



TransLink Quarterly Board Meeting

June 19, 2019

Opening Remarks

Tony Gugliotta,
Board Chair





Public Delegations



CEO Report

Kevin Desmond

th Ave.

W 7th Ave.

10 GRANVILLE

2287

2217

14

HIGHER QUALITY,
MORE VARIETY
BETTER VALUE.



Granville

BC Rapid Transit Company

Haydn Acheson, Interim President & General Manager



Together all the way



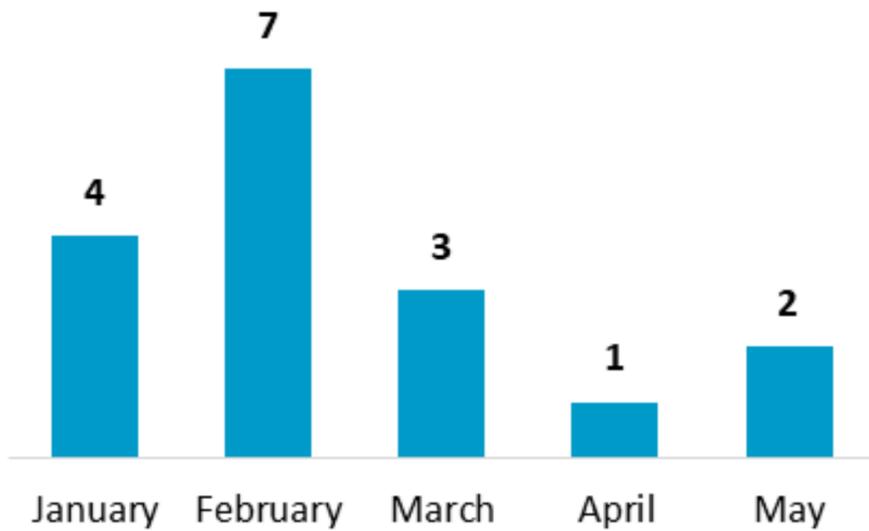
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- Safety Indicators
 - On-Time Performance
 - Customer Commendations & Complaints
 - State of Good Repair
 - Improved Maintenance Practices & Monitoring
 - Mark III Update
 - Canada Line Train Procurement Update
 - STA Recognition



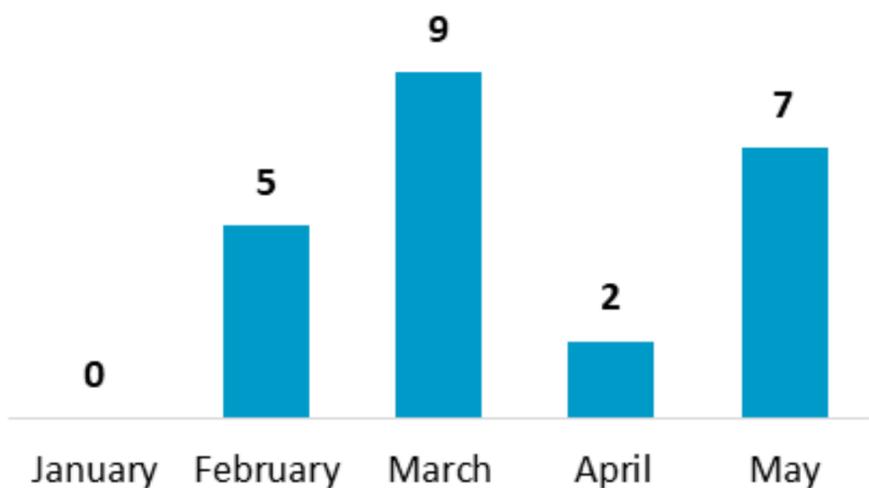
Together all the way

2019 Safety Indicators for Expo & Millennium

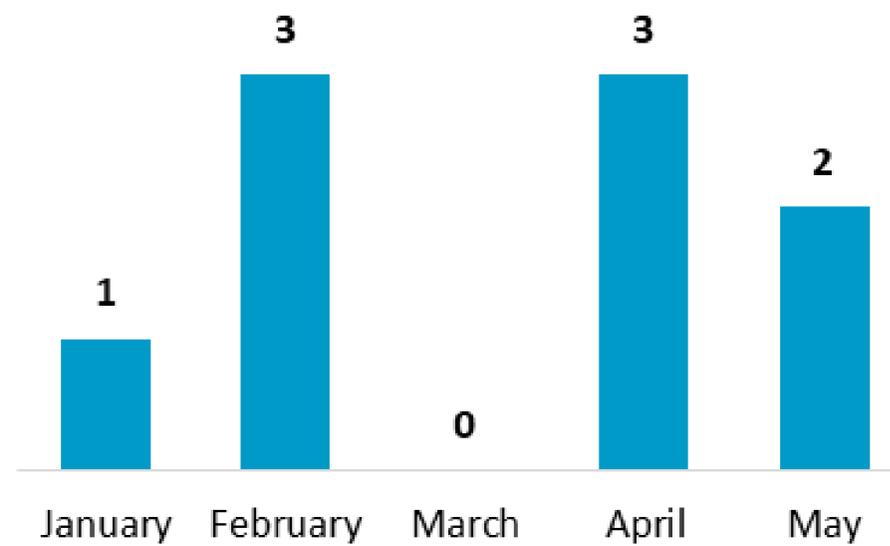
2019 Lost Time Accidents



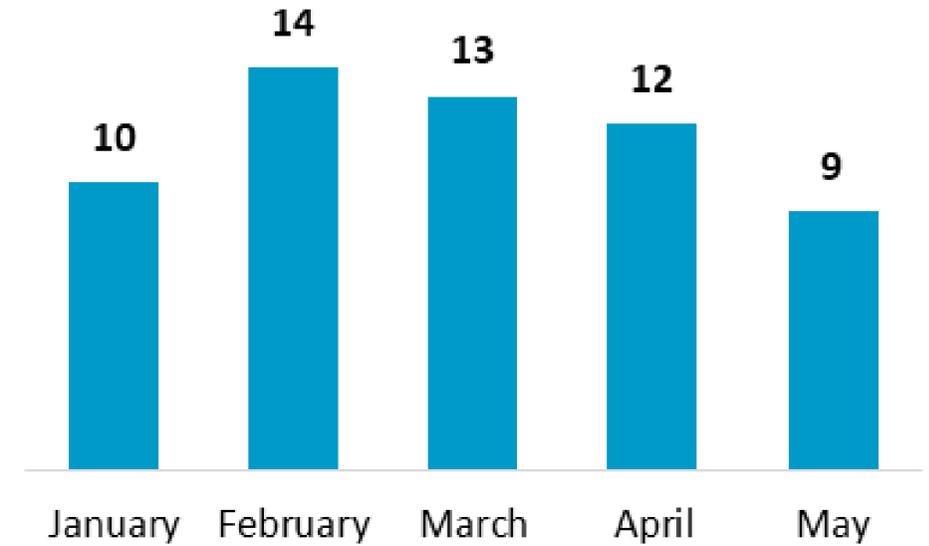
2019 Lost Time Accidents
(Accepted Claims)



2019 Employee Physical Assaults

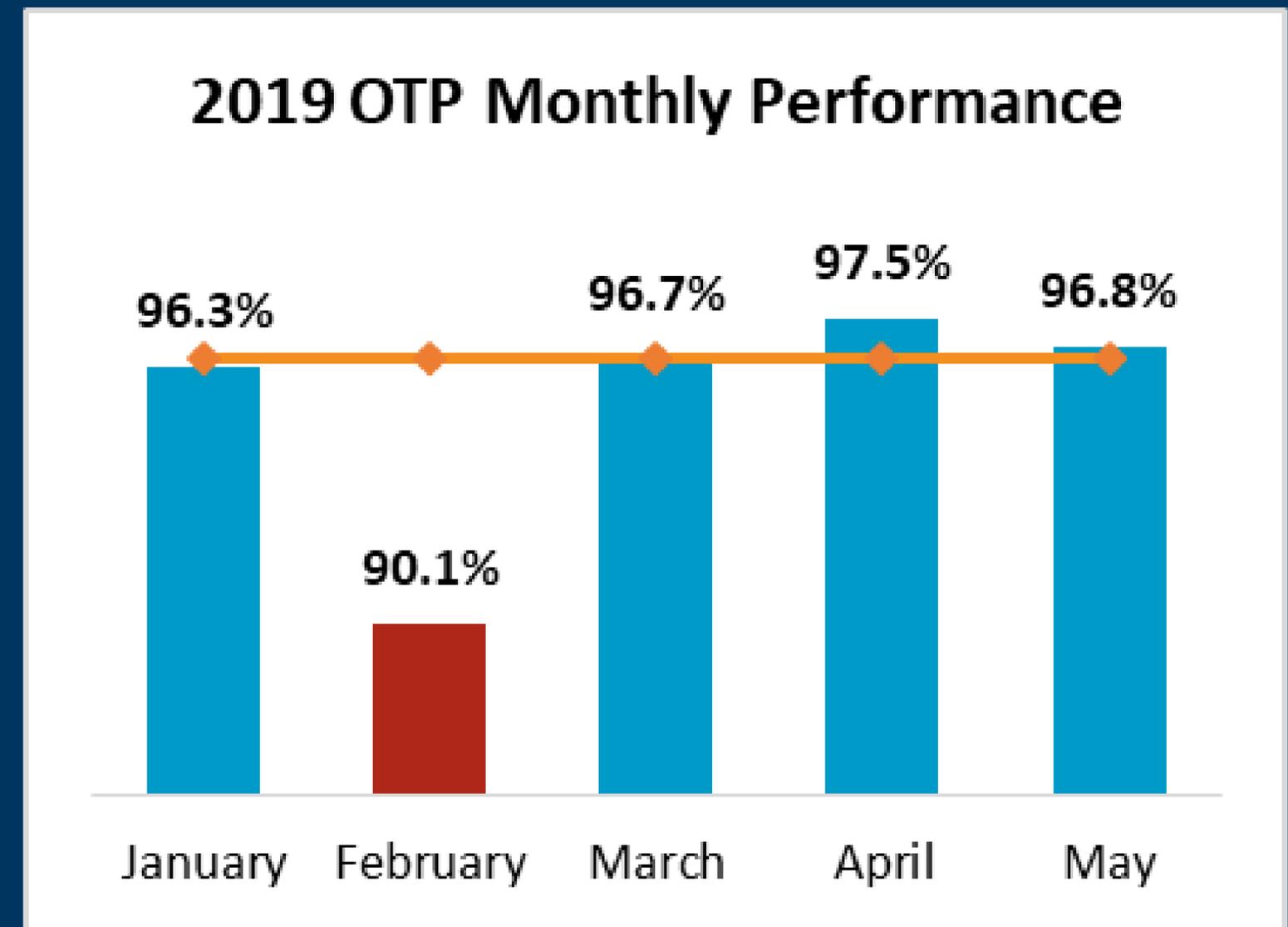


2019 Passenger Injuries



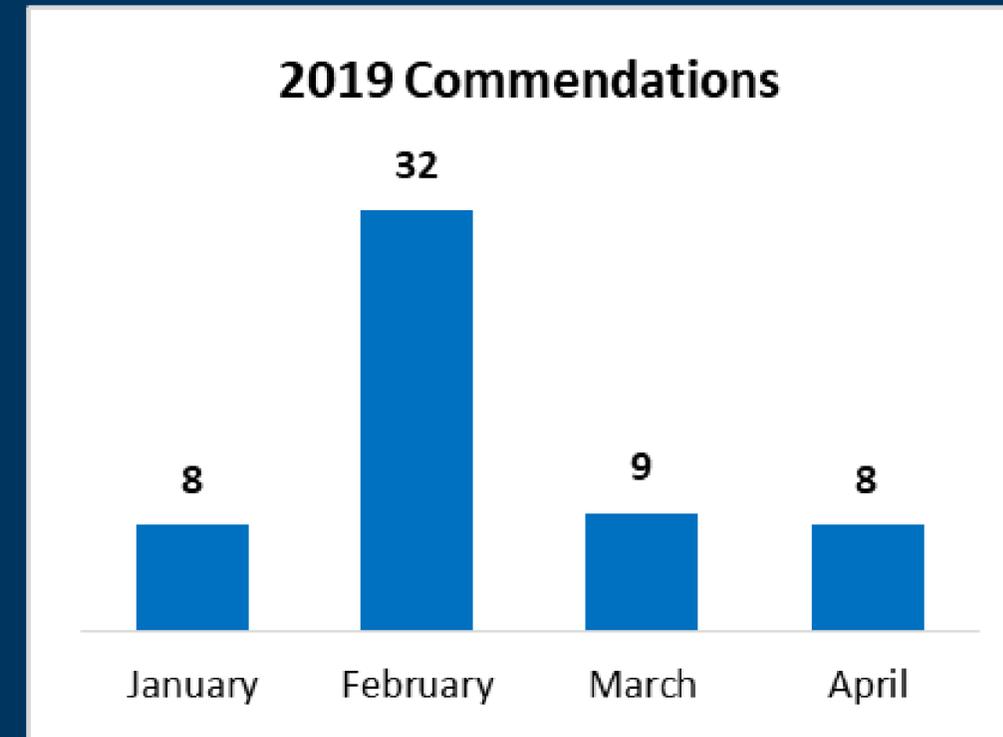
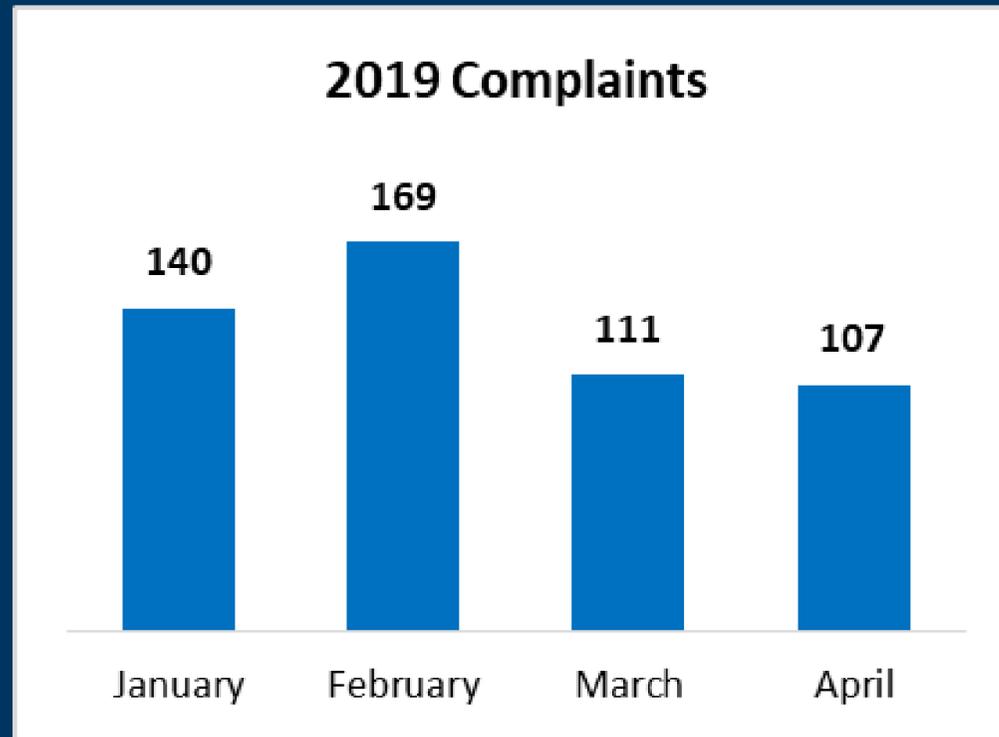
On-Time Performance

- Q1 OTP was 94.5%
- Major snowfall in February severely affected the on-time performance for the quarter.
- OTP has improved every month since February:
 - ✓ March – 96.7%
 - ✓ April – 97.5%
 - ✓ May – 96.8%



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2019 Customer Commendations & Complaints



- Despite a difficult February, the public recognized the efforts of frontline staff under difficult conditions.

State of Good Repair – Guideway Maintenance



Grinding:

- Mainline track: 14.8 km
- Switches: 26
- Station platforms: 16

Replacements:

- Full turnouts: 2
- Switch components: 1
- 11.5 m rail plug

Running Rail replacement project:

- Rail: 3.2 km replaced
- LIM Rail lowered in 27 track sections



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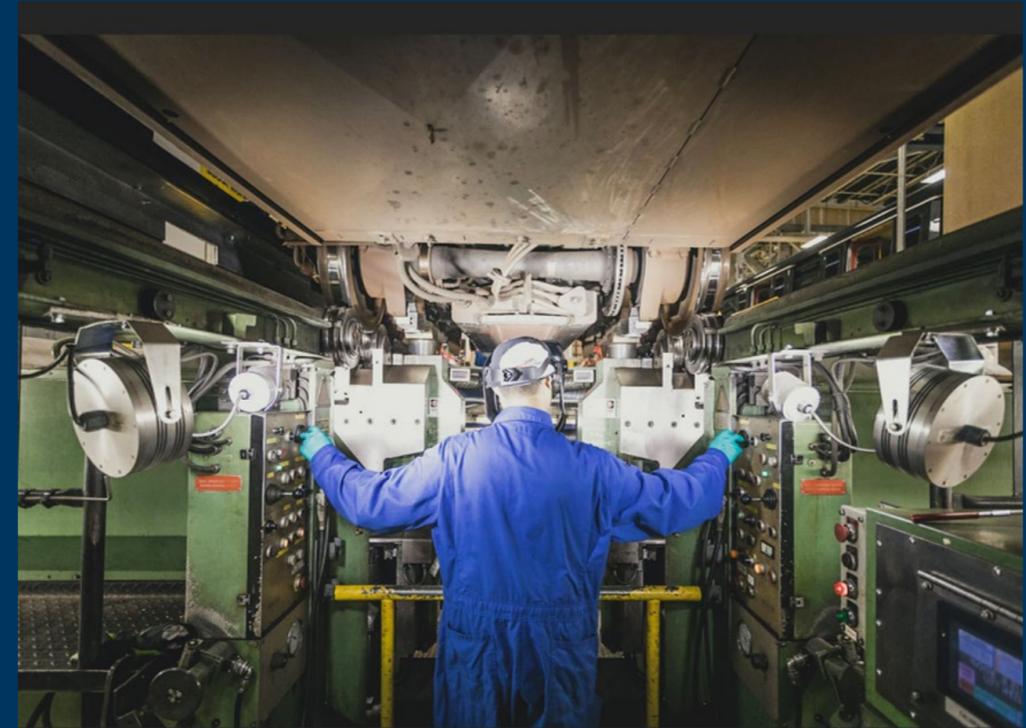
State of Good Repair – Vehicle Maintenance

Inspections:

- 299 trains inspected. Inspections are performed every 20,000 kilometres.
- 216 HVAC units cleaned or inspected

Replacements:

- 127 wheelsets lathed/turned
- 21 MKI wheelsets changed out
- 13 MKII wheelsets changed out
- 8 MKI trucks changed out
- 4 MKII trucks changed out



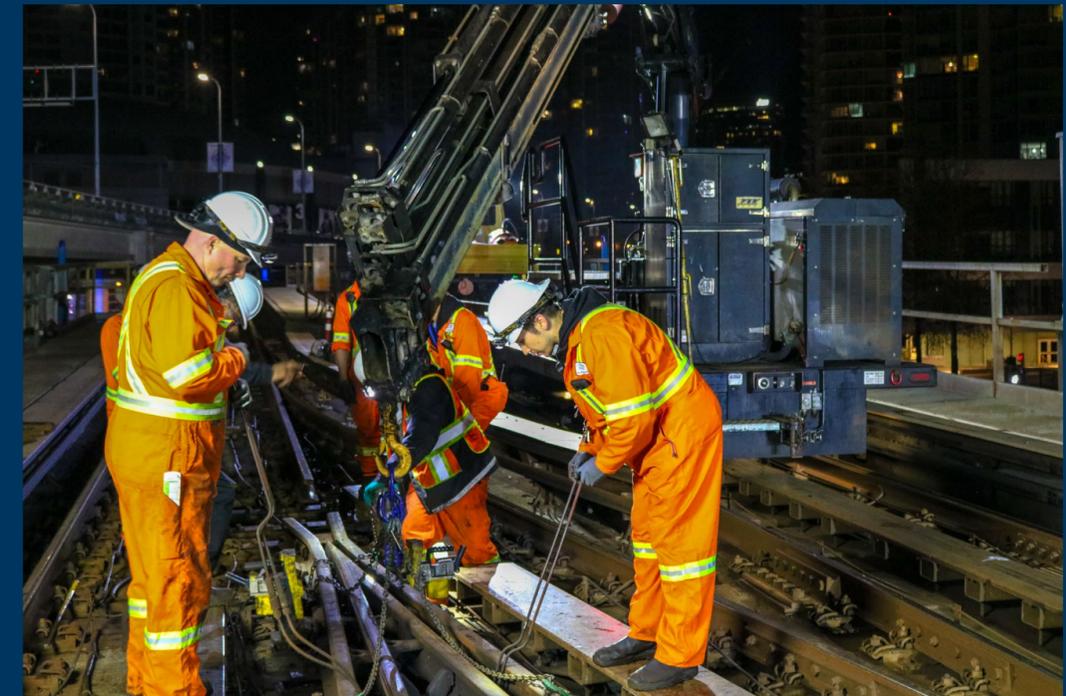
Together all the way

Improved Maintenance Practices & Monitoring

- Starting to see some of the benefits of improved maintenance procedures, inspections, planning and asset performance monitoring.

Maintenance success stories:

Asset	Q1 2018	Q1 2019
Track Switch Issues	61	34
Trains Removed from Service	121	59
Power Rail Issues	5	1



Mark III Procurement Status Update

- Trains 1 and Train 2 are in full revenue service
- Trains 3, 4 and 5 are currently be commissioned on our system
- Train 6 arrived in Burnaby in June
- Train 7 is undergoing endurance testing in Kingston
- First service increase September 2019
- All 14 trains anticipated to be in service by the end of Q2 2020.



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Rapid Transit Company

Canada Line Train Procurement Update



- Current fleet expansion includes 12 trains, which equals 24 cars.
- Train 1 scheduled for delivery in August.
- Anticipated in service date – November


CANADA LINE

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Together all the way

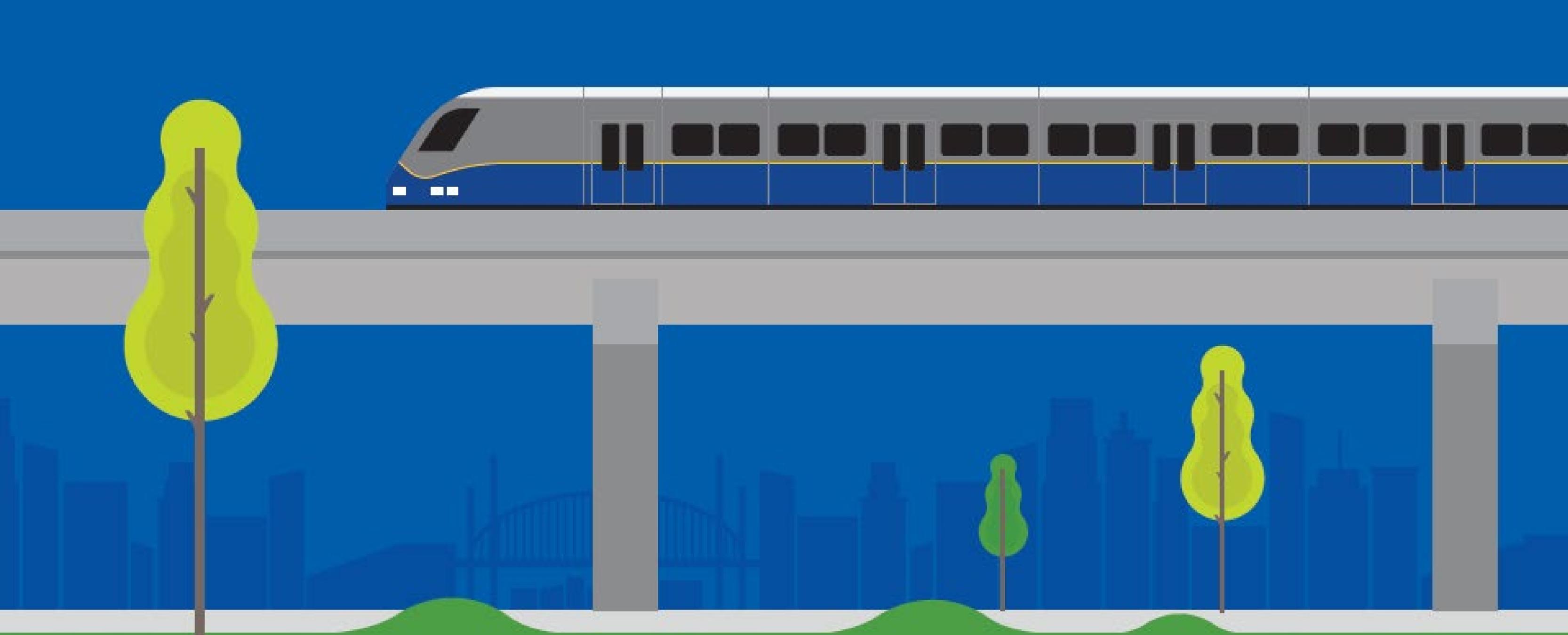

bcrtc An Integrated
Rapid Transit Company

Transit Police Recognition Awards

Certificate of Appreciation

- Jay Syverson
- Martin Schaefer
- Katherine Marando
- Lynne Albertini
- Ryan O'Connell
- Phaer Bianco
- Graeme Haigh
- Tony Pena
- Will Hebert





Thank you



Together all the way



Coast Mountain Bus Company

Michael McDaniel
President and General Manager



Together all the way



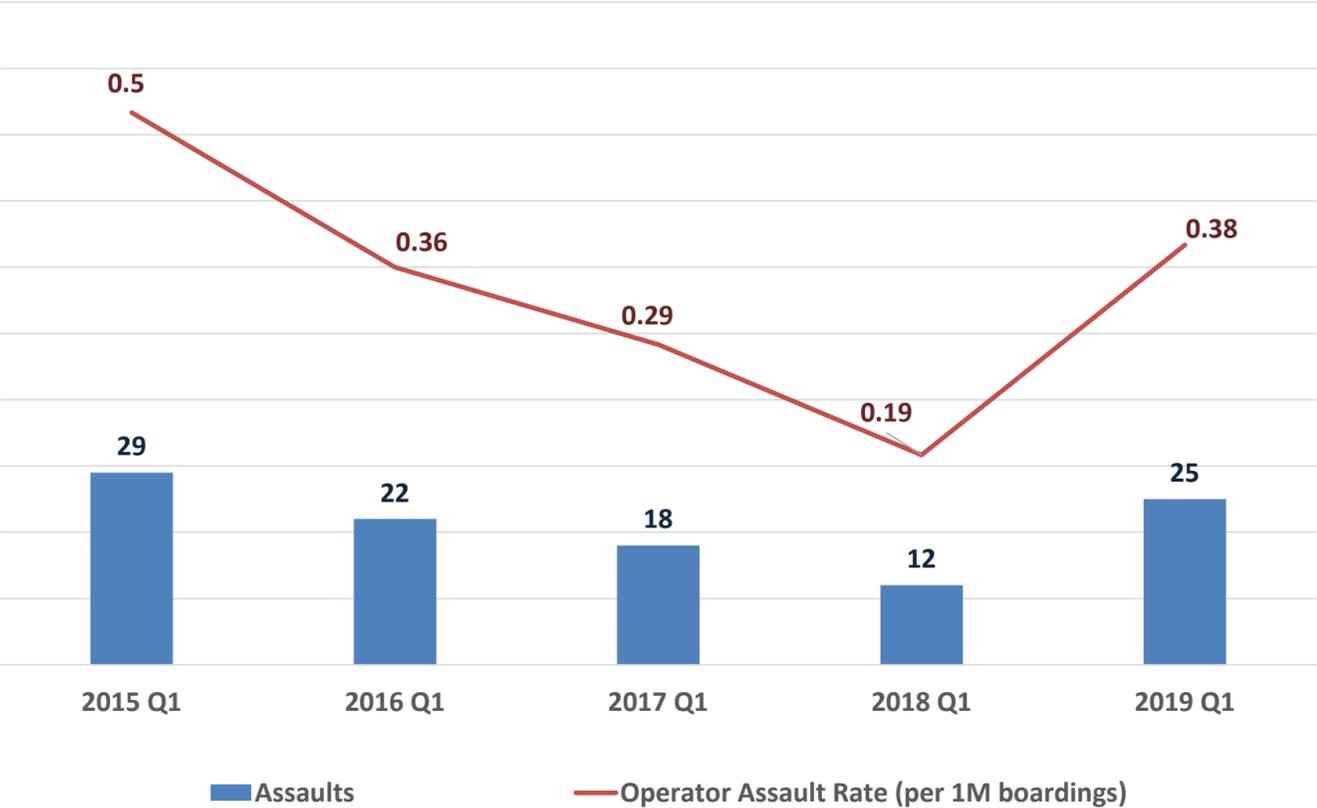
Agenda

- Safety trends
- Access Transit Service Delivery update
- Battery-electric bus pilot
- Onboard Technology Assets Program pilot
- Apprenticeship Program graduates
- Transit Security recognized by Transit Police

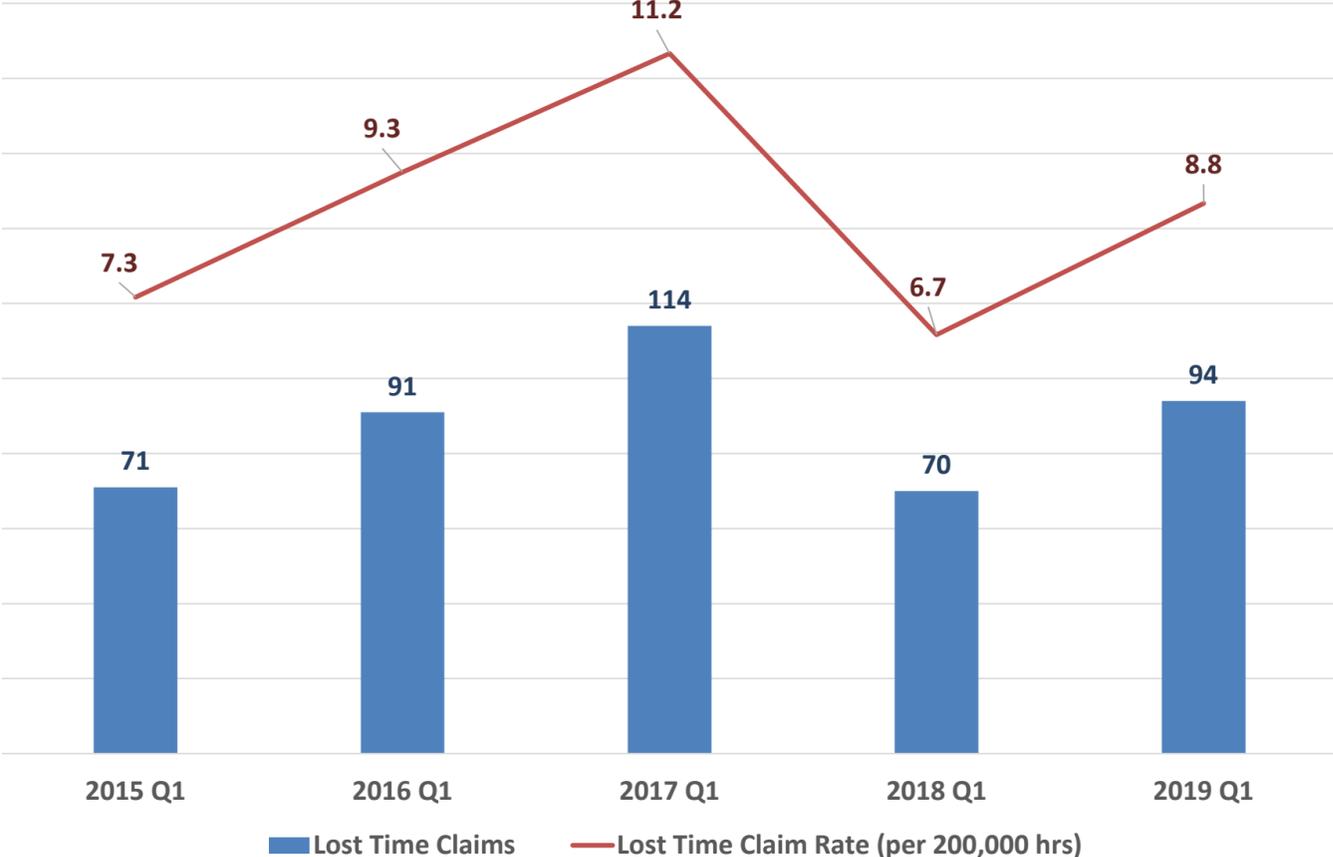


Safety trends – our employees

Operator Assaults/CUTA 1-4 (Jan - Mar)



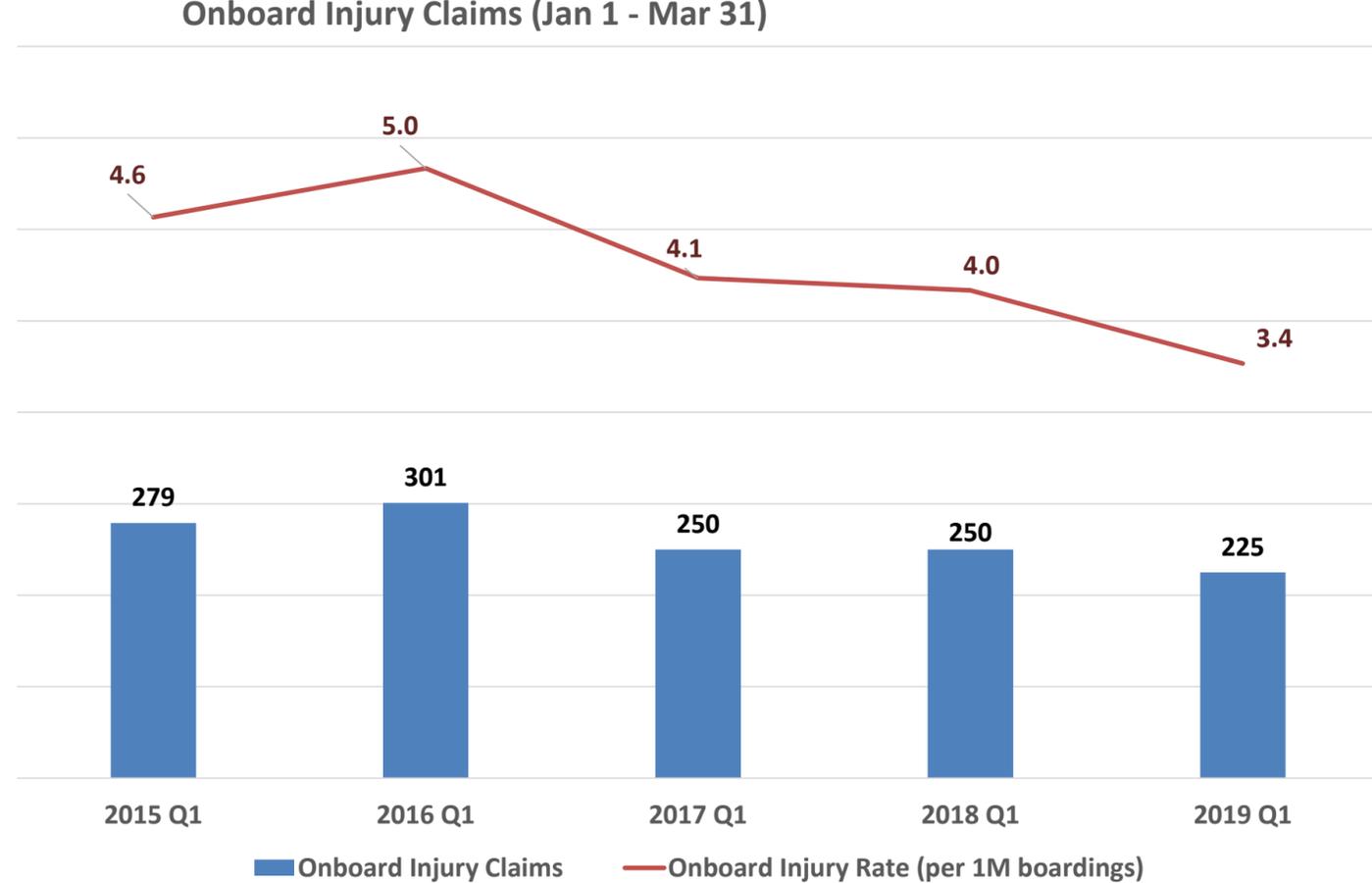
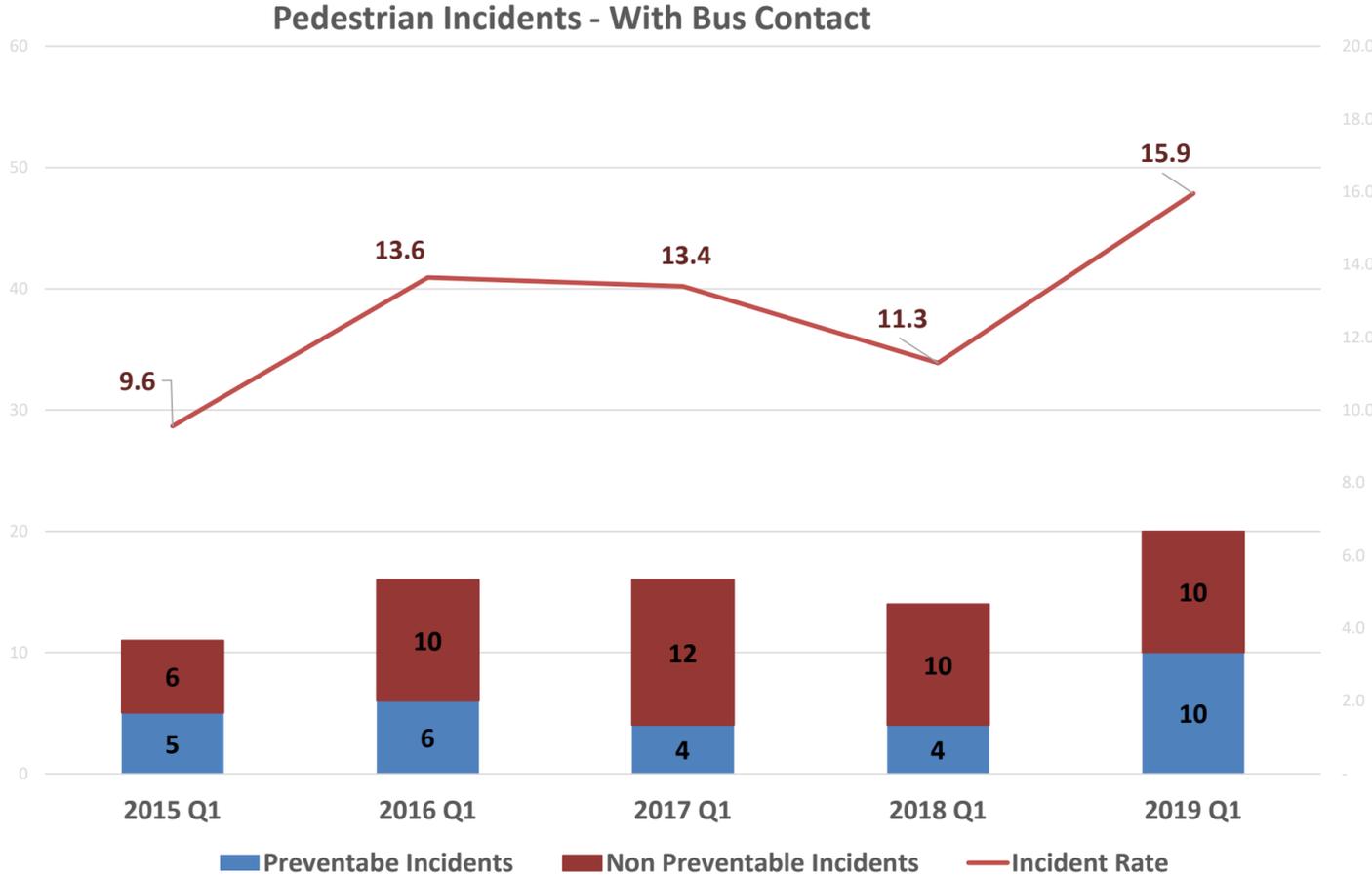
Lost Time Claims Accepted (Jan - Mar)



- Highest increase in assaults occurring in Downtown Vancouver and Coquitlam.

- Trending up between 2018 and 2019 with 94 employee claims accepted in Q1 2019.

Safety trends – our customers



- 12 incidents recorded in January alone.

- Decreasing steadily since high of 301 customer claims in Q1 2016. New low of 225 for Q1 2019.

Access Transit Service Delivery update

- **Working together with Riders' Alliance**
 - Four roundtable meetings so far
 - Topics: Feedback, complexity of service, challenges, changes already implemented
- **Improving supplemental taxi service**
 - June: Survey for customers recently on a taxi trip
 - Meeting quarterly with Taxi Association
- **Right-sizing the HandyDART fleet**
 - RFP posted for contractor to develop/administer a study to identify whether HandyDART vehicles meet the needs of customers

First  **Transit**



Together all the way



Battery-electric bus pilot

- **Pilot details**

- Route 100 between 22nd Street Station and Marpole Loop
- Two New Flyer and two Nova buses

- **Charging stations**

- Construction/installation has begun at both 22nd Street and Marpole
- Scheduled for completion in June

- **Training**

- Affected conventional Bus Operators will begin training in late June



OTAP pilot

Onboard Technology Assets Program

- May-Oct: Fleet pilot with 97 buses
- Updated equipment:
 - Replacing radio systems
 - Replacing onboard computers and touchscreens
 - Adding new routers
 - Installing new camera hardware



Apprenticeship Program graduates

- **14** students graduated from our Maintenance Apprenticeship Program on May 15
- Currently **45** students in the program at various stages of studies/work experience

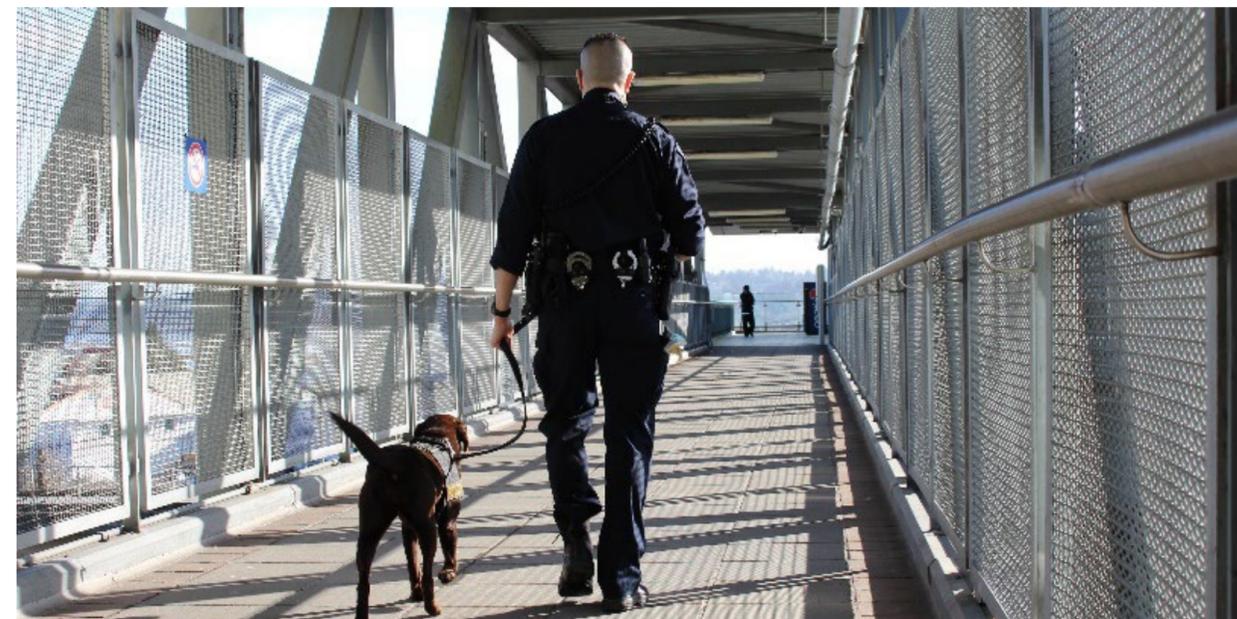


Transit Security recognized by Transit Police

- Transit Security Officers provided assistance when a Transit Police Constable was shot in January
- Thank you to Officers:
 - Doug Fergus
 - Nick Kellof
 - Dale Mackie
 - Jeff Kim
 - Bobby Chand







TransLink Board Update June 19, 2019



METRO VANCOUVER
**TRANSIT
POLICE**

First 60 Days as Chief Officer



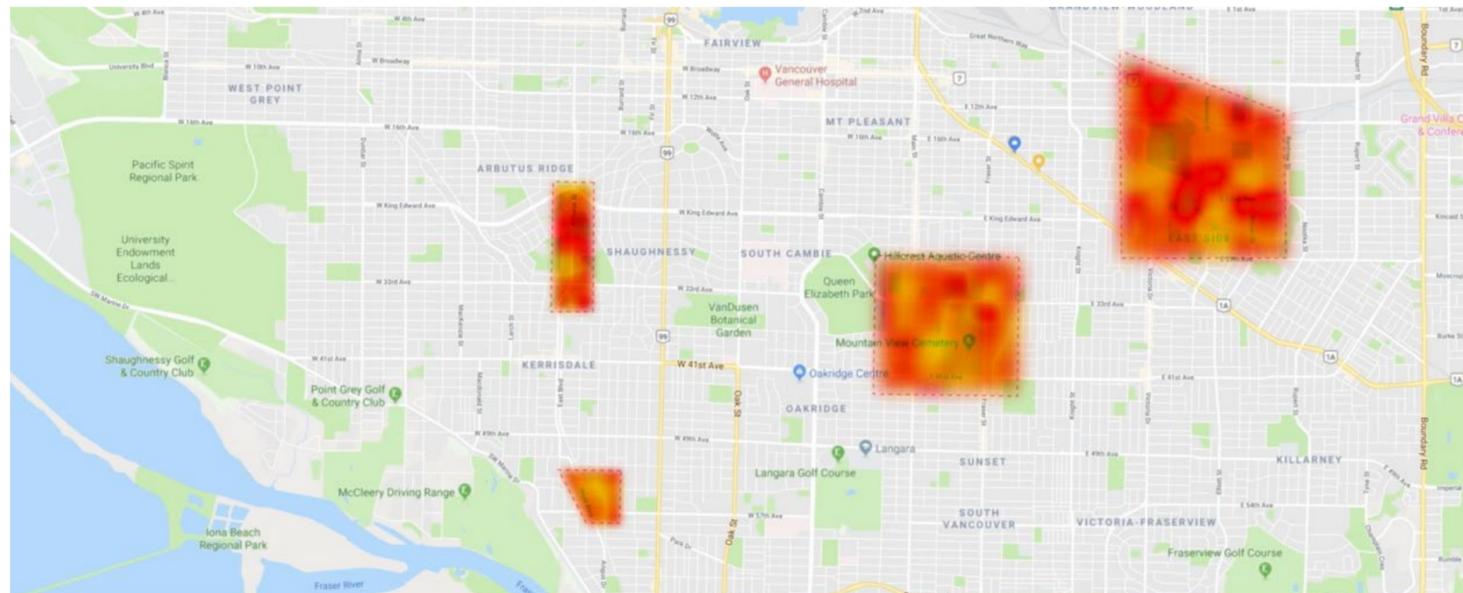
Wire Theft Awareness



Current Initiatives

Brochures distributed to target areas

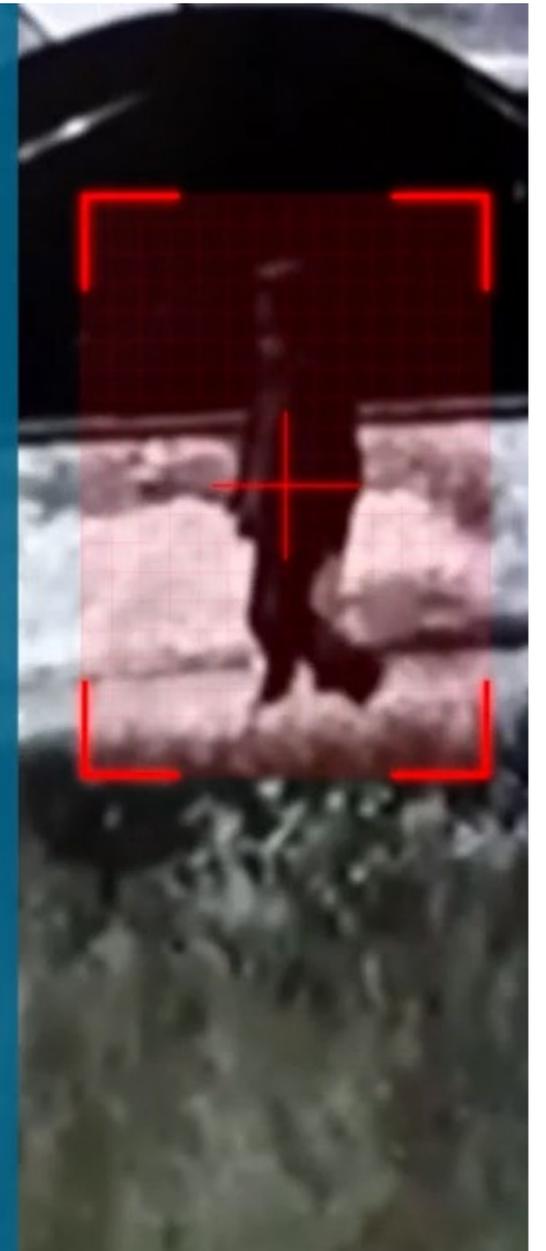
Video for public distribution



Common location targets

Safety Checklist:

- Do not try to intervene.
- Do not touch the downed wire.
- Stay back at least 10 meters.



2016-2020 Strategic Plan Update



Objective 1: Deliver a safe and secure transit system

Objective 2: Build confidence in the use of transit

Objective 3: Provide regional services that enhance local policing and community safety



989 Warrant Arrests
494 Arrests (New Charges)



369 Community Events



↑ From 4 to 6 Dog Teams

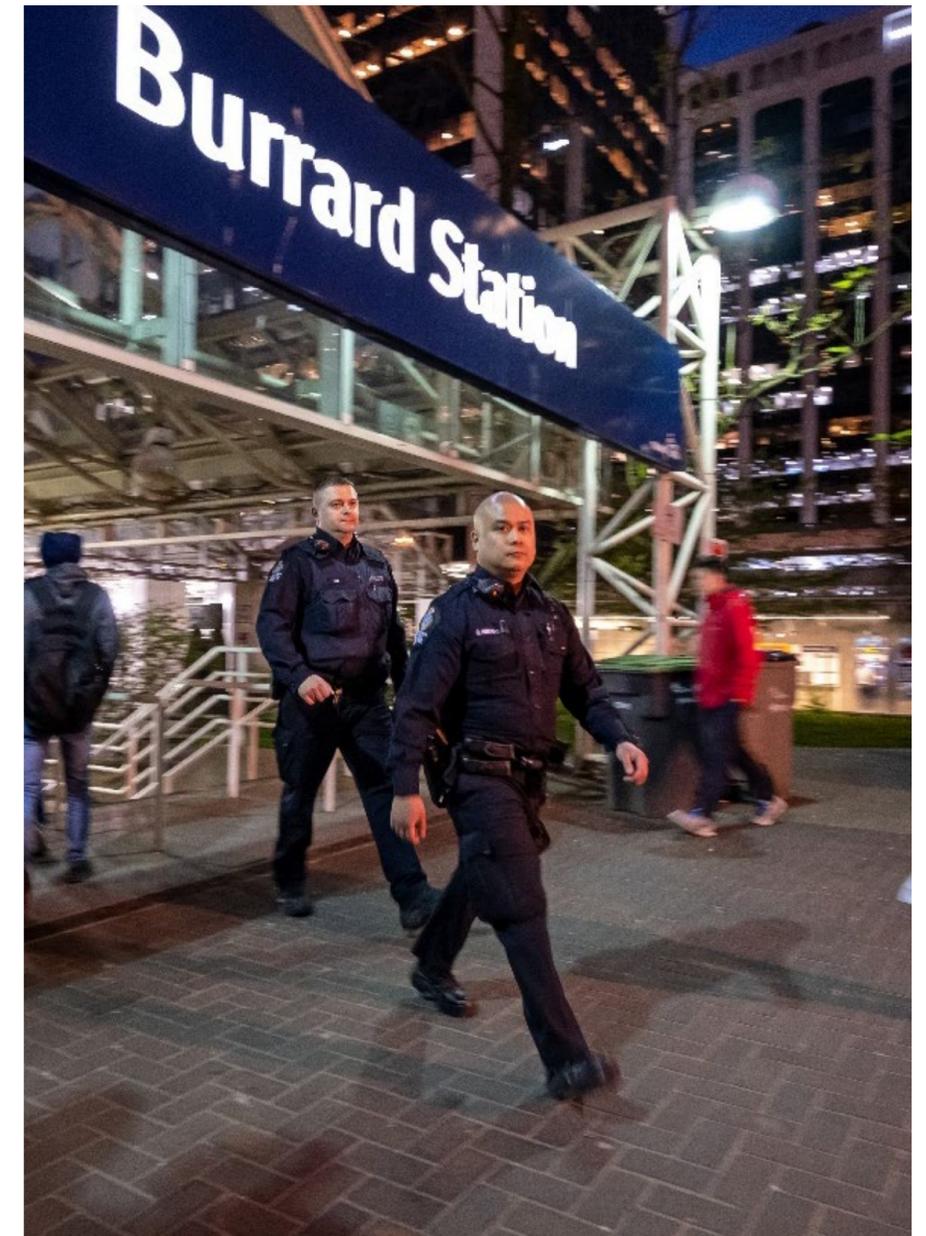
Commendations and Awards

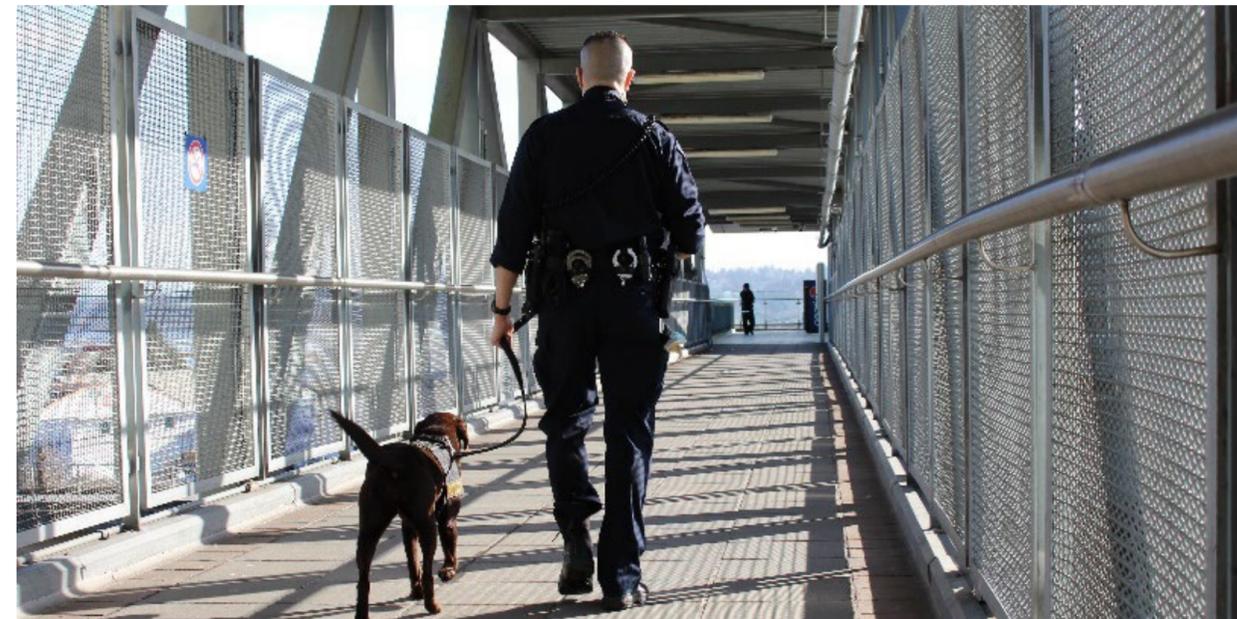


Training



- 1 Canadian Police College – Crisis Negotiators Course
- 2 BC Tactical Officer
- 3 Drug Recognition Expert
- 4 Drug Investigations
- 5 Standard Field Sobriety Testing
- 6 BCACP/CACP/IACP- Police Leadership





METRO VANCOUVER
**TRANSIT
POLICE**

Finance and Audit Committee Chair Report

Anne Giardini,
Committee Chair

T Main Street-Science World Station

Expo Line

A blue and white ferry boat is sailing on the water, moving from the foreground towards the background. The boat has a white upper deck and a blue lower hull. In the background, a city skyline is visible, featuring several tall buildings and a prominent white, tent-like structure. The sky is blue with some light clouds.

Planning and Stakeholder Committee Chair Report

Larry Beasley,
Committee Chair

A photograph of a city street scene. In the foreground, a white and blue bus is driving towards the camera. The bus has a destination sign that reads "186 COO CTRL STN". To the right of the bus, a dark pickup truck is partially visible. In the background, there is a concrete transit station overpass with a train on it. The street is lined with trees and streetlights. A large blue circular graphic is overlaid on the left side of the image, containing white text.

Independent Transit Service Application – Steveston Shuttle

Geoff Cross
Vice-President Planning and Policy

Appeals process for Universal Fare Gate Program HandyDART and HandyCARD

Geoff Cross
Vice-President Planning and
Policy



A photograph of a city street during autumn. A blue and yellow bus is driving towards the camera. The street is lined with trees with yellowing leaves. Buildings with various signs are visible on the left. A large blue circle is overlaid on the left side of the image, containing white text.

Transit Fare Review Implementation Update

Geoff Cross
Vice-President Planning and
Policy



...Pick up a Brochure onboard or learn more at
translink.ca/ekvtraincharters

Please Stand Back Until Passengers Exit

Human Resources and Governance Committee Chair Report

Marcella Szel,
Committee Chair

