TransLink Quarterly Board Meeting

September 25, 2019
Opening Remarks

Tony Gugliotta, Board Chair
Always hold on while the bus is in motion.
Safety starts with you.

Take it sloooow.
Please stay seated until the bus has stopped.
Safety starts with you.

Please hang on to the handrail while using the stairs.
Safety starts with you.
BC Rapid Transit Company

Michel Ladrak, President & General Manager
- Introduction
- Safety Indicators
- On-Time Performance
- State of Good Repair
- Mark III Update
- Joyce-Collingwood Station Completed
- Summer Events
Passenger & Employee Safety

**Passenger Injuries (YTD June 30)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Passenger Injuries</th>
<th>Passenger Injuries Rate (per 1M boardings)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>52</td>
<td>0.137</td>
</tr>
<tr>
<td>2016</td>
<td>42</td>
<td>0.093</td>
</tr>
<tr>
<td>2017</td>
<td>74</td>
<td>1.45</td>
</tr>
<tr>
<td>2018</td>
<td>62</td>
<td>1.14</td>
</tr>
<tr>
<td>2019</td>
<td>63</td>
<td>1.12</td>
</tr>
</tbody>
</table>

**WorkSafeBC Lost Time Claims (YTD June 30)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Lost Time Claims</th>
<th>Lost Time Claim Rate (per 200,000 hrs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>11</td>
<td>3.70</td>
</tr>
<tr>
<td>2016</td>
<td>12</td>
<td>3.44</td>
</tr>
<tr>
<td>2017</td>
<td>26</td>
<td>6.92</td>
</tr>
<tr>
<td>2018</td>
<td>19</td>
<td>4.74</td>
</tr>
<tr>
<td>2019</td>
<td>29</td>
<td>6.81</td>
</tr>
</tbody>
</table>

**Employee Physical Assaults/EV 2-5 (YTD June 30)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Employee Physical Assaults</th>
<th>Employee Physical Assaults Rate (per 1M boardings)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>16</td>
<td>0.42</td>
</tr>
<tr>
<td>2016</td>
<td>14</td>
<td>0.31</td>
</tr>
<tr>
<td>2017</td>
<td>14</td>
<td>0.27</td>
</tr>
<tr>
<td>2018</td>
<td>3</td>
<td>0.06</td>
</tr>
<tr>
<td>2019</td>
<td>12</td>
<td>0.21</td>
</tr>
</tbody>
</table>

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.

On-Time Performance

- Since February’s snow storm which significantly affected OTP, SkyTrain on-time performance has been above target every month.
- >30 minute delays dropped from 6 in Q1 to 2 in Q2.
- Delays 16-30 minutes have decrease 32% compared to Q1.
State of Good Repair – Guideway Maintenance

Grinding:
- Mainline track: 11.6 km
- Switches: 22

Replacements:
- Full turnouts: 4
- 3 20ft. rail plugs
- LIM Rail lowered in 18 track sections
State of Good Repair – Vehicle Maintenance

**Inspections:**
- 327 train cars inspected. Inspections are performed every 20,000 kilometres.

**Replacements:**
- 134 wheelsets lathed/turned
- 106 door operators
- 33 wheelsets changed out
- 8 trucks changed out

**Refurbishment:**
- 12 MKI cars (floors/seats/stanchions)

Together all the way
Mark III Procurement Status Update

- Train 2 entered revenue service in Q2
- Trains 3-7 entered revenue service in Q3.
- Increased rush hour service started September 3
Joyce-Collingwood Station Completed
Phase II upgrades were completed in June. Improvements include:

Enhanced amenities
✓ New elevator and escalator to improve passenger access

Upgraded look and feel
✓ Improved lighting, extended roof, new platform tiling

Better customer experience
✓ New customer information signs, including exterior signs that provide real-time service information

Together all the way
Summer Special Events – Celebration of Light

- Twice the number of trains in service
- Utilized rush hour frequency
- More staff to manage crowds and provide customer service
Thank you
Coast Mountain Bus Company

Michael McDaniel
President and General Manager
Agenda

• Safety trends
• Accessibility
• Double-decker buses
• Battery-electric bus pilot
• SeaBus update
Employee Safety

- **Increase of 11 year-over-year, but on track to end year with fewer total assaults.**

- **Increase of 13 year-over-year and 0.4 increase in rate per 200,000 hours.**
Customer Safety

- 31 incidents so far this year. Slightly above low of 26 seen in first half of last year.

- Total of 518 claims accepted this year so far. Steady downward trend over past three years.
Accessibility

Access Transit update
• HandyDART vehicles brought to June Riders’ Alliance/ATSD meeting to review concerns and issues

Travel Training
• 38 sessions so far in 2019

Low-floor Community Shuttles
• 49 new low-floor Community Shuttle replacements at HTC
• Low-floor improves access for those with mobility challenges, strollers, etc.
Double-decker buses arriving

- First two of order of 32 arrived in early August
- Remaining buses arriving six per month through December
- Safety review completed in early September
- Operator Training is ongoing
- Service begins in October on Routes 301 and 620 (RTC)
Battery-electric pilot begins

- Pilot began September 11 and will run for 2.5 years
- Route 100 from 22nd Street Station to Marpole Loop
- Buses fully charge at each end of route (4-7 minutes)
- Collecting data:
  - Performance
  - Maintenance
  - Customer experience
Update on new SeaBus vessel

- *Burrard Chinook* underwent sea trials in the Burrard Inlet
- Final modifications of the vessel will occur before entering service
- Modification work will improve handling capabilities
- No customer impact
  - 10-minute, three-vessel service began Sept. 3
TransLink Board Update
September 25, 2019
Crime Rates ↓ YTD

- **Ridership (000,000s)**
- **Crimes Against the Person Rate**
- **Crimes Against Property Rate**

Yearly data from 2010 to 2019 (Q1-Q2):

- 2010: Ridership 347, Crimes Against Person 0.56, Crimes Against Property 0.41
- 2011: Ridership 355, Crimes Against Person 0.65, Crimes Against Property 0.41
- 2012: Ridership 362, Crimes Against Person 0.47, Crimes Against Property 0.50
- 2013: Ridership 354, Crimes Against Person 0.69, Crimes Against Property 0.57
- 2014: Ridership 355, Crimes Against Person 0.65, Crimes Against Property 0.61
- 2015: Ridership 363, Crimes Against Person 0.65, Crimes Against Property 0.53
- 2016: Ridership 386, Crimes Against Person 0.58, Crimes Against Property 0.47
- 2017: Ridership 408, Crimes Against Person 0.60, Crimes Against Property 0.46
- 2018: Ridership 437, Crimes Against Person 0.56, Crimes Against Property 0.39
- 2019 (Q1-Q2): Ridership 223, Crimes Against Person 0.43, Crimes Against Property 0.39
IALEP Project of the Year Award
Ontario Visor Card
(presented at Police Leadership Conference)

NEW - Transit Police Communication Card

Communication Card for the Deaf and Hard of Hearing
This card is to help us communicate with each other.

How may I assist you?
- Directions to your destination
- Hospital / medical attention
- Other

How may I assist you?
- Causing a disturbance
- Check for correct fare
- Ensuring your health / well-being
- Open alcohol
- Panhandling
- Improper use of emergency exit
- Pushing through or following someone through a fare gate
- Other

I stopped you for:

I need to see your:
- Writing
- Texting
- Lip Read
- Assistive Listening Device
- Interpreter
- Compass Card / Ticket
- Identification Card

Western Institute for the Deaf and Hard of Hearing
PHONE/TEXT/SMS: 1-888-736-2527
EMAIL: info@widhh.com

For assistance, text Transit Police at 87-77-77 www.transitpolice.ca
Bait Bike Program

• Targeted placement of monitored bait bikes at or surrounding transit facilities.

• Surveillance at bike storage facilities.

• Support for the Project 529 bike registration program in Metro Vancouver.
Safety Education & Outreach

Cst. Ponsioen and Cst. Chung
Korean Cultural Festival

Sgt. Simpkin and Cst. Rattray
National Indigenous Day
Finance and Audit Committee Chair Report
Anne Giardini, Committee Chair
Planning and Stakeholder Committee Chair Report

Larry Beasley, Committee Chair
Independent Transit Service Application – Cypress Village Shuttle

Geoff Cross
Vice-President Planning and Policy
Insights from the 2017 Regional Trip Diary

Geoff Cross, VP, Transportation Planning and Policy
Introduction and Background

- Trip Diary is an in-depth look at how residents move around Metro Vancouver
- Trip Diary 2017 is the latest set, the last Trip Diary was in 2011
- Data used for evidence-based planning:
  - Track overall trends
  - Gauge progress towards performance targets
  - Provide input for planning, and
  - Inform transportation modeling
- Since 2011, the region saw:
  - Significant population and employment growth
  - A robust economy
  - A number of key transportation network changes but only limited transit expansion
A growing region and strong economy inherently mean more trips

- Population: 11%
- Jobs: 12%
- Retail Sales: 35%
Significant efforts required just to keep pace
Overall driving increased

TOTAL VKT FOR REGION

39.4M VKT/DAY

44.3M VKT/DAY

2011

2017

13%
Though driving trip share decreased
Travel is proportionately more sustainable
Results will be on TransLink website

- Highlights video
- Interactive data tool
Human Resources and Governance Committee Chair Report

Marcella Szel, Committee Chair