7,009	6,351	658	10.4%	5,464	1,545	28.3%
<b>Sub Total Continuing Operations</b>	<b>1,689,503</b>	<b>1,730,163</b>	<b>(40,660)</b>	<b>(2.4%)</b>	<b>1,796,099</b>	<b>(106,596)</b>	<b>(5.9%)</b>
Gain/(loss) on disposal of tangible capital assets	(1,104)	422,183	(423,287)	(100.3%)	149,677	(150,781)	(100.7%)
<b>Total Revenue</b>	<b>1,688,399</b>	<b>2,152,346</b>	<b>(463,947)</b>	<b>(21.6%)</b>	<b>1,945,776</b>	<b>(257,377)</b>	<b>(13.2%)</b>
<b>Expenses</b>							
Bus division	688,877	656,542	(32,335)	(4.9%)	693,590	4,713	0.7%
Corporate operations	97,974	91,203	(6,771)	(7.4%)	102,770	4,796	4.7%
Rail division	297,366	265,940	(31,426)	(11.8%)	300,010	2,644	0.9%
Roads & Bridges	84,183	52,453	(31,730)	(60.5%)	103,244	19,061	18.5%
Transit Police	37,179	33,759	(3,420)	(10.1%)	36,921	(258)	(0.7%)
Amortization of capital assets <sup>1</sup>	192,171	181,663	(10,508)	(5.8%)	209,286	17,115	8.2%
Interest <sup>1</sup>	181,766	172,705	(9,061)	(5.2%)	176,301	(5,465)	(3.1%)
<b>Sub Total Continuing Operations</b>	<b>1,579,516</b>	<b>1,454,265</b>	<b>(125,251)</b>	<b>(8.6%)</b>	<b>1,622,122</b>	<b>42,606</b>	<b>2.6%</b>
Corporate One-time	12,640	29,684	17,044	57.4%	15,377	2,737	17.8%
<b>Total Expenses</b>	<b>1,592,156</b>	<b>1,483,949</b>	<b>(108,207)</b>	<b>(7.3%)</b>	<b>1,637,499</b>	<b>45,343</b>	<b>2.8%</b>
<b>Surplus for the Year</b>	<b>96,243</b>	<b>668,397</b>	<b>(572,154)</b>	<b>(85.6%)</b>	<b>308,277</b>	<b>(212,034)</b>	<b>(68.8%)</b>

<sup>1</sup> Amortization and Interest shown separately to facilitate analysis

<sup>2</sup> Budget reallocated due to approved contingency

The year ended with a \$96.2 million surplus. This was significantly lower than 2016 due to a large gain on disposal of assets that occurred in 2016. It is also lower than budget, due to the disposal of asset occurring earlier than originally planned.

Transit revenues are higher compared to last year and to budget as strong increases in ridership continue.

Timing of capital spending and related transfers from government have an impact on comparisons over both the previous year and budget. Expenses are up over 2016 due to service increases across all modes.

Details of the variances are provided in the following analysis.

## Consolidated Revenues – Comparison to 2016

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2016	
	2017	2016	Fav/ (Unfav)	%
Taxation	821,333	825,670	(4,337)	(0.5%)
Transit	590,964	541,589	49,375	9.1%
Government transfers				
Senior Government Funding	148,270	240,533	(92,263)	(38.4%)
Golden Ears Bridge Tolling Replacement Revenue	18,632	-	18,632	(7.2%)
Golden Ears Bridge tollings	29,743	52,116	(22,373)	
Investment income	50,278	40,567	9,711	23.9%
Amortization of deferred concessionaire credit	23,274	23,337	(63)	(0.3%)
Miscellaneous	7,009	6,351	658	10.4%
<b>Sub Total Continuing Operations</b>	<b>1,689,503</b>	<b>1,730,163</b>	<b>(40,660)</b>	<b>(2.4%)</b>
Gain/(loss) on disposal of tangible capital assets	(1,104)	422,183	(423,287)	(100.3%)
<b>Total Revenue</b>	<b>1,688,399</b>	<b>2,152,346</b>	<b>(463,947)</b>	<b>(21.6%)</b>

The SCBCTA Act provides TransLink with access to revenue sources that are used to fund the provision and support of transportation services. Revenues are mainly comprised of taxation, user fees (fares) and government transfers. Total revenues decreased from \$2.2 billion in 2016 to \$1.7 billion in 2017, mainly due to the sale of surplus property in 2016. Excluding the sale of surplus property, revenues from continuing operations were \$40.7 million less than 2016 mainly due to timing of transfers from government, partly offset by higher transit revenues driven by the increase in ridership as a result of service expansion and a fare increase in July 2017.

According to the Conference Board of Canada, Vancouver was one of the strongest economies across Canada with a real GDP growth of 3.2 per cent in 2017 compared to 2.9 percent on average for Canada. The strong economy, higher demand for public transportation and service expansion implemented throughout 2017 led to record ridership levels with 408 million boardings and 248 million journeys.

### Taxation

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2016	
	2017	2016	Fav/ (Unfav)	%
Fuel tax	373,780	395,731	(21,951)	(5.5%)
Property tax	339,124	324,496	14,628	4.5%
Parking Rights tax	70,019	67,033	2,986	4.5%
Hydro levy	20,576	20,450	126	0.6%
Replacement tax	17,834	17,960	(126)	(0.7%)
<b>Total Taxation</b>	<b>821,333</b>	<b>825,670</b>	<b>(4,337)</b>	<b>(0.5%)</b>

Total taxation revenues were \$4.3 million (0.5 per cent) lower than 2016 mainly due to lower fuel tax revenues partly offset by increases in revenues from property taxes.

Fuel tax revenue decreased by \$22.0 million (5.5 per cent) compared to 2016 mainly due to lower volumes of diesel and gasoline consumed in the region (5 per cent lower than 2016) consistent with slightly lower Vehicle Kilometres Traveled (VKT) as well as higher adjustments processed in the year.

Fuel suppliers have up to 48 months submit an adjustment to their fuel tax from fuel sold outside of our tax region.

Property tax revenue increased by \$14.6 million (4.5 per cent) compared to 2016 due to increases in taxation from existing properties as well as from new development and construction growth.

Parking rights tax revenue increased by \$3.0 million (4.5 per cent) over 2016 mainly due to new developments and revenue growth within existing properties partly due their parking rate increases.

## Transit

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2016	
	2017	2016	Fav/ (Unfav)	%
Fares	456,660	413,724	42,936	10.4%
Program	112,058	108,561	3,497	3.2%
<b>Total Fares</b>	<b>568,718</b>	<b>522,285</b>	<b>46,433</b>	<b>8.9%</b>
Other transit	22,246	19,304	2,942	15.2%
<b>Total Transit</b>	<b>590,964</b>	<b>541,589</b>	<b>49,375</b>	<b>9.1%</b>

Total transit revenue includes fares, program revenue and other transit related revenue such as transit advertising, park and ride and fare infraction revenue. Total transit revenue in 2017 was \$591.0 million, an increase of \$49.4 million (9.1 per cent) over 2016.

In 2017, total revenue from fares was \$456.7 million which is \$42.9 million (10.4 per cent) higher than 2016. The increase is a result of the major service expansion rolled out in 2017 as part of the Phase One of the 10-Year Vision. Total ridership reached an all-time record high of 408 million boardings (5.7 per cent increase over 2016) equivalent to 248 million journeys across the entire system (5.8 per cent increase over 2016).

Program revenue includes revenues from U-Pass BC and Government Bus Pass programs. In 2016, program revenue totalled \$112.1 million, which is \$3.5 million (3.2 per cent) higher than 2016 mainly due to increased participation in both programs.

Other transit revenue totalled \$22.2 million in 2017 and was \$2.9 million (15.2 per cent) higher than 2016 mainly due to contractual increases for advertising on the transit system, new sources for property advertising, higher property rental revenues and sale of carbon tax credits, partly offset by lower fare infraction revenues compared to 2016.

## Government Transfers

Transfers from government include funds received from Greater Vancouver Regional Fund (GVRF), Canada Line funding, Build Canada Fund, Public Transit Infrastructure Fund and other miscellaneous programs. Also included is funding provided by the Province in lieu of tolling revenue on the Golden Ears Bridge.

Total transfers were \$73.6 million (30.6 per cent) lower than 2016, mainly due to lower Federal Gas tax transfers driven by timing of project spending (\$71.2 million) partly offset by Golden Ears Bridge contributions in lieu of foregone bridge toll revenues (\$18.6 million).

### **Golden Ears Bridge Tolling**

On September 1, 2017, the Province of British Columbia eliminated bridge tolling throughout the province, including tolls on the Golden Ears Bridge. Funds in lieu of tolling revenue have been reported as Government Transfers.

### **Investment Income**

Investment income was \$9.7 million (23.9 per cent) higher than prior year mainly due to interest income on the loan receivable from the sale of surplus property in late 2016 as well as higher cash and investment holdings.

### **Miscellaneous Income**

Miscellaneous income increased \$658 thousand (10.4 per cent) over 2016, primarily due to higher recoveries from external parties, such as Transit Police officers that were seconded to other agencies and monitoring fees received from real estate developers through the Adjacent and Integrated Development program.

### **Gain (loss) on disposal of assets**

Due to the sale of surplus property in late 2016, there is a decrease in gain (loss) on the disposal of assets by \$423.3 million compared to 2016.

## Consolidated Revenues – Comparison to Budget

Year ended December 31 (\$ thousands)	2017		COMPARISON TO BUDGET	
	ACTUAL	BUDGET	Fav/ (Unfav)	%
Taxation	821,333	833,028	(11,695)	(1.4%)
Transit	590,964	558,910	32,054	5.7%
Government transfers				
Senior Government Funding	148,270	281,904	(133,634)	(47.4%)
Golden Ears Bridge Tolling Replacement Revenue	18,632	-	18,632	(13.2%)
Golden Ears Bridge tollings	29,743	55,744	(26,001)	
Investment income	50,278	37,712	12,566	33.3%
Amortization of deferred concessionaire credit	23,274	23,337	(63)	(0.3%)
Miscellaneous	7,009	5,464	1,545	28.3%
<b>Sub Total Continuing Operations</b>	<b>1,689,503</b>	<b>1,796,099</b>	<b>(106,596)</b>	<b>(5.9%)</b>
Gain/(loss) on disposal of tangible capital assets	(1,104)	149,677	(150,781)	(100.7%)
<b>Total Revenue</b>	<b>1,688,399</b>	<b>1,945,776</b>	<b>(257,377)</b>	<b>(13.2%)</b>

Total revenue was \$257.4 million (13.2 per cent) unfavourable to budget mainly due to the earlier than anticipated sale of surplus property in 2016. Revenues from continuing operations were \$106.6 million (5.9 per cent) unfavourable to budget mainly due to lower government transfers partly offset by favourable transit revenues.

### Taxation

Year ended December 31 (\$ thousands)	2017		COMPARISON TO BUDGET	
	ACTUAL	BUDGET	Fav/ (Unfav)	%
Fuel tax	373,780	384,564	(10,784)	(2.8%)
Property tax	339,124	339,333	(209)	(0.1%)
Parking Rights tax	70,019	70,387	(368)	(0.5%)
Hydro levy	20,576	20,744	(168)	(0.8%)
Replacement tax	17,834	18,000	(166)	(0.9%)
<b>Total Taxation</b>	<b>821,333</b>	<b>833,028</b>	<b>(11,695)</b>	<b>(1.4%)</b>

Total taxation revenue for 2017 at \$821.3 million was \$11.7 million (1.4 per cent) unfavourable to budget.

Fuel tax revenues were \$10.8 million (2.8 per cent) unfavourable to budget. Despite the strong economy in 2017, the anticipated increase in Vehicle Kilometres Travelled did not occur. Additionally, higher adjustments from suppliers contributed to lower than budgeted fuel tax revenues.

## Transit

Year ended December 31 (\$ thousands)	2017		COMPARISON TO BUDGET	
	ACTUAL	BUDGET	Fav/ (Unfav)	%
Fares	456,660	434,006	22,654	5.2%
Program	112,058	104,554	7,504	7.2%
<b>Total Fares</b>	<b>568,718</b>	<b>538,560</b>	<b>30,158</b>	<b>5.6%</b>
Other transit	22,246	20,350	1,896	9.3%
<b>Total Transit</b>	<b>590,964</b>	<b>558,910</b>	<b>32,054</b>	<b>5.7%</b>

Total transit revenues were \$32.1 million (5.7 per cent) favourable to budget as a result of record ridership and increased program participation, mainly in the Government Bus Pass Program.

Other transit revenue was \$1.9 million (9.3 per cent) favourable to budget due to increased revenues from property rentals, advertising and TransLink's sale of carbon tax credits at \$1.5 million.

## Government Transfers

Government transfers were \$115.0 million (40.8 per cent) unfavourable to budget mainly due to timing. There were large revenue vehicle replacement projects funded by Federal Gas Tax that were delayed to 2018 due to changes in vehicle propulsion systems that increased lead time of ordering and delivery, resulting in a corresponding deferral of government transfer revenues.

The Province of British Columbia provided funds in lieu of foregone bridge tolling.

## Golden Ears Bridge Tolling

On September 1, 2017, the Province of British Columbia eliminated bridge tolling throughout the province, including tolls on the Golden Ears Bridge. Funds in lieu of tolling revenue have been reported as Government Transfers.

## Investment Income

Investment income was \$12.6 million (33.3 per cent) favourable to budget mainly due to interest on the loan receivable from the sale of surplus property in late 2016 as well as higher cash and investment holdings.

## Miscellaneous Income

Miscellaneous income was \$1.5 million (28.3 per cent) favourable to budget mainly due to higher recoveries from external parties, insurance proceeds and contributions earned from energy saving initiatives.

## Gain (loss) on disposal of assets

Loss on disposal of assets was \$150.8 million unfavourable to budget as a result of the earlier than anticipated sale of surplus properties that occurred in 2016, yet was budgeted to occur in 2017.

## **Consolidated Expenses – Comparison to 2016**

### **(BY SEGMENT)**

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2016	
	2017	2016	Fav/ (Unfav)	%
Bus division	688,877	656,542	(32,335)	(4.9%)
Corporate operations	97,974	91,203	(6,771)	(7.4%)
Rail division	297,366	265,940	(31,426)	(11.8%)
Roads & Bridges	84,183	52,453	(31,730)	(60.5%)
Transit Police	37,179	33,759	(3,420)	(10.1%)
Amortization of tangible capital assets <sup>1</sup>	192,171	181,663	(10,508)	(5.8%)
Interest <sup>1</sup>	181,766	172,705	(9,061)	(5.2%)
<b>Sub Total Continuing Operations</b>	<b>1,579,516</b>	<b>1,454,265</b>	<b>(125,251)</b>	<b>(8.6%)</b>
Corporate One-time	12,640	29,684	17,044	57.4%
<b>Total Expenses by Segment</b>	<b>1,592,156</b>	<b>1,483,949</b>	<b>(108,207)</b>	<b>(7.3%)</b>

<sup>1</sup> Amortization and Interest shown separately to facilitate analysis

**Bus Division** operating expenses were \$32.3 million (4.9 per cent) higher than 2016 mainly due to additional operating costs for service expansion delivered in 2017 as part of Phase One of the 10-Year Vision. These include impacts of labour, contractual and economic increases as well as higher vehicle maintenance costs, increases in fuel prices, vehicle insurance rates and utility prices for natural gas and electricity partly offset by savings in procurement costs related to Compass fare media.

**Corporate Operations** expenses increased by \$6.8 million (7.4 per cent) over 2016 mainly due to higher contractual and economic labour increases, software licensing costs, business technology consulting fees and the write-down of Golden Ears Bridge tolling equipment due to the elimination of bridge tolls (September 1, 2017). These are partly offset by some contractual savings related to performance abatements and reduced property taxes from the earlier than planned sale of surplus property in late 2016.

**Rail Division** expenses were \$31.4 million (11.8 per cent) higher than 2016 mainly due to additional operating costs for service expansion on Expo, Millennium and Canada Lines and the opening of the Evergreen Extension, as well as contractual, labour and economic increases. Snow and ice removal costs, maintenance costs, increase in insurance premiums and a WorkSafeBC assessment also contributed to the year over year increase.

**Roads and Bridges** expenses were \$31.7 million (60.5 per cent) higher in 2017 mainly due to an increase of approximately \$8 million in capital contributions to municipalities committed in the Phase One of the 10-Year Vision, as well as annual inflationary rate increases related to operations and maintenance funding for the Major Road Network of approximately \$1.7 million. A recovery of a prior year expense in 2016 related to the financing of the Evergreen Extension reduced the overall expenses for that year.

**Transit Police** expenses were \$3.4 million (10.1 per cent) higher than 2016 mainly due to contractual and economic labour increases, backfill expenses related to officers seconded to other jurisdictions and additional police equipment and software licensing costs. The expenses related to backfill of seconded police officers are offset by recoveries reported under miscellaneous revenues.

**Amortization** expense increased by \$10.5 million (5.8 per cent) over 2016 as a result of a \$121 million increase in depreciable tangible capital assets. Main asset additions in 2017 were bus replacements, community shuttle replacements, Joyce-Collingwood SkyTrain station upgrades, as well as other infrastructure and system upgrades. In addition, larger asset capitalizations in 2016 such as the Evergreen Extension and Hamilton Transit Centre were depreciated for a full year in 2017 (half year amortization in 2016).

**Interest** expense was \$9.1 million (5.2 per cent) higher than the prior year due to higher outstanding debt and lower capitalization of interest due to timing of capital spending.

**Corporate One-time** expenses were lower by \$17.0 million (57.4 per cent) compared to 2016. Larger one-time costs in 2016 relating to Compass and Evergreen were not required in 2017. Also included in 2016 were expenses for Rapid Transit work which now falls under capital.

## **Consolidated Expenses – Comparison to Budget**

### **(BY SEGMENT)**

Year ended December 31 (\$ thousands)	2017		COMPARISON TO BUDGET	
	ACTUAL	BUDGET <sup>2</sup>	Fav/ (Unfav)	%
Bus division	688,877	693,590	4,713	0.7%
Corporate operations	97,974	102,770	4,796	4.7%
Rail division	297,366	300,010	2,644	0.9%
Roads & Bridges	84,183	103,244	19,061	18.5%
Transit Police	37,179	36,921	(258)	(0.7%)
Amortization of tangible capital assets <sup>1</sup>	192,171	209,286	17,115	8.2%
Interest <sup>1</sup>	181,766	176,301	(5,465)	(3.1%)
<b>Sub Total Continuing Operations</b>	<b>1,579,516</b>	<b>1,622,122</b>	<b>42,606</b>	<b>2.6%</b>
Corporate One-time	12,640	15,377	2,737	17.8%
<b>Total Expenses by Segment</b>	<b>1,592,156</b>	<b>1,637,499</b>	<b>45,343</b>	<b>2.8%</b>

<sup>1</sup> Amortization and Interest shown separately to facilitate analysis

<sup>2</sup> Budget reallocated due to approved contingency

**Bus Division** operating expenses were \$4.7 million (0.7 per cent) favourable to budget mainly due to lower employer-paid benefit costs, lower labour costs from vacancies and lower than budgeted consumption of fuel partly offset by an increase in fuel prices. These savings were partly offset by higher vehicle repair costs, overtime costs for vacancy coverage, snow removal costs, higher prices for natural gas and electricity, higher insurance premium rates and deductibles, higher consulting fees related to upgrading operating software and software licensing costs.

**Corporate Operations** operating expenses were \$4.8 million (4.7 per cent) favourable to budget mainly due to reduced property taxes from the earlier than planned sale of surplus property in late 2016, vacancy savings, and contractual savings related to performance abatements. These were partly offset by the write-down of Golden Ears Bridge tolling equipment due to the elimination of bridge tolls (September 1, 2017), higher software licensing costs and more consulting fees related to upgrading operating software.

**Rail Division** operating expenses were \$2.6 million (0.9 per cent) favourable to budget mainly due to lower employer-paid benefit costs, labour costs from vacancies, salary capitalization and the earlier than planned discontinuation of the WCE TrainBus service. Snow and ice removal costs early in 2017, additional maintenance costs, insurance premiums and a WorkSafeBC assessment partly offset the favourable variance in the year.

**Roads and Bridges** spending was \$19.1 million (18.5 per cent) favourable to budget. \$17 million is due to timing of capital infrastructure contributions to municipalities and there were lower bridge maintenance costs as a result of rehabilitation work on the Pattullo Bridge completed in 2016.

**Transit Police** operating expenditures were \$258 thousand (0.7 per cent) unfavourable to budget mainly due to backfill expenses related to officers seconded to other jurisdictions, additional overtime costs due to service expansion, additional police equipment and software licensing costs, partly offset by lower property rental costs. The expenses related to backfill of seconded police officers are offset by recoveries reported under miscellaneous revenues.

**Amortization** expense was \$17.1 million (8.2 per cent) favourable to budget mainly due to changes in the estimated useful lives of the Evergreen Extension and the Hamilton Transit Centre as compared to budget and timing of project capitalization.

**Interest** expense was \$5.5 million (3.1 per cent) unfavourable to budget due to higher outstanding debt compared to budget and lower capitalization of interest due to timing of capital spending.

**Corporate One-time** costs were \$2.7 million (17.8 per cent) favourable to budget mainly due to unused operating contingency budget and the timing project activity.

## Consolidated Expenses by Category – Comparison to 2016

Year ended December 31 (\$ thousands)	2017 Actual			2016 Actual			Ongoing Expenses	
	Ongoing	One-time <sup>1</sup>	Total	Ongoing	One-time <sup>1</sup>	Total	Fav/ (Unfav)	%
Administration	41,714	1,826	43,540	38,883	10,099	48,982	(2,831)	(7.3%)
Amortization of capital assets	192,171	-	192,171	181,663	-	181,663	(10,508)	(5.8%)
Capital infrastructure contributions	33,389	-	33,389	3,910	-	3,910	(29,479)	(753.9%)
Contracted services	219,116	-	219,116	211,790	-	211,790	(7,326)	(3.5%)
Fuel and power	65,520	-	65,520	56,764	-	56,764	(8,756)	(15.4%)
Insurance	23,825	-	23,825	21,181	-	21,181	(2,644)	(12.5%)
Interest	181,766	-	181,766	172,705	-	172,705	(9,061)	(5.2%)
Maintenance, materials and utilities	148,078	136	148,214	129,919	4,056	133,975	(18,159)	(14.0%)
Professional and legal	30,569	10,460	41,029	25,364	15,529	40,893	(5,205)	(20.5%)
Rentals, leases and property tax	24,339	-	24,339	24,694	-	24,694	355	1.4%
Salaries, wages and benefits	617,850	218	618,068	587,392	-	587,392	(30,458)	(5.2%)
Write-down of tangible capital assets	1,179	-	1,179	-	-	-	(1,179)	-
<b>Total Expenses by Category</b>	<b>1,579,516</b>	<b>12,640</b>	<b>1,592,156</b>	<b>1,454,265</b>	<b>29,684</b>	<b>1,483,949</b>	<b>(125,251)</b>	<b>(8.6%)</b>

### On-Going Expenses

**Administration** costs increased \$2.8 million (7.3 per cent) over 2016 mainly due to higher software licensing costs and a WorkSafeBC assessment, partly offset by savings in fare media due to the slowdown of new Compass card purchases after the initial rollout.

**Amortization** expense increased by \$10.5 million (5.8 per cent) over 2016 mainly due to capital asset additions of revenue vehicle replacements, station upgrades, other infrastructure and system upgrades. In addition, larger asset capitalizations in 2016 like the Evergreen Extension and Hamilton Transit Centre were depreciated for a full year in 2017 compared to a half year amortization in 2016.

**Capital infrastructure contributions** increased by \$29.5 million mainly due to an increase in capital contributions to municipalities committed in the Phase One of the 10-Year Vision. In addition, there was an adjustment of \$22 million recorded in 2016 related to the financing of the Evergreen Extension that reduced the overall expenses for that year.

**Contracted services** increased \$7.3 million (3.5 per cent) mainly due to bus service expansion resulting in higher operator labour costs, fuel prices, contractual costs as well as vehicle insurance and maintenance. There were also contractual increases related to the Canada Line concessionaire agreement, partly offset by contractual savings related to performance abatements.

**Fuel and power** costs were \$8.8 million (15.4 per cent) higher than 2016 mainly due to service expansion and the opening of the Evergreen Extension. Higher fuel and electricity rates also contributed to the increase.

**Insurance** costs increased \$2.6 million (12.5 per cent) over 2016 mainly due to higher insurance rates and deductibles paid in 2017, driven by an increase in the number of claims processed via TransLink's Transportation Property Casualty Company (TPCC).

**Interest** expense was \$9.1 million (5.2 per cent) higher than 2016 due to higher outstanding debt and lower capitalization of interest due to timing of capital spending.

**Maintenance, materials and utilities** increased \$18.2 million (14.0 per cent) over 2016 mainly due to higher costs associated with the opening of the Evergreen Extension and additional service expansion. The following items also contributed to the increase:

- Maintenance costs related to rail grinding, hybrid bus batteries and other fleet repairs;
- Higher utility prices and consumption; and
- Snow removal costs in the first part of 2017.

**Professional and legal** increased \$5.2 million (20.5 per cent) compared to 2016 mainly due to environmental remediation costs related to Oakridge Transit Centre (“OTC”) sold in 2016 as well as feasibility studies related to Enterprise Asset Management and Bus Daily Operations Management System (DOMS) Product Migration Planning.

**Rentals, leases and property tax** expenses decreased slightly by \$355 thousand (1.4 per cent) due to reduced property taxes from the earlier than planned sale of surplus property in late 2016.

**Salaries and wages** increased \$30.5 million (5.2 per cent) over 2016 mainly due increased staffing levels required for service expansion as well as contractual and economic labour increases.

**Write-down of assets** increased \$1.2 million over 2016 due to the write-down of Golden Ears Bridge tolling equipment as a result of the elimination of bridge tolls (September 1, 2017).

### **Consolidated Expenses by Category – Comparison to Budget**

Year ended December 31 (\$ thousands)	2017 Actual			2017 Budget			Ongoing Expenses	
	Ongoing	One-time <sup>1</sup>	Total	Ongoing	One-time <sup>1</sup>	Total	Fav/ (Unfav)	%
Administration	41,714	1,826	43,540	40,835	50	40,885	(879)	(2.2%)
Amortization of capital assets	192,171	-	192,171	209,286	-	209,286	17,115	8.2%
Capital infrastructure contributions	33,389	-	33,389	50,402	-	50,402	17,013	33.8%
Contracted services	219,116	-	219,116	222,510	-	222,510	3,394	1.5%
Fuel and power	65,520	-	65,520	66,660	-	66,660	1,140	1.7%
Insurance	23,825	-	23,825	22,055	-	22,055	(1,770)	(8.0%)
Interest	181,766	-	181,766	176,301	-	176,301	(5,465)	(3.1%)
Maintenance, materials and utilities	148,078	136	148,214	143,586	-	143,586	(4,492)	(3.1%)
Professional and legal	30,569	10,460	41,029	30,155	10,567	40,722	(414)	(1.4%)
Rentals, leases and property tax	24,339	-	24,339	28,099	-	28,099	3,760	13.4%
Salaries, wages and benefits	617,850	218	618,068	632,233	4,760	636,993	14,383	2.3%
Write-down of tangible capital assets	1,179	-	1,179	-	-	-	(1,179)	-
<b>Total Expenses by Category</b>	<b>1,579,516</b>	<b>12,640</b>	<b>1,592,156</b>	<b>1,622,122</b>	<b>15,377</b>	<b>1,637,499</b>	<b>42,606</b>	<b>2.6%</b>

<sup>1</sup> One-time expenses shown separately to facilitate analysis

**Administration** costs were \$879 thousand (2.2 per cent) unfavourable to budget mainly due to higher than expected software licensing costs and a WorkSafeBC assessment, partly offset by savings in promotional activities and Compass fare media.

**Amortization** expense was \$17.1 million (8.2 per cent) favourable to budget mainly due to a difference in estimated useful lives of the Evergreen Extension and the Hamilton Transit Centre compared to budget and the timing of project capitalization.

**Capital infrastructure contributions** were favourable by \$17.0 million (33.8 per cent) primarily due to timing of capital infrastructure contributions to municipalities.

**Contracted services** were \$3.4 million (1.5 per cent) favourable to budget mainly due to the earlier than planned discontinuation of the WCE Train-Bus service. This is partly offset by increased costs associated with bus service expansion managed by contractors.

**Fuel and power** costs were \$1.1 million (1.7 per cent) favourable to budget mainly due to lower volumes consumed compared to budgeted, partly offset by higher fuel prices.

**Insurance** was unfavourable to budget \$1.8 million (8.0 per cent) mainly due to additional insurance premiums and increased claims to TransLink's TPCC.

**Interest** expense was unfavourable \$5.5 million (3.1 per cent) due to higher outstanding debt compared to budget and lower capitalization of interest due to timing of capital spending.

**Maintenance, materials and utilities** expenses were \$4.5 million (3.1 per cent) unfavourable to budget mainly due to higher maintenance costs related to higher consumption of shop supplies, major vehicle repairs including hybrid bus batteries and track maintenance. Higher utility prices and consumption as well as higher snow removal costs in the first part of 2017 contributed to the unfavourable variance.

**Professional and legal** fees were \$414 thousand (1.4 per cent) unfavourable compared to budget mainly due to higher than expected consulting fees related to the system upgrades and pilot project on inventory dispensing machines, partly offset by savings from the timing of feasibility studies.

**Rentals, leases and property tax** were \$3.8 million (13.4 per cent) favourable to budget mainly due to reduced property taxes from the earlier than planned sale of surplus property in late 2016 and change in use of office space.

**Salaries and wages** were \$14.4 million (2.3 per cent) favourable to budget mainly due to lower employer-paid benefit costs and vacancy savings.

**Write-down of assets** of \$1.2 million was not budgeted due to the unplanned write-down of Golden Ears Bridge tolling equipment as a result of the elimination of bridge tolls (September 1, 2017).

## 4. Capital Program

As of December 31, 2017, TransLink's total capital program budget was \$3.8 billion, including:

- \$1.6 billion in active capital projects;
- \$131.3 million in Approved-In-Principle (AIP) capital projects;
- \$1.1 billion in substantially complete capital projects; and
- \$257.6 million in capital infrastructure contributions to municipalities.

The capital program budget is partly supported by \$1.7 billion in committed funding available to TransLink from: the Federal Gas Tax Fund, the Building Canada Fund (BCF) and the Public Transit Infrastructure Fund (PTIF). External funding programs apply only to eligible projects within the capital program.

The table below highlights the breakdown of TransLink's capital program budget.

### INVESTMENTS IN CAPITAL ASSETS:

Summary of Capital Program (\$ thousands)	Number of Projects	Current Budget	2017 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Variance to Current Budget		Senior Government Funding (Committed)
		(\$)	(\$)	(\$)	(\$)	(\$)	(%)	(\$)
<b>Capital Projects</b>								
<b>Active Capital Projects</b>								
Equipment	17	49,266	1,898	4,618	49,051	215	0.4%	39,648
Facilities	13	46,254	6,675	8,823	44,380	1,874	4.1%	6,730
Infrastructure	41	514,518	91,700	198,694	517,801	(3,283)	(0.6%)	225,183
Major Construction	3	89,876	20,750	20,750	60,820	29,056	32.3%	49,980
Technology Applications	23	49,249	13,600	21,841	47,099	2,150	4.4%	9,796
Vehicle - Non Revenue	5	3,594	1,503	1,503	3,005	589	16.4%	
Vehicle - Revenue	19	861,185	105,982	185,883	854,808	6,377	0.7%	625,780
<b>Subtotal Active Capital Projects</b>	<b>121</b>	<b>1,613,942</b>	<b>242,108</b>	<b>442,112</b>	<b>1,576,964</b>	<b>36,978</b>	<b>2.3%</b>	<b>957,117</b>
<b>2017 Capital Budget (AIP)*</b>								
Equipment	4	12,310			12,310			8,163
Infrastructure	12	115,201			115,201			92,635
Technology Applications	6	3,671			3,671			
Vehicle - Non Revenue	1	148			148			
<b>Subtotal Approved in Principle</b>	<b>23</b>	<b>131,330</b>			<b>131,330</b>			<b>100,798</b>
*Includes submissions from current and prior year AIP programs								
<b>Subtotal Active and AIP Projects</b>	<b>144</b>	<b>1,745,272</b>	<b>242,108</b>	<b>442,112</b>	<b>1,708,294</b>	<b>36,978</b>	<b>2.1%</b>	<b>1,057,915</b>
<b>Substantially Complete Projects</b>	<b>61</b>	<b>1,148,997</b>	<b>43,764</b>	<b>1,094,817</b>	<b>1,124,635</b>	<b>24,362</b>	<b>2.1%</b>	<b>411,090</b>
<b>Closed Projects</b>	<b>40</b>	<b>589,911</b>	<b>4,341</b>	<b>562,495</b>	<b>562,495</b>	<b>27,416</b>	<b>4.6%</b>	<b>226,331</b>
<b>Cancelled AIP Projects</b>	<b>(2)</b>	<b>8,000</b>			<b>8,000</b>			
<b>Total Capital Projects</b>	<b>245</b>	<b>3,492,180</b>	<b>290,213</b>	<b>2,099,424</b>	<b>3,403,424</b>	<b>88,756</b>	<b>2.5%</b>	<b>1,695,336</b>
<b>Capital Infrastructure Contributions</b>								
Active Programs	16	251,064	27,596	193,284	246,531	4,533	1.8%	
AIP Program	1	6,500			6,500			
<b>Total Capital Infrastructure Contributions</b>	<b>17</b>	<b>257,564</b>	<b>27,596</b>	<b>193,284</b>	<b>253,031</b>	<b>4,533</b>	<b>1.8%</b>	
<b>Capital Program Accruals and Adjustments *</b>			(18,987)					
<b>Capital Program Grand Total</b>	<b>262</b>	<b>3,749,744</b>	<b>298,822</b>	<b>2,292,708</b>	<b>3,656,455</b>	<b>93,289</b>	<b>2.5%</b>	<b>1,695,336</b>

\* Includes recoveries from government funding (BCF)

## **Active Capital Projects**

TransLink's active capital projects portfolio has the following objectives:

1. To support a safe and reliable transit system by maintaining assets in a state of good repair;
2. Mobilize Mayors' Vision, by allowing expansion to occur as soon as possible; and
3. Improve customer service experience and public support.

As of December 31, 2017, there were 121 active projects with expenditures of \$242.1 million in 2017 and \$442.1 million overall. A comparison of project budgets against forecasted final costs between the 121 active projects show a favourable forecasted variance of \$37.0 million (2.3 per cent). The following projects account for \$170.4 million (70.4 per cent) of 2017 expenditures:

- Mark III SkyTrain Vehicle Procurement;
- 2016 Conventional Bus Replacement;
- Metrotown, Joyce-Collingwood, Commercial-Broadway SkyTrain station upgrades; and
- Millennium Line Broadway Extension and South of Fraser Rapid Transit Procurement Readiness.

The Vehicle-Revenue category showing \$106 million spent in 2017 included the Mark III SkyTrain Procurement and the 2016 Conventional Bus Replacement projects which accounted for \$84.1 million. The purchase of the Mark III vehicles will address overcrowding and the growing demand on SkyTrain, as well as increase service reliability.

Infrastructure category of \$91.7 million spent in 2017 included SkyTrain station upgrade projects at Metrotown and Joyce-Collingwood and the overhead walkway at Commercial-Broadway station which accounted for \$46.7 million. These renovations will improve station circulation and system capacity and as a result improving customers' experience post completion. Also included in this category are the Surrey-Newton-Guildford LRT Line and the Millennium Line Broadway Extension procurement readiness projects.

## **Substantially Complete Capital Projects**

There are 61 projects with a total budget of \$1.1 billion deemed substantially complete. These projects are in the final stages of project activity with \$29.8 million in forecasted costs remaining. The total expected favourable variance for these projects at completion is \$24.4 million (2.1 per cent).

Significant substantially complete projects include:

**Evergreen Extension:** Major expansion of the rail network, constructed in partnership with the BC Transportation Financing Authority, has increased ridership and accessibility to the transit system in the Tri-Cities area. TransLink owns the extension east of the Inlet Centre station; while the Province owns the network west of and including the Inlet Centre station. The Province leases their portion of the Line back to TransLink for operational purposes. As of December 31, 2017, work remains to finalize the procurement of spare parts and track vehicles, which have long lead times.

**Hamilton Transit Centre:** The Hamilton Transit Centre has been designed and constructed to improve the operations and maintenance for buses. This includes installing the infrastructure to increase functionality for Compressed Natural Gas (CNG) buses.

In addition to the projects described above, this category also includes the Pattullo Bridge Rehabilitation project, the Expo Line propulsion power upgrade, Main Street and New Westminster SkyTrain station

upgrades and a number of other equipment replacement projects. A large number of substantially complete projects relating to fleet replacement and expansion will remain open due to the extended warranty period on acquired components.

### **Approved in Principle (AIP) Capital Projects**

As of December 31, 2017, there are 23 AIP projects that were not initiated during the year with a total budget of \$131.3 million. Significant remaining AIP projects from 2017 include the SkyTrain Operations and Maintenance Centre upgrades and the Phibbs Exchange Upgrades. These projects have been carried forward for approval in 2018.

### **Closed Capital Projects**

For the year ended December 31, 2017, 40 projects with a final cost of \$562.5 million and an approved budget of \$589.9 million were completed and closed. The projects closed during the 2017 year include: the 2009 and 2010 SkyTrain vehicle expansions, the construction of the Golden Ears Bridge, Compass Card and fare gate and several other small projects.

### **Cancelled Capital Projects**

At the end of 2017, two AIP projects with budgets of \$6.8 million (Decoupling of Power Systems) and \$1.2 million (Customer Digital Services - Next Train Prediction and Service Alerts) were cancelled after review and prioritization of the 2017 capital program. It was determined that the work under these projects would be better aligned with other projects.

### **Capital Infrastructure Contributions**

These expenditures consist of contributions to municipalities for the rehabilitation and upgrade of the Major Road Network and also pedestrian and bike pathways. TransLink does not own these underlying assets; therefore the costs are expensed in the year they are incurred. As of December 31, 2017, there were 16 active programs with \$27.6 million in 2017 expenditures. The 2017 capital program also included an additional \$6.5 million in funding that has been carried-over to 2018 for: regional road improvements, seismic upgrades, bicycle route upgrades and improvements around stations to improve both access and safety.

## 5. Changes in Financial Position

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### Financial Assets

As at December 31 (\$ thousands)	2017	2016	Change	%
Cash and cash equivalents	424,010	252,436	171,574	68.0%
Accounts receivable	120,852	133,736	(12,884)	(9.6%)
Loans receivable	310,197	325,313	(15,116)	(4.6%)
Restricted cash and investments	780,240	504,295	275,945	54.7%
Investments	60,951	80,917	(19,966)	(24.7%)
Debt reserve deposits	32,754	35,049	(2,295)	(6.5%)
<b>Financial Assets</b>	<b>1,729,004</b>	<b>1,331,746</b>	<b>397,258</b>	<b>29.8%</b>

See “Liquidity and Capital Resources” section for cash and cash equivalents.

The decrease in accounts receivable of \$12.9 million (9.6 per cent) was mainly due to a reduction in toll revenue outstanding as at the end of the year.

The decrease in loan receivable of \$15.1 million (4.6 per cent) was attributable to an installment payment received for the 2016 sale of the OTC, partly offset by interest earned on the total balance outstanding.

The increase in restricted cash and investments of \$275.9 million (54.7 per cent) was mainly due to additional funding received during the year specifically for capital projects.

### Restricted Cash and Investments

As at December 31 (\$ thousands)	2017	2016	Change	%
Government Transfers for Capital Project funding	408,962	192,464	216,498	112.5%
TPCC's Investments <sup>1</sup>	23,127	21,421	1,706	8.0%
Land Reserve <sup>1</sup>	138,888	128,016	10,872	8.5%
Sub-total	570,977	341,901	229,076	67.0%
Total Self Administered Sinking Funds	209,263	162,394	46,869	28.9%
<b>Total</b>	<b>780,240</b>	<b>504,295</b>	<b>275,945</b>	<b>54.7%</b>

<sup>1</sup> Reclassified to restrict land reserve and TPCC investments

Restricted cash and investments are amounts internally restricted by the Board and represent unspent government transfers, self-administered sinking funds, land reserve funds and funds segregated for TransLink’s TPCC. The purpose of the land reserve funds is to allow proceeds from the disposition of real property to be invested back into real property. The land reserve concept is consistent with the Mayors’ Council 2012 resolution and the former TransLink Commissioner’s comments that the supplemental plan should not liquidate capital assets to fund operations.

## **Liabilities**

As at December 31

(\$ thousands)	2017	2016	Change	%
Accounts payable and accrued liabilities	269,057	234,522	34,535	14.7%
Debt	2,462,731	2,347,266	115,465	4.9%
Deferred government transfer	1,149,696	941,046	208,650	22.2%
Golden Ears Bridge contractor liability	1,045,557	1,049,021	(3,464)	(0.3%)
Deferred concessionaire credits	525,785	549,059	(23,274)	(4.2%)
Employee future benefits	130,902	120,147	10,755	9.0%
Deferred revenue and deposits	46,412	35,519	10,893	30.7%
Deferred lease inducements	12,486	12,578	(92)	(0.7%)
<b>Liabilities</b>	<b>5,642,626</b>	<b>5,289,158</b>	<b>353,468</b>	<b>6.7%</b>

For the discussion on Debt please see the "Liquidity and Capital Resources" section.

The net increase in deferred government transfers of \$208.7 million (22.2 per cent) was due to funding of \$333.9 million received during the year for capital projects, partly offset by \$125.3 million of revenues recognized.

The Golden Ears Bridge contractor liability decreased \$3.5 million (0.3 per cent) due to principal payments made during the year.

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

The increase of 10.8 million (9.0 per cent) in employee future benefits, which represent post-retirement and post-employment benefits, is due to the annual estimated current service cost and related interest. The post retirement portion of this liability will draw down upon retirement of the employees.

The increase in deferred revenue and deposits of \$10.9 million (30.7 per cent) is mainly due to an increase in passenger purchases of fare products in advance of transit service provided of \$5.6 million and Compass Card deposits of \$4.1 million. Customers are required to pay a \$6.00 refundable deposit in order to obtain a Compass Card.

## **Non-Financial Assets**

As at December 31

(\$ thousands)	2017	2016	Change	%
Tangible capital assets	4,907,241	4,867,996	39,245	0.8%
Supplies inventory	65,293	61,831	3,462	5.6%
Prepaid expenses	21,403	11,657	9,746	83.6%
<b>Non-Financial Assets</b>	<b>4,993,937</b>	<b>4,941,484</b>	<b>52,453</b>	<b>1.1%</b>

At December 31, 2017, TransLink had tangible capital assets with a total net book value of \$5.0 billion. In addition, TransLink also operates, maintains and upgrades capital assets owned by the Province of BC including land, stations and guideways related to the SkyTrain Expo and Millennium Lines and West Coast Express vehicles and land assets with a total net book value of approximately \$2.3 billion.

## **Capital Asset Additions**

For the year ended December 31, 2017 tangible capital assets increased by a net amount of \$39.2 million which represents \$234.6 million additions to capital assets less the following:

- \$192.2 million of amortization;
- \$2.0 million in disposals; and
- \$1.2 million in a write-down of the Golden Ears Bridge tolling equipment.

The additions of \$234.6 million during the year were primarily made up of the following items:

### **Additions to bridge, tunnels and guideways of \$0.6 million related to:**

- \$0.4 million for Evergreen Extension new stations and guideway; and
- \$0.2 million for Golden Ears Bridge guideway improvements.

### **Additions to other supporting systems of \$21.4 million primarily related to:**

- \$12.0 million for SkyTrain station and fare gate upgrades;
- \$3.0 million related to Evergreen Extension additional facilities and other improvements; and
- \$1.6 million for Golden Ears Bridge facilities.

### **Additions to vehicles of \$66.4 million primarily related to:**

- \$45.1 million for replacement of the conventional bus fleet, including 25 40' diesel and 26 60' hybrid buses;
- \$10.5 million for Mark I SkyTrain cars refurbishment; and
- \$9.9 million for the replacement of 64 community shuttles.

### **Additions to land and buildings of \$8.3 million primarily related to:**

- \$4.1 million for the construction of a new SeaBus terminal; and
- \$3.0 million for the acquisition of land to support development of the South of Fraser Rapid Transit project.

### **Additions to equipment of \$27.6 million primarily related to:**

- \$8.3 million for Capital leases for IT infrastructure to renew leases and replace aging IT hardware;
- \$3.3 million for Expo Line Supervisory Control and Data Acquisition Roof Top Unit replacement;
- \$2.5 million for Compass Smart Card and fare gate;
- \$2.1 million for additional capital spare parts purchased by the Rail division; and
- \$1.5 million for 29th Avenue bus exchange layover improvement.

### **Net reductions to work in progress of \$110.3 million primarily related to:**

Capital additions to work in progress amounted to \$283.4 million for the year offset by \$173.2 million in transfers of completed projects into their respective asset classes. The main activity for the year related to SkyTrain vehicle purchases, conventional bus replacement and major SkyTrain station upgrades. The impact of these projects is as follows:

- Mark III Vehicle Procurement of \$35.8 million;
- Conventional Bus replacement – addition of \$47.5 million offset by capitalization of \$45.1 million; and
- Metrotown and Joyce-Collingwood station upgrades – addition of \$35.2 million offset by capitalization of \$25.3 million.

## 6. Liquidity and Capital Resources

The following table shows TransLink's unrestricted cash and investments.

### Unrestricted Cash and Investments

As at December 31

(\$ thousands)	2017	2016	Change	%
Cash and cash equivalents	424,010	252,436	171,574	68.0%
Investments	60,951	80,917	(19,966)	(24.7%)
<b>Total</b>	<b>484,961</b>	<b>333,353</b>	<b>151,608</b>	<b>45.5%</b>

The \$151.6 million (45.5 per cent) increase in unrestricted cash and cash equivalents and investments is primarily due to financing transactions net of outflows from operations. TransLink's strong liquidity position is further supported by a \$500 million commercial paper program, of which \$240 million is outstanding at year end (2016 - \$240 million).

### Financing

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

As at December 31

(\$ thousands)	2017	2016	Change	%
Debt	2,462,731	2,347,266	115,465	4.9%
Less: Self-administered sinking funds	(209,263)	(162,394)	(46,869)	(28.9%)
Less: Debt reserve deposits	(32,754)	(35,049)	2,295	6.5%
<b>Net Direct Debt</b>	<b>2,220,714</b>	<b>2,149,823</b>	<b>70,891</b>	<b>3.3%</b>
Golden Ears Bridge contractor liability	1,045,557	1,049,021	(3,464)	(0.3%)
Deferred concessionaire credit	525,785	549,059	(23,274)	(4.2%)
<b>Indirect P3 Debt</b>	<b>1,571,342</b>	<b>1,598,080</b>	<b>(26,738)</b>	<b>(1.7%)</b>
<b>Subtotal Net Direct Debt and Indirect P3 Debt</b>	<b>3,792,056</b>	<b>3,747,903</b>	<b>44,153</b>	<b>1.2%</b>

Debt, which primarily finances capital spending, increased by \$115.5 million (4.9 per cent). This was the result of an additional \$200 million of gross bond issuance, offset by debt repayments.

Indirect P3 Debt decreased by \$26.7 million (1.7 per cent) through the principal repayment of \$3.5 million of the Golden Ears Bridge contractor liability and the \$23.3 million amortization of the Canada Line deferred concessionaire credits.

Overall, the total debt financing increased by \$44.2 million (1.2 per cent), primarily through direct borrowing.

### Credit Rating

Maintaining a high-quality credit rating is essential to ensure that TransLink can continue to access capital markets in the most cost-effective manner. The following table summarizes TransLink's current credit ratings and outlooks.

As at December 31, 2017

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Agency	Commercial Paper	Senior Debt	General Obligation	Outlook
DBRS Limited	R-1 mid	AA	AA	Stable
Moody's Investors Service	Not Rated	Aa2	Aa2	Stable

Under the SCBCTA Act, TransLink's outstanding debt obligations cannot exceed TransLink's borrowing limit of \$4.0 billion. The debt obligations are defined under the SCBCTA Act as the sum of current borrowings of TransLink secured by debentures, bonds, other forms of indentures, capital leases, short-term notes, lines of credit and bank overdrafts, excluding any prepaid financing costs. Any future increases in TransLink's borrowing limits need to be approved by the Mayors' Council (after consultation with Metro Vancouver) through an investment plan. As at December 31, 2017, TransLink's outstanding debt obligation, as defined above, was \$3.09 billion<sup>1</sup> (2016 - \$3.02 billion).

<sup>1</sup> Debt of \$2.46 billion plus MFA administered sinking funds of \$0.65 billion and net of capital lease reductions since inception, unamortized issue costs and unamortized premiums /discounts of \$0.03 billion.

## 7. Risk Factors

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### **Financial risk**

The main financial risks TransLink is exposed to are credit, liquidity and market risks.

### **Credit risk**

Credit risk is the risk of loss resulting from bad debts on accounts receivables and non-performing investments.

#### a) Accounts Receivable

The large majority of TransLink's accounts receivables are from the Province of BC (fuel tax, capital project funding, toll replacement funding and program passes) and the Federal Government (GST rebate). For these balances, collectability risk is not significant. The bulk of the remaining accounts are associated with Golden Ears Bridge tolls and individuals owing fare infraction fines:

- For Golden Ears Bridge tolls, ICBC helps to issue a Refuse-to-Issue (RTI) against overdue account holders. An RTI prevents vehicle owners from reinsuring vehicles and renewing their driver's licence until they pay off the balance of their overdue account. With the elimination of toll charges effective September 1, 2017, customers are still required to pay the tolls for any crossings that occurred before September 1, 2017.
- For fare infraction fines, TransLink works either with ICBC to impose a RTI against individuals with a valid B.C. driver's licence or the overdue fines are sent to a contracted collections agent that follows up directly with the individual for payment. Fare infraction fines are not a significant source of revenue for TransLink.

#### (b) Loan receivable

The loan receivable is due from Intergulf-Modern Green Development Corp., the Purchaser of the OTC. The remaining payments are due over approximately the next 5 years and secured by a mortgage against the property.

#### (c) Investments

Credit risk within the treasury function arises from the investments of the cash resources held by TransLink to meet internal liquidity requirements and for general business purposes. TransLink's investment policy identifies authorized investment types, limits asset concentrations, stipulates credit evaluation standards and delegates approval authorities. As these investments are limited to approved, reputable counterparties that are monitored on an ongoing basis, the investment risk is considered low.

### **Liquidity risk**

Liquidity risk is the risk that TransLink may be unable to meet its financial obligations in a timely manner and at reasonable prices. Liquidity risk is low as TransLink maintains an optimal mix of cash, short-term investments and a \$500 million commercial paper program. The commercial paper program is a short-term borrowing facility where TransLink can issue promissory notes with terms to maturity generally ranging from 35 to 91-days. TransLink has a dealer group of six Canadian banks that can buy these promissory notes (more commonly known as commercial paper) and on-sell them to investors. An integral part of this commercial paper program is a standby credit facility of \$500 million committed out to March 2021 which acts as a liquidity backstop in the event that some or TransLink's entire dealer group declines to buy its promissory notes.

In addition, TransLink's long-term debt is directly accessed through the Canadian public and private debt capital markets. Another important liquidity risk mitigation measure has been the establishment of a self-administered sinking fund program to provide dedicated and restricted funding. This sinking fund investment portfolio is being built over time to help offset the repayment of TransLink issued bonds.

### **Market price risk**

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. For TransLink, the following are the main types of market risk: interest rate risk, foreign exchange risk, commodity risk and inflation risk.

#### **(a) Interest Rate Risk**

Interest rate risk related to TransLink's fixed interest rate long-term debt will be subject to the market interest rates at the date of refinancing. TransLink mitigates this source of interest rate risk by spreading maturities of borrowings over periods currently up to and including 2052 so that only a portion of outstanding debt will mature in any given fiscal year.

#### **(b) Foreign Exchange Risk**

TransLink receives all of its revenues in Canadian dollars and also incurs operating expenses and capital expenditures mostly in Canadian dollars. Accordingly, TransLink does not have a significant exposure to losses arising from fluctuations in exchange rates.

#### **(c) Commodity Risk**

TransLink's commodity risk pertains to usage of natural gas, electricity, gasoline and diesel to run its fleet of transit vehicles. Commodity risk is considered moderate as currently the majority of its bus fleet is powered by diesel fuel and to mitigate this risk, TransLink's policy is to purchase fixed price contracts for up to 75 per cent of the estimated diesel fuel use up to 12 months.

#### **(d) Inflation Risk**

TransLink is subject to a certain amount of inflation risk, i.e. the risk that inflation will rise faster than expected. Inflation risk is considered to be moderate.

### **Business Risk**

As the region's multi-modal transportation system, TransLink is exposed to various operational risks. TransLink identifies and manages these risks strategically through its Enterprise Risk Management program using a systematic approach to identify, assess and respond to risks that affect the achievement of its strategic, operational, project and financial objectives. TransLink maintains a comprehensive insurance program utilizing its captive insurance company, the Transportation Property and Casualty Company, to reduce the impact of any potential losses.

### **Environmental Risk**

TransLink and its operating companies use the principles of an Environmental Management System (EMS) to guide informed decision-making and effective management of environmental risk. Coast Mountain Bus Company uses ISO 14001:2015 as a guideline to manage environmental risk. The EMS is designed to ensure hazards and risks are identified and assessed and controls are implemented to mitigate significant risks. The EMS includes processes for identification and mitigation of environmental risks and regular review of environmental impacts, while continually improving environmental performance.

**Labour relations risk**

The substantial majority of employees across the TransLink enterprise are represented by six bargaining units including Unifor Locals 111 & 2200, the Canadian Union of Public Employees (CUPE) Locals 4500 and 7000, the Canadian Office and Professional Employees Union (MoveUP/COPE) Local 387 and Transit Police Professional Association (TPPA).

With exception of the Transit Police and TPPA, three year agreements have been successfully negotiated between TransLink, CMBC, BCRTC and their respective unions. Four of the agreements expire on March 31, 2019 and one agreement expires on Dec 31, 2018. The collective bargaining between Transit Police and TPPA is continuing.

As collective agreements are in place with five unions, there is no risk of a labour dispute until after the collective agreements expire. Notice to bargain usually occurs four months before the expiration of the collective agreement therefore negotiations will likely commence in early 2019. If the Transit Police and TPPA are unable to reach an agreement via negotiations, the matter will be referred to a third party arbitrator for final resolution.

**Project risk**

TransLink's capital projects can vary significantly in terms of scope and complexity depending on whether TransLink is maintaining its existing asset base, keeping assets in a state of good repair or undertaking significant capital infrastructure expansion plans for rapid transit lines or regional bridges. Risk areas of capital projects include cost estimates, design assumptions and considerations, scope definition, schedule, market rates for consultants/constructors, indemnities/insurance, project management, property, municipal approvals and the environment. To manage these risks for large projects, TransLink can use an appropriate mix of public private partnerships to design, build, finance, insure, operate and maintain the capital infrastructure to minimize and/or transfer risks to the private sector. TransLink supplements internal resources and expertise with specialized engineering, design, planning and construction/implementation skills as needed to provide the due diligence and oversight required by each project.

TransLink's capital approval process uses a two-stage approach that is aligned with the budget process. The first stage is the identification and definition of the project along with a budgetary estimate that is put forward for approval in principle. The second stage is more rigorous as this involves the creation of a detailed project work plan that includes scope definition, identification of key stakeholders, risk assessment, mapping against corporate objectives and financial details. These processes are supported by the infrastructure and technology project management offices (PMO) from a governance and quality management perspective.

The project applications are reviewed by senior management in the context of the available funding, business priorities and the capital program approved by TransLink's Board in as part of the 10-Year Investment Plan. Specific project approval recommendations are provided by the Capital Management Committee which includes Vice-Presidents from the Corporate Leadership team, including the operating companies. Projects that have moderate to higher risk profiles or are not part of the annual capital program require additional approval from the Executive Capital Oversight Group consisting of the Chief Executive Officer, Chief Financial Officer, the President of BCRTC and the President of CMBC or the Board of Directors.

Project delivery is monitored and reported on a monthly basis to TransLink executives with a focus on budget, scope, schedule, risks and issues. Each project has a project steering committee that includes

the project initiator, a project sponsor, a member of the appropriate PMO and additional stakeholder representation as required. During project delivery, procurement risk is reduced through appropriate market review and due diligence, tendering of projects and the use of warranties and delay penalties.

## ***Appendix 1 – Audited Consolidated Financial Statements***

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The 2017 Audited Financial Statements will be attached once it has been reviewed by the Audit Committee and the Board of Directors.

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## Appendix 2 – Five Year Historical Schedules

### 5 YEAR CONSOLIDATED REVENUES

Year ended December 31						Compound Annual Growth Rate (CAGR)
(\$ millions)	2013	2014	2015	2016	2017	2013-2017
Taxation	741.3	744.2	772.7	825.7	821.3	2.6%
Transit	495.6	495.6	511.4	541.6	591.0	4.5%
Government transfers *	84.6	90.3	228.9	240.5	166.9	18.5%
Golden Ears Bridge tollings	39.4	41.6	48.4	52.1	29.7	(6.8%)
Investment income	34.2	34.7	34.4	40.6	50.3	10.1%
Amortization of deferred concessionaire credit	23.3	23.3	23.3	23.3	23.3	0.0%
Miscellaneous	5.8	5.6	6.1	6.4	7.0	4.8%
Sub Total Continuing Operations	1,424.2	1,435.3	1,625.4	1,730.2	1,689.5	4.4%
AirCare	19.6	12.0	-	-	-	(100.0%)
Gain/loss on disposal of tangible capital assets	(0.2)	6.4	2.3	422.2	(1.1)	53.1%
<b>Total Revenue</b>	<b>1,443.6</b>	<b>1,453.8</b>	<b>1,627.7</b>	<b>2,152.3</b>	<b>1,688.4</b>	<b>4.0%</b>

\* 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. With the elimination of tolls effective September 1, 2017, tolling revenue will be replaced by a provincial government transfer classified as Golden Ears Bridge Tolling Replacement revenue.

Total revenues have grown at a Compounded Annual Growth Rate (CAGR) of 4.0 percent since 2013 while revenue from Continuing Operations grew at an annual CAGR of 4.4 percent.

Taxation and transit revenues have grown in-line with population growth, inflationary growth and a strong economy. The largest service increase since 2009 and investment in assets and technology also contributed to growth in transit revenues.

Transfers from Governments have had a CAGR of 18.5 per cent since 2013, due to the change in revenue recognition relating to a Federal Gas Tax agreement in 2015 that does not include a stipulated holding period. This has decreased slightly in 2017 as a result of timing of capital spending.

Investment income has grown at 10.1 per cent CAGR over the five year period due to growing investment balances which include the sinking funds and the receivable related to the sale of surplus property.

Miscellaneous income which includes third party recoveries related to warranties, energy credits and recoverable costs related to Adjacent and Integrated Development and Telecom projects, continued to show growth with a CAGR of 4.8 per cent.

## 5 YEAR CONSOLIDATED EXPENSES (BY SEGMENT)

Year ended December 31						Compound Annual Growth Rate (CAGR)
(\$ millions)	2013	2014	2015	2016	2017	2013-2017
Bus division	618.8	633.2	643.5	656.5	688.9	2.7%
Corporate operations	61.9	67.2	80.9	91.2	98.0	12.2%
Rail division	240.6	255.6	268.3	265.9	297.4	5.4%
Roads & Bridges	93.5	83.6	71.2	52.5	84.2	(2.6%)
Transit Police	30.6	34.3	33.1	33.8	37.2	5.0%
Amortization of tangible capital assets *	166.8	161.5	168.3	181.7	192.2	3.6%
Interest *	172.9	171.1	167.9	172.7	181.8	1.3%
Sub Total Continuing Operations	1,385.1	1,406.5	1,433.2	1,454.3	1,579.5	3.3%
AirCare	16.2	15.8	-	-	-	(100.0%)
Corporate and Roads & Bridges One-time	5.5	4.6	32.1	29.7	12.6	23.0%
<b>Total Expenses by Segment</b>	<b>1,406.8</b>	<b>1,426.9</b>	<b>1,465.3</b>	<b>1,484.0</b>	<b>1,592.1</b>	<b>3.1%</b>

\*Shown as a separate line to help facilitate analysis of debt service costs as GAAP statements allocate these amounts to the various segments

Total expenses have grown by a Compound Annual Growth Rate (CAGR) of 3.1 per cent since 2013. Excluding One-time costs, the CAGR is 3.3 per cent. Corporate operations costs have increased mainly due to higher credit card fees, contracted services and software licensing costs. One-time costs have increased by a CAGR of 23.0 per cent, mainly due to Compass delivery, South of Fraser LRT and Millennium Line Broadway Extension studies, Evergreen Extension integration and non-capitalized Pattullo Bridge design costs.

## 5 YEAR CONSOLIDATED EXPENSES (BY CATEGORY)

Year ended December 31						Compound Annual Growth Rate (CAGR)
(\$ millions)	2013	2014	2015	2016	2017	2013-2017
Administration	24.3	27.6	32.8	38.9	41.7	14.5%
Amortization of capital assets	166.8	161.5	168.3	181.8	192.2	3.6%
Capital infrastructure contributions	52.4	44.0	30.7	3.9	33.4	(10.6%)
Contracted services	189.2	197.8	203.5	211.7	219.1	3.7%
Fuel and power	68.8	70.2	62.9	56.8	65.5	(1.2%)
Insurance	17.5	18.7	20.6	21.2	23.8	8.0%
Interest	172.9	171.1	167.9	172.7	181.8	1.3%
Maintenance, materials and utilities	102.2	113.1	121.6	129.9	148.1	9.7%
Professional and legal	13.8	12.1	16.2	25.4	30.6	22.0%
Rentals, leases and property tax	45.7	40.0	40.9	24.7	24.3	(14.6%)
Salaries, wages and benefits	529.7	550.4	567.2	587.3	617.8	3.9%
Provision for asset valuation	1.9	0.0	0.6	0.0	1.2	(10.9%)
Sub Total Continuing Operations	1,385.1	1,406.5	1,433.2	1,454.3	1,579.5	3.3%
AirCare	16.2	15.8	0.0	0.0	0.0	(100.0%)
Corporate and Roads & Bridges One-time	5.5	4.6	32.1	29.7	12.6	23.0%
<b>Total Expenses by Category</b>	<b>1,406.8</b>	<b>1,426.9</b>	<b>1,465.3</b>	<b>1,484.0</b>	<b>1,592.1</b>	<b>3.1%</b>

## Appendix 3 – Operating Indicators

### Operating Indicators

Year ended December 31	2013	2014	2015	2016	2017	Compound Annual Growth Rate (CAGR) 2013-2017 <sup>10</sup>
<b>Service Performance Item</b>						
<b>Safety: Customer Injuries (per 1 million boarded passengers)<sup>1</sup></b>						
- CMBC	4.2	4.4	5.0	5.6	4.7	2.9%
- Expo & Millennium Lines	1.2	1.3	1.3	1.1	1.3	2.0%
- West Coast Express	1.5	0.4	0.8	0.4	1.3	(3.5%)
- HandyDART (per 100,000 boarded passengers)	2.4	1.8	2.9	2.2	2.3	(1.1%)
<b>Safety: Employee Lost Time Frequency</b>						
- CMBC (per 200,000 hours worked) <sup>2</sup>	8.5	8.8	7.1	8.6	8.7	0.6%
- Expo & Millennium Lines (per 200,000 hours worked)	3.6	3.5	3.6	3.9	4.1	3.3%
- West Coast Express (per 200,000 hours worked)	-	-	-	-	8.6	-
- HandyDART (per 200,000 hours worked)	-	18.2	14.0	18.3	15.8	(3.5%)
<b>Safety: CMBC Operator Assaults (per 1 million service hours)<sup>3</sup></b>						
	28.8	25.5	23.5	22.3	20.3	(8.4%)
<b>Ridership: Boarded Passengers (thousands)</b>						
- CMBC	233,733	235,113	241,707	244,992	253,150	2.0%
- Expo & Millennium Lines	77,019	77,482	77,593	93,850	105,117	8.1%
- Canada Line	40,198	40,245	40,972	43,526	46,253	3.6%
- West Coast Express	2,750	2,625	2,649	2,459	2,323	(4.1%)
- HandyDART	1,460	1,464	1,340	1,366	1,395	(1.1%)
<b>Ridership: Revenue Passengers (thousands)</b>						
- Overall System	233,888	234,625	238,795	n/a	n/a	-
<b>Ridership: Journeys (thousands)</b>						
- Overall System	n/a	n/a	n/a	234,205	247,821	-
<b>Vehicle Service Delivery: Percentage of Service Hours Delivered</b>						
- CMBC	99.6%	99.6%	99.7%	99.6%	99.6%	-
- Expo & Millennium Lines	99.4%	99.5%	99.5%	99.6%	99.6%	0.1%
- Canada Line	100.0%	100.0%	100.0%	100.0%	100.0%	-
- West Coast Express	99.9%	99.8%	99.6%	99.7%	98.0%	(0.5%)
- HandyDART (% of requested trips delivered)	96.5%	98.0%	99.6%	99.4%	99.3%	0.7%
<b>Vehicle Punctuality: On-Time Performance</b>						
- CMBC (3 minutes late < On-Time < 1 minute early)	77.7%	78.7%	78.8%	77.6%	78.3%	(0.1%)
- Expo & Millennium Lines (headway + 3 minutes)	94.9%	94.1%	95.9%	95.1%	95.3%	0.1%
- West Coast Express (headway + 5 minutes)	98.0%	97.7%	95.6%	95.3%	97.2%	(0.2%)
- HandyDART (earlier than and within 15 minutes of Scheduled Pick-Up Time)	n/a	89.2%	89.5%	88.5%	88.0%	(0.3%)
<b>Vehicle Reliability: Mean Distance Between Failure</b>						
- CMBC <sup>4</sup>	16,751	14,846	15,486	16,745	18,441	2.4%
- Expo & Millennium Lines	664,853	550,329	437,320	360,406	372,854	(13.5%)
- West Coast Express	274,902	229,169	195,635	229,190	687,196	25.7%
<b>HandyDart Vehicle Productivity</b>						
- Trips per service hour (excludes taxis)	2.0	2.0	2.0	2.0	1.9	(1.3%)
- Trip Denials	42,418	16,869	1,613	3,558	1,362	(57.7%)

## Operating Indicators continued

Year ended December 31	2013	2014	2015	2016	2017	Compound Annual Growth Rate (CAGR) 2013-2017 <sup>10</sup>
<b>Environmental</b>						
- CMBC (Spills per 1 Million Km) <sup>3</sup>	12.7	9.8	9.0	7.2	7.5	(12.3%)
- CMBC (Revenue Vehicle Energy Consumption in Gigajoules) <sup>5</sup>	1,737,362	1,828,144	1,838,967	1,843,990	1,899,303	2.3%
<b>Customer Service: Customer Satisfaction (overall score of 10)</b>						
- Overall System <sup>6</sup>	7.6	7.6	7.5	7.6	7.7	0.3%
- CMBC	7.7	7.8	7.7	7.9	7.9	0.6%
- Expo & Millennium Lines	8.1	7.9	8.0	8.1	8.2	0.3%
- Canada Line	8.6	8.7	8.6	8.5	8.6	-
- West Coast Express	8.5	8.5	8.1	8.6	8.4	(0.3%)
- HandyDART	8.1	8.2	8.5	8.5	8.3	0.6%
<b>Customer Service: Customer Complaints</b>						
- Overall System (per 1 million boarded passengers) <sup>6,7</sup>	103.6	96.0	95.3	98.7	93.4	(2.6%)
- CMBC (per 1 million boarded passengers) <sup>7</sup>	124.5	116.2	112.7	119.8	108.2	(3.4%)
- Expo & Millennium Lines (per 1 million boarded passengers)	35.8	41.5	34.7	30.5	34.4	(1.0%)
- Canada Line (per 1 million boarded passengers)	10.6	8.1	8.3	15.7	19.7	16.8%
- West Coast Express (per 1 million boarded passengers)	217.8	197.7	335.2	315.9	102.9	(17.1%)
- HandyDART (per 100,000 boarded passengers)	104.5	108.0	99.7	107.7	120.2	3.6%
<b>Financial: Operating Costs</b>						
- Overall System (operating cost per capacity km) <sup>8</sup>	0.079	0.082	0.084	0.086	0.084	1.4%
- CMBC (operating cost per capacity km)	0.117	0.119	0.119	0.123	0.126	1.9%
- Expo & Millennium Lines (operating cost per capacity km)	0.024	0.026	0.029	0.031	0.031	7.3%
- Canada Line (operating cost per capacity km)	0.100	0.103	0.105	0.106	0.105	1.2%
- West Coast Express (operating cost per capacity km)	0.087	0.097	0.099	0.089	0.092	1.4%
- HandyDART (operating cost per trip)	39.91	40.30	40.64	40.95	42.73	1.7%
<b>Financial: Operating Cost Recovery</b>						
- TransLink (conventional system) <sup>9,10</sup>	56.1%	53.7%	53.6%	54.7%	55.8%	(0.1%)

<sup>1</sup> The customer injury definition for CMBC and HandyDART represents the number of accepted injury claims arising from on-board incidents inside of the vehicle, while boarding, or as a result of a collision. The customer injury definition for Expo and Millennium Line and West Coast Express represents the number of injuries where the customer is transported to hospital for treatment and the incident is reported to transit staff. Restated 2013 - 2016 for CMBC and HandyDART to align with current definition

<sup>2</sup> Restated 2013 and 2014 to reflect year end adjustments

<sup>3</sup> Restated 2013 - 2016 to exclude West Vancouver Community Shuttle and Contracted Services

<sup>4</sup> Restated to align with industry definition of major technical failure

<sup>5</sup> Gasoline litres not reported for 2011 - 2013

<sup>6</sup> Excludes HandyDART

<sup>7</sup> Restated 2015 to reflect year end adjustments

<sup>8</sup> Includes Bus, SeaBus, Expo & Millennium Line, Canada Line, West Coast Express and Police operating costs

<sup>9</sup> Excludes corporate one-time costs. Restated 2016 to reflect year end adjustments

<sup>10</sup> Calculations based on whole numbers

## Appendix 4 – Allocated Costs between Divisions

Year ended December 31

(\$ thousands)	2013	2014	2015	2016 <sup>3</sup>	2017
<b>Shared Services<sup>1</sup></b>					
Bus division	21,229	23,779	23,440	25,526	27,240
Access Transit	-	-	972	683	744
SkyTrain - Expo & Millennium Line	731	837	1,108	1,052	2,330
West Coast Express	69	47	70	66	84
Transit Police	1,453	1,525	1,679	1,550	1,883
<b>Total Shared Services allocated</b>	<b>23,482</b>	<b>26,188</b>	<b>27,269</b>	<b>28,877</b>	<b>32,281</b>
<b>Costs Administered by TransLink and allocated to subsidiaries<sup>2</sup></b>					
Bus division	14,490	15,135	16,411	18,675	16,530
SkyTrain - Expo & Millennium Line	3,418	3,581	4,770	4,840	5,177
SkyTrain - Canada Line	395	2,009	2,215	2,451	2,107
West Coast Express	13,537	14,616	15,725	578	892
Transit Police	1,097	1,639	1,793	1,760	1,831
<b>Costs Administered by TransLink allocated</b>	<b>32,937</b>	<b>36,980</b>	<b>40,914</b>	<b>28,304</b>	<b>26,537</b>
Bus Division	35,719	38,913	39,851	44,201	43,770
Access Transit	-	-	972	683	744
SkyTrain - Expo & Millennium Line	4,149	4,418	5,878	5,892	7,507
SkyTrain - Canada Line	395	2,009	2,215	2,451	2,107
West Coast Express	13,606	14,662	15,794	644	976
Transit Police	2,550	3,164	3,472	3,310	3,714
<b>Total costs allocated to Subsidiaries from TransLink</b>	<b>56,419</b>	<b>63,166</b>	<b>68,182</b>	<b>57,181</b>	<b>58,818</b>

<sup>1</sup> Includes Business Technology, Human Resources & Administration costs

<sup>2</sup> Includes property tax, building leases, insurance, and fare media costs

<sup>3</sup> Restated 2016 figures for year-over-year comparison purposes due to calculation methodology change applied in 2017 (no restatements made for 2015 and prior years)

TransLink's methodology for allocating costs to benefitting business units is equitable and consistent with leading practices. TransLink allocates costs to business units (Bus division, Access Transit, SkyTrain, West Coast Express and Transit Police) which directly benefit or consume the service or costs.

Business units can be allocated 100 per cent of a cost if it is the only one benefitting/consuming that cost or costs can be shared across multiple business units that benefit/consume the cost based on an allocation factor (e.g. head count, square foot). The charges that are allocated to the business units include; human resources, administration, rentals and leases and information technology.

To: Board of Directors

From: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services  
Christine Dacre, Vice President, Financial Services

Date: March 6, 2018

Subject: 2017 Audited Consolidated Financial Statements

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors:

- A. Approves the 2017 Audited Consolidated Financial Statements; and
  - B. Authorizes the Board Chair and Audit Committee Chair to sign the approved 2017 Audited Consolidated Financial Statements.
- 

**EXECUTIVE SUMMARY:**

Under the *South Coast British Columbia Transportation Authority Act*, the consolidated audited financial statements must be prepared annually for TransLink within 90 days after the end of each fiscal year. TransLink's fiscal year end is December 31. The 2017 Audited Consolidated Financial Statements are attached.

A full discussion of the consolidated statement of financial position and consolidated statement of operations is discussed in a separate report titled "2017 Year-End Financial and Performance Report".

In the opinion of management, the attached consolidated financial statements present fairly the financial position and operations of TransLink for the year ended December 31, 2017. Representatives of KPMG will attend the Audit Committee meeting to provide an overview and respond to any questions on their audit process and findings.

Consolidated Financial Statements  
(Expressed in thousands of dollars)

**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION AUTHORITY**

Year ended December 31, 2017



KPMG LLP  
Metro Tower I  
4710 Kingsway, Suite 2400  
Burnaby BC V5H 4M2  
Canada  
Telephone (604) 527-3600  
Fax (604) 527-3636

## INDEPENDENT AUDITORS' REPORT

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

We have audited the accompanying consolidated financial statements of the South Coast British Columbia Transportation Authority, which comprise the consolidated statement of financial position as at December 31, 2017, the consolidated statements of operations, changes in net debt and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

### *Management's Responsibility for the Consolidated Financial Statements*

Management is responsible for the preparation and fair presentation of these consolidated 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.

### *Auditors' Responsibility*

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform an audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

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



*Opinion*

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the South Coast British Columbia Transportation Authority as at December 31, 2017 and its consolidated results of operations, consolidated changes in net debt and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Chartered Professional Accountants

Burnaby, Canada  
[Date]

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

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

December 31, 2017, with comparative information for 2016

	2017	2016
<b>Financial assets</b>		
Cash and cash equivalents	\$ 424,010	\$ 252,436
Accounts receivable (note 7(i))	120,852	133,736
Loan receivable (note 3)	310,197	325,313
Restricted cash and cash equivalents and investments (note 4(a))	780,240	504,295
Investments (note 4(b))	60,951	80,917
Debt reserve deposits (note 5)	32,754	35,049
	<u>1,729,004</u>	<u>1,331,746</u>
<b>Liabilities</b>		
Accounts payable and accrued liabilities (note 7(ii))	269,057	234,522
Debt (note 6)	2,462,731	2,347,266
Deferred government transfers (note 7(a))	1,149,696	941,046
Golden Ears Bridge contractor liability (note 8(a))	1,045,557	1,049,021
Deferred concessionaire credit (note 9(a))	525,785	549,059
Employee future benefits (note 10(b))	130,902	120,147
Deferred revenue and deposits	46,412	35,519
Deferred lease inducements	12,486	12,578
	<u>5,642,626</u>	<u>5,289,158</u>
Net debt	(3,913,622)	(3,957,412)
<b>Non-financial assets</b>		
Tangible capital assets (note 11)	4,907,241	4,867,996
Supplies inventory	65,293	61,831
Prepaid expenses	21,403	11,657
	<u>4,993,937</u>	<u>4,941,484</u>
Commitments and contingencies (note 12)		
Subsequent event (note 17)		
Accumulated surplus	<u>\$ 1,080,315</u>	<u>\$ 984,072</u>

See accompanying notes to consolidated financial statements.

Approved on behalf of the Board:

\_\_\_\_\_  
"Lorraine Cunningham"  
Chair

\_\_\_\_\_  
"Tony Gugliotta"  
Director

# SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Operations  
(Expressed in thousands of dollars)

Year ended December 31, 2017, with comparative information for 2016

	2017 Budget	2017 Actual	2016 Actual
	(note 2(s))		
<b>Revenue:</b>			
Taxation (note 15)	\$ 833,028	\$ 821,333	\$ 825,670
Transit (note 7(j))	558,910	590,964	541,589
Golden Ears Bridge tolling (note 7(h))	55,744	29,743	52,116
Government transfers (note 7(a))	281,904	166,902	240,533
Amortization of deferred concessionaire credit (note 9(a))	23,337	23,274	23,337
Investment income	37,712	50,278	40,567
Miscellaneous revenue	5,464	7,009	6,351
Gain (loss) on disposal of tangible capital assets	149,677	(1,104)	422,183
	1,945,776	1,688,399	2,152,346
<b>Expenses:</b>			
Bus division	838,110	826,089	789,843
Corporate	150,100	136,460	144,870
Rail division	412,924	407,761	363,537
Roads and bridges	199,059	184,351	151,711
Transit Police	37,306	37,495	33,988
	1,637,499	1,592,156	1,483,949
Surplus for the year	308,277	96,243	668,397
Accumulated surplus, beginning of year	504,775	984,072	315,675
Accumulated surplus, end of year	\$ 813,052	\$ 1,080,315	\$ 984,072

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, 2017, with comparative information for 2016

	2017 Budget (note 2(s))	2017 Actual	2016 Actual
Surplus for the year	\$ 308,277	\$ 96,243	\$ 668,397
Acquisition of tangible capital assets	(578,144)	(234,568)	(453,777)
Amortization of tangible capital assets	209,286	192,171	181,663
Loss (gain) on disposal of tangible capital assets	(149,677)	1,104	(422,183)
Net proceeds from disposal of tangible capital assets	151,283	869	432,924
Write-down of tangible capital assets	-	1,179	-
	(367,252)	(39,245)	(261,373)
Change in supplies inventory	(1,744)	(3,462)	(5,389)
Change in prepaid expenses	(363)	(9,746)	62
	(2,107)	(13,208)	(5,327)
Decrease (increase) in net debt	(61,082)	43,790	401,697
Net debt, beginning of year	(4,471,761)	(3,957,412)	(4,359,109)
<b>Net debt, end of year</b>	<b>\$ (4,532,843)</b>	<b>\$ (3,913,622)</b>	<b>\$ (3,957,412)</b>

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, 2017, with comparative information for 2016

	2017	2016
Cash provided by (used for):		
Operating transactions:		
Surplus for the year	\$ 96,243	\$ 668,397
Non-cash changes to operations (note 13)	45,951	(483,515)
Changes in non-cash operating working capital (note 13)	70,975	(338,298)
Cash provided by (used for) operating transactions	213,169	(153,416)
Capital transactions:		
Purchase of tangible capital assets	(226,907)	(421,886)
Net proceeds from disposal of tangible capital assets	869	432,924
Cash provided by (used for) capital transactions	(226,038)	11,038
Investing transactions:		
Increase in restricted cash and investments	(275,945)	(3,286)
Decrease (increase) in investments	19,966	(19,974)
Decrease in debt reserve deposits	2,295	1,358
Cash used for investing transactions	(253,684)	(21,902)
Financing transactions:		
Debt proceeds	200,000	270,000
Premium (issue costs) on financing	(1,469)	24,021
Repayments of debt	(90,880)	(93,256)
Repayments of Golden Ears Bridge contractor liability	(3,464)	(1,892)
Government transfers received for tangible capital additions	333,940	6,925
Cash provided by financing transactions	438,127	205,798
Increase in cash and cash equivalents	171,574	41,518
Cash and cash equivalents, beginning of year	252,436	210,918
Cash and cash equivalents, end of year	\$ 424,010	\$ 252,436
Supplementary information:		
Interest paid	\$ 182,955	\$ 179,682
Tangible capital assets acquired by capital lease	7,661	1,630
Contributed tangible capital asset received	-	30,261

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, 2017

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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.

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

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

The 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 Canada.

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

The 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.

### **(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.

# **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, 2017

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

### (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 and loans receivable 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, 2017, 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 recognized 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 and accounts payable and accrued liabilities are measured at 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, 2017

## 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, tolling)	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 constructing the MRN 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.

Funding related to operating and maintaining the MRN are expensed under the heading "maintenance, materials and utilities".

# **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, 2017

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

### (i) Major Road network (“MRN”) expenditures (continued):

For the MRN and Bike (“MRNB”) programs, the amount of allocated funding contribution to each municipality for construction is determined by the proportion of a municipality’s regional population and employment growth, consistent with the Metro Vancouver Growth Strategy. For the Operations, Maintenance and Rehabilitation funding of the MRN, the amount of annual Operation and Maintenance (“O&M”) contribution and the annual Pavement Rehabilitation (“R”) contribution to each municipality are determined by the corresponding set funding rate per lane kilometer of the MRN.

### (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, 2017. The plans are unfunded and require no contributions from employees. Employer contributions are based upon expected annual benefit payments.

Actuarial gains (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 (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 (2016 - 12 years) and post-employment plan is 6 years (2016 - 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.

# **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, 2017

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

### (l) 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.

### (m) 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.

### (n) 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.

### (o) 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.

# **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, 2017

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

(p) 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.

(q) 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.

(r) 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 standard. TransLink has provided definitions of segments used and presented financial information in the segmented format (note 16). The 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.

(s) Budget data:

The budget data presented in these consolidated financial statements were approved by the Board of Directors on December 8, 2016.

# 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, 2017

### 3. Loan receivable:

In 2016, the Authority sold the Oakridge Transit Centre land for proceeds of \$440,000,000. The Authority received \$22,000,000 of proceeds in 2017 (2016 - \$88,000,000) with the remaining payment due in annual instalments as follows:

	Instalments
January 20, 2019	\$ 66,000
January 20, 2020	66,000
January 20, 2021	66,000
January 20, 2022	66,000
January 20, 2023	66,000
<b>Total</b>	<b>\$ 330,000</b>

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

The loan receivable of \$310,197,000 (2016 - \$325,313,000) is the present value of the instalments due as at December 31, 2017 using a discount rate of 2.10%.

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. 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 173 months (2016 - 147 months) and an average remaining term to maturity of 148 months (2016 - 129 months). All bonds held by the Authority, as at December 31, 2017 and 2016, were rated A or higher.

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

	2017	2016
Interest rate range	1.45% - 2.15%	1.40% - 1.95%
Maturity date range	January 2018 – April 2019	January 2017 - April 2018

# 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, 2017

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

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

	2017		2016	
	Effective rates	Coupon rates	Effective rates	Coupon rates
Weighted average rate	2.87%	3.30%	2.59%	3.20%
Interest rate range	1.09% - 4.51%	1.50% - 5.60%	1.09% - 4.51%	1.33% - 5.60%

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

	2017	2016
Government transfers for capital project funding (i):		
Cash and cash equivalents	\$ 242,317	\$ 52,354
Investments:		
Term deposits and money market instruments	118,842	72,013
Bonds (note 14(b))	47,804	68,097
Total government transfers for capital project funding	408,963	192,464
Self-administered sinking funds:		
Cash and cash equivalents	1	14
Bonds maturing beyond one year (note 14(b))	209,261	162,380
Total self-administered sinking funds	209,262	162,394
Land reserve:		
Cash and cash equivalents	91,406	128,016
Term deposits	47,482	-
Total land reserve	138,888	128,016
TPCC (wholly-owned captive insurance subsidiary):		
Bonds (note 14(b))	23,127	21,421
<b>Total restricted cash and investments</b>	<b>\$ 780,240</b>	<b>\$ 504,295</b>

(i) Unspent government transfers for capital project funding consists of \$405,924,000 (2016 - \$190,464,000) of Gas Tax funds and \$3,039,000 (2016 - \$2,000,000) of other funding.

### (b) Unrestricted investments:

Unrestricted investments are comprised of term deposits and money market instruments in the amount of \$60,951,000 (2016 - \$80,917,000).

# **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, 2017

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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 have not been recorded as a liability on the consolidated statement of financial position. At year-end, the maximum value of the demand notes totaled \$36,070,000 (2016 - \$42,299,000).

# 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, 2017

## 6. Debt:

	2017	2016
Unsecured commercial paper, due next 12 months	\$ 239,636	\$ 239,603
Unsecured sinking fund bonds held by the MFA, weighted average coupon rate of 4.23% (effective rate 4.27%), maturing at various dates from 2018 to 2036, 10 to 30 year original term	1,288,228	1,417,315
Less: MFA administered debt sinking funds	(648,913)	(694,896)
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	21,410	23,817
Unsecured bullet maturity bond series TL-1, interest rate 3.80% (effective rate 3.88%), maturing 2020, original 10 year term	299,326	299,121
Unsecured bullet maturity bond series TL-2, interest rate 4.65% (effective rate 4.70%), maturing 2041, original 30 year term	198,613	198,587
Unsecured bullet maturity bond series TL-3, interest rate 3.85% (effective rate 3.82%), maturing 2052, original 40 year term	251,474	251,502
Unsecured bullet maturity bond series TL-4, interest rate 4.45% (effective rate 3.97%), maturing 2044, original 30.5 year term	394,925	395,606
Unsecured bullet maturity bond series TL-5, interest rate 3.05% (effective rate 3.06%), maturing 2025, original 10.5 year term	214,934	214,932
Unsecured bullet maturity bond series TL-6, interest rate 3.15% (effective rate 3.18%), maturing 2048, original 31 year term	198,682	-
Capital lease, weighted average implicit rate of 4.00% (2016 - 4.00%), maturing at various dates from 2018 to 2021	4,416	1,679
	<b>\$ 2,462,731</b>	<b>\$ 2,347,266</b>

# 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, 2017

## 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, 2021. 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 2017.

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, 2017, \$239,636,000 (2016 - \$239,603,000), was owed under this commercial paper program at an average interest rate of 1.25% (2016 - 0.76%) and is due for repayment in January and February 2018 (2016 - January and February 2017).

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

	Commercial Paper	Sinking Fund Bonds Held by MFA	Serial Debenture Held by MFA	Bullet Maturity Bonds	Capital Leases	Total
Future payments:						
2018	\$ 240,000	\$ 44,012	\$ 2,466	\$ -	\$ 3,331	\$ 289,809
2019	-	36,357	2,529	-	698	39,584
2020	-	34,700	2,593	300,000	367	337,660
2021	-	34,700	2,659	-	20	37,379
2022	-	32,698	2,727	-	-	35,425
Thereafter	-	165,571	8,607	1,230,000	-	1,404,178
	240,000	348,038	21,581	1,530,000	4,416	2,144,035
Future actuarial interest	-	293,049	-	-	-	293,049
	240,000	641,087	21,581	1,530,000	4,416	2,437,084
Unamortized premium / (issue costs)	(364)	(1,772)	(171)	27,954	-	25,647
	\$ 239,636	\$ 639,315	\$ 21,410	\$ 1,557,954	\$ 4,416	\$ 2,462,731

# 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, 2017

## 7. Transfers from other governments:

### (a) Deferred government transfers:

	Balance, January 1, 2017	Contributions received	Interest earned	Recognized as revenue	Balance, December 31, 2017
<b>Capital project funding:</b>					
Gas Tax	\$ 314,850	\$ 272,672	\$ 4,939	\$ (90,014)	\$ 502,447
Canada Line	524,990	-	-	(23,244)	501,746
Building Canada Fund	71,750	-	-	(4,464)	67,286
Public Transit Infrastructure Fund	-	54,788	-	-	54,788
Evergreen Line	7,000	-	-	-	7,000
Public Transit Fund	9,614	-	-	(3,758)	5,856
Transit Secure Fund	6,495	-	-	(794)	5,701
Public Transit Infrastructure Program	4,355	-	-	(1,740)	2,615
Urban Transportation Showcase	1,717	-	-	(687)	1,030
Capstan Station	-	1,098	-	-	1,098
Miscellaneous programs	275	443	-	(589)	129
	<u>941,046</u>	<u>329,001</u>	<u>4,939</u>	<u>(125,290)</u>	<u>1,149,696</u>
<b>Operating funding:</b>					
Canada Line Operating Fund (note 9(c))	-	19,290	-	(19,290)	-
Golden Ears Bridge forgone tolling	-	18,994	-	(18,994)	-
Properties Environmental Program	-	2,808	-	(2,808)	-
Other cost sharing projects	-	520	-	(520)	-
	<u>-</u>	<u>41,612</u>	<u>-</u>	<u>(41,612)</u>	<u>-</u>
	<u>\$ 941,046</u>	<u>\$ 370,613</u>	<u>\$ 4,939</u>	<u>\$ (166,902)</u>	<u>\$ 1,149,696</u>

The balance as at December 31, 2017 of \$1,149,696,000 consists of:

- (i) Unspent Gas Tax funds of \$405,924,000 (2016 - \$190,464,000) and unspent funds for various other projects of \$3,039,000 (2016 - \$2,000,000); and
- (ii) Spent funds of \$740,733,000 (2016 - \$748,582,000) that will be recognized as revenue as the related stipulations in the agreement 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, 2017

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

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

Tangible capital assets acquired on or subsequent to 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:

	2017	2016
Opening balance, unspent funds	\$ 190,464	\$ 320,009
Amount received during the year	272,672	-
Interest earned	4,939	3,799
Amount spent on designated public transit projects	(62,151)	(133,344)
Closing balance, unspent funds	\$ 405,924	\$ 190,464

### (c) Canada Line funding:

The Authority has received certain contributions for the Canada Line infrastructure from the federal and provincial government 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. 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 Federal Government 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, 2017

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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 Federal Government 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 of British Columbia, 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 for five years after the agreement end date of March 31, 2020, the Authority is required to return a portion of the contribution to the Province.

Accordingly, the Authority recognizes the revenue over the stipulation period of five 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.

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 phase: preliminary design, detailed design and construction, and CoR agreed to contribute funding for the three phases totaling \$25,316,600 (subject to inflationary adjustments). In 2017, TransLink received \$1,098,000 from CoR for funding of the preliminary design phase and is required to complete the construction of the project within 30 months upon receipt of the full amount of funding.

# 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, 2017

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

### (h) Golden Ears Bridge forgone tolling revenue:

In August 2017, the Province announced the removal of tolls on the Golden Ears Bridge ("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.

### (i) Working capital balances:

	2017	2016
Trade accounts receivable	\$ 30,596	\$ 45,283
Due from Federal Government	4,984	6,806
Due from Province of British Columbia	78,588	74,490
Due from Regional Districts	4,344	4,767
Due from other Authorities	2,340	2,390
<b>Accounts receivable</b>	<b>\$ 120,852</b>	<b>\$ 133,736</b>
	2017	2016
Trade accounts payable and accrued liabilities	\$ 215,020	\$ 202,106
Due to Federal Government	11,304	4,663
Due to Province of British Columbia	3,076	1,879
Due to Regional Districts	31,533	19,396
Due to other Authorities	8,124	6,478
<b>Accounts payable and accrued liabilities</b>	<b>\$ 269,057</b>	<b>\$ 234,522</b>

### (j) Transit revenue:

Included in transit revenues is \$10,888,000 (2016 - \$11,614,000) of contributions from the provincial government to assist with administering the U-Pass BC program and to offset any lost transit revenues.

# 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, 2017

## 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.

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

	2017	2016
Opening balance	\$ 1,049,021	\$ 1,050,913
Interest accretion on contractor liability to last payment date	66,095	66,638
Payments made	(69,559)	(68,530)
Ending balance	\$ 1,045,557	\$ 1,049,021

As the last monthly payment of the year was made on December 8, 2017, the interest accrual from December 9 to 31, 2017 of \$4,203,000 (2016 - \$4,104,000) 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 CPI index, 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 index with an estimated annual inflation rate of 2.00%. The estimated payments in the next five years are as follows:

	Capital and interest
2018	\$ 73,018
2019	74,477
2020	75,977
2021	77,504
2022	79,046

# 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, 2017

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## 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 a CPI index. 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
2018	\$ 4,818
2019	4,914
2020	5,013
2021	5,114
2022	5,215

### (c) Agreement with V-Flow Tolling Inc. (“V-Flow”):

The Authority has a contract with V-Flow to design, furnish, install, test, operate and maintain a toll system for the GEB on behalf of the Authority. The contract expires on July 15, 2018.

Payments to V-Flow under the contract terms consist of fixed and variable components and are adjusted periodically based on a CPI index. The fixed component of the remaining payments under the contract from January 2018 to July 2018 totals \$2,140,000. TransLink is in the process of evaluating the next steps subsequent to the termination of the V-Flow agreement.

# 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, 2017

## 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.

	2017	2016
Opening balance	\$ 549,059	\$ 572,396
Less: amortization	(23,274)	(23,337)
Closing balance	\$ 525,785	\$ 549,059

### (b) Operating commitments:

Base operational 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 2018 to December 2034	\$ 6,458
January 2035	5,285
February 2035 to July 2040	4,113

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:

2018	\$ 113,000
2019	116,000
2020	118,000
2021	120,000
2022	122,000

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.

# **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, 2017

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

### (c) Operating contributions:

The Province of British Columbia has committed to provide funding of \$1,478,000 at each 28 day period for 395 periods 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 2017 was \$19,290,000 (2016 - \$19,290,000).

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

### (a) Pension plans:

The Authority and its subsidiaries contribute to the Public Service Pension Plan (the "Plan"), 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 Public Service Pension Plan, which was carried out as at March 31, 2017, resulted in a surplus of \$1,895,876,000. The total expense recorded in the consolidated financial statements, in respect of pension contributions to the Plan, amounts to \$44,940,000 (2016 - \$42,559,000).

### (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 the Retiree MSP for Retirees and their dependents and extended health benefits for the Retiree's 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 MSP and extended health, which is not paid by the PSPP.

# **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, 2017

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

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

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

In the collective agreement between TSML and the Transit Police Professional Association ("TPPA") union ratified on November 27, 2014, the parties eliminated the MSP and 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 MSP coverage, extended health and dental benefits to eligible retired employees.

The total expense recorded in the consolidated financial statements, in respect of obligations under these plans, amounts to \$12,347,000 (2016 - \$11,140,000).

#### (ii) Post-employment:

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

BCRTC provides MSP, 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 MSP, 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 \$2,336,000 (2016 - \$2,893,000).

# 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, 2017

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

(b) Employee future benefits (continued):

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

	Post- retirement benefits	Post- employment benefits	Total 2017	Total 2016
Accrued benefit obligation	\$ 100,483	\$ 18,840	\$ 119,323	\$ 121,761
Unamortized net actuarial (loss) gain	(416)	11,995	11,579	(1,614)
<b>Accrued benefit liability</b>	<b>\$ 100,067</b>	<b>\$ 30,835</b>	<b>\$ 130,902</b>	<b>\$ 120,147</b>

The accrued benefit liabilities are not funded.

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

	Post- retirement benefits	Post- employment benefits	Total 2017	Total 2016
Current period benefit cost	\$ 6,277	\$ 5,033	\$ 11,310	\$ 10,687
Interest cost	3,943	677	4,620	4,241
Amortization of actuarial (gains) and losses	2,127	(3,374)	(1,247)	(895)
Net expense	12,347	2,336	14,683	14,033
Actuarially determined payments	(1,436)	(2,492)	(3,928)	(3,909)
<b>Change in accrued benefit liability</b>	<b>\$ 10,911</b>	<b>\$ (156)</b>	<b>\$ 10,755</b>	<b>\$ 10,124</b>

(v) The significant assumptions used are as follows:

	2017	2016
Discount rates	2.90% - 3.20%	2.80% - 3.60%
Expected health care cost trend rates	4.40% - 6.80%	4.40% - 7.20%

# 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, 2017

## 11. Tangible capital assets:

Cost	Balance, January 1, 2017	Additions, net of transfers	Disposals	Write-down of assets	Balance, December 31, 2017
Land	\$ 355,318	\$ 3,360	\$ -	\$ -	\$ 358,678
Land improvements	40,397	-	-	-	40,397
Buildings	305,526	4,928	-	-	310,454
Bridges, guideways, stations and tunnels	2,371,411	633	-	-	2,372,044
Other supporting systems	1,041,059	21,420	-	(11,422)	1,051,057
Vehicles and SeaBus	1,638,870	66,360	(13,287)	-	1,691,943
Equipment	672,979	27,614	(2,883)	-	697,710
Tangible capital projects in progress	154,516	110,253	-	-	264,769
	<b>\$ 6,580,076</b>	<b>\$ 234,568</b>	<b>\$ (16,170)</b>	<b>\$ (11,422)</b>	<b>\$ 6,787,052</b>

Accumulated amortization	Balance, January 1, 2017	Additions	Disposals	Write-down of assets	Balance, December 31, 2017
Land	\$ -	\$ -	\$ -	\$ -	\$ -
Land improvements	(19,591)	(1,201)	-	-	(20,792)
Buildings	(106,751)	(7,923)	-	-	(114,674)
Bridges, guideways, stations and tunnels	(165,755)	(24,291)	-	-	(190,046)
Other supporting systems	(218,038)	(38,024)	-	10,243	(245,819)
Vehicles and SeaBus	(826,225)	(79,195)	11,894	-	(893,526)
Equipment	(375,720)	(41,537)	2,303	-	(414,954)
	<b>\$ (1,712,080)</b>	<b>\$ (192,171)</b>	<b>\$ 14,197</b>	<b>\$ 10,243</b>	<b>\$ (1,879,811)</b>

Net book value	Balance, January 1, 2017				Balance, December 31, 2017
Land	\$ 355,318				\$ 358,678
Land improvements	20,806				19,605
Buildings	198,775				195,780
Bridges, guideways, stations and tunnels	2,205,656				2,181,998
Other supporting systems	823,021				805,238
Vehicles and SeaBus	812,645				798,417
Equipment	297,259				282,756
Tangible capital projects in progress	154,516				264,769
	<b>\$ 4,867,996</b>				<b>\$ 4,907,241</b>

Included in tangible capital assets is capital leased equipment with a net book value of \$8,600,000 (2016 - \$2,700,000).

Interest capitalized during the year ended December 31, 2017 amounted to \$2,125,000 (2016 - \$7,900,000).

# **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, 2017

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

As at December 31, 2017, the net book value of Expo and Millennium Line guideways or system improvements totaled \$328,000,000 (2016 - \$327,000,000) of which \$227,000,000 (2016 - \$224,000,000) 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 29, 2019. 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.

BCTFA leases to TransLink all of its interests (owned and otherwise) with respect to the West Coast Express properties and infrastructure. As at December 31, 2017, the net book value of West Coast Express improvements totaled \$3,700,000 (2016 - \$4,000,000).

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, 2017, the net book value of Evergreen Line guideways and system owned by TransLink, excluding skytrain vehicles, totaled \$331,675,000 (2016 - \$335,072,000).

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.

# 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, 2017

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## 12. Commitments and contingencies:

(a) Operating leases:

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

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2018	\$ 17,478
2019	15,994
2020	15,755
2021	15,462
2022	15,010
	<hr/>
	\$ 79,699

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Included in the payment schedule above are certain commitments that extend beyond 2022. Significant commitments beyond 2022 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 2022 ranges from \$826,000 to \$884,000.
- (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, ticket vending and parking management, land leases and miscellaneous services.

The following summarizes the WCE operating commitments:

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2018	\$ 15,041
2019	12,311
2020	11,199
2021	6,186
2022	6,108
	<hr/>
	\$ 50,845

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Subsequent to 2022, monthly operating commitments for WCE are \$425,000 to \$509,000 for 2023 to 2025.

# 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, 2017

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## 12. Commitments and contingencies (continued):

(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 a CPI index.

The base payments prior to adjustments for operational metrics based on 2011 dollars are as follows:

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	Fixed component
2018	\$ 11,161
2019	11,386
2020	11,716
2021	13,465
2022	12,057
	<hr/> \$ 59,785 <hr/>

Subsequent to 2022, the fixed monthly base payments range from \$969,000 to \$1,038,000 for 2023 to 2025.

(d) Diesel fuel purchase:

The Authority has entered into multiple fixed price future agreements for diesel purchase volumes up to September 2018. The approximate total payment relating to the fixed price future agreements for the contracted purchase volumes is \$19,700,000 (2016 - \$11,900,000).

(e) Natural gas supply contract:

The Authority has entered into multiple fixed price natural gas purchase agreements for varying terms up to October 2021. The approximate total payment relating to these agreements is as follows:

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	Contract Amount
2018	\$ 875
2019	1,801
2020	1,800
2021	1,800
	<hr/> \$ 6,276 <hr/>

# **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, 2017

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

### (f) Major Road Network ("MRN") Capital Funding:

The Authority has signed several funding agreements with municipalities on major MRN projects. At December 31, 2017, the net amount of MRN capital infrastructure contributions committed and not paid is \$2,270,000 (2016 - \$3,090,000). This amount will be paid to the municipalities upon completion of their projects.

### (g) Lawsuits and claims:

As at December 31, 2017, 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 made in the financial statements for any lawsuits and claims made against the Authority, except as noted below.

A number of lawsuits commenced 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.
- 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.

### (h) Other capital and inventory commitments:

At December 31, 2017, \$403,018,000 (2016 - \$119,988,000) has been contractually committed for other capital projects and inventory.

### (i) Letters of credit:

As at December 31, 2017, the Authority has issued letters of credit to the City of Richmond and the City of Surrey totaling \$1,005,000 (2016 - \$1,023,000) which expire in 2018.

# 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, 2017

## 13. Statement of cash flows:

	2017	2016
Non-cash changes to operations:		
Amortization of tangible capital assets	\$ 192,171	\$ 181,663
Amortization of bond (premium) discount	(35)	576
Amortization of debt issue cost	188	193
Amortization of deferred concessionaire credit	(23,274)	(23,337)
Amortization of deferred government transfers	(125,290)	(196,945)
Amortization of deferred lease inducements	(92)	(221)
Government transfers revenue - asset received	-	(23,261)
Write-down of tangible capital assets	1,179	-
Loss (gain) on disposal of tangible capital assets	1,104	(422,183)
	<u>\$ 45,951</u>	<u>\$ (483,515)</u>
Changes in non-cash operating working capital:		
Decrease (increase) in accounts receivable	\$ 12,884	\$ (31,315)
Decrease (increase) in loan receivable	15,116	(325,313)
Increase in supplies inventory	(3,462)	(5,389)
Decrease (increase) in prepaid expenses	(9,746)	62
Increase (decrease) in accounts payable and accrued liabilities	34,535	(7,244)
Increase in deferred revenue and deposits	10,893	20,777
Employee future benefit payable	10,755	10,124
	<u>\$ 70,975</u>	<u>\$ (338,298)</u>

## 14. 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 these financial instruments. 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.

### (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.

# 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, 2017

## 14. Financial instruments (continued):

(b) Fair values (continued):

2017	Fair values	Cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 47,457	\$ 47,804
TPCC - bonds	22,989	23,127
Self-administered sinking funds - bonds	218,339	209,261

2016	Fair values	Cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 68,121	\$ 68,097
TPCC - bonds	21,487	21,421
Self-administered sinking funds - bonds	165,044	162,380

## 15. Taxation revenue:

	2017	2016
Fuel tax	\$ 373,780	\$ 395,731
Property tax	339,124	324,496
Parking sales tax	70,019	67,032
Hydro levy	20,576	20,450
Replacement tax	17,834	17,961
	\$ 821,333	\$ 825,670

# **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, 2017

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## **16. Segmented information:**

### (a) Bus division:

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 division represents the operating costs and the allocated depreciation and interest costs.

### (b) Corporate:

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 division:

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 division represents the operating costs and the allocated depreciation and interest costs.

### (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, 2017

## 16. Segmented Information (continued):

	2017						2016
	Bus division	Corporate	Rail division	Roads & bridges	Transit Police	Total	
<b>Revenue:</b>							
Taxation	\$ -	\$ 821,333	\$ -	\$ -	\$ -	\$ 821,333	\$ 825,670
Transit	-	590,964	-	-	-	590,964	541,589
Golden Ears Bridge tolling	-	-	-	29,743	-	29,743	52,116
Government transfers	-	166,040	-	862	-	166,902	240,533
Amortization of deferred concessionaire credit	-	-	23,274	-	-	23,274	23,337
Investment income	-	50,278	-	-	-	50,278	40,567
Miscellaneous revenue	2,832	2,557	602	-	1,018	7,009	6,351
Gain (loss) on disposal of tangible capital assets	-	(523)	(581)	-	-	(1,104)	422,183
	2,832	1,630,649	23,295	30,605	1,018	1,688,399	2,152,346
<b>Expenses:</b>							
Administration	15,482	18,752	6,738	58	2,510	43,540	48,982
Capital infrastructure contributions	-	-	-	33,389	-	33,389	3,910
Contracted services	74,910	11,231	120,048	12,927	-	219,116	211,790
Fuel and power	49,435	-	16,085	-	-	65,520	56,764
Insurance	17,278	286	5,237	979	45	23,825	21,181
Maintenance, materials and utilities	72,445	2,888	43,912	27,404	1,565	148,214	133,975
Professional and legal	3,321	26,703	2,967	7,565	473	41,029	40,893
Rentals, leases and property tax	12,882	7,583	1,859	107	1,908	24,339	24,694
Salaries, wages and benefits	443,124	41,992	100,520	1,754	30,678	618,068	587,392
Write-down of tangible capital assets	-	1,179	-	-	-	1,179	-
Expenses before amortization and interest	688,877	110,614	297,366	84,183	37,179	1,218,219	1,129,581
Amortization of tangible capital assets	85,679	16,138	68,940	21,214	200	192,171	181,663
Interest	51,533	9,708	41,455	78,954	116	181,766	172,705
	137,212	25,846	110,395	100,168	316	373,937	354,368
	826,089	136,460	407,761	184,351	37,495	1,592,156	1,483,949
<b>Surplus (deficit), for the year</b>	\$ (823,257)	\$ 1,494,189	\$ (384,466)	\$ (153,746)	\$ (36,477)	\$ 96,243	\$ 668,397

# **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, 2017

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## **17. Subsequent event:**

On February 16, 2018, the Province of British Columbia announced that it will take over the Pattullo Bridge replacement project that was previously within TransLink's long term investment plan. TransLink has determined that no adjustment to the capital costs is required on the financial statements. Assessment of the future benefit of these costs will continue into the next fiscal year.

TO: Board of Directors

FROM: Rob Malli, Chief Financial Officer & Executive Vice President, Finance and Corporate Services  
Christine Dacre, Vice President, Financial Services

DATE: March 1, 2018

SUBJECT: Transit Tariff Amendment — effective July 1, 2018

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### **PROPOSED RESOLUTION**

That the TransLink Board of Directors

- A. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 120-2018*, attached to this report as Attachment 1, effective July 1, 2018; and
  - B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 120-2018*.
- 

### **EXECUTIVE SUMMARY**

In its funding strategy for the 10-Year Vision, the Mayor's Council identified an increase to fares to help support expanded transit service. The approved Investment Plan calls for annual increases of about 5 to 10 cents for single-use fares, and \$1 to \$2 for monthly passes. Increases are uniformly applied to One-Zone, Two-Zone and Three-Zone fare products. The resolutions contemplated in this report will implement this fare increase.

### **PURPOSE**

The purpose of this resolution is to amend the Tariff effective July 1, 2018 to implement the 2018/19 fare increases contemplated in TransLink's 2017-2026 Investment Plan: Update to Phase One of the 10-Year Vision (the "Investment Plan").

### **BACKGROUND**

#### **2018 Fare Increase**

The Investment Plan approved by the Mayors' Council and TransLink's Board to support the 10-Year Vision for Metro Vancouver Transportation provides for annual transit fare increase as one of the funding sources. The annual fare increase for 2018 within the Investment Plan is indicated to take effect July 1<sup>st</sup>, 2018. The increases range from 5 to 10 cents for single use fares which represent a 1% to 5.5% increase from the 2017 rates and \$1 to \$2 for monthly passes with represent a 1.2% to 2.2% increase.

Management recommends the amendment to the Tariff to implement this fare increase.

**DISCUSSION**

The Tariff amendment set out in Bylaw Amendment 120-2018, attached as Attachment 1, is effective July 1, 2018 as summarized below. A blacklined version of the proposed July 1, 2018 Tariff, compared to the proposed July 1, 2017 Tariff, is included as Attachment 2 for reference.

This Tariff amendment incorporates the increases to the regular and discounted fares as set out in the transit fare rate schedules in the Investment Plan.

<b>SCHEDULE 9A: TRANSIT FARE RATES</b>						
<b>REGULAR, SHORT TERM FARES</b>			<b>2017</b>	<b>2018</b>	<b>nominal increase</b>	<b>percentage increase</b>
<b>Conventional Transit</b>						
Cash/Compass Ticket	Adult	1-Zone	\$ 2.85	\$ 2.95	\$ 0.10	3.51%
		2-Zone	\$ 4.10	\$ 4.20	\$ 0.10	2.44%
		3-Zone	\$ 5.60	\$ 5.70	\$ 0.10	1.79%
	Concession	1-Zone	\$ 1.80	\$ 1.90	\$ 0.10	5.56%
		2-Zone	\$ 2.80	\$ 2.90	\$ 0.10	3.57%
		3-Zone	\$ 3.80	\$ 3.90	\$ 0.10	2.63%
DayPass	Adult	All Zones	\$ 10.00	\$ 10.25	\$ 0.25	2.50%
	Concession	All Zones	\$ 7.75	\$ 8.00	\$ 0.25	3.23%
	Canada Line YVR AddFare		\$ 5.00	\$ 5.00	\$ -	0.00%
<b>Custom Transit</b>	Cash	All Zones	\$ 2.85	\$ 2.95	\$ 0.10	3.51%
<b>DISCOUNTED, SHORT TERM FARES</b>						
<b>Conventional Transit</b>						
Compass Card Single Trip (Stored Value)	Adult	1-Zone	\$ 2.20	\$ 2.30	\$ 0.10	4.55%
		2-Zone	\$ 3.25	\$ 3.35	\$ 0.10	3.08%
		3-Zone	\$ 4.30	\$ 4.40	\$ 0.10	2.33%
	Concession	1-Zone	\$ 1.80	\$ 1.85	\$ 0.05	2.78%
		2-Zone	\$ 2.80	\$ 2.85	\$ 0.05	1.79%
		3-Zone	\$ 3.80	\$ 3.85	\$ 0.05	1.32%
<b>Custom Transit</b>	FareSaver/ Compass Card Single Trip	All Zones	\$ 2.20	\$ 2.30	\$ 0.10	4.55%
<b>NON-SHORT TERM FARES</b>						
<b>Conventional Transit Monthly Pass</b>						
Adult	1-Zone		\$ 93.00	\$ 95.00	\$ 2.00	2.15%
			\$ 126.00	\$ 128.00	\$ 2.00	1.59%
			\$ 172.00	\$ 174.00	\$ 2.00	1.16%
	Concession	All Zones	\$ 53.00	\$ 54.00	\$ 1.00	1.89%
<b>Custom Transit</b>	Monthly Pass	All Zones	\$ 93.00	\$ 95.00	\$ 2.00	2.15%

Transit Tariff Amendment – effective July 1, 2018

March 1, 2018

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<b>SCHEDULE 9B: TRANSIT FARE RATES - WEST COAST EXPRESS</b>								
<b>REGULAR, SHORT TERM FARES</b>			<b>2017</b>	<b>2018</b>				
One-Way Compass Ticket (Cash)	Adult	1- or 2-Zone	\$ 5.60	\$ 5.70	\$ 0.10	1.79%		
		3-Zone	\$ 7.35	\$ 7.45	\$ 0.10	1.36%		
		4-Zone	\$ 9.10	\$ 9.20	\$ 0.10	1.10%		
		5-Zone	\$ 12.35	\$ 12.45	\$ 0.10	0.81%		
		Concession 1- or 2-Zone	\$ 3.30	\$ 3.40	\$ 0.10	3.03%		
		3-Zone	\$ 4.30	\$ 4.40	\$ 0.10	2.33%		
		4-Zone	\$ 5.55	\$ 5.65	\$ 0.10	1.80%		
		5-Zone	\$ 7.55	\$ 7.65	\$ 0.10	1.32%		
		Return Compass Ticket (Cash)	Adult	1- or 2-Zone	\$ 10.50	\$ 10.75	\$ 0.25	2.38%
		3-Zone		\$ 14.00	\$ 14.25	\$ 0.25	1.79%	
4-Zone	\$ 17.25	\$ 17.50		\$ 0.25	1.45%			
5-Zone	\$ 23.25	\$ 23.50		\$ 0.25	1.08%			
Concession 1- or 2-Zone	\$ 6.50	\$ 6.75		\$ 0.25	3.85%			
		3-Zone	\$ 8.50	\$ 8.75	\$ 0.25	2.94%		
		4-Zone	\$ 10.75	\$ 11.00	\$ 0.25	2.33%		
		5-Zone	\$ 14.75	\$ 15.00	\$ 0.25	1.69%		
		<b>DISCOUNTED, SHORT TERM FARES</b>						
		<b>One-Way Compass Card (Stored Value)</b>						
	Adult	1- or 2-Zone	\$ 4.70	\$ 4.80	\$ 0.10	2.13%		
		3-Zone	\$ 6.15	\$ 6.25	\$ 0.10	1.63%		
		4-Zone	\$ 7.55	\$ 7.65	\$ 0.10	1.32%		
		5-Zone	\$ 10.30	\$ 10.40	\$ 0.10	0.97%		
		Concession 1- or 2-Zone	\$ 2.75	\$ 2.80	\$ 0.05	1.82%		
		3-Zone	\$ 3.55	\$ 3.60	\$ 0.05	1.41%		
		4-Zone	\$ 4.65	\$ 4.70	\$ 0.05	1.08%		
		5-Zone	\$ 6.30	\$ 6.35	\$ 0.05	0.79%		
		Return Compass Pass (Stored Value)	Adult	1- or 2-Zone	\$ 10.25	\$ 10.50	\$ 0.25	2.44%
		3-Zone		\$ 13.25	\$ 13.50	\$ 0.25	1.89%	
4-Zone	\$ 16.50	\$ 16.75		\$ 0.25	1.52%			
5-Zone	\$ 22.25	\$ 22.50		\$ 0.25	1.12%			
Concession 1- or 2-Zone	\$ 6.25	\$ 6.50		\$ 0.25	4.00%			
		3-Zone	\$ 8.00	\$ 8.25	\$ 0.25	3.13%		
		4-Zone	\$ 10.25	\$ 10.50	\$ 0.25	2.44%		
		5-Zone	\$ 14.00	\$ 14.25	\$ 0.25	1.79%		
		<b>NON-SHORT TERM FARES</b>						
		<b>Monthly Pass</b>						
	Adult	1- or 2-Zone	\$ 153.75	\$ 155.75	\$ 2.00	1.30%		
		3-Zone	\$ 203.00	\$ 205.00	\$ 2.00	0.99%		
		4-Zone	\$ 246.00	\$ 248.00	\$ 2.00	0.81%		
		5-Zone	\$ 337.75	\$ 339.75	\$ 2.00	0.59%		
		Concession 1- or 2-Zone	\$ 94.00	\$ 95.00	\$ 1.00	1.06%		
		3-Zone	\$ 125.50	\$ 126.50	\$ 1.00	0.80%		
		4-Zone	\$ 155.25	\$ 156.25	\$ 1.00	0.64%		
		5-Zone	\$ 218.25	\$ 219.25	\$ 1.00	0.46%		

**CONCLUSION**

It is recommended that the Board approve and adopt the Tariff Bylaw 120-2018, effective July 1, 2018.

**ATTACHMENTS:**

Attachment 1: South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 120-2018 and Schedule 1 – Fare Media: Fares and Proof of Payment

Attachment 2: South Coast British Columbia Transportation Authority Transit Tariff (*Blacklined*)

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**BYLAW NUMBER 120-2018**

A bylaw to amend the South Coast British Columbia Transportation Authority  
2013 Tariff Bylaw Number 87-2013

WHEREAS, pursuant to the *South Coast British Columbia Transportation Authority Act* (the Act), the Authority may, by by-law, assess user fees on persons using the regional transportation system (as defined in the Act) in the transportation service region (as defined in the Act);

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This By-law may be cited as the “South Coast British Columbia Transportation Authority Bylaw Number 120-2018.”
2. The South Coast British Columbia Transportation Authority 2013 Tariff Bylaw Number 87-2013 is amended as follows:
  - (a) Section 6 of the second page is amended to delete “HandyDart Operator - MVT Canadian Bus Inc.” and replace it with “HandyDart Operator - FirstCanada ULC”;
  - (b) Part B – Terms & Conditions is amended to delete “\$4.50” from Section 5(b) and replace it with “the amount equal to the Adult WCE One-Way Fare for one Zone during Regular Hours, based on the Stored Value rate for WCE Service as set out in Appendix “2””; and
  - (c) Appendix “2” – Fare Media: Fares and Proof of Payment attached to this Bylaw as Schedule 1 replaces the Appendix “2” attached to the South Coast British Columbia Transportation Authority 2013 Tariff Bylaw Number 87-2013.
3. This Bylaw comes into force and takes effect on July 1, 2018.

READ A FIRST, SECOND AND THIRD TIME this 29<sup>th</sup> day of March, 2018.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 29<sup>th</sup> day of March, 2018.

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Lorraine Cunningham, Chair

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Gigi Chen-Kuo, General Counsel and Corporate Secretary

APPENDIX "2" – FARE MEDIA: FARES AND PROOF OF PAYMENT

Table "1" – Cash Fares and Proof of Payment

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
<b>Conventional Transit (3 Zones)</b>									
Canadian National Institute for the Blind (CNIB) Pass on Compass Card*	Person with vision impairment who holds a CNIB Pass and displays valid identification	N/A		No	Valid for unlimited travel through all Zones			Not valid	No Add-Fare required
DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)	Purchaser who holds a valid DayPass (Adult)	All Zones – fare of \$10.25		No	Valid for unlimited travel through all Zones		\$2.95 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**
DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)	All Zones – fare of \$8.00		No	Valid for unlimited travel through all Zones		\$1.90 credit toward WCE applicable fare	Not valid	Add-Fare required**
Employee Pass on Compass Card* (until revoked or expired)	Employee Pass Holder who holds a valid Employee Pass	N/A		No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5.70	\$2.95	No	Valid for unlimited travel through all Zones during the Hours paid for	\$2.95 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**	
FareCard* – Adult (calendar month)	Eligible HandyDART User who displays a valid Adult FareCard	Conventional Bus and HandyDART: All Zones (1 Zone FareCard) - \$95.00 per month Conventional Bus and HandyDART: 2 Zone FareCard - \$128.00 per month 3 Zone FareCard - \$174.00 per month  (Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional Transit and travel more than one zone on Conventional SkyTrain and SeaBus – see Section 9(c), Part B of the Tariff).		Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who displays a valid Adult FareSaver that has been validated	Conventional Bus and HandyDART: All Zones (1 Zone FareSaver) - 1 yellow ticket (book of 10, \$23.00)	No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART: 2 Zone FareSaver - 1 red ticket (book of 10, \$33.50) 3 Zone FareSaver - 1 green ticket (book of 10, \$44.00)  (No longer available for sale to the general public but accepted as valid Proof of Payment on Conventional Bus and for Eligible HandyDART Users on HandyDART. Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional SkyTrain and SeaBus and travel more than one zone – see Section 9(c), Part B of the Tariff).						
FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	Conventional Bus: All Zones – 1 brown ticket (book of 10, \$18.50)	No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid	Not valid	Not valid	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Government Bus Pass on Compass Card*	Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province		No	Valid for unlimited travel through all Zones		Eligible for WCE Concession fare	Not valid	No Add-Fare required
GradPass on Compass Ticket* (on specified date between May 1 <sup>st</sup> and June 30 <sup>th</sup> )	Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification	N/A		No	Valid for unlimited travel through all Zones for the specified date			Not valid	No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Conventional Bus: All Zones - \$95.00 per month	Conventional Bus: All Zones - \$95.00 per month	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through 1 Zone	\$2.95 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	No Add-Fare required
		Conventional SkyTrain and SeaBus: 1 Zone - \$95.00 2 Zones - \$128.00 3 Zones - \$174.00 per month	Conventional SkyTrain and SeaBus: All Zones - \$95.00 per month			Valid for unlimited travel through the number of Zones paid for			

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)	All Zones - \$54.00 per month	Yes	Valid for unlimited travel through all Zones	\$1.90 credit toward WCE applicable fare	Not valid	No Add-Fare required
MultiPass on Compass Card* or Compass Ticket* (specified dates)	Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations	N/A for officials of other transit agencies \$6.75 per pass (if > 500 passes purchased per day); \$5.75 per pass (if > 5,000 purchased per day)	No	Valid for unlimited travel through all Zones	\$2.95 credit toward WCE applicable fare	Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Single Fare (Adult) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Purchaser who holds a Single Fare (Adult)	Conventional Bus: Cash: All Zones \$2.95	Conventional Bus: Cash All Zones \$2.95	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2.95 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Conventional Bus: No Add-Fare required	
		Conventional Bus: Stored Value <sup>1</sup> : All Zones \$2.30	Conventional Bus: Stored Value <sup>1</sup> : All Zones \$2.30				Stored Value: \$2.30 credit toward WCE applicable fare			
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.95 2 Zones \$4.20 3 Zones \$5.70	Conventional SkyTrain and SeaBus: Cash All Zones \$2.95				Valid for unlimited travel during the Hours and through the number of Zones paid for			Conventional SkyTrain and SeaBus: Cash: Add-Fare required**
		Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : 1 Zone \$2.30 2 Zones \$3.35 3 Zones \$4.40	Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : All Zones \$2.30							

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	Conventional Bus: Cash: All Zones \$1.90	Conventional Bus: Cash: All Zones \$1.90	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$1.90 credit toward WCE applicable fare	Not valid	Conventional Bus: No Add-Fare required
		Conventional Bus: Stored Value: All Zones \$1.85	Conventional Bus: Stored Value: All Zones \$1.85				Stored Value: \$1.85 credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$1.90 2 Zones \$2.90 3 Zones \$3.90	Conventional SkyTrain and SeaBus: Cash: All Zones \$1.90			Valid for unlimited travel during the Hours and through the number of Zones paid for			Conventional SkyTrain and SeaBus: Cash: Add-Fare required**
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone \$1.85 2 Zones \$2.85 3 Zones \$3.85	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$1.85						Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who holds a Single Fare (Adult)	All Zones \$2.95 (cash only)	All Zones \$2.95 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Not Valid
Single Fare (Concession) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	All Zones \$1.90 (cash only)	All Zones \$1.90 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid	Not Valid
Special Event Ticket on Bus Transfer*, Compass Card* or Compass Ticket* (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	No	Valid for unlimited travel during the Hours paid for	Valid for unlimited travel during the Hours and through the number of Zones paid for		Not valid	Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
U-Pass BC on Compass Card* (calendar months)	A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card	As determined by the agreement between the post-secondary educational institution, its student society, and TransLink	No	Valid for unlimited travel through all Zones	Valid toward purchase of a WCE Monthly U-Pass or \$2.95 credit toward WCE applicable fare	Valid for an Eligible HandyDART User	No Add-Fare required		
War Amputee Pass on Compass Card* (calendar year)	Veterans of WW1 & WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification	N/A	No	Valid for unlimited travel through all Zones		Not valid	No Add-Fare required		
<b>West Coast Express (WCE) Service (5 Zones)</b>									
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$155.75 <sup>1</sup> , 3 Zones - \$205.00 <sup>1</sup> , 4 Zones - \$248.00 <sup>1</sup> , 5 Zones - \$339.75 <sup>1</sup>	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required		
WCE Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession)	1 or 2 Zones - \$95.00 <sup>1</sup> , 3 Zones - \$126.50 <sup>1</sup> , 4 Zones - \$156.25 <sup>1</sup> , 5 Zones - \$219.25 <sup>1</sup>	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required		

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

WCE Monthly U-Pass on Compass Card* (calendar month)	Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass	All Zones - \$98.00 per month <sup>1</sup> .	No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required
WCE One-Way Fare (Adult) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Purchaser who holds a valid WCE One-Way Fare (Adult)	Cash: 1 or 2 Zones - \$5.70 3 Zones - \$7.45 4 Zones - \$9.20 5 Zones - \$12.45	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	Add-Fare required**	
		Stored Value <sup>1</sup> : 1 or 2 Zones: \$4.80 3 Zones: \$6.25 4 Zones: \$7.65 5 Zones: \$10.40						
WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)	Cash: 1 or 2 Zones - \$3.40 3 Zones - \$4.40 4 Zones - \$5.65 5 Zones - \$7.65	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid	Add-Fare required**	
		Stored Value <sup>1</sup> : 1 or 2 Zones: \$2.80 3 Zones: \$3.60 4 Zones: \$4.70 5 Zones: \$6.35						

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Purchaser who holds a valid WCE Return Fare (Adult)	Cash: 1 or 2 Zones - \$10.75 3 Zones - \$14.25 4 Zones - \$17.50 5 Zones - \$23.50	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required	
		Stored Value: 1 or 2 Zones: \$10.50 3 Zones: \$ 13.50 4 Zones: \$16.75 5 Zones: \$22.50						
WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession)	Cash: 1 or 2 Zones - \$6.75 3 Zones - \$8.75 4 Zones - \$11.00 5 Zones - \$15.00	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required	
		Stored Value: 1 or 2 Zones: \$6.50 3 Zones: \$8.25 4 Zones: \$10.50 5 Zones: \$14.25						
<b>HandyDART Service (10 Zones)</b>								
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones - \$2.95	No	Not valid****	Not valid****	Not valid****	Valid for travel through all Zones	No Add-Fare required

- <sup>1</sup> Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.
- \* Indicates Proof of Payment.
- \*\* Canada Line YVR Add-Fare is a short term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.
- \*\*\* For transfers from WCE to Canada Line or Conventional Bus where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Conventional Bus.
- \*\*\*\* Eligible HandyDART Users using FareCards/FareSavers or paying cash fare for travel on a HandyDART vehicle will be permitted to transfer onto Conventional Transit or WCE by obtaining valid Compass Fare Media in accordance with subsection 9(c), Part B of the Tariff.

Table "2" – Exemptions

Eligible Person	Conditions	Exemption		
		Conventional Transit	West Coast Express	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment	N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder
Child under 5 years of age	Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children under the age of 5		Exempt from Add-Fare
Persons having their regular location of work on Sea Island	Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare
Residents of Burkeville, Richmond	Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare

Table "3" – Private Charters

Rates, Charges and Cancellation Fees	
<p><i>Conventional Bus, Community Shuttle and HandyDART Vehicle</i> (includes operator or driver)</p>	<p>\$62.50 per ½ hour or part Minimum charge of \$125.00 Bridge and road tolls, special licence fees and other out-of-pocket expenses extra</p>
<p>Cancellation Fee</p>	<p>\$125.00</p>
<p>WCE train</p>	<p>To be determined by WCE on a case-by-case basis</p>

**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION  
AUTHORITY**

**(TRANSLINK)**

**TRANSIT TARIFF**

| Effective July 1, ~~2017~~2018

This Tariff is available for public inspection at:

1. TransLink Head Office, 400 - 287 Nelson's Court, New Westminster  
Transit Police Office, 300 - 287 Nelson's Court, New Westminster
2. The following Coast Mountain Bus Company Ltd. offices:
  - Head Office, 13401 108th Avenue, Surrey
  - Vancouver Transit Centre, 9149 Hudson Street, Vancouver
  - Burnaby Transit Centre, 3750 Kitchener Street, Burnaby
  - Hamilton Transit Centre, 4111 Boundary Road, Richmond
  - Surrey Transit Centre, 7740 132nd Street, Surrey
  - Port Coquitlam Transit Centre, 2061 Kingsway, Port Coquitlam
  - SeaBus Administration Office, 2 Chesterfield Place, North Vancouver
3. West Vancouver Transit, 221 Lloyd Avenue, North Vancouver
4. British Columbia Rapid Transit Company Ltd., 6800 - 14th Avenue, Burnaby
5. West Coast Express Limited, 295 - 601 West Cordova Street, Vancouver
6. HandyDART Operator - ~~MVT Canadian Bus Inc.~~ FirstCanada ULC, 17535 - 55B Avenue, Surrey
7. TransLink Website: [www.translink.ca](http://www.translink.ca)

## **GENERAL**

All persons using TransLink's transit system must comply with this Tariff. This includes, but is not limited to, the requirement to pay sufficient fare and possess valid fare media / proof of payment at all times while in a fare paid zone as more specifically set out herein. Any individual failing to comply with the terms and conditions contained in this Tariff may be subject to fines or any other measures or consequences available to TransLink.

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## PART A - Definitions

In this Transit Tariff, the following terms will have the following meanings:

<b>Add-Fare</b>	Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.
<b>Adult</b>	Person who is not a Child, Youth or Senior.
<b>Adult Fare</b>	<p>Fare required to:</p> <ul style="list-style-type: none"> <li>(i) obtain the Single Fare (Adult) required to travel on Conventional Transit for the applicable Hours and Zones, as set out in Appendix “2”;</li> <li>(ii) obtain an Adult WCE One-Way Fare to travel on WCE Service, for the applicable Hours and Zones, as set out in Appendix “2”;</li> <li>(iii) travel on HandyDART by paying the necessary cash fare, for the applicable Zones, as set out in Appendix “2”; and</li> <li>(iv) travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “2” as an Add-Fare, in addition to one of the fares described in paragraphs (i) or (ii) above.</li> </ul>
<b>Attendant</b>	A person who is required to accompany and assist an Eligible HandyDART User in using HandyDART service or a HandyCard Holder in using Conventional Transit or WCE Service.
<b>Business Day</b>	Any day other than a Saturday, Sunday, or Statutory Holiday.
<b>Bus Transfer</b>	A single use transfer issued to passengers paying by cash for travel on Conventional Bus service. This single use transfer will allow a passenger to transfer between Conventional Buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.
<b>Card Reader</b>	A card and ticket reader, Fare Gate, mobile validator, bus or rail station validator or any other mechanism implemented by TransLink from time to time, used by passengers to Tap In and/or Tap Out.
<b>Child</b>	Person who is 13 years of age or younger.
<b>Compass Card</b>	A long-term use, reusable electronic farecard for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission and which is subject to the Compass Card Terms and Conditions of Use.

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<b>Compass Card Terms and Conditions of Use</b>	The Compass Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a> .
<b>Compass Fare Media</b>	Compass Tickets, Compass Cards and any other electronic fare media issued by or on behalf of TransLink.
<b>Compass Retailer</b>	TransLink-authorized vendor of Compass Cards.
<b>Compass Ticket</b>	A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission and which is subject to the Compass Ticket Terms and Conditions of Use.
<b>Compass Ticket Terms and Conditions of Use</b>	The Compass Ticket Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a> .
<b>Compass Vending Machine</b>	A vending machine located outside Fare Paid Zones for the sale of: <ul style="list-style-type: none"> <li>(i) Compass Tickets, Compass Cards or other Compass fare media; and/or</li> <li>(ii) Compass fare products which may be loaded or issued on Compass Fare Media,</li> </ul> by or on behalf of TransLink.
<b>Conventional Bus</b>	Transit service provided by or on behalf of TransLink in the Transportation Service Region on transit buses, and a bus service extension between Haney Place Exchange and the WCE Mission station, except SeaBus service, SkyTrain service, WCE Service and HandyDART service.
<b>Conventional SkyTrain and SeaBus</b>	Transit service provided by or on behalf of TransLink in the Transportation Service Region on SkyTrain and SeaBus, except Conventional Bus service, WCE Service, HandyDART service and Canada Line service between Bridgeport and Templeton Stations.
<b>Conventional Transit</b>	Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink.
<b>Eligible HandyDART User</b>	Person who: <ul style="list-style-type: none"> <li>(i) has a temporary or permanent physical or cognitive disability, confirmed by a medical practitioner, that is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and</li> <li>(ii) has completed TransLink’s registration process and has been approved by TransLink as a HandyDART user.</li> </ul>
<b>Employee Pass Holder</b>	Person who is: <ul style="list-style-type: none"> <li>(i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;</li> </ul>

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- (ii) a spouse or dependant child of an employee described in paragraph (i);
- (iii) a retired, former full-time employee of TransLink or TransLink subsidiary who retired after 2 or more years of employment (or who, after 5 or more years of employment, ceased employment by reason of medically proven total disability);
- (iv) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999;
- (v) a spouse of a person described in paragraph (iii) or (iv) above;
- (vi) a full-time employee of a HandyDART Operating Company; or
- (vii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes, and has been issued an Employee Pass as set out in Appendix “2”.

**Excursion Fare** A fare equivalent to a Single Fare (Adult) or Single Fare (Concession), as applicable, based on the applicable Hours at the Stored Value rate, as set out in Appendix “2”.

**Exit Ticket** A Compass Ticket purchased from an Exit Ticket Machine that will allow a passenger to proceed through a Fare Gate to exit a Fare Paid Zone upon payment of the fare for such Exit Ticket as set out in Appendix “2”.

**Exit Ticket Machine** A vending machine located within Fare Paid Zones for the sale of Exit Tickets.

**Fare Gate** A physical fare gate located at the entry and exit points of a Fare Paid Zone.

**Fare Paid Zones** All transit vehicles (including buses, SeaBuses, SkyTrain cars and WCE cars), all areas within Fare Gates, regardless of whether such Fare Gates are open or closed, and any other transit property designated as “fare paid zones” from time to time by TransLink but excluding all HandyDART vehicles.

**HandyCard Holder** Resident of the Transportation Service Region who:

- (i) is a person with a permanent physical or cognitive disability, confirmed by a medical practitioner, which is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and
- (ii) has completed TransLink’s registration process and been issued a HandyCard.

**HandyDART** Custom transit service which provides Eligible HandyDART Users with accessible service from a pick-up location to a drop-off location, in accordance with the policies, procedures and guidelines of TransLink’s Custom Transit Policy & Procedure Manual.

**Hours** Regular Hours and Off-Peak Hours.

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<b>In-System Time</b>	The time from Tap In as set out in Appendix “2” within which passengers may complete their journey and Tap Out without paying additional fare, excluding any applicable Add-Fare which shall remain payable, provided that any Tap In for the last part of the journey must occur prior to the expiry of the Transfer Time.
<b>Maximum Fare</b>	<p>If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:</p> <ul style="list-style-type: none"> <li>(i) on Conventional Bus, for travel during Regular Hours and Off-Peak Hours for Conventional Bus;</li> <li>(ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and</li> <li>(iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Stored Value rate for Conventional SkyTrain and SeaBus and WCE Service,</li> </ul> <p>as set out in Appendix “2”.</p> <p>If using a Period Pass, and travelling outside the Zone(s) within which such Period Pass is valid, the maximum fare will be the applicable Add-Fare, based on the cash rate, as set out in Appendix “2”.</p>
<b>Mobility Device</b>	Wheelchair or scooter required by a passenger with a physical disability.
<b>Off-Peak Hours</b>	Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.
<b>Operating Company</b>	A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.
<b>Period Pass</b>	The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card.
<b>Proof of Payment</b>	Verifiable Compass Fare Media, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2” and with respect only to HandyDART service and Conventional Bus service, FareSavers, FareCards and Bus Transfers.
<b>Registered Users</b>	Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s website at <a href="http://www.translink.ca">www.translink.ca</a> , all in accordance with the Compass Card Terms and Conditions of Use.
<b>Regular Hours</b>	Hours of service other than Off-Peak Hours.

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<b>Senior</b>	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> <li>(i) a Gold Carecard issued by the Province of BC;</li> <li>(ii) a valid driver’s license, passport, birth certificate indicating date of birth;</li> <li>(iii) a Health and Welfare Canada Old Age Security Identification Card; or</li> <li>(iv) equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.</li> </ul>
<b>SkyTrain</b>	Rail rapid transit service on the Expo Line, Millennium Line, including the Evergreen Extension, and Canada Line.
<b>Statutory Holidays</b>	New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.
<b>Stored Value</b>	The electronic equivalent of cash stored on a Compass Card, excluding the deposit payable at the time a Compass Card is acquired in accordance with the Compass Card Terms and Conditions of Use.
<b>Tap In</b>	The presentation and recognition of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, at a Card Reader as a valid form of fare payment to commence a single transit trip and for entry into a Fare Paid Zone.
<b>Tap Out</b>	The presentation and recognition of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.
<b>TaxiSaver Coupons</b>	Coupons that may be: <ul style="list-style-type: none"> <li>(i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and</li> <li>(ii) used by HandyCard Holders described in paragraph (i) to pay their metered taxi fare, up to the face value of the coupons, when travelling on taxis operated by participating taxi companies in the Transportation Service Region.</li> </ul>
<b>Transfer Time</b>	The time from: <ul style="list-style-type: none"> <li>(i) validation of a FareSaver;</li> <li>(ii) issuance of a Bus Transfer; or</li> <li>(iii) Tap In of Compass Fare Media,</li> </ul> as set out in Appendix “2”, within which passengers may transfer to another transit vehicle, without paying additional fare, excluding any applicable Add-Fare which shall remain payable.
<b>Transit Employee</b>	Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
<b>Transit Police</b>	South Coast British Columbia Transportation Authority Police Service.

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<b>TransLink</b>	South Coast British Columbia Transportation Authority.
<b>Transportation Service Region</b>	All municipalities and rural areas located within the Greater Vancouver Regional District.
<b>U-Pass BC Student</b>	<p>Person who:</p> <ul style="list-style-type: none"> <li>(i) is attending a post-secondary educational institution that has entered into a written agreement with TransLink to participate in the U-Pass BC program;</li> <li>(ii) has been issued a valid student card from such post-secondary educational institution, and displays such valid student card, together with valid government issued photo identification if there is no photograph on the student card; and</li> <li>(iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.</li> </ul>
<b>Verifiable Compass Fare Media</b>	Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones, as set out in Appendix “2” and Tapped In.
<b>WCE</b>	West Coast Express Limited, a subsidiary of TransLink.
<b>WCE Service</b>	Commuter transit service provided by WCE between Vancouver and Mission utilizing rail service or bus service known as “TrainBus.” <sup>1</sup>
<b>Youth</b>	<p>Person who:</p> <ul style="list-style-type: none"> <li>(i) is between the ages of 14 and 18 years (inclusive); and</li> <li>(ii) holds: <ul style="list-style-type: none"> <li>(A) a valid school identification card issued by any secondary school which displays such person’s photograph, name and school and validated, in the space provided, by an official of the school; or</li> <li>(B) a valid picture identification issued by any national, provincial or state government agency showing age or date of birth.</li> </ul> </li> </ul>
<b>Zones</b>	Designated fare zones for Conventional Transit, WCE Service and HandyDART service as shown in Appendix “1” of this Tariff.

Any capitalized fare products referenced in this Tariff, that are not defined above, will have the meanings set out in Appendix “2”.

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<sup>1</sup> TrainBus service will be discontinued effective December 31, 2016.

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## **PART B - Terms & Conditions**

### **1. APPLICABILITY**

- (a) The terms and conditions contained in this Tariff are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission.
- (b) The use of FareSavers, FareCards and Bus Transfers is governed by this Tariff.
- (c) The use of Compass Fare Media is governed by this Tariff together with the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, as applicable. Any inconsistencies between this Tariff and the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use shall be resolved in favour of this Tariff.

### **2. ENFORCEABILITY**

- (a) This Tariff is authorized by and made pursuant to the *BC South Coast British Columbia Transportation Authority Act*.
- (b) Any Transit Employee may exercise all of the rights of TransLink under this Tariff and enforce all provisions of this Tariff.

### **3. SERVICE DELIVERY/NON-GUARANTEE**

- (a) Transit services operated by or on or behalf of TransLink are under continuous review and subject to change. While efforts are made to advise the public of service revisions and schedule adjustments, TransLink does not undertake or guarantee that any transit service will be operated in accordance with published timetables and notices, or at all.
- (b) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.
- (c) TransLink, its subsidiaries, and their Boards of Directors and employees, are not responsible for any loss, damage or inconvenience caused by any operating failure, transit service disruption or any lack of or delay in transit service.

### **4. REFUSAL OF TRANSPORTATION**

- (a) TransLink reserves the right to refuse to carry in any transit vehicle, or cause to be removed from any transit vehicle, Fare Paid Zone or other transit property:
  - (i) any person who is sick, intoxicated, boisterous, disorderly or profane, or who for any other reason may be offensive or dangerous or pose a risk to others or their property;
  - (ii) any person who does not tender the required fare as set out in Appendix “2” or does not possess and present valid Proof of Payment;
  - (iii) any person who, in the sole discretion of TransLink, uses or fails to use a Fare Gate in any manner other than as permitted by this Tariff, the Compass Card Terms and

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Conditions of Use and the Compass Ticket Terms and Conditions of Use including, but not limited to, proceeding over or under a Fare Gate, forcing a Fare Gate open or closed, holding a Fare Gate open for more than one passenger to proceed through a Fare Gate at one time based on one Tap In (with the exception of children under five years of age and Attendants as permitted by subsection 5(i) of this Part B), or vandalizing, damaging or in any way marking a Fare Gate;

- (iv) any passenger with a Mobility Device that a Transit Employee considers unsafe;
- (v) anything (including baggage) that, in the sole opinion of a Transit Employee, might cause inconvenience to others, soil or damage transit property, or represent a safety hazard; or
- (vi) any person who does not comply with the terms and conditions of this Tariff.

## 5. REQUIREMENT TO PAY FARE AND POSSESS PROOF OF PAYMENT

(a) Except as otherwise permitted by this Tariff, all persons (other than Transit Employees acting in the course of duty and contractors and licensees of TransLink or any Operating Company requiring access solely for work purposes) boarding a transit vehicle or entering a Fare Paid Zone must:

- (i) pay an Adult Fare as set out in Appendix “2” prior to boarding a transit vehicle or entering a Fare Paid Zone;
- (ii) if travelling with a FareSaver, FareCard or Bus Transfer, obtain a valid FareSaver, FareCard or Bus Transfer for an Adult fare as set out in Appendix “2” prior to boarding a HandyDART vehicle or Conventional Bus, and validate such FareSaver as set out in Section 11(a);
- (iii) if travelling with Compass Fare Media: (A) Tap In the Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones as set out in Appendix “2” when entering a Fare Paid Zone, and (B) Tap Out the Compass Fare Media loaded or issued with Verifiable Compass Fare Media when exiting a Fare Paid Zone, except as provided in Section 5(c);
- (iv) possess Proof of Payment for the entire duration of his or her journey; and
- (v) present Proof of Payment to any Transit Employee upon request.

Failure to do so may result in fines being levied and/or other consequences imposed pursuant to the *BC South Coast British Columbia Transportation Authority Act* and a Maximum Fare being deducted from a Compass Card, if applicable.

- (b) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, the minimum Stored Value for entry into a Fare Paid Zone is \$0.01. For passengers using a Compass Card with Stored Value for travel on WCE Service, the minimum Stored Value for entry into a Fare Paid Zone is [the amount equal to the Adult WCE One-Way Fare for one Zone during Regular Hours, based on the Stored Value rate for WCE Service as set out in Appendix “2”](#) \$4.50. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service.
- (c) Passengers using Compass Fare Media for travel on Conventional Bus must Tap In when boarding a Conventional Bus vehicle but are not required to Tap Out when departing the Conventional Bus vehicle.

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- (d) Subject to subsection 5(c) above, passengers who Tap In but fail to Tap Out, or Tap Out but fail to Tap In, will be charged a Maximum Fare.
- (e) Passengers will have the Transfer Time and/or In-System Time for the applicable Proof of Payment as set out in Appendix “2”. Passengers using Compass Fare Media who transfer to another vehicle and Tap In after expiry of the Transfer Time will be charged the applicable fare as set out in Appendix “2” as if the passenger is beginning a new journey. Passengers who complete their journey and Tap Out (except on Conventional Bus) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.
- (f) Passengers with Compass Cards or Compass Tickets may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards or Compass Tickets seeking to travel at no cost between Canada Line stations located on Sea Island must first obtain a zero-value Sea Island Compass Ticket from a Compass Vending Machine. A zero-value Sea Island Compass Ticket will not allow entry to or exit from TransLink’s transit system outside of the Canada Line stations located on Sea Island.
- (g) Passengers using a Compass Card with Stored Value for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value at a SkyTrain station, at a SeaBus terminal or at a WCE Station to begin a new journey, can reverse the transaction if:
- (i) on Conventional SkyTrain and SeaBus, the passenger Taps Out to exit the Fare Paid Zone at the same SkyTrain or at the same SeaBus station if such Tap Out occurs within 21 minutes after Tap In at the SkyTrain Station or Seabus terminal; and
  - (ii) on WCE, the passenger Taps Out to exit the Fare Paid Zone at the same WCE Station within 60 minutes after Tap In at the WCE Station.
- Passengers cannot reverse a transaction resulting from an unintentional Tap In on a Conventional Bus. If the Tap Out on Conventional SkyTrain and SeaBus or WCE Service occurs within the applicable In-System Time as set out in Appendix “2” but later than the time periods set out in this subsection 5(g) above, the passenger will be charged an Excursion Fare.
- (h) Except as permitted by this Tariff, Proof of Payment is not transferable and must not be used by any person, unless it was purchased for use by such person at the required fare as set out in Appendix “2”. Use of Proof of Payment by any person other than to whom it was issued or by whom it was purchased is fraudulent use of Proof of Payment.
- (i) Except as permitted by this Tariff, multiple passengers are not permitted to travel on a single Compass Card and all persons proceeding past a Card Reader into a Fare Paid Zone must Tap In. No more than one person is permitted to proceed through a Fare Gate at any one time based on the Tap In of Compass Fare Media loaded or issued with valid fare as set out in Appendix “2”, provided that Attendants and children under five years of age, as set out in Table “2” (Exemptions) of Appendix “2” are not required to Tap In and may proceed through a Fare Gate together with and at the same time as a HandyCard Holder or accompanying passenger, as applicable, who has Tapped In and possesses sufficient Proof of Payment.
- (j) Any fare media or Proof of Payment is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired.

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- (k) If a Transit Employee is of the opinion that Proof of Payment is being used fraudulently or improperly by any passenger, in addition to any other rights and remedies available to TransLink, the passenger must immediately surrender the Proof of Payment to the Transit Employee upon request and pay an Adult Fare as set out in Appendix “2” prior to continuing his or her journey. The passenger will not be entitled to any refund of payment or other compensation with respect to the specific transit trip during which the passenger was required to pay an Adult Fare as set out in this subsection 5(k).
- (l) In addition to any other rights and remedies available to TransLink, if a Transit Employee is not satisfied with the validity of Proof of Payment or identification demonstrating eligibility for any fare as set out in Appendix “2” other than an Adult Fare, passengers must:
- (i) pay an Adult Fare as set out in Appendix “2”; and
  - (ii) obtain Proof of Payment for an Adult Fare as set out in Appendix “2”,
- before continuing their journey.
- (m) If a passenger travelling with a FareSaver, FareCard or Bus Transfer on Conventional Bus loses Proof of Payment as set out in Appendix “2” prior to exiting a Fare Paid Zone, the passenger must immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.
- (n) If a passenger travelling with Compass Fare Media on Conventional Transit or WCE Service, who has Tapped In upon entry into a Fare Paid Zone with Compass Fare Media loaded or issued with the required fare, loses Proof of Payment as set out in Appendix “2” prior to Tapping Out and exiting a Fare Paid Zone, the passenger must:
- (i) if travelling on Conventional Bus, immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone; or
  - (ii) if travelling on Conventional SkyTrain and SeaBus or WCE Service, immediately purchase an Exit Ticket and retain the Exit Ticket as Proof of Payment for the duration of the passenger’s journey while in a Fare Paid Zone.
- Exit Tickets are available for purchase at Exit Ticket Machines located within SkyTrain and SeaBus stations. Availability of Exit Tickets or any other form of Compass Fare Media do not in any manner exempt passengers from being required to possess Proof of Payment at all times while in a Fare Paid Zone and a valid Exit Ticket or other form of Verifiable Compass Fare Media must be in the possession of the passenger to constitute valid Proof of Payment.
- (o) All fare media and Proof of Payment is the property of TransLink. All fare media, including any Compass Fare Media or any fare product loaded or stored thereon as set out in Appendix “2”, may be cancelled by TransLink at any time and must be surrendered to TransLink or a Transit Employee upon request.

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## 6. FARES OTHER THAN ADULT FARES

- (a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Proof of Payment described in such table, in accordance with the conditions and restrictions set out therein.
- (b) Any passenger paying a fare other than an Adult Fare as set out in Appendix “2”, presenting Proof of Payment for a fare other than an Adult Fare as set out in Appendix “2”, or presenting a non-transferable Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth and/or as otherwise required by this Tariff.
- (c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any FareSaver, FareCard, Bus Transfer and/or Compass Fare Media if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “2” other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Compass Adult Fare as set out in Appendix “2” must be paid. With respect to any form of identification authorized or issued by or on behalf of TransLink, such identification must be surrendered to TransLink or a Transit Employee upon request.
- (d) TransLink reserves the right to withhold any FareSaver, FareCard, Bus Transfer and/or Compass Fare Media from any person who has not complied with the terms of this Tariff or has previously been required to surrender any FareSaver, FareCard, Bus Transfer and/or Compass Fare Media.

## 7. ADD-FARES

- (a) A passenger must upgrade any Proof of Payment for travel in additional fare Zones or for an additional transit service beyond that for which the passenger has already paid by paying, in advance of entering a Zone or use of additional transit service for which the passenger has not paid the applicable fare, an Add-Fare equivalent to the difference in fares as set out in Appendix “2”. Proof of Payment may be upgraded with Add-Fare as follows:
  - (i) ***FareSavers, FareCards and Bus Transfers*** - FareSavers, FareCards and Bus Transfers are not valid for travel on Conventional SkyTrain and SeaBus or WCE Service, and therefore are not eligible for upgrading with Add-Fare. Passengers must purchase other forms of Compass Fare Media loaded or issued with a fare as set out in Appendix “2” for any travel in additional fare Zones or for an additional transit service;
  - (ii) ***Compass Card*** - passengers may purchase Add-Fare by loading a Compass Card with Stored Value at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations. For passengers travelling on a valid Period Pass who require Add-Fare, the Add-Fare will be charged to the passenger’s Compass Card Stored Value at the applicable cash fare rates set out in Appendix “2”; or

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(iii) **Compass Ticket** - passengers may purchase Add-Fare by upgrading an existing Compass Ticket at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations, with upgrades to zero-value Sea Island Compass Tickets requiring, in addition to any other fare required by Appendix “2”, the Add-Fare required to travel outside the Canada Line stations located on Sea Island.

(b) Passengers must retain upgraded Proof of Payment while in a Fare Paid Zone.

## 8. EXEMPTIONS FROM PAYMENT/DISCOUNTS

(a) The persons described in Table “2” (Exemptions) of Appendix “2” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.

(b) The TransLink Board of Directors may, from time to time, reduce the fares as set out in Appendix “2” required to be paid by this Tariff on selected days and for a limited number of days to promote the introduction of new transit services, to encourage the use of specific transit services, or to facilitate travel for special or seasonal events without the necessity of amending this Tariff to reflect such temporary fare modification.

(c) TransLink and its subsidiaries may, from time to time, provide fare media, including any fare media loaded or issued with a fare as set out in Appendix “2”, at no charge:

- (i) for promotional purposes, service recovery, fare replacement, or advertising; and/or
- (ii) to specified persons or categories of persons as authorized by resolution of the TransLink Board of Directors from time to time.

(d) TransLink may, upon request and subject to eligibility, provide Compass Fare Media loaded or issued with a fare as set out in Appendix “2” at no charge to Police Departments within the Transportation Service Region for use by undercover police officers while on duty. Requests should be directed to Transit Police.

(e) TransLink has absolute discretion in making decisions regarding fare reductions, or provision of FareSavers, FareCards, Bus Transfers and Compass Fare Media, including those products loaded or issued with a fare as set out in Appendix “2”, at no charge, under this Tariff.

## 9. PURCHASE OF PROOF OF PAYMENT

(a) **Conventional Transit** - Compass Fare Media and fares set out in Appendix “2” for travel on Conventional Transit may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Period Passes for use on Conventional Transit are not available at Compass Vending Machines located at certain WCE stations.

(b) **WCE Service** - Compass Fare Media and fares set out in Appendix “2” for travel on WCE Service may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Compass Tickets for WCE Service are only available at Compass Vending Machines located at WCE stations and Waterfront Station.

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- (c) **HandyDART** - Adult FareSavers and Adult FareCards may only be purchased directly from TransLink or an Operating Company. Eligible HandyDART Users who wish to transfer from a HandyDART vehicle onto Conventional Transit or WCE may do so as follows:
- (i) Eligible HandyDART Users paying in cash to travel on a HandyDART vehicle will be provided with a Compass Ticket for the number of Zones paid for;
  - (ii) Eligible HandyDART Users using an Adult FareSaver to travel on a HandyDART vehicle will be provided, in exchange for such Adult FareSaver, a Compass Ticket valid for the number of Zones equivalent to the number of Zones for which such Adult FareSaver is valid; and
  - (iii) Eligible HandyDART Users using a FareCard to travel on a HandyDART vehicle will be provided with a Compass Ticket equivalent to the number of Zones for which such FareCard is valid,

and such Compass Tickets may be used by such Eligible HandyDART Users to transfer onto Conventional Transit or WCE in accordance with Appendix “2”.

Eligible HandyDART Users who:

- (iv) commence a trip on Conventional Transit or WCE Service and wish to transfer to a HandyDART vehicle to complete a transit trip;
- (v) hold valid Proof of Payment for an Adult fare on Compass Fare Media; and
- (vi) remain within the Transfer Time,

may use such Proof of Payment for an Adult fare on Compass Fare Media to transfer onto a HandyDART vehicle in accordance with Appendix “2”. Eligible HandyDART Users will not be permitted to initiate or commence a transit trip on a HandyDART vehicle using Compass Fare Media.

- (d) **TaxiSaver Coupons** - Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to \$100, through the mail from:

Access Transit Office  
400 - 287 Nelson’s Court,  
New Westminster, BC V3L 0E7

## 10. FARE PAYMENT AT TIME OF TRAVEL

- (a) Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “2” or the applicable FareSaver, FareCard or Bus Transfer as set out in Appendix “2”, must pay their fare at the time of travel as follows:
- (i) **Conventional Bus Service** - Cash payment for Conventional Bus service must be paid using exact change in Canadian funds and deposited in fareboxes. Upon payment of the required fare as set out in Appendix “2”, a Bus Transfer will be dispensed and must be retained as Proof of Payment. A Bus Transfer will allow a passenger to transfer between Conventional Buses or from Conventional Bus to a HandyDART vehicle, within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus service or WCE Service.

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- (ii) **Conventional SkyTrain and SeaBus** - Cash fares or debit/credit transactions for Conventional SkyTrain and SeaBus service must be paid in Canadian funds at Compass Vending Machines. A passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment.
- (iii) **HandyDART** - Cash payment for fares on HandyDART service must be paid using exact change in Canadian funds and given to the driver.
- (iv) **WCE Service** - Cash fares or debit/credit transactions for WCE Service must be paid in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station. A passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment.

#### **11. FARESAVER VALIDATION (CONVENTIONAL BUS OR HANDYDART ONLY)**

- (a) A FareSaver must be validated in the farebox when boarding a Conventional Bus or validated by a HandyDART driver when boarding a HandyDART vehicle. A validated FareSaver must be retained as Proof of Payment while travelling on Conventional Bus or HandyDART vehicle, as applicable.

#### **12. BULK COMPASS TICKETS**

- (a) A person may order by phone or by mail to TransLink, a minimum of 50 Compass Tickets at the applicable Stored Value rate as set out in Appendix “2”. Prepayment is required for all bulk orders. All Compass Tickets purchased in bulk at the Stored Value rate will have a set expiry date of no more than 254 days from the date of issuance.

#### **13. STORED VALUE - INITIAL SYSTEM CHARGE**

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, a Maximum Fare will be deducted upon Tap In.
- (b) For passengers using a Compass Card with Stored Value for travel on WCE Service, the amount deducted upon Tap In will be:
  - (i) in the a.m., the fare as set out in Appendix “2” between the originating WCE station and Waterfront Station; and
  - (ii) in the p.m., the fare as set out in Appendix “2” between the originating WCE station and Mission Station.
- (c) For travel on Conventional SkyTrain and SeaBus and WCE Service, Compass Cards will be credited upon Tap Out for any difference between the amount initially deducted from Stored Value upon Tap In and the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being deducted from the Compass Card in accordance with subsection 5(a) of this Part B.

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#### 14. COMPASS CARD REGISTRATION

- (a) A Registered User who reports his or her Compass Card lost or stolen is eligible for Compass Card deactivation and transfer of all fare products loaded or issued on such registered Compass Card, at the time of reporting such Compass Card lost or stolen, subject to and in accordance with the Compass Card Terms and Conditions of Use. An individual who does not register a Compass Card with TransLink or a Registered User who does not report his or her Compass Card as lost or stolen bears all risk for loss or theft of such unregistered Compass Card, including all fare products loaded or issued on such Compass Card. Additional details respecting the benefits associated with registration, and the registration process, are set out in the Compass Card Terms and Conditions of Use.

#### 15. REFUND POLICY

- (a) TransLink will not consider or grant any requests for refunds or replacements for lost or damaged fare media or Proof of Payment, except as specifically described in this Section 15.
- (b) **Compass Card deposit** - Subject to the Compass Card Terms and Conditions of Use, the deposit paid in accordance with the Compass Card Terms and Conditions of Use at the time a Compass Card is acquired, less any amounts owed to TransLink for transit fare as set out in Appendix “2”, is refundable upon surrender of the cardholder’s Compass Card to TransLink.
- (c) **Stored Value** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within a two year period from the date on which the Compass Card was last Tapped In or Tapped Out, obtain a refund of Stored Value on a registered Compass Card.
- (d) **Period Passes** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within 60 days of the date of purchase, obtain a refund of a Period Pass on a registered Compass Card provided travel has not been initiated on the Period Pass by Tap In or Tap Out of the Compass Card holding the Period Pass and the Period Pass has not otherwise been used by the Registered User.
- (e) **Program passes** - Subject to the Compass Card Terms and Conditions of Use, an individual may obtain a refund of a program pass as set out in Appendix “2”, if permitted under the terms of the applicable program, by contacting the program administrator.
- (f) **Compass Tickets** - Compass Tickets are not refundable. Compass Tickets purchased in bulk pursuant to subsection 12(a) of this Part B may be replaced at the request of the initial purchaser in accordance with the Compass Ticket Terms and Conditions of Use.
- (g) **FareSavers and FareCards** - FareSavers and FareCards are not refundable.
- (h) **Compass Vending Machine malfunctions** - When a Compass Vending Machine issues a receipt indicating that an amount to be refunded was not returned, a product was not dispensed, or another malfunction occurred, a refund will be issued in accordance with the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use, as applicable.
- (i) **TaxiSaver Coupons** - TransLink will (through the Access Transit Office) refund expired TaxiSaver coupons at 50% of face value.

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(j) **General -**

- (i) Details respecting refunds for Compass Fare Media, the process for obtaining a refund, and the manner in which refunds will be paid, are set out in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, which are posted on TransLink’s website at [www.translink.ca](http://www.translink.ca).
- (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, FareCards or Bus Transfers, other than those described in this Section 15 and in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, as applicable, will be considered or granted by TransLink.
- (iii) TransLink reserves the right to restrict the number of refunds for Stored Value or Period Passes granted to an individual in a calendar year.
- (iv) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for partial or complete refunds and/or adjustments or replacements for otherwise valid FareCards, Compass Tickets, Period Passes or Stored Value that cannot be used due to:
  - (A) transit service being completely shut down for at least for 3 consecutive Business Days (Monday to Friday) in any one month, in which event:
    - a. Stored Value may be granted equivalent to two Stored Value trips of the same Zone purchased, per day or a replacement Compass Ticket if applicable; or
    - b. a prorated discount may be applied to the purchase of a FareCard for the next month upon presentation and surrender of the previous month’s FareCard;
  - (B) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid in connection with:
    - a. a FareCard, by cheque, calculated from the date the FareCard is physically surrendered to TransLink or the post-marked date for a FareCard returned by mail;
    - b. a Period Pass, based on the number of days remaining in the month; or
    - c. Stored Value, based on the remaining balance; or

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- (C) death, upon request from the estate of a deceased person substantiated by a death certificate, in which event a prorated refund may be paid for a FareCard or a monthly pass on a Compass Card, based on the number of days remaining in the month, a full refund may be paid for unused DayPass(es) and/or a refund of the balance may be paid in the case of Stored Value.

The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “2”.

- (v) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for refunds for valid FareCards if a FareCard is physically surrendered to TransLink for refund (or exchange) prior to the first day of the month for which the FareCard is valid.

## 16. ACCESSIBILITY

- (a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:
- (i) Mobility Devices:
- must be safe and well maintained with functioning brakes;
  - must not carry any aerials, flagpoles or other projections which could injure others or interfere with the securement of the Mobility Device;
  - must have secure and suitably located compartments to which securement straps can be attached (passengers must ensure that securement straps do not cause damage to the Mobility Device);
  - must be secured only at designated locations on the transit vehicle;
  - for HandyDART service, must have escort handles if passengers require assistance to board HandyDART vehicles;
- (ii) Wheelchair lifts:
- Conventional Bus (including community shuttle) - combined weight of the Mobility Device and passenger must not exceed 205 kgs, and Mobility Device must be smaller than 61 cm wide x 122 cm long;
  - HandyDART - combined weight of the Mobility Device, passenger and HandyDART driver must not exceed 364 kgs, and Mobility Device must be smaller than 94 cm wide and 122 cm long; and
- (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

## 17. CARRIAGE OF SPECIFIC GOODS

- (a) **Animals** - TransLink has no obligation to carry any animals except assistance animals recognized by the BC *Guide Animal Act* which are assisting or being trained by an accredited animal training school. Small pets, including dogs, cats, rabbits and small fur bearing or feathered pets, may be permitted on Conventional Transit vehicles provided they are in hand held cages.
- (b) **Bicycles and Other Personal Transportation Devices** - Two wheeled bicycles, having a maximum length of 73 inches (185 cm), are permitted on Conventional Transit and WCE cars in accordance with this Tariff, any rules established by TransLink from time to time, and any posted

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signs. Bicycle trailers are not permitted. TransLink reserves the right to restrict the carriage of bicycles at any time, in its absolute discretion. No motorized bicycles or other personal transportation devices are permitted except as set out in this Tariff or in accordance with rules established by TransLink or posted signs.

- (c) **Buses** - Bicycles are permitted on exterior bike racks of buses at no additional charge. Passengers travelling with bicycles are required to load and unload the bicycles.
- (d) **SeaBus** - Bicycles are permitted on a SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest the stern (rear) section.
- (e) **WCE** - Bicycles are permitted in WCE cars at no additional charge, and are limited to two bikes per car.
- (f) **SkyTrain** - Bicycles are permitted in SkyTrain cars at no additional charge, and are limited to two bikes per car on Expo and Millennium lines and two bikes per train on Canada Line.

## 18. PRIVATE CHARTER SERVICE

- (a) Transit vehicles (with operator or driver) may be chartered at the absolute discretion of TransLink, provided that TransLink’s ability to provide public transit service will not be adversely affected or the transit vehicle is not otherwise required. TransLink reserves the right, in its absolute discretion, to refuse any request for charter service. TransLink will require a written agreement and may require pre-payment of fees and/or payment of a damage deposit prior to providing the charter service.
- (b) Minimum rates and charges for charter service are set out in Table “3” of Appendix “2”. TransLink reserves the right, in its absolute discretion, to charge a higher charter rate if limited availability of labour or transit vehicles increases TransLink’s cost to provide charter service. Charter rates will be calculated from the time the transit vehicle leaves its depot or garage until it is returned to the same depot or garage. Charter service cancelled by the charterer with fewer than 12 hours notice will be subject to the cancellation fee set out in Table “3” of Appendix “2”.
- (c) Despite the rates set out in Table “3” of Appendix “2”, where public institutions require charter service in excess of two consecutive weeks, charter rates may, at the absolute discretion of TransLink, be calculated based on the actual cost of providing the charter service less any fare revenue accruing to TransLink for providing such charter service, as specified in the written charter agreement.

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## APPENDIX “1”

### FARE ZONES

#### Conventional Transit

##### **Zone 1**

City of Vancouver  
University Endowment Lands

##### **Zone 2**

District of West Vancouver  
District of North Vancouver  
City of North Vancouver  
City of Burnaby  
Bus stops located on Barnet Highway at the Petro-Canada refinery  
City of New Westminster  
Annacis Island (“*Suburban Zone Boundary (Zones 2 and 3)*”)  
City of Richmond  
Village of Lions Bay  
Bowen Island

##### **Zone 3**

Corporation of Delta, except Annacis Island  
City of Surrey  
City of White Rock  
City of Langley  
Township of Langley  
Village of Belcarra  
Village of Anmore  
Electoral Area "C" east of Indian Arm  
City of Port Moody  
City of Coquitlam  
City of Port Coquitlam  
District of Pitt Meadows  
District of Maple Ridge

*Conventional Transit – Fare Zone Map*



*HandyDART – Fare Zone Map*



**HandyDART**

**Zone 1**

City of Vancouver  
University Endowment Lands

**Zone 2**

District of North Vancouver  
District of West Vancouver  
City of North Vancouver

**Zone 3**

City of Burnaby

**Zone 4**

City of New Westminster (including Queensborough)  
City of Coquitlam  
City of Port Coquitlam  
City of Port Moody  
Village of Anmore  
Village of Belcarra

TRANSLINK – TRANSIT TARIFF	Date: July 1, <del>2017</del> 2018
<b>Appendix “1” – Fare Zones</b>	Page: 25

**Zone 5**

City of Richmond

**Zone 6**

North Surrey (north of Colebrook Road)

**Zone 7**

Corporation of Delta (Tsawwassen, Ladner, North Delta, Annacis Island)

**Zone 8**

City of Langley

Township of Langley

South Surrey (Colebrook Road and South)

City of White Rock

**Zone 9**

District of Pitt Meadows

District of Maple Ridge

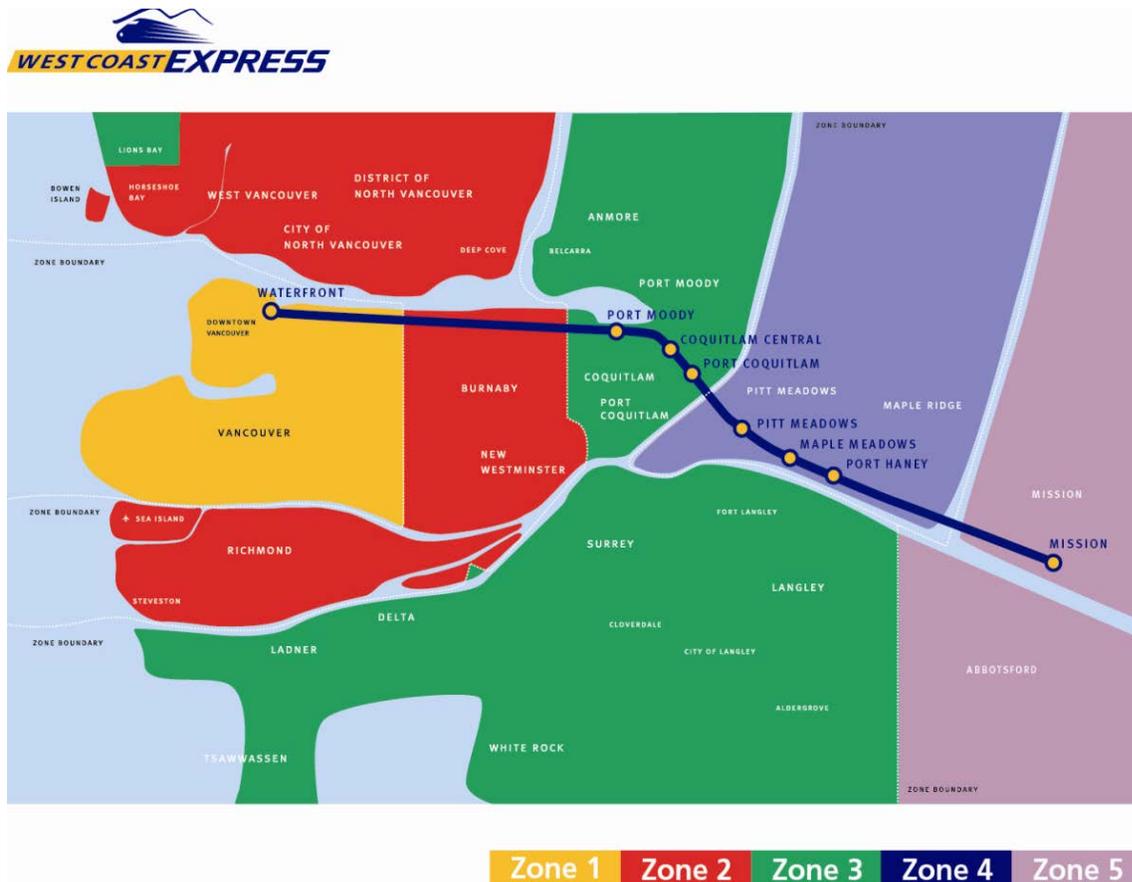
**Zone 10**

(not shown on above map) Horseshoe Bay, Lion’s Bay (Bowen Island excluded)

**West Coast Express**

- Zone 1 Vancouver station (Waterfront station)
- Zone 2 Burnaby [no station yet];
- Zone 3 Port Moody, Coquitlam and Port Coquitlam stations;
- Zone 4 Pitt Meadows, Maple Meadows and Port Haney stations;
- Zone 5 Mission station.

**West Coast Express – Fare Zone Map**



**APPENDIX "2" – FARE MEDIA: FARES AND PROOF OF PAYMENT**

**Table "1" – Cash Fares and Proof of Payment**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	
<b>Conventional Transit (3 Zones)</b>									
Canadian National Institute for the Blind (CNIB) Pass on Compass Card*	Person with vision impairment who holds a CNIB Pass and displays valid identification	N/A		No	Valid for unlimited travel through all Zones			Not valid	No Add-Fare required
DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)	Purchaser who holds a valid DayPass (Adult)	All Zones – fare of \$10. <del>00</del> <u>25</u>		No	Valid for unlimited travel through all Zones		\$2. <del>85</del> <u>95</u> credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**
DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)	All Zones – fare of \$7. <del>75</del> <u>8.00</u>		No	Valid for unlimited travel through all Zones		\$1. <del>80</del> <u>90</u> credit toward WCE applicable fare	Not valid	Add-Fare required**
Employee Pass on Compass Card* (until revoked or expired)	Employee Pass Holder who holds a valid Employee Pass	N/A		No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5. <del>60</del> 70	\$2. <del>85</del> 95	No	Valid for unlimited travel through all Zones during the Hours paid for	\$2. <del>85</del> 95 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**	
FareCard* – Adult (calendar month)	Eligible HandyDART User who displays a valid Adult FareCard	<p>Conventional Bus and HandyDART: All Zones (1 Zone FareCard) - <del>93</del>95.00 per month</p> <p>Conventional Bus and HandyDART: 2 Zone FareCard - <del>126</del>128.00 per month 3 Zone FareCard - <del>172</del>174.00 per month</p> <p>(Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional Transit and travel more than one zone on Conventional SkyTrain and SeaBus – see Section 9(c), Part B of the Tariff).</p>		Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who displays a valid Adult FareSaver that has been validated	Conventional Bus and HandyDART: All Zones (1 Zone FareSaver) - 1 yellow ticket (book of 10, \$ <del>2223</del> .00)	No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART: 2 Zone FareSaver - 1 red ticket (book of 10, \$ <del>3233</del> .50) 3 Zone FareSaver - 1 green ticket (book of 10, \$ <del>4344</del> .00)  (No longer available for sale to the general public but accepted as valid Proof of Payment on Conventional Bus and for Eligible HandyDART Users on HandyDART. Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional SkyTrain and SeaBus and travel more than one zone – see Section 9(c), Part B of the Tariff).						

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transfer-ability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	Conventional Bus: All Zones – 1 brown ticket (book of 10, \$18. <del>00</del> <u>50</u> )		No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid	Not valid	Not valid	Not Valid
Government Bus Pass on Compass Card*	Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province		No	Valid for unlimited travel through all Zones		Eligible for WCE Concession fare	Not valid	No Add-Fare required
GradPass on Compass Ticket* (on specified date between May 1 <sup>st</sup> and June 30 <sup>th</sup> )	Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification	N/A		No	Valid for unlimited travel through all Zones for the specified date		Not valid	No Add-Fare required	
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Conventional Bus: All Zones - \$ <del>93</del> <u>95</u> .00 per month	Conventional Bus: All Zones - \$ <del>93</del> <u>95</u> .00 per month	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through 1 Zone	\$2. <del>85</del> <u>95</u> credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

		Conventional SkyTrain and SeaBus: 1 Zone - <del>\$9395.00</del> 2 Zones - <del>\$126128.00</del> 3 Zones - <del>\$172174.00</del> per month	Conventional SkyTrain and SeaBus: All Zones - <del>\$9395.00</del> per month			Valid for unlimited travel through the number of Zones paid for		transferring from Conventional Transit to HandyDART	
Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)	All Zones - <del>\$5354.00</del> per month		Yes	Valid for unlimited travel through all Zones		\$1. <del>8090</del> credit toward WCE applicable fare	Not valid	No Add-Fare required
MultiPass on Compass Card* or Compass Ticket* (specified dates)	Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations	N/A for officials of other transit agencies  \$6. <del>5075</del> per pass (if > 500 passes purchased per day); \$5. <del>5075</del> per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel through all Zones		\$2. <del>8595</del> credit toward WCE applicable fare	Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Purchaser who holds a Single Fare (Adult)	Conventional Bus: Cash: All Zones <del>\$2.85</del> <u>95</u>	Conventional Bus: Cash: All Zones <del>\$2.85</del> <u>95</u>	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: <del>\$2.85</del> <u>95</u> credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Conventional Bus: No Add-Fare required
		Conventional Bus: Stored Value <sup>1</sup> : All Zones <del>\$2.20</del> <u>30</u>	Conventional Bus: Stored Value <sup>1</sup> : All Zones <del>\$2.20</del> <u>30</u>				Stored Value: <del>\$2.30</del> <u>credit toward WCE applicable fare</u>		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone <del>\$2.85</del> <u>95</u> 2 Zones <del>\$4.10</del> <u>20</u> 3 Zones <del>\$5.60</del> <u>70</u>	Conventional SkyTrain and SeaBus: Cash: All Zones <del>\$2.85</del> <u>95</u>			Valid for unlimited travel during the Hours and through the number of Zones paid for	Conventional SkyTrain and SeaBus: Cash: Add-Fare required**		
		Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : 1 Zone <del>\$2.20</del> <u>30</u> 2 Zones <del>\$3.25</del> <u>35</u> 3 Zones <del>\$4.30</del> <u>40</u>	Conventional SkyTrain and SeaBus: Stored Value <sup>1</sup> : All Zones <del>\$2.20</del> <u>30</u>						

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	Conventional Bus: Cash: All Zones <del>\$1.8090</del>	Conventional Bus: Cash: All Zones <del>\$1.8090</del>	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: <del>\$1.8090</del> credit toward WCE applicable fare	Not valid	Conventional Bus: No Add-Fare required	
		Conventional Bus: Stored Value: All Zones <del>\$1.8085</del>	Conventional Bus: Stored Value: All Zones <del>\$1.8085</del>				Stored Value: <del>\$1.85</del> credit toward WCE applicable fare			
		Conventional SkyTrain and SeaBus: Cash: 1 Zone <del>\$1.8090</del> 2 Zones <del>\$2.8090</del> 3 Zones <del>\$3.8090</del>	Conventional SkyTrain and SeaBus: Cash: All Zones <del>\$1.8090</del>			Valid for unlimited travel during the Hours and through the number of Zones paid for				Conventional SkyTrain and SeaBus: Cash: Add-Fare required**
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone <del>\$1.8085</del> 2 Zones <del>\$2.8085</del> 3 Zones <del>\$3.8085</del>	Conventional SkyTrain and SeaBus: Stored Value: All Zones <del>\$1.8085</del>							

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who holds a Single Fare (Adult)	All Zones \$2. <del>85</del> 95 (cash only)	All Zones \$2. <del>85</del> 95 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Not Valid
Single Fare (Concession) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	All Zones \$1. <del>80</del> 90 (cash only)	All Zones \$1. <del>80</del> 90 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid	Not Valid
Special Event Ticket on Bus Transfer*, Compass Card* or Compass Ticket* (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	No	Valid for unlimited travel during the Hours paid for	Valid for unlimited travel during the Hours and through the number of Zones paid for	Not valid	Not valid	Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
U-Pass BC on Compass Card* (calendar months)	A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card	As determined by the agreement between the post-secondary educational institution, its student society, and TransLink	No	No	Valid for unlimited travel through all Zones	Valid toward purchase of a WCE Monthly U-Pass or \$2. <del>85</del> <sup>95</sup> credit toward WCE applicable fare	Valid for an Eligible HandyDART User	No Add-Fare required	
War Amputee Pass on Compass Card* (calendar year)	Veterans of WW1 & WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification	N/A	No	No	Valid for unlimited travel through all Zones		Not valid	No Add-Fare required	
<b>West Coast Express (WCE) Service (5 Zones)</b>									
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$ <del>153</del> <sup>155</sup> .75 <sup>1</sup> , 3 Zones - \$ <del>203</del> <sup>205</sup> .00 <sup>1</sup> , 4 Zones - \$ <del>246</del> <sup>248</sup> .00 <sup>1</sup> , 5 Zones - \$ <del>337</del> <sup>339</sup> .75 <sup>1</sup>	Yes	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required	
WCE Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession)	1 or 2 Zones - \$ <del>94</del> <sup>95</sup> .00 <sup>1</sup> , 3 Zones - \$ <del>125</del> <sup>126</sup> .50 <sup>1</sup> , 4 Zones - \$ <del>155</del> <sup>156</sup> .25 <sup>1</sup> , 5 Zones - \$ <del>218</del> <sup>219</sup> .25 <sup>1</sup>	Yes	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

WCE Monthly U-Pass on Compass Card* (calendar month)	Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass	All Zones - \$ <del>96</del> <u>98</u> .00 per month <sup>1</sup> .	No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required
WCE One-Way Fare (Adult) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Purchaser who holds a valid WCE One-Way Fare (Adult)	Cash: 1 or 2 Zones - \$ <del>5.60</del> <u>70</u> 3 Zones - \$ <del>7.35</del> <u>45</u> 4 Zones - \$ <del>9.10</del> <u>20</u> 5 Zones - \$ <del>12.35</del> <u>45</u>	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	Add-Fare required**	
		Stored Value <sup>1</sup> : 1 or 2 Zones: \$ <del>4.70</del> <u>80</u> 3 Zones: \$ <del>6.45</del> <u>25</u> 4 Zones: \$ <del>7.55</del> <u>65</u> 5 Zones: \$ <del>10.30</del> <u>40</u>						
WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)	Cash: 1 or 2 Zones - \$ <del>3.30</del> <u>40</u> 3 Zones - \$ <del>4.30</del> <u>40</u> 4 Zones - \$ <del>5.55</del> <u>65</u> 5 Zones - \$ <del>7.55</del> <u>65</u>	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid	Add-Fare required**	
		Stored Value <sup>1</sup> : 1 or 2 Zones: \$ <del>2.75</del> <u>80</u> 3 Zones: \$ <del>3.55</del> <u>60</u> 4 Zones: \$ <del>4.65</del> <u>70</u> 5 Zones: \$ <del>6.30</del> <u>35</u>						

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Purchaser who holds a valid WCE Return Fare (Adult)	Cash: 1 or 2 Zones - \$10. <del>50</del> <u>75</u> 3 Zones - \$14. <del>00</del> <u>25</u> 4 Zones - \$17. <del>25</del> <u>50</u> 5 Zones - \$23. <del>25</del> <u>50</u>	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$10. <del>25</del> <u>50</u> 3 Zones: \$ 13. <del>25</del> <u>50</u> 4 Zones: \$16. <del>50</del> <u>75</u> 5 Zones: \$22. <del>25</del> <u>50</u>							
WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession)	Cash: 1 or 2 Zones - \$6. <del>50</del> <u>75</u> 3 Zones - \$8. <del>50</del> <u>75</u> 4 Zones - \$ <del>10.75</del> <u>11.00</u> 5 Zones - \$ <del>14.75</del> <u>15.00</u>	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$6. <del>25</del> <u>50</u> 3 Zones: \$8. <del>00</del> <u>25</u> 4 Zones: \$10. <del>25</del> <u>50</u> 5 Zones: \$14. <del>00</del> <u>25</u>							
<b>HandyDART Service (10 Zones)</b>									
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones - \$2. <del>85</del> <u>95</u>	No	Not valid****	Not valid****	Not valid****	Valid for travel through all Zones	No Add-Fare required	

- <sup>1</sup> Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.
- \* Indicates Proof of Payment.
- \*\* Canada Line YVR Add-Fare is a short term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.
- \*\*\* For transfers from WCE to Canada Line or Conventional Bus where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Conventional Bus.
- \*\*\*\* Eligible HandyDART Users using FareCards/FareSavers or paying cash fare for travel on a HandyDART vehicle will be permitted to transfer onto Conventional Transit or WCE by obtaining valid Compass Fare Media in accordance with subsection 9(c), Part B of the Tariff.

Table "2" – Exemptions

Eligible Person	Conditions	Exemption		
		Conventional Transit	West Coast Express	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment	N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder
Child under 5 years of age	Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children under the age of 5		Exempt from Add-Fare
Persons having their regular location of work on Sea Island	Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare
Residents of Burkeville, Richmond	Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare

Table "3" – Private Charters

Rates, Charges and Cancellation Fees	
<p><i>Conventional Bus, Community Shuttle and HandyDART Vehicle</i> (includes operator or driver)</p>	<p>\$62.50 per ½ hour or part Minimum charge of \$125.00 Bridge and road tolls, special licence fees and other out-of-pocket expenses extra</p>
<p>Cancellation Fee</p>	<p>\$125.00</p>
<p>WCE train</p>	<p>To be determined by WCE on a case-by-case basis</p>

To: Board of Directors

From: Rob Malli, Chief Financial Officer & Executive Vice President, Finance and Corporate Services  
Christine Dacre, Vice President, Financial Services

Date: March 5, 2018

Subject: 2018 Property Tax Bylaw and 2018 Replacement Tax Bylaw

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**PROPOSED RESOLUTION:**

Property Tax Bylaw:

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2018 Property Tax Bylaw Number 117-2018” included in the report as Appendix 1.
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2018 Property Tax Bylaw Number 117-2018” included in the report as Appendix 1.

Replacement Tax Bylaw:

- C. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2018 Replacement Tax Bylaw Number 118-2018” included in the report as Appendix 2.
- D. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2018 Replacement Tax Bylaw Number 118-2018” included in the report as Appendix 2.

**EXECUTIVE SUMMARY**

The property and replacement tax rates for 2018 are set to:

- Target Standard Property Tax of \$354.9 million – amount is set based on a 4.9% increase over previous year’s planned property tax revenue.
- Target Replacement Revenue of \$18 million – this is a set annual amount.
- Management’s objective for year over year consistency and minimal fluctuations – while meeting the prescribed British Columbia Hospital District Act Regulation ratio requirements.

In all property classes, the 2018 rates outlined in the report are lower than the 2017 rates because the increase in overall property assessed values exceeds the 4.9% (2017: 4.9%) increase in property tax revenue.

The administration of these two taxes is different and therefore separate bylaws are required.

## **PURPOSE**

The purpose of the attached report is to establish standard property and replacement tax rates for 2018 and to enact the bylaws to bring these rates into effect.

## **BACKGROUND**

On December 14, 2017, TransLink's Board of Directors approved TransLink's 2018 consolidated operating and capital budget (the "Budget"). The 2018 Budget includes revenues of \$356 million from standard property taxes and \$18 million from replacement taxes to be assessed and collected in accordance with Section 25 of the *South Coast British Columbia Transportation Authority Act* ("SCBCTA Act").

The property tax and replacement tax budgeted revenues are consistent with Phase One of the 10-Year Vision Investment Plan (Plan) approved on July 27, 2017.

The administration of these two taxes is different and therefore separate bylaws are required.

## **DISCUSSION**

TransLink has received and reviewed the 2018 completed property tax assessment rolls from BC Assessment (BCAA).

### **Property Tax**

The budgeted property tax revenue of \$356 million was set to yield a 4.9% (2017: 4.9%) annual increase from the previous year's planned property tax revenue. Of the 4.9% increase, 1.9% accounts for Development Growth (including new construction, zoning changes and property class changes) to reflect growth and development in the region.

The total property tax revenue to be collected through the rate setting process is \$354.9 million (2017: \$336 million). – i.e. budgeted property tax revenue of \$356 million less: \$1.1 million for payments-in-lieu of taxation offset by the estimated adjustments due to assessment appeals.

Based on data from BCAA (see table below), the 2018 total assessed value for all properties has grown by 11.1% over 2017, of which 9.0% is from Market Value Growth and 2.1% is from Development Growth. While the actual Development Growth is 2.1% (obtained in January 2018), the maximum amount we are able to collect is the budgeted 1.9% as stated in the approved Investment Plan.

**Table 1 – Summary of Property Class Growth in Assessment Values:**

Property Class	2018 Completed Roll (\$ millions)	2017 Revised Roll (\$ millions)	Total Increase/ (Decrease) (\$ millions)	Year over Year		
				Develop- ment Growth	Market Growth	Total Growth
01 Residential	969,774	884,234	85,540	2.2%	7.5%	9.7%
02 Utilities	1,804	1,730	74	-0.1%	4.4%	4.3%
04 Major Industry	2,280	1,924	356	4.3%	14.1%	18.5%
05 Light Industry	16,877	14,097	2,780	-0.3%	20.0%	19.7%
06 Business And Other	148,423	123,218	25,205	1.7%	18.8%	20.5%
08 Rec/Non Profit	1,812	1,391	421	12.6%	17.7%	30.3%
09 Farm	98	101	(3)	-7.5%	4.7%	-2.8%
	\$1,141,070	\$1,026,696	\$114,373	2.1%	9.0%	11.1%

Comparing the 2018 completed roll to the 2017 revised roll, 4 property classes with significant increases in Market Growth are Light Industry at 20.0%, Business and Other at 18.8%, Recreational/Non-Profit at 17.7% and Major Industry at 14.1%.

Looking at Development Growth, Recreational/Non-profit experienced the highest overall increase of 12.6%.

Properties with significant changes in assessed values do not necessarily experience significant changes in taxes. In all property classes, the 2018 rate is lower than the 2017 rate because the increase in overall assessed values exceeds the 4.9% (2017: 4.9%) increase in property tax revenue.

The recommended 2018 property tax rates comply with the requirements of the SCBCTA Act relating to changes in tax rates tied to the prescribed British Columbia Hospital District Act Regulation ratios. The recommended rates also meet the planned target revenue, and provide a consistent year-to-year tax impact on property holders' average tax bills.

**Table 2 – Property Tax Revenues Summary:**

Property Class	2018 Completed Roll (\$000s)	2018 Property Tax Rate (per \$1000)	2017 Property Tax Rate (per \$1000)	Increase / (Decrease) in Property Tax Rates	2018 Revenue Forecast (\$000s)	2017 Revenue Invoiced (\$000s)
01 Residential	\$969,774,405	\$0.2088	\$0.2161	(\$0.0073)	\$202,473	\$191,083
02 Utilities	\$1,803,939	\$2.3524	\$2.3780	(\$0.0256)	\$4,244	\$4,113
04 Major Industry	\$2,280,411	\$1.5920	\$1.7497	(\$0.1577)	\$3,630	\$3,367
05 Light Industry	\$16,877,020	\$1.0708	\$1.2372	(\$0.1664)	\$18,072	\$17,441
06 Business And	\$148,423,030	\$0.8494	\$0.9714	(\$0.1220)	\$126,071	\$119,694
08 Rec/Non Profit	\$1,812,448	\$0.1858	\$0.2105	(\$0.0247)	\$337	\$293
09 Farm	\$98,317	\$0.3458	\$0.3531	(\$0.0073)	\$34	\$36
<b>Total</b>	<b>\$1,141,069,571</b>				<b>\$354,860</b>	<b>\$336,027</b>

\*Some amounts may not add due to rounding

**Replacement Tax**

The SCBCTA Act permits TransLink to collect up to \$18 million as replacement tax on property classes 1, 2, 4, 5 and 6, in proportions determined by the Authority.

The 2018 replacement tax rates comply with the requirements of the SCBCTA Act, meet the planned target revenue of \$18 million, and provide a consistent year-to-year tax impact on property holders' average tax bills.

The 2018 replacement tax rates have been set to minimize the impact on the average tax bills of property owners. In all property classes, the 2018 replacement tax rate is lower than the 2017 rate.

**Table 3 – Replacement Tax Revenues Summary:**

Property Class	2018 Completed Roll (\$000s)	2018 Repl Tax Rate (per \$1000)	2017 Repl Tax Rate (per \$1000)	Increase / (Decrease) in Repl Tax Rates	2018 Revenue Forecast (\$000s)	2017 Revenue Invoiced (\$000s)
01 Residential	\$969,774,405	\$0.0027	\$0.0032	(\$0.0005)	\$2,645	\$2,830
02 Utilities	\$1,803,939	\$0.1033	\$0.1212	(\$0.0179)	\$186	\$210
04 Major Industry	\$2,280,411	\$0.1073	\$0.1259	(\$0.0186)	\$245	\$242
05 Light Industry	\$16,877,020	\$0.0912	\$0.1070	(\$0.0158)	\$1,539	\$1,508
06 Business And Other	\$148,423,030	\$0.0902	\$0.1058	(\$0.0156)	\$13,385	\$13,036
<b>Total</b>	<b>\$1,139,158,806</b>				<b>\$18,000</b>	<b>\$17,826</b>

\*Some amounts may not add due to rounding

**Table 4 – Summary of Property and Replacement Tax impacts:**

Property Class	2017 Average Assessment	2018 Average Assessment	2017 Average Property & Repl Tax	2018 Average Property & Repl Tax	\$ Change from Prior Year	% Change (2018 vs 2017)	% Change (2017 vs 2016)
01 Residential	\$1,141,026	\$1,231,761	\$250	\$261	\$10	4.1%	2.9%
02 Utilities	\$1,500,015	\$1,549,776	\$3,749	\$3,806	\$57	1.5%	2.0%
04 Major Industry	\$11,879,536	\$13,737,418	\$22,281	\$23,345	\$1,063	4.8%	17.7%
05 Light Industry	\$3,646,531	\$4,393,913	\$4,902	\$5,106	\$204	4.2%	5.2%
06 Business And Other	\$3,081,917	\$3,666,396	\$3,320	\$3,445	\$125	3.8%	5.8%
08 Rec/Non Profit	\$2,051,649	\$2,578,163	\$432	\$479	\$47	10.9%	2.9%
09 Farm	\$19,178	\$19,573	\$7	\$7	\$0	-0.0%	0.0%

\*Some amounts may not add due to rounding

The average property and replacement taxes have been calculated by multiplying the average assessment values by the corresponding tax rates per thousand dollars of assessed values.

The overall impact of the 2018 tax rates (both property tax and replacement tax) for:

- an average residential property will experience an increase of approximately \$10 (or 4.1%) over the prior year;
- an average business class property will experience an increase of approximately \$125 (or 3.8%) over the prior year.

Current year's percentage change for Rec / Non Profit of 10.9% was due to a few select properties which will bear the majority of the increase – as they accounted for the majority of the Development Growth. This result is consistent with Table 1 which outlines that Rec/Non Profit experienced the highest Development Growth percentage.

Prior year's percentage change for Major Industries of 17.7% was due to 3 significant new developments that accounted for 94% of its Development Growth.

## **CONCLUSION**

It is recommended that the Board approve and adopt the property tax and replacement tax bylaws as presented. These bylaws are in accordance with the SCBCTA Act.

## **Attachments**

- Appendix 1: Bylaw # 117-2018
- Appendix 2: Bylaw # 118-2018

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 117-2018**

*A Bylaw imposing 2018 Property Tax*

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 117-2018**

A Bylaw imposing 2018 Property Tax

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region, as defined in the Act, other than land and improvements that are taxable for school purposes only by special act.

AND WHEREAS in assessing the tax the Authority must adopt a variable tax rate system in which individual tax rates are determined and imposed for each property class.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. In this Bylaw, "transportation service region" means all municipalities and rural areas located in the Greater Vancouver Regional District and any area added to the Region pursuant to the South Coast British Columbia Transportation Authority Act.
2. There is assessed and levied on the net taxable value of land and improvements in the transportation service region, other than land and improvements that are taxable for school purposes only by special act, a tax at the variable rates set out in Schedule 1 attached thereto.
3. This Bylaw may be cited as the "South Coast British Columbia Transportation Authority 2018 Property Tax Bylaw Number 117-2018."
4. This Bylaw comes into force and takes effect on January 1, 2018.

READ A FIRST, SECOND AND THIRD TIME this March 29, 2018.

RECONSIDERED, PASSED AND FINALLY ADOPTED this March 29, 2018.

Original signed by Lorraine Cunningham  
Lorraine Cunningham, Chair

Original signed by Gigi Chen-Kuo  
Gigi Chen-Kuo, Corporate Secretary

**SCHEDULE 1 attached to and forming part of**  
**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**2018 PROPERTY TAX BYLAW NUMBER 117-2018**

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.2088
02	Utilities	2.3524
04	Major Industry	1.5920
05	Light Industry	1.0708
06	Business/Other	0.8494
08	Recreational and Non-Profit	0.1858
09	Farm	0.3458

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BY-LAW NUMBER 118-2018**

*A Bylaw imposing 2018 Replacement Tax*

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

**BYLAW NUMBER 118-2018**

A Bylaw imposing 2018 Replacement Tax

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region, as defined in the Act, other than land and improvements that are taxable for school purposes only by special act.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region if the additional tax generates property tax revenue that is not more than \$18 million in this fiscal year and the additional tax is collected only from property classes 1, 2, 4, 5 and 6 in whatever proportions the authority may determine.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. In this Bylaw, "transportation service region" means all municipalities and rural areas located in the Greater Vancouver Regional District and any area added to the Region pursuant to the South Coast British Columbia Transportation Authority Act.
2. There is assessed and levied on the net taxable value of land and improvements in the transportation service region, other than land and improvements that are taxable for school purposes only by special act, a tax at the rates set out in Schedule 1 attached thereto.
3. This Bylaw may be cited as the "South Coast British Columbia Transportation Authority 2018 Replacement Tax Bylaw Number 118-2018."
4. This Bylaw comes into force and takes effect on January 1, 2018.

READ A FIRST, SECOND AND THIRD TIME this March 29, 2018.

RECONSIDERED, PASSED AND FINALLY ADOPTED this March 29, 2018.

*Original signed by Lorraine Cunningham*  
Lorraine Cunningham, Chair

*Original signed by Gigi Chen-Kuo*  
Gigi Chen-Kuo, Corporate Secretary

**SCHEDULE 1 attached to and forming part of**  
**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**  
**2018 REPLACEMENT TAX BYLAW NUMBER 118-2018**

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.0027
02	Utilities	0.1033
04	Major Industry	0.1073
05	Light Industry	0.0912
06	Business/Other	0.0902

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning & Policy

DATE: February 19, 2018

SUBJECT: Independent Transit Services Application – Port Moody Trolley (2018)

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors determine that the *Port Moody Trolley* service is an Independent Transit Service under section 5 of the *South Coast British Columbia Transportation Authority Act* and has approval to operate, subject to the conditions outlined in this report.

**EXECUTIVE SUMMARY**

The City of Port Moody is seeking approval to launch a pilot Independent Transit Service (ITS) providing local service along Murray Street and St. Johns Street between Inlet Centre, Rocky Point Park and Moody Centre. The service is intended to address seasonal concerns with traffic congestion, parking and pedestrian safety along Murray Street. Management’s analysis indicates the service will have negligible impact on the financial viability of the regional transportation system while offering an enhancement to the effectiveness of the regional transportation system. Management recommends the approval, with conditions, of the service to operate as an Independent Transit Service.

**PURPOSE**

The purpose of this report is to summarize Management’s review of the City of Port Moody’s application to operate the *Port Moody Trolley* as an Independent Transit Service (ITS). Management recommends that approval to operate be granted on the basis that the proposed service is consistent with the ITS policy and is not expected to negatively impact the financial viability or effectiveness of the regional transportation system.

**BACKGROUND**

The City of Port Moody is seeking approval to launch a pilot independent transit service (ITS) providing service between Inlet Centre, Rocky Point and Moody Centre. Under Section 5 of the *South Coast British Columbia Transportation Authority Act*, TransLink’s Board of Directors is authorized to determine whether or not an Independent Transit Service is permitted to operate. TransLink’s [Independent Transit Service Policy](#) – approved by the Board in December 2012 – provides direction on the process, including a definition of ITS, evaluation criteria, and terms & conditions required for approval. As outlined in the Act and the Policy, TransLink may grant approval for an ITS to operate if it does not negatively impact the effectiveness and financial viability of the regional transportation system. TransLink’s approval does not take away from the operator’s need to meet all safety and operating regulatory approvals.

## DISCUSSION

### Defining Independent Transit Services

The ITS policy includes definitional criteria used to determine whether a service should be considered an ITS. The *Port Moody Trolley* is considered an Independent Transit Service per the criteria in Section 2 of the ITS policy.

### Service Characteristics

The City of Port Moody is proposing to launch a pilot project this upcoming summer providing free transit service between Inlet Centre, Rocky Point Park and Moody Centre on a weekend schedule. The service would operate seasonally between June and August and is intended to address concerns with traffic congestion, parking and pedestrian safety along Murray Street. Detailed service characteristics, including a preliminary route map, stop locations, schedule and pricing, are provided in Appendix A.

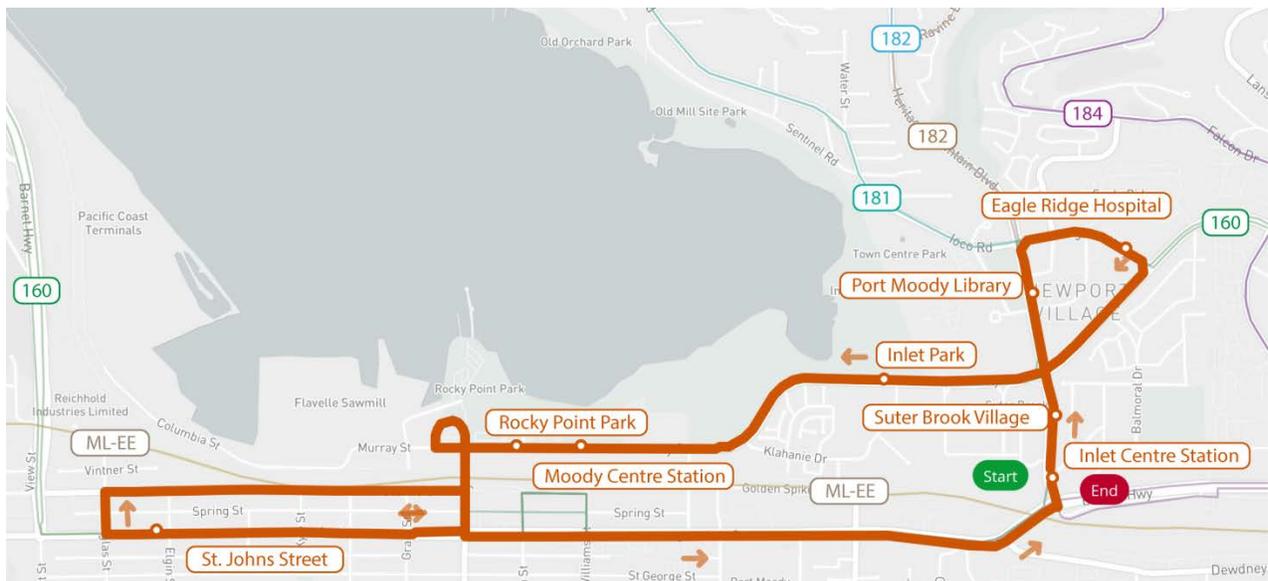


Figure 1: Service Diagram

**Service Evaluation**

The evaluation of the *Port Moody Trolley* is summarized in the table below. More detailed analysis on the evaluation is provided in Appendix A.

<b>Evaluation: <i>Port Moody Trolley</i></b>		
<b>Evaluation Criteria</b>	<b>Impact</b>	<b>Comments</b>
Impact on financial viability of regional transportation system	Negligible impact	Compass data indicates that the majority of trips through the proposed trolley service area are sub-regional – accessing either the Millennium Line or communities adjacent to Port Moody. Operating seasonally within a small local area and exclusively on weekends, the ITS will have minimal impact on existing TransLink ridership and negligible impact on the larger regional transportation system.
Impact on effectiveness of regional transportation system	Positive impact	Would provide additional connections to the Millennium Line and more frequent local service in Port Moody along the St. Johns/ Murray Street corridor.

**Customer Impact**

With two stops at the Millennium Line Evergreen Extension stations and more frequent service along the St. Johns/Murray Street corridor, the proposed ITS will increase the number of sustainable transportation options available to existing and potential future transit users. In addition to enhancing general mobility, reduced vehicle traffic will address seasonal concerns relating to cycling and pedestrian safety along Murray St.

**Financial Impact**

Compass data for TransLink routes within the ITS service area indicates that the majority of trips are travelling through or beyond Port Moody – utilizing connections between the Millennium Line and communities adjacent to Port Moody. With its strong focus on local service, the ITS is unlikely to compete with TransLink for existing ridership; and, given the short window of seasonal, weekend service, the ITS will have a negligible impact on the larger financial viability of the regional transportation system.

### **Terms and Conditions**

The *SCBCTA Act* allows TransLink to apply terms and conditions to an ITS. Should the Board approve the *Port Moody Trolley* to operate as an Independent Transit Service, the standard conditions existing in the ITS policy will be applied. Management recommends the following additional conditions be applied:

- That approval is given for operations between June 1, 2018 and August 31, 2020 only for the proposed service design, as outlined in this report.
- That the service provider report ridership figures to TransLink following completion of the pilot.
- That the service operator will not make stops at and/or restrict access to any CMBC bus stops in the service area.
- That any violation to the terms and conditions could result in the suspension or termination of the ITS.

Management recommends that the Board approve, with the conditions specified, the operation of the *Port Moody Trolley* as an Independent Transit Service, on the basis that the transit service is not expected to negatively impact the financial viability or effectiveness of the regional transportation system.

### **Alternatives**

There are two potential alternatives to the recommended resolution:

1. The Board could choose to not approve the *Port Moody Trolley* to operate.
2. The Board could choose to approve the *Port Moody Trolley* to operate without the conditions described above, or with other conditions as determined by the Board.

APPENDIX A: Service Characteristics & Detailed Service Analysis

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**PORT MOODY TROLLEY – SERVICE CHARACTERISTICS**

**Service Routing and Stop Locations**

If approved, the *Port Moody Trolley (PMT)* will provide service between Inlet Centre, Rocky Point Park and Moody Centre. The fixed-route loop, approximately 8 km in length, will improve connections between the Millennium Line and popular local destinations. To address concerns with seasonal traffic congestion and parking, proposed routing includes stops at underutilized parking facilities along St. Johns and Clark Streets.

The City is currently considering various points of interest along the proposed routing as potential stop locations. Evaluation criteria include pedestrian and cycling safety, interaction with TransLink services, and proximity to existing parking. A detailed service diagram is shown in Figure 1. Potential stop locations currently being considered include:

- Port Moody Library
- Inlet Park Field
- Rocky Point Park / Brewer's Row
- St. John’s and Clarke Street in Moody Centre
- Port Moody SkyTrain Station
- Inlet Centre SkyTrain Station
- Newport Village/Eagle Ridge Hospital
- Suter Brook Village/Klahanie

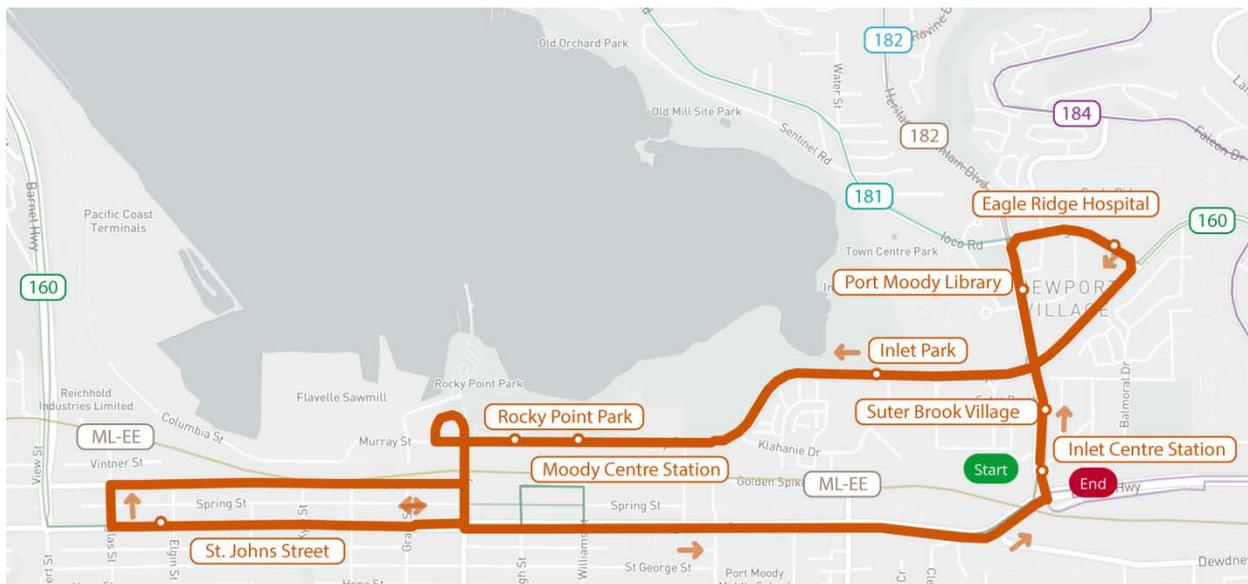


Figure 1: Service Diagram

### **Service Schedule**

The *Port Moody Trolley* would operate between 4:00 PM and midnight on Fridays and between 2:00 PM and midnight on Saturdays and Sundays. Based on an off-peak average speed of 32 km/hr, the route will take approximately 15 minutes to complete. Dependent on seasonal traffic congestion and the utilization of stops, total trip time will be approximately 20-30 minutes. The City has yet to decide if they will operate on a fixed schedule with layovers at Moody Centre and/or Inlet Centre stations, or provide more frequent rolling service without layovers during hours of operation.

The ITS will increase connections between the Evergreen Line and several increasingly popular destinations along Murray Street, among them Brewer's Row and Rocky Point Park. Traffic congestion is heavy during the busy summer season, with demand for parking frequently exceeding capacity – especially on Sundays during the summer concert series held at Rocky Point Park. By providing a free connection between the Millennium Line and nearby parking facilities, the City hopes to reduce the number of cars within the corridor, mitigating the negative impacts of the areas increasing popularity on local businesses and improving pedestrian and cycling conditions.

### **Service Vehicle**

The City has identified two vehicle options for use during the pilot: the first being a rubber-tire diesel trolley bus, similar to those that operate in Vancouver or Victoria during the summer tourism season. The second option identified by the City is a more conventional shuttle bus – similar to TransLink community shuttles. In terms of accessibility, the trolley option is not considered low-floor and would not be wheelchair accessible. Regardless of which option the City decides upon, TransLink would not own the vehicles used to deliver the service.

### **Fares**

Dependent on more detailed financial analysis and subsequent Council support, the City of Port Moody intends to operate the ITS without charge.

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## **PORT MOODY TROLLEY - DETAILED SERVICE EVALUATION**

### **Impact on Financial Viability of the Regional Transportation System**

TransLink provides service within the proposed Trolley routing area via the 160, 181, 182, 183, and the 184. The 160 provides service between Kootenay Loop in Burnaby and Port Coquitlam with access to the Millennium Line at both Moody and Inlet Centre. While weekend frequency on the 160 is every 15-20 minutes, current routing does not provide coverage along Murray St, travelling instead through Port Moody entirely along St. Johns.

The 181 and 182 provide service between Moody Centre and communities north of Port Moody, loco and Belcarra respectively. Both have weekend frequency every 60 minutes and identical routing within the proposed Trolley service area, i.e. no service along St. Johns or Clark Street east of Moody St. The 183 provides service between Moody Centre and Coquitlam Central Station, serving Newport Village and Eagle Ridge in Port Moody, and Eagle Mountain and Westwood Plateau within Coquitlam. Similar to the 160, the 183 travels exclusively along St. Johns and does not provide service to destinations along Murray St. Lastly, the 184 provides local service between Moody Centre Station and Noons Creek – the municipal boundary between Port Moody and Coquitlam.

With the exception of the 184, TransLink routes within the proposed trolley service area are effectively sub-regional, providing a connection between municipalities or from the Millennium Line to communities adjacent to Port Moody. The two TransLink routes which do provide coverage along Murray St. (181/182) have low weekend frequency and do not access parking facilities along St. Johns east of Moody St.

Compass ridership data suggests that the majority of current transit users are travelling through or beyond the Murray Street corridor. In contrast to existing TransLink service, the proposed ITS route is highly specialized, designed to enhance connections between the Millennium Line and specific local destinations along Murray St. Considering the short period of operation and focus on seasonal community events, the ITS will provide another sustainable transportation choice to those who would otherwise be driving and may ultimately have a positive impact on TransLink ridership.

In general, Management anticipates any negative impacts on ridership and revenue to be very minor and that the impact on the financial viability of the regional transportation system will continue to be negligible. The impact is negligible because of the limited local service area, the specific ridership it intends to serve, and the short period of seasonal operation.

### **Impact on Effectiveness of the Regional Transportation System**

As outlined in the preceding section, existing TransLink routing and frequency in the area does not align with seasonal demand for local service along Murray Street – especially on the weekends during the busy summer season. With frequent service to two SkyTrain stations, parking facilities and several popular destinations along Murray St., the ITS will address an area of high seasonal demand and expand the range of available sustainable transportation options within the larger Port Moody area.

With access to underutilized parking facilities east of Moody Street and stops at Moody Centre and Inlet Centres, the ITS will provide those who typically drive with a new sustainable transportation option. The City intends to leverage these connections as one mechanism to reduce congestion along the corridor, improving cycling and pedestrian conditions in and around Klahanie and ultimately, supporting a safer, healthier communities in the area.

In terms of potential operational impacts, regardless of which type of vehicle the City of Moody ultimately uses, the proposed service will have a distinct outward appearance from TransLink buses. Should the Board approve the *Port Moody Trolley* to operate as an Independent Transit Service, the standard conditions existing in the ITS policy will be applied, as well as an additional requirement that the service not make stops at and/or restrict access to any CMBC bus stops in the service area. With these distinguishing conditions, the proposed ITS is not anticipated to confuse potential transit customers, or impact the operations of existing TransLink transit services.

Given the severity of seasonal congestion along the corridor, the ITS will be an attractive option for those who typically drive and will likely have a positive impact on ridership for connecting TransLink services such as the Millennium Line or the 160.

In general, Management does not expect the service to reduce the safety, reliability and effectiveness of the regional transportation system, but rather provide an alternative service that could yield potential minor increases in the number of people using transit to access Port Moody, as well as the number of sustainable local trips within the City.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning & Policy

DATE: February 22, 2018

SUBJECT: Independent Transit Services Application – *White Rock Trolley and Waterfront Shuttle* (2018)

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**PROPOSED RESOLUTION:**

That the TransLink Board of Directors determine that the *White Rock Trolley and Waterfront Shuttle* are Independent Transit Services under section 5 of the *South Coast British Columbia Transportation Authority Act* and have approval to operate, subject to the terms and conditions outlined in this report.

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**EXECUTIVE SUMMARY**

The City of White Rock is seeking approval to operate two separate Independent Transit Services: a shuttle service operating along the waterfront, and the second a renewal of a previously approved trolley service providing a connection between shopping, recreation, and entertainment areas within the City. Management’s analysis indicates these services will have negligible impact on the financial viability of the regional transportation system while offering an enhancement to the effectiveness of the regional transportation system. Management recommends the approval, with conditions, of both services to operate as Independent Transit Services.

**PURPOSE**

The purpose of this report is to summarize Management’s review of the *White Rock Trolley and Waterfront Shuttle* as Independent Transit Services (ITS). Management recommends that approval to operate be granted on the basis that these proposed services are consistent with the ITS policy and are not expected to negatively impact the financial viability or effectiveness of the regional transportation system.

**BACKGROUND**

The City of White Rock is seeking approval to operate two separate Independent Transit Services: a new shuttle service operating on Marine Drive along the waterfront, and the second being a renewal of a previously approved diesel rubber-tired trolley service providing a connection between different shopping, recreation, and entertainment areas within the City. TransLink Board of Directors first approved this trolley service in 2014, and then again in 2017 – the service did not operate in 2015 or 2016 due to lack of funding.

Under Section 5 of the *South Coast British Columbia Transportation Authority Act*, TransLink’s Board of Directors is authorized to determine whether or not Independent Transit Services are permitted to operate. TransLink’s [Independent Transit Service Policy](#) – approved by the Board in December 2012 – provides direction on the process, including a definition of ITS, evaluation criteria, and terms & conditions required for approval. As outlined in the Act and the Policy, TransLink may grant approval for an ITS to operate if it does not negatively impact the effectiveness and financial viability of the regional transportation system. TransLink’s approval does not take away from the operator’s need to meet all safety and operating regulatory approvals.

## DISCUSSION

### Defining Independent Transit Services

The ITS policy includes definitional criteria used to determine whether a service should be considered an ITS. The *White Rock Trolley and Waterfront Shuttle* are both considered Independent Transit Services per the criteria in Section 2 of the ITS policy.

### Service Characteristics

#### Waterfront Shuttle

The proposed *Waterfront Shuttle* is a new service designed to enhance connections along the White Rock waterfront. The shuttle will travel along Marine Drive between Parker St. in the east and within a block of Anderson St. in the west end. If approved, the shuttle will begin April 1 and run daily afternoons and evening service until September 30. Detailed service characteristics, including a preliminary route map and schedule, stop locations, and fares are provided in Appendix A.

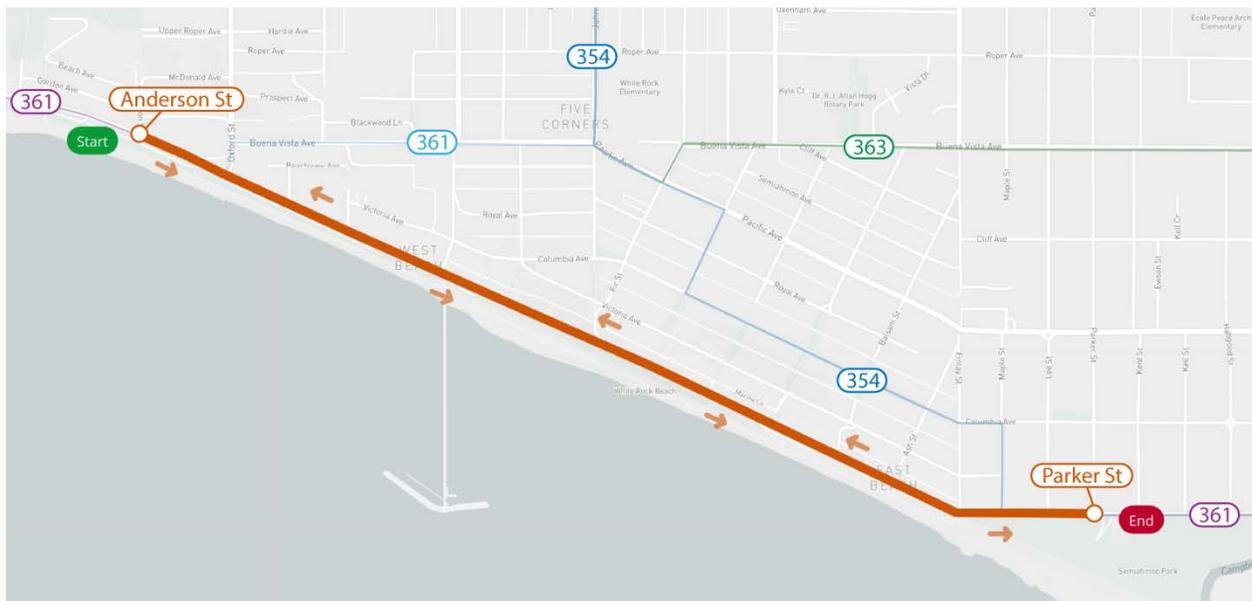


Figure 1: *Waterfront Shuttle* Service Diagram

### White Rock Trolley

Similar to the service offered in 2014 and 2017, the *White Rock Trolley* service will operate on weekends, holidays and select Thursday evenings from May 19 until September 3. The schedule has been designed to provide hourly service on these days from 11:30 AM to 8:30 PM. More detailed service characteristics, including a preliminary route map and schedule, stop locations, and fares are provided in Appendix B.

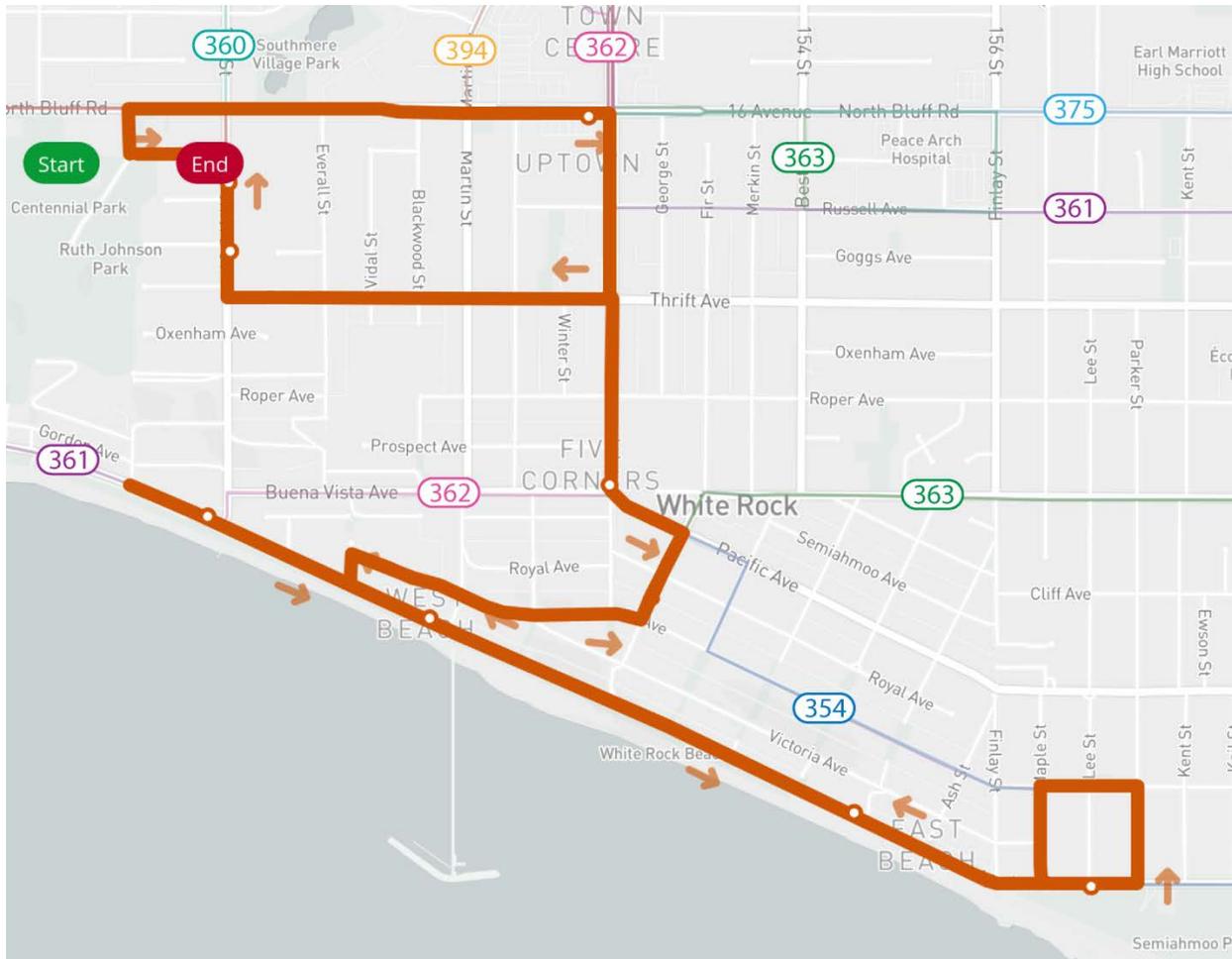


Figure 2: *White Rock Trolley* Service Diagram

**Service Evaluation**

The evaluations for the *Waterfront Shuttle* and *White Rock Trolley* are summarized in the table below. More detailed analysis on the *Waterfront Shuttle* evaluation is provided in Appendix A, *White Rock Trolley* in Appendix B.

<b>Evaluation: <i>Waterfront Shuttle</i></b>		
<b>Evaluation Criteria</b>	<b>Impact</b>	<b>Comments</b>
Impact on financial viability of regional transportation system	Negligible impact	Provides seasonal single-purpose service unlikely to compete with existing TransLink service. Targeting a specific ridership that would otherwise use single occupancy personal vehicle.
Impact on effectiveness of regional transportation system	Positive impact	Frequent service along the waterfront will complement existing TransLink north-south routes – as well as the <i>White Rock Trolley</i> . Potential to increase the number of sustainable local trips within White Rock.
<b>Evaluation: <i>White Rock Trolley</i></b>		
Impact on financial viability of regional transportation system	Negligible impact	Provides a limited number of trips and targets a small and specialized travel market. With no equivalent TransLink service, unlikely to compete for existing transit ridership.
Impact on effectiveness of regional transportation system	Positive impact	Provides an additional north-south transportation option between White Rock Central and the waterfront. Sustainable alternative to single occupant vehicle use for local trips.

### **Terms and Conditions**

The *SCBCTA Act* allows TransLink to apply terms and conditions to an ITS. Should the Board approve both the *Waterfront Shuttle and White Rock Trolley* to operate as Independent Transit Services, the standard conditions existing in the ITS policy will be applied. Management recommends the following additional conditions be applied:

- That approval is given for operations between June 1, 2018 and September 8, 2020 only for the proposed service designs, as outlined in this report.
- That the City of White Rock report ridership figures to TransLink at the end of each season of service.
- That the service operator will not make stops at and/or restrict access to any CMBC bus stops in the service area.
- That any violation to the terms and conditions could result in the suspension or termination of the ITS.

Management recommends that the Board approve, with the conditions specified, the operation of the *Waterfront Shuttle and White Rock Trolley* as Independent Transit Services, on the basis that they are not expected to negatively impact the financial viability or effectiveness of the regional transportation system.

### **Alternatives**

There are two potential alternatives to the recommended resolution:

1. The Board could choose to not approve the *Waterfront Shuttle and White Rock Trolley* to operate.
2. The Board could choose to approve the *Waterfront Shuttle and White Rock Trolley* to operate without the conditions described above, or with other conditions as determined by the Board.

APPENDIX A: *Waterfront Shuttle* – Service Characteristics & Detailed Service Analysis

APPENDIX B: *White Rock Trolley* – Service Characteristics & Detailed Service Analysis

**WATERFRONT SHUTTLE – SERVICE CHARACTERISTICS**

**Service Rationale**

If approved, the *Waterfront Shuttle* will address seasonal concerns with traffic congestion, parking, and improve pedestrian safety along Marine Drive. With two significant developments occurring this summer along the waterfront – including the replacement of a parking lot at Vidal St. and Victoria Ave. – the amount of available parking in the area will significantly decrease. The City is hoping to mitigate the impact of this loss of parking on visitors and local businesses by providing this service and expanding the range of sustainable transportation options within the area.

**Service Routing and Stop Locations**

The *Waterfront Shuttle* will provide continuous shuttle service on Marine Drive along the White Rock waterfront. The shuttle will travel between Parker St. in the east and within a block of Anderson St. in the west end – approximately 2 km apart.

The two terminus points may be adjusted to align with stops established in previous years by the trolley service and allow for an additional connection to shopping, recreation, and entertainment areas north of the waterfront. Other stops along Marine Drive will include the Pier and adjacent beaches, White Rock Museum and Archives, Bayview Park and the commercial areas near Parker St.

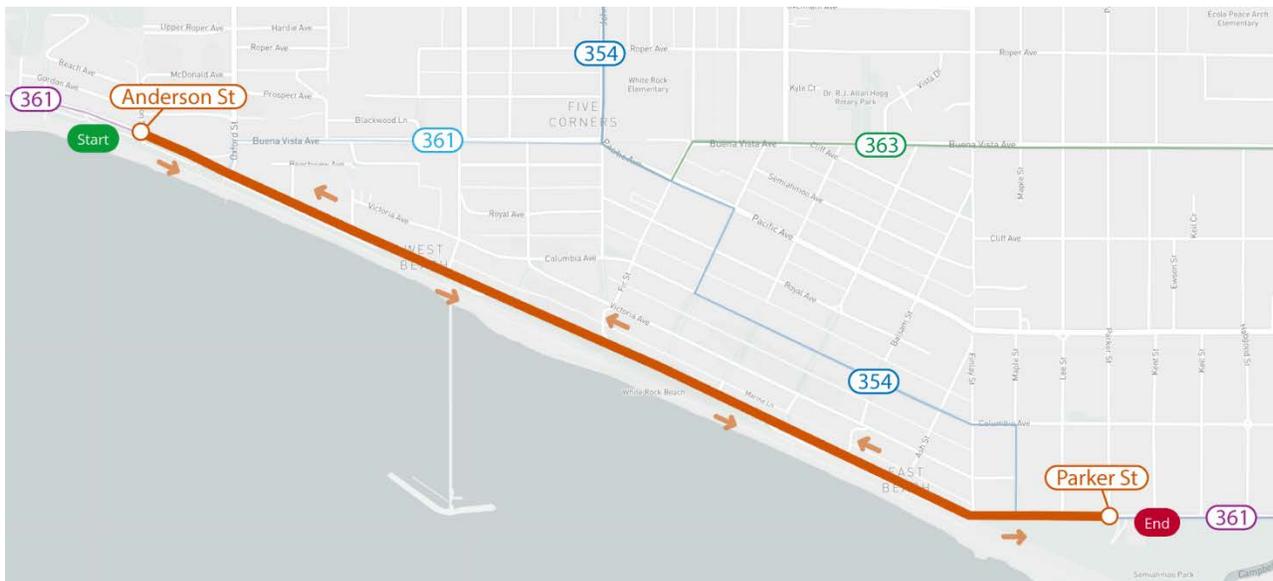


Figure 1: *Waterfront Shuttle* Service Diagram

**Service Schedule**

The *Waterfront Shuttle* will operate without a fixed schedule and provide continuous service between noon and 8:30 PM all days of the week from April 1 to September 30, 2018. Dependent on seasonal traffic congestion and the utilization of stops, the shuttle will provide 3 complete trips each hour.

**Service Vehicle**

As the City of White Rock has yet to confirm their preferred service provider, vehicle type is at this point undetermined. The City has indicated that minimum capacity will be 20 passengers and given constraints along Marine Drive will likely be the same size as the diesel trolley.

**Fares**

City of White Rock Council has already approved funding for the service and intends to operate the *Shuttle* without charge.

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## **WATERFRONT SHUTTLE - DETAILED SERVICE EVALUATION**

### **Impact on Financial Viability of the Regional Transportation System**

The only TransLink route within the proposed *Waterfront Shuttle* service area that provides comparable service is the 361, which provides a connection between Ocean Park and White Rock Centre. The 361 travels along Marine Drive from 128 St. to Stayte Road/160 St. where it turns north towards Peace Arch Hospital and Semiahmoo Shopping Centre.

While the 361 does provide service along Marine Drive, load profile data indicates that the majority of activity along the waterfront is boarding with passengers alighting primarily near Semiahmoo Shopping Centre or Peace Arch Hospital – beyond the proposed *Trolley* service area. Given this focus and the *Shuttle's* short single-purpose route, the proposed ITS is highly unlikely to compete with the 361 for ridership.

In general, Management anticipates any impacts on ridership and revenue to be very minor and that the impact on the financial viability of the regional transportation system will continue to be negligible. The impact is negligible because of the limited service area and single-purpose routing, the specific ridership it intends to serve, and its short period of seasonal operation.

### **Impact on Effectiveness of the Regional Transportation System**

As outlined in the preceding section, data for the 361 indicates that the majority of ridership activity is focused around White Rock Centre and not along the waterfront. Given the current utilization, the *Shuttle* has the potential to significantly increase the number of sustainable local trips along the waterfront. Expanding the range of available sustainable transportation options and increasing the number of transit connections align with the goals outlined in TransLink's long-range strategic plan.

In terms of potential operational impacts, should the Board approve the *Shuttle* to operate as an Independent Transit Service, the standard conditions existing in the ITS policy will be applied, as well as an additional requirement that the service not make stops at and/or restrict access to any CMBC bus stops in the service area. With regards to livery, the *Shuttle* will have a distinct outward appearance from TransLink buses. With these distinguishing features, the proposed *Shuttle* is not anticipated to confuse potential transit customers, or impact the operations of existing TransLink transit services.

In general, Management does not expect the service to reduce the safety, reliability and effectiveness of the regional transportation system, but rather provide an alternative, complementary service that could yield potential minor increases in the number of people using transit to access the waterfront and other nearby destinations.

**WHITE ROCK TROLLEY – SERVICE CHARACTERISTICS****Service Rationale**

If approved, the *White Rock Trolley* will provide a connection between different shopping, recreation, and entertainment areas within the City of White Rock, as well as address seasonal concerns relating to parking and traffic congestion. With two developments occurring this summer along the waterfront – including the replacement of a parking lot at Vidal St. and Victoria Ave. – the amount of available parking in the area will significantly decrease. By providing this service and increasing the range of sustainable transportation options within the area, the City is hoping to mitigate the impact of this loss of parking on visitors and local businesses during the busy summer season. Service on Thursday evenings will support the City’s summer concert series, providing another sustainable transportation choice between Centennial Park and the waterfront.

**Service Routing and Stop Locations**

The *Trolley* will provide a connection between different shopping, recreation, and entertainment areas within the City of White Rock. Identical to the service provided in 2017, the proposed route is a partial loop approximately 11 km in length and includes stops at the following destinations:

- Centennial Park
- Ruth Johnson Park
- Semiahmoo Shopping Centre
- Five Corners commercial area
- White Rock Pier and adjacent waterfront
- Bayview Park

**Service Schedule**

If approved, the *Trolley* will operate hourly from 11:30 AM to 8:30 PM on weekends, holidays, and select Thursday evenings in support of the City’s outdoor concert series. Based on an off-peak average speed of 35 km/hr., the route will take approximately 30 minutes to complete. The hourly schedule allows for differing levels of seasonal traffic congestion and utilization of stops – including a layover at Centennial Park.

**Service Vehicle**

The City intends to use the same diesel powered vehicle used in 2017, with a maximum capacity of approximately 25 passengers.

**Fares**

City of White Rock Council has approved funding for the service already and intends to operate the *Trolley* without charge.

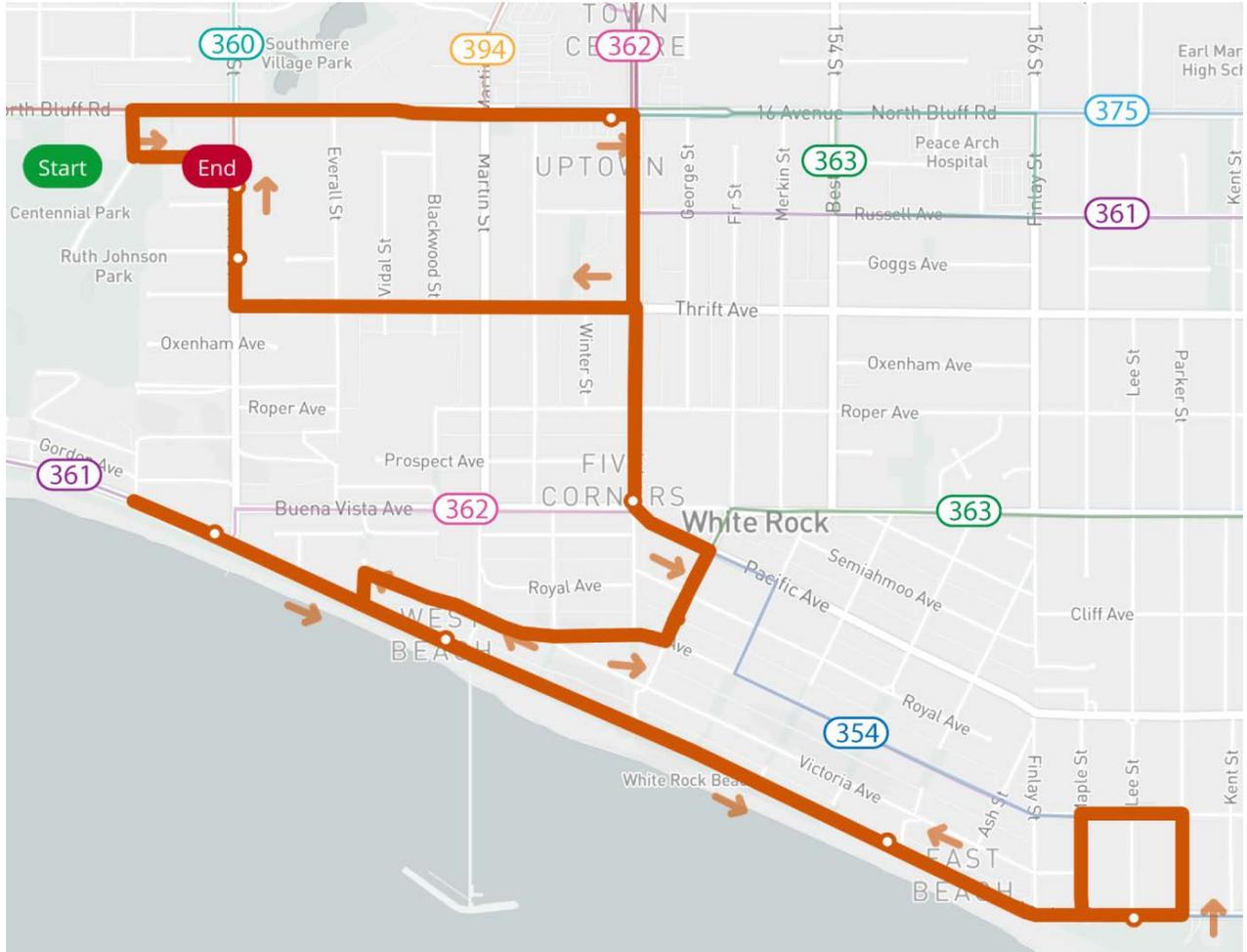


Figure 1: Service Diagram

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## **WHITE ROCK TROLLEY - DETAILED SERVICE EVALUATION**

### **Impact on Financial Viability of the Regional Transportation System**

TransLink provides service within the proposed *Trolley* routing area via:

- 351 Crescent Beach / Bridgeport Station
- 354 White Rock South / Bridgeport Station
- 360 Ocean Park / Peace Arch Hospital
- 361 Ocean Park / White Rock Centre
- 362 Seaside / White Rock Centre
- 363 Southpoint / Peace Arch Hospital
- 394 White Rock / King George Station Express

While there is TransLink service within the *Trolley* service area, existing routing only aligns with portions of the proposed *Trolley* route and does not provide the type of single-purpose service that the ITS will. Existing TransLink service primarily provides connections between White Rock Centre and different destinations within South Surrey, as well as connections to Richmond and the Canada Line.

Of existing TransLink routes that provide comparable service, the 362 provides a connection between Semiahmoo Shopping Centre and the waterfront but only limited service along a small western portion of Marine Drive. The 354 provides a similar north-south connection but only provides limited weekday service and does not operate on the weekends. The 361 provides service along the entirety of Marine Drive but does not provide service to Centennial Park or Ruth Johnson Park.

In contrast to existing TransLink service, the single-purpose *Trolley* route is designed to serve a specific market and only on weekends during the summer. Considering this short period of seasonal operation, specific local routing and focus on community events, the *Trolley* will provide an additional sustainable transportation option to those who looking to avoid congestion and the challenge of finding available parking. Given this focus and limited market, it is unlikely that the *Trolley* will be competing with existing TransLink services.

In general, Management anticipates any impacts on ridership and revenue to be minor and that the impact on the financial viability of the regional transportation system will continue to be negligible. The impact is negligible because of the single-purpose routing and limited service area, the specific ridership it intends to serve, and the short period of seasonal operation.

### **Impact on Effectiveness of the Regional Transportation System**

The White Rock waterfront and adjacent beaches are regional destinations currently served by TransLink connections from South Surrey and Richmond. The *Trolley* will complement these routes by providing highly specific local service along the waterfront – single-purpose routing that TransLink currently does not provide. By expanding the range of potential transit connections within White Rock, the *Trolley* will likely increase the number of local trips by transit and have a minor positive impact on TransLink ridership.

As outlined in the preceding section, existing TransLink routing in the area is primarily focused on connections from White Rock Centre to destinations beyond the waterfront. The *Trolley* will serve a small, specific market seeking a connection between the waterfront and different shopping, recreation, and entertainment areas within the City of White Rock. Seasonal demand combined with a significant decrease in the amount of local parking will increase the need for additional transportation choices along the waterfront. With no comparable TransLink service, the *Trolley* will address a local need and provide a timely and sustainable alternative to those who typically drive.

In terms of potential operational impacts, should the Board approve the *Trolley* to operate as an Independent Transit Service, the standard conditions existing in the ITS policy will be applied, as well as an additional requirement that the service not make stops at and/or restrict access to any CMBC bus stops in the service area. Similar to the service operated in 2014 and 2017, the *Trolley* will have a distinct outward appearance from TransLink buses. With these distinguishing features, the proposed *Trolley* is not anticipated to confuse potential transit customers, or impact the operations of existing TransLink transit services.

In general, Management does not expect the service to reduce the safety, reliability and effectiveness of the regional transportation system, but rather provide an alternative, complementary service that could yield potential minor increases in the number of people using transit to access the waterfront, as well as the number of sustainable local trips within the City of White Rock.

TO: TransLink Board of Directors

FROM: Geoff Cross, Vice President, Transportation Policy and Planning

DATE: March 6, 2018

SUBJECT: Background to the 2017 Annual Report of Access Transit Users' Advisory Committee

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The Access Transit Users' Advisory Committee (UAC) continues to provide critical input into TransLink plans, policies and initiatives. Their annual report to the Board is included in the March 2018 Board cycle.

As noted in the UAC's 2017 Annual Report, this advisory committee was established from TransLink's 2007 Access Transit Strategy, holding its first meeting in 2008. The Committee's terms of reference identify the following activities that guide its work:

- a. Advise TransLink on matters which will enhance accessibility
- b. Assist TransLink in determining whether its measures are inclusive or exclusive of persons with disabilities and/or seniors
- c. Assist TransLink in setting priorities on accessibility issues
- d. Provide comment on TransLink policies and strategies

The Access Transit Planning group in the Transportation Policy and Planning division provides administrative support to the Committee. The Manager of Access Transit Planning is a non-voting ex-officio member of the Committee and sits as second Vice Chair.

Through 2017, the Committee's work included input into the major projects being undertaken from the Mayors' Council's 10-Year Vision as well as some involvement on issue relating to the implementation of the Custom Transit Service Delivery Review recommendations. An area of significant discussion and concern for the Committee has been the provision of accessible information at bus stops to assist customers with vision loss. TransLink staff are reviewing the recommendations of the Committee, developing options and continuing to engage in a dialogue on the feasibility of implementing tactile information at the stop level. We are committed to trying to seek a collaborative solution for this issue.

TransLink staff look forward to a productive year in 2018 working with this important advisory resource of transit customers across Metro Vancouver.

#### **ATTACHMENT**

Appendix A: 2017 Access Transit Users' Advisory Committee Activities

TO: TransLink Board of Directors

FROM: The Access Transit Users' Advisory Committee

DATE: February 26, 2018

SUBJECT: 2017 Access Transit Users' Advisory Committee Activities

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## **PURPOSE**

To inform the Board of the Access Transit Users' Advisory Committee's activities in 2017.

## **BACKGROUND**

The purpose of the Access Transit Users' Advisory Committee (UAC) is to establish an ongoing, independent voice to ensure implementation of the 2007 Access Transit Strategy and provide accessibility-related advice on TransLink plans, programs and other initiatives.

The UAC began meeting in 2008, and continues to meet approximately six times throughout the calendar year. The Committee is currently composed of 17 members representing a wide range of demographics, including seniors and people with various physical, cognitive, and sensory disabilities.

The UAC Terms of Reference call for an annual report to the TransLink Board.

## **2017 UAC ACTIVITIES**

### **Transit Accessibility Tour**

On March 31, 2017 Board members Janet Austin and Anne Giardini joined UAC members Pam Horton, David McGregor and Rob Sleath for an informative tour of accessibility features and challenges along the system. At Waterfront Station Pam, who uses conventional transit with her power wheelchair showed the need for better signage and information sharing about the SeaBus. There is poor signage to inform customers about the elevator being at the end of the long walkway. Ironically the elevator was out of service, participants did not find out until they reached the elevator. Other SeaBus features could not be demonstrated.

Rob, who has been a long-time SkyTrain and Canada Line user since acquiring total sight loss in 1992, demonstrated how the "VIP Assistance" program dispatches a SkyTrain Attendant on request to assist customers who are blind or partially sighted. The service provides increased safety for customers who are blind by offering sighted guide assistance through crowded stations and directly onto the correct train. The tour

also demonstrated the need for refresher training for SkyTrain Attendants in the proper techniques to safely guide customers with sight loss onto an escalator. The need for training with respect to accessing the fare gates was also identified. Processes are underway with BCRTC to address this.

David is a regular transit user who is deaf. He explained how visual communication and messaging throughout the system could be improved. The absence of visual fire and emergency alarms was of great concern. The lack of hardware and software capabilities to display messaging on board to duplicate the announcements made during emergencies and delays on the system are another concern.

Members of the UAC look forward to similar tours with interested Board and Mayors' Council members.

### **Designated HandyDART Stop Signage**

It was necessary to update the signage used at HandyDART designated pick up and drop off locations in bus loops, transit exchanges and public venues. The UAC provided feedback on colour contrast, font size and appropriate messaging.

### **HandyDART Taxi Driver Identification**

When taxis are dispatched to large busy venues such as sporting events or concert arenas for HandyDART customers it is often difficult for the taxi driver to locate the appropriate HandyDART customer and for the customer to locate the appropriate taxi for their prebooked HandyDART trip.

A number of options were presented to the UAC for customers to display when expecting a HandyDART taxi. These included lanyards, handheld signs and LED lights. While the UAC agreed that this was a problem, members felt that the responsibility for enhanced identification should be with the taxi driver and not the customer. They encouraged staff to work with the industry to find a solution.

### **Millennium Line - Broadway Extension**

TransLink staff and a representative from the City of Vancouver presented plans for MLBE for initial feedback. It was strongly recommended that whenever possible two elevators be installed per station. Two elevators are preferred over one larger elevator. This will ensure that one is always functioning while the other is being serviced. Concern was raised about safety and wayfinding during construction as altered pathways and temporary signage may not be accessible to all customers, particularly those who are blind or partially sighted. The UAC continues to recommend washrooms at all stations.

## **Operator and SkyTrain Attendant Training**

Instructors from CMBC and BCRTC met with the committee to hear experiences members have had during their travels on buses and SkyTrain. This was a good opportunity for instructors to confirm what is covered in training and also to hear what is lacking.

Committee members emphasized that in instances where bus operators must pull up to stops in irregular ways, such as far from the curb or with an obstacle in the doorway, it is imperative that the operator inform the person with sight loss of any obstacles or change in distance from the curb before they disembark the vehicle. Members also raised concern regarding stops being missed for customers who are blind or partially sighted and unable to orient themselves when dropped off at an alternate unfamiliar stop. Another issue raised often occurs where multiple buses pick up customers at the same stop in an exchange or curbside and the queueing system of the buses causes customers with disabilities to miss their bus when other customers scramble to board buses that quickly pull up and leave.

The instructor from BCRTC was reminded that SkyTrain Attendants must identify themselves initially when offering help to customers with sight loss, as it is impossible for someone who is blind, or even partially sighted, to be certain if they are being approached by a trained professional or a complete stranger who could jeopardize their safety. It was also noted that SkyTrain Attendants require additional training on how to provide sighted guide assistance for customers with sight loss to safely navigate through Compass Fare gates and get on and off escalators.

## **Universally Accessible Bus Stops (UABS)**

Tactile information panels were identified as a feature in TransLink's Universally Accessible Bus Stop (UABS) Guidelines (2007). As TransLink staff continued to present alternative ways to provide tactile information at bus stops as presented in the UABS guidelines, UAC members passed a motion to implement dual format tactile information signage (tactile letters and braille) to deliver similar information to that which is available to sighted people at specific locations. This motion was made in response to a media story about a woman who is totally blind experiencing difficulty identifying the correct bus stops highlighted the continuing challenge experienced by persons who are blind or partially sighted. At the next meeting UAC was informed that TransLink did not install the tactile information panels. Staff instead suggested alternatives to the tactile information panels and requested input on a proposed implementation plan. UAC members expressed extreme frustration with TransLink's response to this issue given this critical need was first presented to BC Transit on May 21, 1998 and remains unresolved by TransLink to this day. UAC discussions with staff are ongoing into 2018 about the way forward with implementing accessible information at bus stops.

## **Universal Fare Gate Access Program**

The UAC was provided updates on the progress of the Universal Fare Gate Access Program for customers who are not able to tap Compass Cards. Committee member Pam Horton has been a member of the working group for this program. A request was made for the program to include access for customers who are blind or partially sighted as it would be much easier for these individuals to not have to try and locate Compass readers in order to open the gates. It was explained that the purpose of this program was to restore original access to customers who physically cannot tap Compass Cards, and access with the new RFID card would only be provided for that customer group at this time. When discussing the intake process for the program, support was shown by several UAC members for the involvement of Occupational Therapists to assist customers in determining the best device to allow them to access the fare gates.

## **Surrey-Newton-Guilford LRT**

TransLink staff presented plans for the Surrey-Newton-Guilford LRT. Committee members provided input on the location of and wayfinding to Compass ticket machines and Compass readers. Feedback was also given on automatic versus manual door openings, with UAC members expressing a desire to keep consistency in vehicle door openings system-wide (e.g. that they remain automatic or are operator initiated). Additional input was given on priority seating colours and layouts, with UAC members expressing support for different seating colours and flip up armrest for priority seats.

## **Conclusion**

The Users' Advisory Committee members continue to provide valuable insight, advice and recommendations to TransLink and its subsidiaries. Members willingly volunteer their time and share their knowledge and experiences gathered from their vast community networks. The UAC looks forward to receiving progress reports and providing additional advice on existing and upcoming programs and initiatives and leading more accessibility tours.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning & Policy

DATE: March 5 2018

SUBJECT: Phase One Plan Implementation: Consultation on New B-Lines

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## **EXECUTIVE SUMMARY**

This report provides information to the Board on upcoming engagement. The Phase One Plan approved funding for fleet, service and infrastructure for five new B-Line routes. B-Lines provide fast and frequent service. One of these corridors is in service and the remaining four will launch in Fall 2019. From March through May TransLink will be undertaking consultation with the public and local elected officials to solicit feedback on the proposed B-Line services.

## **PURPOSE**

The purpose of this report is to let the Board know about the Council and public engagement on the new B-Line services that is taking place from March through May.

## **BACKGROUND**

The Phase One Plan approved funding for fleet, service and infrastructure for five new B-Line routes. B-Lines provide fast and frequent service. The B-Line on Hastings St connecting SFU and downtown Vancouver opened in December 2016. Four more corridors will open in Fall 2019: on the Lougheed corridor from Maple Ridge to Coquitlam Central; in the North Shore on the Main-Marine Corridor; Fraser Hwy from the Langleys to Surrey Central; and, from Joyce Station to UBC on the 41<sup>st</sup> Corridor.

## **DISCUSSION**

Through 2017 TransLink staff have been working closely with municipal staff to design the B-Line services, developing proposals for each corridor on the location of stops, changes to existing bus routes, terminus locations, frequency and span of service. A cross enterprise initiative is underway to develop the B-Line program offering including the potential for real-time information, custom branding, and other customer amenities.

Today, the defining features of our B-Line services are:

- limited stop
- very frequent
- long span (e.g. all day, every day)
- limited transit priority measures
- identified on network maps and announced at transfer points on SkyTrain

TransLink is committed to improving the B-Line services and establishing them as our highest order of bus service. We are working to introduce additional elements with the launch of the new B-Lines in 2019, including: real-time information; transit priority measures such as bus lanes and queue jumpers; tactile walking surface indicators; shelters and seats at all stops; custom branding and dedicated fleet. Over the longer term, our intention is to upgrade the B-Lines with more transit priority and customer amenities. Attachment 1 summarizes this spectrum.

From March through May, TransLink will be undertaking engagement with Municipal Councils and the public. The purpose of this engagement is to:

- To create support and excitement for the B-Line through education and information sharing
- To obtain public and stakeholder feedback on proposed service changes

The approach of the consultation is to reach the public where they are; in their own communities, in each corridor by creating opportunities for in-person contact; street teams and pop-up info events. A website will also be created to encourage significant online feedback as well as education/awareness of what B-Lines are and how it will improve connections in communities. The public consultation will run from April 3 to May 31.

Council engagement dates:

- March 5: City of Langley, City of North Vancouver
- March 12: West Vancouver
- March 19: Surrey, District of North Vancouver, Langley Township
- March 20: Pitt Meadows
- March 27: Port Coquitlam, Maple Ridge

Attachment 2 provides an example of the presentations provided to municipal Councils.

## **ATTACHMENTS**

Attachment 1 – Key elements of near and long term program

Attachment 2 – Sample of consultation presentation

# B-Line or Better Product Roadmap

	B-Line today	B-Line/RapidBus 2019	B-Line/RapidBus Long Term Vision
Product Features	<ul style="list-style-type: none"> <li>Limited stops</li> <li>Very high frequency</li> <li>Extended span</li> <li>3-door articulated buses</li> <li>Limited transit priority</li> <li>All Door Boarding*</li> <li>Shelters (86%)</li> </ul>	<ul style="list-style-type: none"> <li>Limited stops</li> <li>Very high frequency</li> <li>Extended span</li> <li>3-door articulated buses</li> <li>Limited transit priority</li> <li>All Door Boarding</li> <li>Shelters</li> <li>Tactile pads</li> <li>Real-time information</li> <li>Line diagrams on buses</li> <li>Onboard wifi (TBC)</li> </ul>	<ul style="list-style-type: none"> <li>Limited stops</li> <li>Very high frequency</li> <li>Extended span</li> <li>3-door articulated buses</li> <li>Extensive transit priority measures</li> <li>All Door Boarding</li> <li>Enhanced custom shelter/station</li> <li>Tactile pads</li> <li>Enhanced real-time info solution</li> <li>Dynamic onboard wayfinding</li> <li>Onboard wifi</li> </ul>
Branding	<ul style="list-style-type: none"> <li>ID signs</li> <li>Rail &amp; system maps</li> <li>SkyTrain/SeaBus stn signage</li> <li>SkyTrain onboard announcements</li> </ul>	<ul style="list-style-type: none"> <li>ID signs</li> <li>Rail &amp; system maps</li> <li>SkyTrain/SeaBus stn signage</li> <li>SkyTrain onboard announcements</li> <li>Exterior bus livery</li> <li>Updated seating</li> </ul>	<ul style="list-style-type: none"> <li>Information panels (T-monolith)</li> <li>Rail &amp; system maps</li> <li>SkyTrain/SeaBus stn signage</li> <li>SkyTrain onboard announcements</li> <li>Exterior bus livery</li> <li>Updated seating</li> </ul>

Black text = B-Line feature today

Green text = Additional B-Line feature in 2019

Blue text = Long term feature, not currently in scope



# 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:**

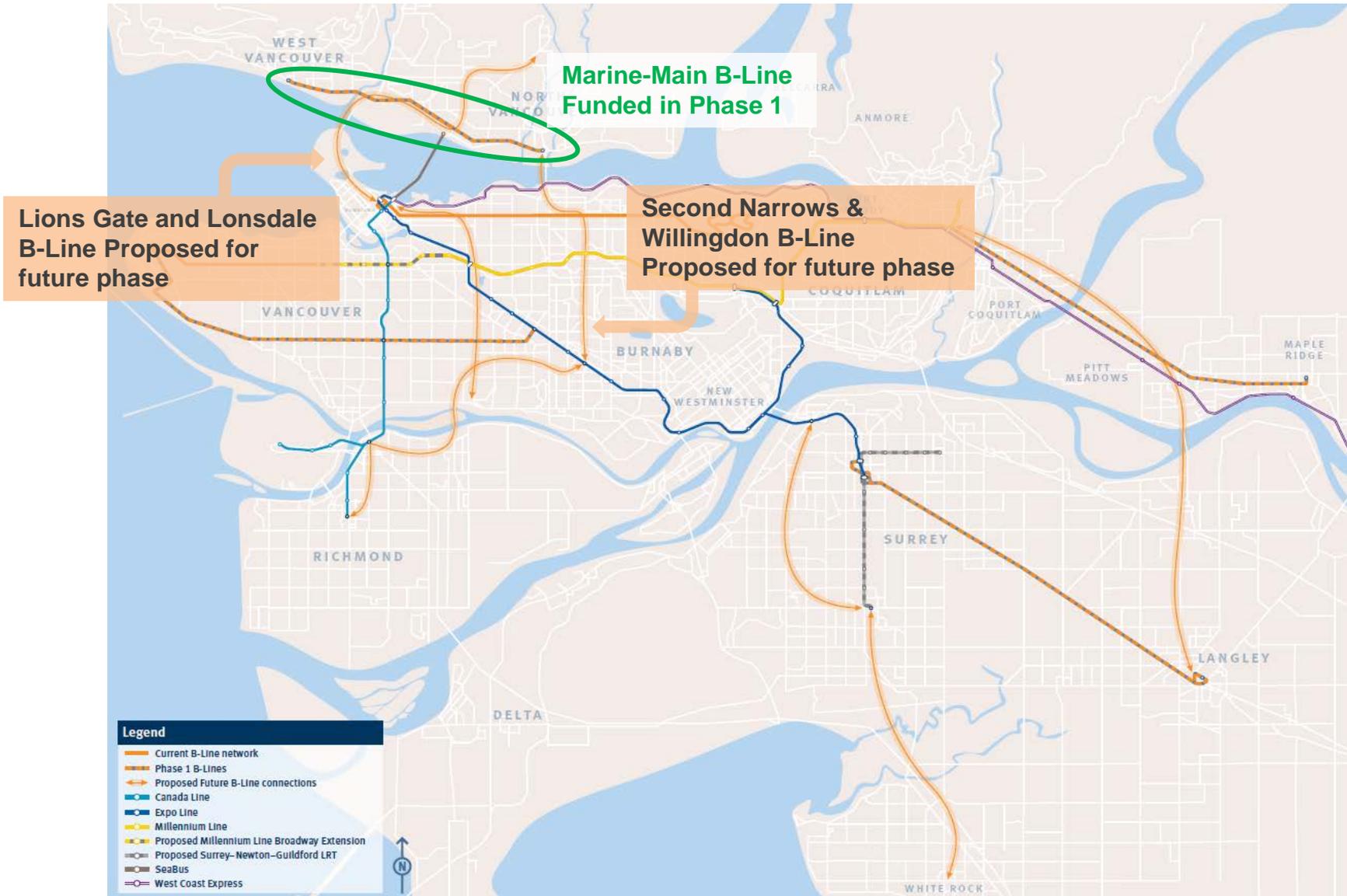
- Lonsdale Quay Upgrades & Increased SeaBus Frequency
- Spirit Trail and other cycling infrastructure
- Integrated North Shore Transportation Planning Project
- Regional Transportation Strategy Update

**Today's presentation is about:**

## **Marine-Main B-Line**

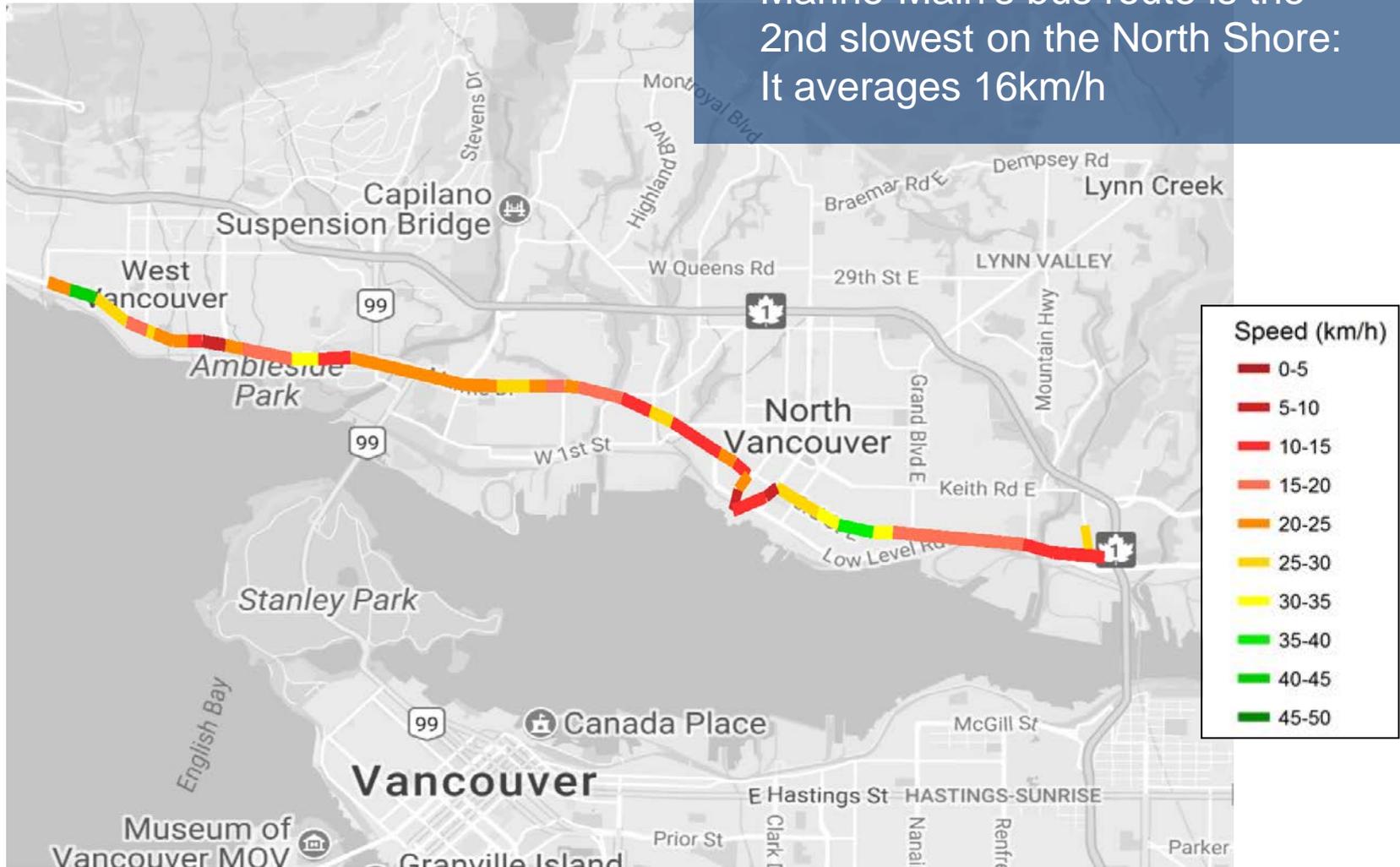
- Consult council about proposed B-Line
- Request input on proposed consultation approach
  - Methods
  - Timing

# 'B-Line or Better' in the Mayors' 10-Year Vision



# Speed & Reliability Current Situation: North Shore

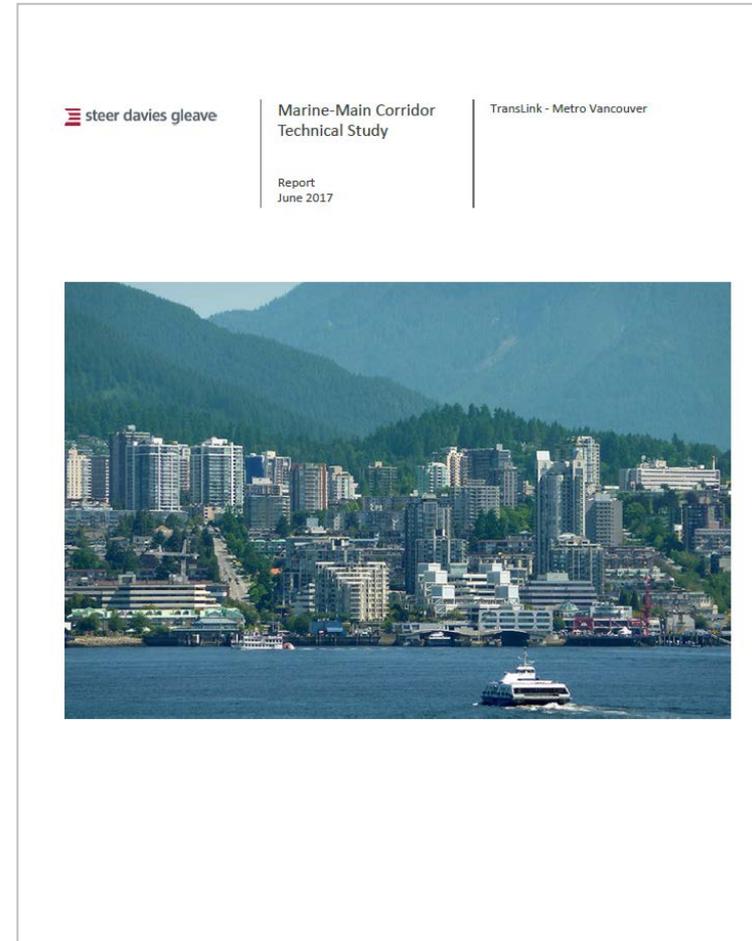
Marine-Main's bus route is the 2nd slowest on the North Shore:  
It averages 16km/h



# Setting the Stage:

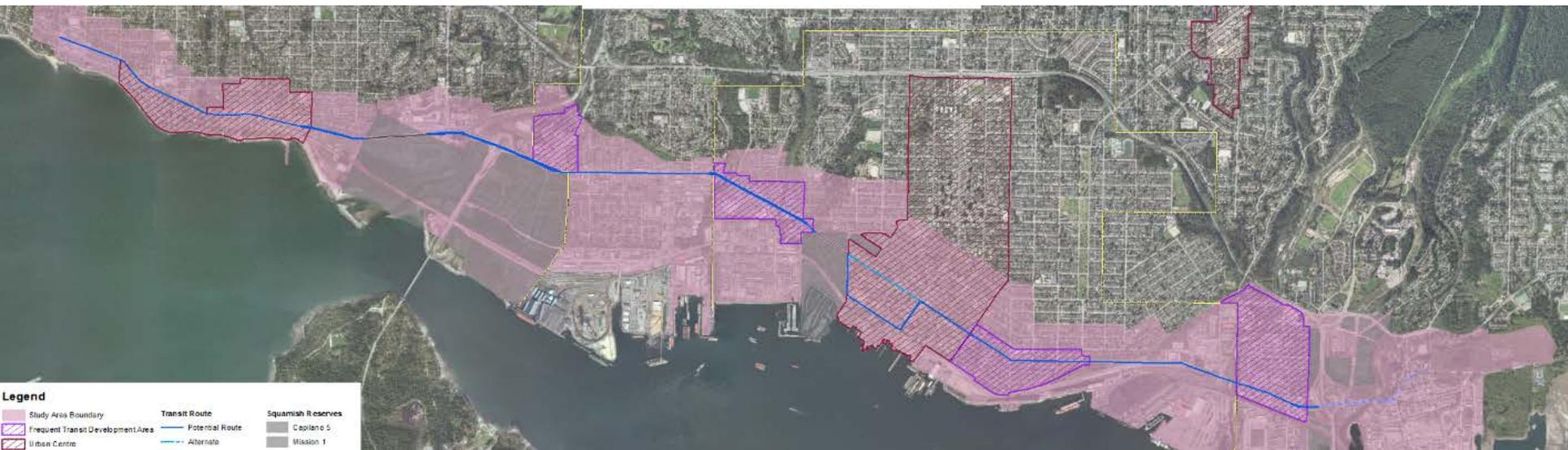
## Marine-Main Corridor Study

- 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 STOP DESIGN



Bus Bulbs and Boarding Islands



Bus Stop Lengthening

## INTERSECTION CONTROLS



Signal Upgrades



Passive Transit Signal Priority



Active Transit Signal Priority



Queue Jumps

## ROADWAY DESIGN



Layered Network



Roadway Channelization and Signage



Turn Lanes and Pockets



Transit Approach Lane



Peak-Hour Bus Lane



Dedicated Bus Lane

# 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

Ambleside Park Farmers Market  
May 27

Capilano University  
April 3

Lonsdale Quay Farmers Market  
May 19

Park Royal  
May 26

Phibbs Exchange  
May 25



# Timeline

## Phases

## Council Outreach

Plan Approval	Q4 2016	
Planning & Data Collection (with municipal staff)	Q1 2017	
	Q2	
	Q3	
	Q4	
	Q1 2018	Council Presentations – <b>we are here</b>
Consultation Bus service levels and priority elements	Q2	
Refinement		Report back to Council on Consultation 1
Design (with municipal staff)	Q3	
	Q4	
Consultation (if necessary) Transit priority interventions	Q1 2019	Further Council engagement (if necessary)
Construction	Q2	
	Q3	
Launch	Q4	

# Questions?

- Q & A now
- Contact CNV staff-level Working Group
- Raise at North Shore Transportation Committee

