Opening Remarks

Tony Gugliotta, Board Chair
Transit Driver Appreciation Day

- On Monday, we celebrated **Transit Driver Appreciation Day**
- Annual event celebrated across North America
- Great opportunity to recognize some of the key members of our frontline staff, both behind the wheel or on the SeaBus
• State of Good Repair
• Safety Indicators
• Safety Stand Down
• On Time Performance
• Winter Readiness
• Mark III Update
• Surrey Central Station Upgrade
State of Good Repair

Grinding:
- Mainline track: 43 km
- Switches: 17
- Station platforms: 21

Replacements:
- Full turnouts: 2
- Switch components: 2
- Running Rail plugs: 5

Running Rail replacement project:
- Pads replaced: 5915
- Rail: 145 m replaced

Noise Assessment Next Steps
- Procure acoustic consultant to manage trials
- Test/procure a rail condition measurement tool
- Design & trial custom rail noise dampers
Safety Indicators for Expo & Millennium

Q3 compared to Q4

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss Time Frequency</td>
<td>6.9</td>
<td>4.8</td>
</tr>
<tr>
<td>Physical Assault Rate</td>
<td>3.0</td>
<td>1.0</td>
</tr>
<tr>
<td>Passenger Injuries (pmbp)</td>
<td>0.7</td>
<td>1.2</td>
</tr>
</tbody>
</table>

Year-over-Year

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss Time Frequency</td>
<td>5.1</td>
<td>5.3</td>
</tr>
<tr>
<td>Physical Assault Rate</td>
<td>1.7</td>
<td>1.4</td>
</tr>
<tr>
<td>Passenger Injuries (pmbp)</td>
<td>1.3</td>
<td>1.1</td>
</tr>
</tbody>
</table>

In 2019 Safety KPIs will include:
- Total Recordable Incident Frequency
- Workplace inspections completed

Lost Time Accident Totals

Together all the way
Safety Stand Down

• A “Safety Stand Down” presentation was developed in Q4 to be delivered to every BCRTC employee and new hires before the end of Q1 2019

• The Safety Stand Down is being initiated to
  ▪ draw awareness to our current safety performance
  ▪ emphasize that safety is our number one core value
  ▪ set the expectations for improved performance

“Every person who is at BCRTC has the right to a safe and healthy workplace.”
Mark III Update

- Successfully completed initial testing and commissioning of second train at Bombardier’s Kingston test track.
- Cars 429, 430, 431, & 432 delivered on September 13.
- Will continue to test and commission on our system and in service by the end of 2018.

On-Time Performance

- 2018 delays continue downward trend compared to 2017:
  - 34% reduction for 16-30 mins delay category year-over-year
  - 30% reduction for 30+ mins delay category year-over-year
Mark III Update

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• Cars 429, 430, 431, & 432 delivered on September 13
• Will continue to test and commission on our system and in service by the end of 2018

On-Time Performance

• Although Q4 OTP was above target it was slightly lower than Q3
  ▪ 96.54% vs. 96.81%
• Major Reasons:
  ▪ Flooding in the Columbia tunnel and mudslide near VCC-Clark (December 11)
  ▪ Fire near Waterfront tunnel (December 14)
  ▪ Obstructions in the guideway due to wind storm (December 20)
**Winter Readiness**

- Implemented snow plan for five snow events
- Necessary to attend all trains; maintained service but at reduced service levels
- Added four-car trains to the Millennium Line
- Extra front line staff and maintenance staff deployed
- Deployed de-icer trains day and night
- Ran trains overnight to minimize snow and ice build up

Together all the way
Mark III Update

- Successfully completed initial testing and commissioning of second train at Bombardier’s Kingston test track
- Cars 429, 430, 431, & 432 delivered on September 13
- Will continue to test and commission on our system and in service by the end of 2018

Kudos for BCRTC Recovery Response

Olga Scherbina @OlgaScherbina
It must have been pretty cold for @TransLink folks to stand in cold water for hours at the Columbia #skytrain station to fix the flood. Thx for doing it for all of us. #KindnessMatters

Robert Schultz @oxy10
@TransLink your customer service have been so friendly and professional during this disruption. Thanks!

Jennifer Lee @jleeallday
Great ride in from North Burnaby with @TransLink and Jim our on-board attendant! I wish the skytrain always had such a friendly human element!
8:11 · 14 Feb 19 · Twitter for iPhone

GeeBlackSwan @gee_blackSwan
#translink #skytrain the skytrain that pulled up at granville at 8.38 am this morning, had the best driver doing the announcements!!! Totally made my day with his helpful n cheerful comments and brilliant attitude. Kudos to awesome staff like this :)
8:45 · 14 Feb 19 · Twitter for Android

@anghnd · 20 Dec 2018
Replying to @TransLink
Thank you for the safety and keeping the trains running in this wind storm. Really appreciate your help and the station attendants too!

Together all the way
Mark III Procurement Status Update

• Train 1 has completed testing & commissioning (T&C) and is fully part of our fleet
  ▪ Expo & Millennium Line now has 290 cars available for revenue service
  ▪ Added morning peak WF to KG trip

• Train 2 is in Stage 1 T&C
• Train 3 arrived in Burnaby on February 4
• Train 4 & 5 endurance testing at Bombardier’s test track
Surrey Central Station Upgrade

• Officially opened on March 2
  ▪ Last of 7 Expo Line SkyTrain Station upgrade
• Upgrades include:
  ▪ Two new entrances with access to City Parkway and Central Ave
  ▪ Three new escalators, one elevator and three staircases
  ▪ New lighting and glass walls improving design, safety and security
Thank you
Coast Mountain Bus Company

Michael McDaniel
President and General Manager
Agenda

• Safety:
  • Trends
  • Training & technology

• Distracted driving campaign & policy update

• Tire sock performance

• Access Transit

• Community Shuttle fareboxes
Safety trends – our employees

- 89 assaults in 2018, down from 99 in 2017

Safety trends – our customers

- Downward trend over past two years with 1,097 claims in 2018.

- Increasing over the past three years, reaching 102 incidents in 2018.
Training & technology support safety efforts

Bus training simulator:
- Simulator arrived early January
- Being integrated into remedial and refresher training with focus on reducing preventable incidents

Learning Management System:
- 2019 Safe Driving Refresher

Collision avoidance technology demo:
- Systems from different vendors installed on 10-20 buses
- Run for approximately three months in Q4 2019
Distracted driving campaign & policy update

Distracted driving campaign

• Face-to-face coaching with Transit Operators at depots and bus loops/exchanges
• Ensure understanding of update and provide materials to support (e.g. brochure, FAQ)

Policy update effective March 1

• While driving on duty:
  • **NO** ear buds or Bluetooth earpieces
  • **NO** smart watches
Tire sock performance

- Tire socks used on three routes:
  - Route 210 – Upper Lynn Valley
  - Route 246 – Highland
  - Route 95 – SFU

- Switched socks to smaller version
  - Increased durability by 50%

- Socks used total of 22 times over six days between Feb. 10 and 22
Access Transit update

Recent improvements:

• On-time performance improved for first time since First Transit took over contract

• Messaging for Essential Service on snow days revised to include better information (e.g. adding the date, explaining the risks)

• Call Centre has begun to phone customers who have had late trips

Access Transit Customer Care team members: Richard Gali, Cerlin Fong, Emer Dubois and Julia McTavish
Community Shuttle fareboxes

- Electronic fareboxes removed and refurbished for installation on new conventional fleet
- New manual fareboxes installed on Community Shuttles
- Will not issue transfers or count coins
- Customers paying with cash will receive paper transfers
Critical Incident - Scott Rd Station

- Initial Response – Jan 30
- Surrey RCMP Primary
- Support from JPD Partners
- Support from TransLink
Critical Incident - Scott Rd Station

- Update on Josh Harms
- Employee Wellness
- Psychologist Services
- Critical Stress Management Team
First Responders Mental Health

Conference held Jan 31 to Feb 1

• 23 Law Enforcement Agencies
• 44 Fire Departments
• 9 BCEHS Departments
• WorkSafe and Safety Management
2018 Year End Stats

Other Notable Stats:

• Total Reported Files: ↑ 7%
• Arrests – Warrants Executed: ↑ 16%
• Arrests – New Charges ↑ 8%
• Breaches ↑ 7%
Finance and Audit Committee Chair Report

Anne Giardini, Committee Chair
2018 Year End Financial and Performance Report

Rob Malli, CFO and EVP, Finance and Corporate Services
2018 Highlights

Approval of the $7.3 billion Phase Two Investment Plan

Achieved a record-breaking 437 million boardings across all modes

Transit revenue increased 8% from 2017 with operational cost recovery improved to 58.1%

Customer Satisfaction increased to 7.8

Approval of the $7.3 billion Phase Two Investment Plan

Achieved a record-breaking 437 million boardings across all modes

Transit revenue increased 8% from 2017 with operational cost recovery improved to 58.1%

Customer Satisfaction increased to 7.8
Improving Customer Experience

- Launched Transit Alert Messaging System and Live Chat
- Completed installation of RFID at all fare gates across SkyTrain system
- Launched NightBus District in Downtown Vancouver
- Launched Tap To Pay and released Compass Wristbands that were sold out in 2 hours
- Recognized as most improved brand (up 23 pts) *BC Business 2018 ed.*
Our Employees

- 4<sup>th</sup> year in a row as one of BC’s top employers
- A total of 794 external new employees joined the enterprise
- 457 Transit and Community Shuttle operators hired
Sustainability Highlights

- First Transit Agency In Canada to issue Green Bonds to investors ($400 million)
- Awarded one of Canada’s Greenest Employers
- Adopted Sustainability Targets
  - 80% reduction of greenhouse gas emissions by 2050
  - Utilize renewable energy in all operations by 2050
- Revenue Fleet GHG per boarded passenger decreased by 3% from 2017
- Invested in first 10 electric buses
- Low Carbon Fuel Program
  - Sale of carbon credits of $0.8 million
Investing in Our System

To ensure safety and reliability while improving the customer experience

• Major progress to modernize stations on the Expo Line (Commercial-Broadway, Metrotown, Surrey Central Stations)

• Commenced Granville Station Escalator Replacement Project

• Launched the start of seismic upgrades and accessibility improvements at the Waterfront Station SeaBus terminal
Consolidated Revenues - $1.85 Billion
($ thousands)

- $638,015 (35%) - Miscellaneous revenue
- $303,498 (16%) - Investment income
- $819,354 (44%) - Taxation
- $23,273 (1%) - Transit
- $11,894 (1%) - Government Transfers
- $53,203 (3%) - Amortization of deferred concessionaire credit

Comparison to Budget

<table>
<thead>
<tr>
<th>Source</th>
<th>Favorable (Fav)</th>
<th>Unfavorable (Unfav)</th>
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</thead>
<tbody>
<tr>
<td>Taxation</td>
<td>(4.2%)</td>
<td></td>
</tr>
<tr>
<td>Transit</td>
<td>5.1%</td>
<td></td>
</tr>
<tr>
<td>Government Transfers</td>
<td>(28.4%)</td>
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<tr>
<td>Investment income</td>
<td>10.4%</td>
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<tr>
<td>Amortization of deferred concessionaire credit</td>
<td>(0.3%)</td>
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</tr>
<tr>
<td>Miscellaneous revenue</td>
<td>97.1%</td>
<td></td>
</tr>
</tbody>
</table>
Consolidated Expenses - $1.66 Billion

($ thousands)

Comparison to Budget
Fav/(Unfav)

- Bus Operations: 0.9%
- Corporate Ongoing: 3.4%
- Rail Operations: (0.2%)
- Roads and Bridges: 12.5%
- Transit Police: 1.2%
- Amortization of tangible capital assets: 7.7%
- Interest: (2.3%)
- Corporate One-time: 32.7%

- $ 724,883: 44%
- $ 38,308: 2%
- $ 309,195: 19%
- $ 91,210: 5%
- $ 197,854: 12%
- $ 183,459: 11%
- $ 22,029: 1%

$ 96,795: 6%
Capital Projects - $395 Million Invested

($ thousands)

- Vehicle: $225,184
- Infrastructure: $115,664
- Major Construction: $37,624
- Technology: $8,553
- Equipment: $8,088
2018 Audited Consolidated Financial Statements

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

✓ External auditors verified Financial Statements – Clean audit
Regional Funding for Phase 1 & 2 Investment Plan

The Mayors’ Council identified annual transit fare, property tax & fuel tax increases over the next decade as a way to fund much-needed transportation expansion.

**Board Approval:**

- 2019 Transit Fare Increases
- 2019 Property & Replacement Tax By-Laws
- Fuel Tax By-Law
2019 Transit Tariff Amendment
In accordance with Phase Two of the 10-Year Vision, 2018-2027 Investment Plan, fare increases are:

- Adult + Concession Cash Fare – increase 5 cents
- Adult + Concession Stored Value – increase 10 cents
- Adult Monthly pass – increase $3
- Concession Monthly pass - increase $2
2019 Property and Replacement Tax Bylaw
2019 Property and Replacement Tax Bylaws

- Revenue from property tax to fund the region is guided by legislation and the approved Investment Plan

- 2019 Revenues are expected to be:

  Property Tax = $381.8 million
  Replacement Tax = $18.0 million
  Total = $399.8 million
2019 Property and Replacement Tax Bylaws

Impact:
• Rates per $1,000 are going up
• Residential class rate up 4.8%

<table>
<thead>
<tr>
<th>2018 Rate</th>
<th>2019 Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.2115</td>
<td>0.2216</td>
</tr>
</tbody>
</table>

• Average homeowner will pay about $18 more than in 2018
2019 Fuel Tax Bylaw
2019 Fuel Tax Bylaw

• The Motor Fuel Tax Rate is set to increase by 1.5 cents per litre, effective July 1, 2019

• The increase is set out under Phase Two of the Investment Plan

<table>
<thead>
<tr>
<th>2018 Rate</th>
<th>2019 Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 cents per litre</td>
<td>18.5 cents per litre</td>
</tr>
</tbody>
</table>
Planning and Stakeholder Committee Chair Report

Larry Beasley, Committee Chair
HandyDART
Advisory Committee

Geoff Cross,
VP Planning and Policy
Rail to UBC

Geoff Cross, VP, Planning and Policy
Recommendation

That the Board of Directors:

1. Endorse a SkyTrain Millennium Line extension from Arbutus Street to UBC as the preferred technology to advance to the next stage of project development for Rail to UBC, including development of alternative concept designs and preliminary business case inputs; and

2. Receive this report.
Rail to UBC Analysis Findings

• At the corridor level, only a SkyTrain extension will provide the sufficient capacity in the long-term.

• A network alternative of two LRT corridors could also meet the forecast demand and generate additional ridership, but has limited long-term capacity and would be more expensive than SkyTrain.

• Unless additional objectives are identified by Board and Mayors’ Council or questions identified, Management is recommending a SkyTrain extension for the next stage of design development and pre-business case work.
Key Questions Raised by Mayors’ Council on January 24, 2019

• How does moving onto the next stage work for Rail to UBC contribute to completing the 10-year vision?
  – The next stage of work is funded through the Phase 2 Investment Plan and fulfills the Mayors’ 10-year Vision which includes studying a high capacity rail connection to UBC.

• How does Rail to UBC perform compared to other regional priorities?
  – The analysis has not compared Rail to UBC with other regional priorities, this will occur through the Regional Transportation Strategy update.

• How this project would contribute to regional objectives, such as increasing transit usage and reducing congestion?
  – Daily boardings (2045): 118,800
  – New daily transit trips (2045): 13,600
  – 50% riders from areas outside City of Vancouver
  – Decrease to regional VKT (10.92 m KM to 10.89 m KM)
Rail to UBC Timeline and Approach

**2018**
- Q1: Regional Planning Context

**2019**
- Q1: Develop Concept Designs
- Q2: Detailed Evaluation of Alternative(s) (cost: $3 million)
- Q3: Technology & Alignment Parameters for Alternative Concept Designs (cost: $400,000)
- Q4: Select Preferred Technology and Corridor (with policy makers)

**2020**
- Q1: Design Development and Pre-Business Case
- Q2: Business Case and Procurement Prep
  - Reference Case Design
  - Procurement Prep + Finalize Business Case (cost: $30+ million)

**Q3 2020 and beyond**
- Partner Collaboration and Consultation
- Public and Stakeholder Consultation
- Regional Transportation Strategy Network Development
- 15-year Blueprint + Phase 3 Investment Plan
- Funds additional funding

**2020**
- Q1: Preferred Concept Design (with policy makers)
- Q2: Advance Business Case and Funding Agreements

**Q3 2020 and beyond**
- Advance Final Design, Construction

**15-year Blueprint + Phase 3 Investment Plan**

**Reference Case Design**

**Procurement Prep + Finalize Business Case** (cost: $30+ million)

**Requires additional funding**

**Approve Business Case and Funding Agreements**

**Together all the way**

**TransLink**
Rail to UBC – Next Steps

• Proceed with next stage of analysis, evaluating to select a preferred concept design, including public and stakeholder engagement (approximately 18 months)

• Present concept design to Mayors’ Council and TransLink Board for decision on whether to advance to business case development (~Q2-2020)
Thank you
B-Line and Bus Priority Programs Update

Geoff Cross, VP Planning and Policy
South of Fraser Rapid Transit Planning and Engagement Update

Geoff Cross, VP Planning and Policy
Overall Schedule and Milestones

**Mayors’ Council & Board Approval of Work Program – December 2018**

**SkyTrain Project Development Work Plan**
- Design details
- Cost and Benefits
- Investment Plan Approval
- Business Case Approval

**South of Fraser Transit Strategy Work Plan**
- Land Use Plans
- Demand Forecasts
- Alternatives & Implications
- Strategy & Timing

**Investment Plan**
- Spring 2020*

**Fall 2019**
- July - Mayors’ Council & Board review of preliminary business case

* Schedule estimates
South of Fraser Transit Strategy Refresh
Schedule and Milestones

• By **July 25 Mayors’ Council**, we need to:
  – Show how a Surrey Langley SkyTrain meets the objectives of the South of Fraser Rapid Transit Strategy
  – What are the trade-offs? What are the implications for technology choices and priority of rapid transit investment on 104th Avenue and King George Boulevard?
  – Determine if any technology options for 104th Avenue and King George Boulevard have implications for the design of a Surrey Langley SkyTrain

• The full refresh will be completed **later in 2019**
  – What are the recommended technology alternatives for the 104th Avenue and King George Boulevard corridors. What are the trade-offs?
  – Are new concept designs required to inform senior government funding asks and municipal land-use integration?
  – What are the funding and timeline implications of different options? Are additional funds required to upgrade the 96 B-line and other B-lines in the Vision?
South of Fraser Transit Strategy Refresh

Current Stage of Work

• Confirming scope of engagement to meet Mayors’ Council expectations for July 25
  – April: objectives confirmation
  – June: assessing alternatives against objectives

• Updating evaluation data for alternatives analysis; procuring resources

• Regional Transportation Model updates
Surrey Langley SkyTrain
Schedule and Milestones

• June 2019 Board of Directors:
  – Brief Board on preliminary findings

• July 25 2019 Mayors’ Council:
  – Present draft business case:
    • For full Surrey to Langley SkyTrain
    • Scope of project achievable within $1.6B current funding
  – Seek Mayors’ Council endorsement to further advance business case/project development

• January 2020 Mayors’ Council:
  – Final Draft Business Case

• March 2020:
  – Earliest anticipated date for senior government approval

• Spring 2020:
  – Earliest anticipated date for investment plan approval
  – Procurement – 15 months
  – Construction – 4 years
Surrey Langley SkyTrain
Current Work and Key Issues

- Reference case design commenced with Owner’s Engineer team
- Requirements input being coordinated with key stakeholders

Key Issues
- Confirming requirements within project schedule
- Coordinating with off-corridor supporting upgrades (vehicles, storage, systems, etc)
- Community feedback regarding specific project impacts
Accomplishments since December 2018

- TransLink Surrey Langley SkyTrain project team formed
- Project development budget approved
- First project development board meeting held with:
  - Surrey, Langley City, Township of Langley, TransLink and the Province of BC
- Owner’s engineer contract awarded
- Procurement and awards under way for additional services contracts
- Requirements gathering commenced with City of Surrey and BC Rapid Transit Company
- Engagement plan developed and initial First Nations’ meetings held
- Federal & Provincial environmental scoping meetings held
Progress on Related Work

• Also needed for July 25 Mayors’ Council:
  
  – Principles for municipal contribution to SkyTrain and reimbursement of LRT expenditures
    • *Update planned to Joint Finance and Governance and Joint Regional Transportation Planning committees in early April*

  – Framework for Supportive Policy Agreements

• Will be reviewed with Board in the June cycle
Upcoming Engagement Round

- South of Fraser stakeholder meetings underway and ongoing
- Engagement period: Spring 2019
- 4 proposed public events in 4 locations
  - Surrey Central
  - Fleetwood
  - Newton
  - Langley
- Online survey
- Review of existing information with questions on objectives, opportunities and concerns
A conversation with Metro Vancouver on how they want to move and live in 2050
| Up to APRIL 2019 | Pre-Engagement | • Build public awareness of the process  
• Encourage people to think about our transportation future  
• Prime the conversation, set the table for public engagement |
|------------------|----------------|---------------------------------------------------------------|
| MAY – SEPTEMBER 2019 | Phase 1.0 Public Engagement | • Understand the region’s vision & values  
• Discuss how to achieve the region’s goals  
• Explore transportation ideas |
| Q1 2020 | Phase 2.0 Public Engagement | • Evaluate trade-offs |
| Q3 2020 | Phase 3.0 Final RTS document |
Pre-engagement Phase Highlights

• September Leadership Town Hall
• GVBOT annual address
• The Future of Mobility speaker series featuring Tim Papandreou
THE OPPORTUNITY

How do we turn a complicated planning process into something that people feel like they can participate in?
THE OBJECTIVE

To create a Transportation Strategy that reflects our values and desires as a region, and that gives the public a sense of ownership.
Traditional Engagement Approaches

Consultation
25,000 people complete an online survey on transportation issues

Marketing
Materials that drive people online or to the events

Community Outreach
100,000 conversations on sustainable transportation
A new approach bringing it all together to engage the region in a conversation in how they want to move and live in 2050
How are we going to do this?

• Go beyond the experts – **REACH OUT** to the general public throughout the region and to people in underrepresented groups

• Get people interested – by asking **FUN AND PROVOCATIVE QUESTIONS**, and providing an interesting and unique experience

• Be **VISIBLE** to make it easy for people to participate in-person or online
Concept: Shape the Future
A conversation of how we move and live in 2050

Owned & Paid Media
Drive interest, excitement, and action during daily commutes

Website
Participate and follow along online

Experiential & Activation
Drive interest, excitement, and action through imagery at specific events and locations
## Stakeholder Categories

<table>
<thead>
<tr>
<th>Highly engaged transportation stakeholders</th>
<th>Broad representation from across the region</th>
<th>New and under represented voices</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Academics</td>
<td>• Education sector</td>
<td>• Non-traditional stakeholders</td>
</tr>
<tr>
<td>• Transportation specialists / Subject matter experts</td>
<td>• Elected officials (Municipal, Provincial, Federal)</td>
<td>• First Nations communities</td>
</tr>
<tr>
<td>• TL employees</td>
<td>• Goods-movement sector</td>
<td>• Youth and students</td>
</tr>
<tr>
<td>• Partner agency staff</td>
<td>• Environmental</td>
<td>• Multicultural communities / New Canadians</td>
</tr>
<tr>
<td></td>
<td>• Businesses</td>
<td>• Community groups</td>
</tr>
<tr>
<td></td>
<td>• Special interest groups</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Labour sector</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Health sector</td>
<td></td>
</tr>
</tbody>
</table>
## Methods of Engagement by Stakeholder Categories

<table>
<thead>
<tr>
<th>Stakeholder groups</th>
<th>Data collection methods</th>
<th>Dedicated micro-site</th>
<th>Transport 2050 Presentation series</th>
<th>Public &amp; Stakeholder Newsletter</th>
<th>Street team outreach</th>
<th>Advisory group meetings</th>
<th>TravelSmart Community events</th>
<th>In-language engagement</th>
<th>Market research</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly engagement transportation stakeholders</td>
<td>Survey • hosted on microsite • discussion forum</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broad, regional representation including general public</td>
<td>Survey • hosted on microsite • in person • in language</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
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<td>New and under represented voices</td>
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<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
Project Engagement Website

Customer features:

- **Surveys** – voice your options in an easy, coinvent way
- **Polls** – single questions and immediate insights – quick and targeted tool
- **Q/A** – ability to ask and answer questions dynamically
- **Forums** – interactive space to discuss topics
- **Places** – gather feedback and photos directly on a map
- **Ideas** – a way for the community to share ideas (comment or like others ideas)

translink.ca
A conversation with Metro Vancouver on how they want to move and live in 2050
TransLink Drug and Alcohol Policy

Jean Wong, VP Human Resources