



PRESIDENT & GENERAL MANAGER 2021 Q1 REPORT June 2021 TRANSLINK BOARD MEETING

The start of new year is an exciting time for any organization but especially for BCRTC and WCE with the implementation of our 2021 business plan and the continuation of our Vision 2030. Despite the ongoing COVID-19 pandemic and IT ramifications as a result of the December cyberattack, we continue to deliver on our operations and maintenance commitments and support the dozens of capital and major projects currently underway. Our service delivery and on-time performance remain high, and the safety and security of staff and customers continues to be a priority as we rebuild ridership on the rail network. BCRTC is becoming better every day and the whole team is working hard to ready the business for future challenges that require high engagement from everyone.

TransLink Strategic Priority: Rebuild customer ridership

Expo and Millennium SkyTrain Service

Service Delivery

- In Q1, it is estimated that BCRTC delivered 99.5% of scheduled service which is just under BCRTC's target of 99.7%. The monthly service delivery percentage are as follows: January 99.9%, February 99.0% and March 99.6%.

On-time performance

- Estimated Q1 OTP was 97.5% which is above BCRTC's target of 96.5%. Since March 2020, SkyTrain has achieved an OTP of 96% or higher every month. This quarter, monthly OTP numbers were – January 98.1%, February 96.8%, and March 97.5%.

This was the best Q1 performance for both KPIs since Q1 2018. Less than predicted snowfall this winter compared to previous ones plus an improved snow plan helped to improve our performance. High performance is what gives trust to our customers and forms the foundation for recovering our ridership.

SkyTrain service delays

- Major delay incidents have trended down this quarter. In total, SkyTrain experienced 25 significant delays in Q1 2021 with the most serious incidents related to three medical emergencies, two human/train contacts, two switch issues, and eight train-related delays. This quarter our delays improved by five incidents versus Q4 2020 and 20 incidents compared to Q1 2020.
- There were 17 service incidents in the 16-30-minute delay category in Q1, compared to 20 in Q4.
- There were eight delays over 30 minutes in Q1 compared to 10 in Q4.

Customer experience

- SkyTrain Customer Survey overall score for Q1 was 8.6, which was above the target of 8.3 and the second highest quarterly score since 2011. SkyTrain Attendant helpfulness was the best performing category with a score of 9.1 out of 10, a true testament to how effective frontline staff have performed their duties during the COVID-19 pandemic.
- For WCE, its overall score improved over Q4 2020 by 0.1, to 9.0. This is the highest score for WCE since Q1 2019. The Helpful Staff category increased the most, by 0.5 (9.4, from 8.9 in Q3 2020).

Implementation of McNeil recommendations

An important part of the McNeil Report was the recommendation to improve customer communications during delays. This recommendation included upgrades to digital displays (platforms, entrances, general), public address (PA) systems and closed-circuit TV (CCTV), which were aging and had not been upgraded

since the beginning of SkyTrain. All these measures provide a better daily customer experience while also being a valuable communications tool during delays.

- For the past two and half years, BCRTC has undergone a comprehensive modernization of our station customer systems by adding 280 new customer information displays, over 1,400 speakers and improved station safety and security with HD cameras. This massive project has boosted the customer experience by improving our ability to communicate with riders in real-time, providing essential service information and next train times. This has been a collective effort across BCRTC, and staff have worked diligently to deliver this project by collaborating, looking for ways to speed up implementation and thinking innovatively about how to deliver a major capital project during business hours. Members of the Field, Safety, Security, Power, Electronics, Systems and AIO teams have been instrumental in making this project a success.
- The SkyTrain customer communications project was one of the last two recommendations left to be completed from the McNeil Report. The final project remaining is the OMC1 power system upgrade project, which is anticipated to be completed in Q3 2021. When complete, the project will provide an upgrade to our on-site power, but also increase our system's redundancy (meaning improved system performance and reliability) and provide an extra back up in case of power failure. To this point, the project has installed new AC and DC equipment, and electrical room and Stores racking, as well as completion of testing, commissioning and cutovers. The next step is the installation of the Uninterrupted Power Supply system.

Passenger Injuries

Injuries to SkyTrain passengers continues to show improvement compared to previous years. This quarter, the passenger injury rate per million boarded passengers (pmbp) was 0.78, which was better than the target of 1.0 pmbp. In total, there were nine passenger injuries reported in Q1 2021. All were from falls: three on platforms, three on trains, two on escalators and one on stairs. As a comparison, there were 25 reported passenger injuries during the same time period last year that resulted in a passenger injury rate of 1.04 pmbp.

The Passenger Injury Committee continues to meet and discuss common trends and controls to reduce passenger injuries. Passenger injuries are also discussed during monthly department safety meetings.

TransLink Strategic Priority: Foster a safe, skilled and resilient workforce

Zero Harm

Safety

Employee safety on our system and in our workplace continues to be our top priority. Zero Harm and Just Culture continue to be a focus of the department with a particular focus on Just Culture, which is a values-supportive system of learning from incidents and accepting it is human nature to make mistakes, yet also holding people accountable for producing an outcome and not doing harm. Safety-related activities this quarter include:

- Determined incident methodology – ICAM (Incident Cause Analysis Method) and Why methodology. ICAM will be utilized for critical investigations. Four safety advisors have attended an ICAM training course and we continue to focus on further professionalization of our investigation capability to determine the root cause underlying incidents
- Zero Harm – Field Level Hazard Assessments have been rolled out to Guideway, Power, Electronics, Elevating Devices.
- Work began with employee communications and the Joint Occupational Health and Safety committee to redesign our safety banner campaign with input from staff. Employee participation is important for

this campaign as the Zero Harm message must resonate with staff for it to be impactful. It is anticipated this banner campaign will be launched in Q3.

Lost Time Incidents (LTI)

Employee injuries continue to trend down as noted in previous quarters. In Q1, there were seven LTI claims accepted by WorkSafeBC, compared to 11 in the previous quarter, including three mental health claims and four physical injury claims. BCRTC's Q1 (3.20) LTI frequency rate continues to be better than target (4.50) for this category. The number of lost time injuries this quarter compares favourably to the previous two Q1s – Nine in Q1 2020 and 14 in Q1 2019. A marked improvement and a testament to the efforts of staff and the Safety department. The Occupational Health and Wellness team focused on STA training and communications of resources available to staff.

Zero Harm strategies and frameworks have been developed based on six components: awareness/branding, training, communication, human factors, safety management system and engagement. Various initiatives and revisions to existing programs are underway, including:

- Team leads in Safety Department attended the Just Culture training in April, Subject Matter Experts in the department will attend upcoming training.
- The Just Culture concept will be integrated into the safety review and investigation processes.
- Safety department continues to track common trends/incidents and high injury frequency departments, which will then be followed by concrete action plans.
- Risk assessments are ongoing for high-risk tasks in various departments, with a focus on ensuring that adequate controls are in place.
- Research and gap analysis were completed to include the scope and best practices of a fatigue management program in line with Technical Safety BC (TSBC) guidelines. Engagement with BCRTC stakeholders continued in Q1, focusing on high-risk positions/departments.

Environment

- In Q1, we received the maximum BC Hydro rebate for completing BCRTC's energy saving initiatives program. These initiatives implemented through 2020 included replacement of inefficient motors on pumps and compressors, regular maintenance and replacement of filters as well as a move to higher flow filters, installed programmable thermostats and schedule temperature setbacks, as well as engaging employees at every level to create a culture of energy conservation. In year one of this program, BCRTC has seen a 3.3% savings of electricity usage, which is a savings of 406,744 kWh.
- BCRTC continues to participate with our enterprise partners on the 2050 Facility Renewable Energy program which is tasked with creating a roadmap to being carbon neutral for all our facilities.

Emergency Management

- Our emergency management team worked with the Vancouver Fire Department to deliver train lift training for Vancouver fire crews. This is important training for first responders to ensure they are well versed in the safe work procedures to lift trains in our guideways in case of an emergency.
- BCRTC is currently assessing the impact of a unknown and high impact events (also known as 'Black Swan' events), which will assist the business and employees with a better response that have the potential of massive disruption to our system and the lives of our employees.

Corporate Services

Our corporate service division covers a diverse portfolio, which includes finance, payroll, accounts payable, training, occupational health and employee communications. This division provides most of the

COVID support for staff as well as critical training to ensure employees and contractors remain safe in-and-around our system.

Training

- The training department has restructured, creating dedicated teams for Operations, Maintenance, Safety and Special Projects training. This is to position the training department to fully partner with the business and support BCRTC's current and future training needs.
- Enhanced PPE was given to both instructors and students to increase safety in training classes where physical distance is not achievable. One such example is hostler training, where an instructor must be within reach of the driving controls of the train as the students are not fully competent manually operating a train yet.
- HR, Field and Training are partnering to conduct a review of hiring and on-boarding practices for STA's to make these practices as efficient and meaningful as possible.
- Two relief instructors have spent Q1 going through Train-the-Trainer with the Operations training team and are now fully familiarized with the new hire training regime for STA's. This ensures we have fully trained instructors and are positioned to avoid any class disruption in the event of instructor illness.
- Working with Subject Matter Experts from the Power department to create a training model for both new hire and refresher Power Technicians. This training model will form the basis for all future training models within the Maintenance division.
- Refreshed both contractor and janitor training, bringing the training in line with current best practice as well as reducing the overall time to complete this training.
- Due to COVID-19, the Justice Institute has postponed most of its training, as a result Supervisory skills training for the last remaining supervisors has been postponed until September.

Occupational Health and Wellness

- Continued to provide 24/7 telephone support for COVID-19 related questions and inquiries from staff.
- Refreshed COVID-19 signage and meeting room occupancy at OMC1. Continued to provide employees with weekly COVID-19 information bulletins.
- Involved with health authorities to prioritize COVID-19 vaccines for critical frontline and train operations staff.
- Formed a Suicide Prevention Committee and internal discussions are ongoing around procedures for responding to those incidents, due to the increased number of fatal intentional train-human contact incidents that affect employees' mental wellness.
- Part of the company's Mental Health Strategy is to enhance the departments communications efforts to raise awareness amongst staff. In Q1, the monthly Mental Health Monday newsletter was launched for staff to provide resources and advice for those struggling or needing mental health support.
- Mental health awareness slides have been added to mandatory departmental monthly safety presentations.
- Provided resiliency, stress management, and mental health and suicide awareness online training courses for 197 SkyTrain Attendants.
- The Critical Incident Stress Management (CISM) working group has been meeting regularly to support the creation of a formal process for this initiative

TransLink Strategic Priority: Deliver a reliable transportation system in a state of good repair

Quality Management

In Q1, BCRTC laid down the foundation for a new Quality Management department. This new division will provide a focus on quality across all activities and initiatives conducted as an organization, which in turn will allow BCRTC to ensure a high level of quality in all the services we provide to SkyTrain customers and stakeholders. Together with BCRTC's asset management strategy, competency management program, and safety management program, the new Quality Management department will make BCRTC a more robust organization that aims for consistency, alignment, and continuous improvement.

Maintenance

As part of BCRTC's annual grinding program, we are utilizing the contracted LORAM grinder earlier compared to previous years. The LORAM grinder is a heavy-duty grinding machine that is used to address poor rail areas in need of re-profiling and defect removal. By grinding rail, we prolong the life of the asset, improved ride quality and lessen noise for customers and our neighbours. Traditionally, the LORAM grinder would be used in the fall but in 2021 it will be on our system in Q2 ahead of the summer months where resident along our guideways spend more time outdoors and have windows open, which leads to more track noise complaints. This new grinding regime was intended to be implemented in 2020 but due to COVID-19 related border restrictions, it was postponed to 2021.

In 2021, BCRTC plans on grinding 125,000 linear metres of rail, utilizing the LORAM grinder for approximately 76,000 metres. With the move to spring, we will be able to utilize the LORAM for 31,000 more metres than 2020. Our in-house grinder will be used for the remaining 49,000 metres of running rail.

BCRTC continues to respond to customer and resident track-related noise complaints by investigating the situation immediately and taking remedial action if required.

Implement Get Well (Annual Maintenance Plans) with focus on Rolling Stock

- 2021 Q1 Core & Get Well initiatives remain on schedule. This quarter the rolling stock department was able to complete 32% of Core and 26% of Get Well activities. It is anticipated that the rolling stock annual maintenance plan will be on target and on budget at the end 2021.

Maintenance performance measures this quarter include:

- Percentage of hours allocated to preventative maintenance activities in Q1 was in line with Q4 at 56%.
- Elevator availability for Q1 was 98.05% (target = 98.1%), Escalator availability for Q1 was 93.54% (target = 93.0%).

Establish Remote Locations for Elevating Devices, to improve on Maintenance Response Time

- The elevating devices department is investigating the utilization of remote reporting sites to better respond to elevator and escalator issues. Currently, remote locations at Metrotown and Gilmore stations are being reviewed for viability.

Capital & Major Business Projects

Elevating devices

The Expo Line Escalator Replacement program progressed successfully in Q1. When finished this project will replace 37 escalators at 13 Expo Line stations by the end of 2023. Replacing escalators on the Expo Line is a critical maintenance project to accommodate the four-fold increase in ridership since these devices were installed over 30 years ago. These new, heavier-duty escalators will be able to accommodate higher

passenger volumes and improve their safety and reliability. This critical investment in the system will enhance the customer experience well into the future.

Six escalator replacement projects continued in Q1 and are currently on schedule. These include one at Gateway, two at Waterfront, one at King George, one at Surrey Central, and one at Scott Road.

Expansion

- OMC1 office space expansion was completed in Q1. Relocation of staff to this expanded office space will begin in Q2.
- Demolition work began in Q1 for the OMC1 facility upgrade. Demolition of the infield warehouse began, as well as installation of sewer/sanitary utilities. With this work complete, the project moves to excavation work for the new Guideway Shop and Stores Facilities, after that foundation work for these buildings can begin. When completed, the new infield buildings will include two maintenance bays for rail borne equipment, two storage lanes for rail borne equipment, two rolling stock maintenance bays] and supporting warehousing and office spaces. The new rolling stock maintenance bays are specifically designed to allow maintenance of the future five-car train fleet.
- Contract to install a new retaining wall at OMC2 to support construction of the new Operations Control Centre was awarded in late March. A construction permit for the wall has been issued and work is anticipated to begin at the start of Q2.
- Design and preparatory work continued in Q1 with SkyTrain's new operations and maintenance centre (OMC4) in Coquitlam. The project is currently at the 30% design stage. When completed OMC4 will accommodate the additional fleet and rail-borne maintenance equipment for the upcoming expansion to the SkyTrain network.

Capital projects

In 2021, BCRTC will be sponsoring 16 new capital projects and supporting five others. These projects include:

- Running rail replacement
- Elevating device replacement
- Station roof replacement
- Waterfront power system upgrade

Including these new projects, BCRTC was involved in 69 active projects and studies in Q1 – 10 feasibility studies, 19 in design phase, and 40 projects in implementation. These projects include:

- Mark I train refurbishment
- Noise Mitigation Solution Implementation Phase 1 Rail Dampers
- BC Parkway safety improvements
- SkyTrain Customer and Operations telecommunications upgrade

West Coast Express

In Q1, the Province, the Federal government and TransLink announced funding for the refurbishment of West Coast Express (WCE) locomotives. The WCE Fleet Refurbishment project was initiated to improve the quality of the existing fleet of six WCE locomotives. The refurbishment will modernize our fleet, improve the environmental performance, and improve the reliability of our service.

In order to facilitate this extensive maintenance work, we will be welcoming a newly purchased second-hand locomotive to our WCE lines as part of a separate project. This train will undergo refurbishments to ensure a safe and dependable service. It will then be put into service allowing the six original locomotives to go through refurbishment without having to reduce normal frequency.

Due to the recent TransLink IT security incident, yellow-shaded business areas' applications and systems are not yet recovered as of the report preparation date. We have provided the KPIs that we have access to on our own systems below.

Metrics marked with a "***" are preliminary estimates based on our best available data at time of reporting. Once finalized data is available, a restatement of these preliminary metrics will take place. We anticipate that the difference between the preliminary and final metrics will be minor in nature.

Key Performance Indicators – as of March 31, 2021	SkyTrain (excluding Canada Line)			West Coast Express		
	Q1 Target	Q1 Actual	Q1 Last Year	Q1 Target	Q1 Actual	Q1 Last Year
Customer Experience				Customer Experience		
Customer Service Performance Survey – SkyTrain Service Overall ¹	8.3	8.6	8.2	8.6	9.0	8.9
Boarded Passengers (in thousands) ^{2 **}	13,235	11,479	24,029	191	104	539
Customer Complaints (per million boarded passengers)	24.1	N/A*	16.6	342	N/A*	142.9
Safety				Safety		
Major Passenger Injuries (per million boarded passengers) ³	1.0	0.78	1.04	0	0	0
Employee Lost Time Frequency (per 200,000 hours worked) ⁴	4.5	3.2	4.0	0	0	0
Physical Assaults (per 200,000 hours worked)	2.0	N/A*	2.2	0	0	0
Total Recordable Incident Frequency	-	24.8	24.3	-	-	-
WSBC Inspections / Orders ⁵	-	1/0	1/0	-	-	-
Operations				Operations		
On-Time Performance (OTP) ^{6**}	96.5%	97.5%	94.4%	97.8%	94.5%	90.4%
Percentage of Scheduled Service Delivered ^{6 **}	99.7%	99.5%	97.5%	99.9%	99.5%	95.2%
Incidents with duration 16 – 30 Minutes ⁶	16	17	28	-	-	-
Incidents with duration over 30 Minutes ⁶	8	8	17	-	-	-
Finance				Finance		
Operating Cost per Vehicle km ⁷	\$4.05	\$3.70	\$3.72	\$17.46	\$30.80	\$13.74
Operating Cost per Capacity km ⁷	\$0.044	\$0.042	\$0.043	\$0.118	\$0.209	\$0.093

¹ The TransLink Customer Service Performance survey is completed quarterly for Expo/Millennium Lines and bi-annually (March and September) for West Coast Express. The overall score for EM in Q1 was 8.6, 0.1 down from Q4 2020. This is the second highest result since 2011, and in line with the scores of the other surveys done during the pandemic. As for WCE, its overall score improved over Q4 2020 by 0.1, to 9.0. This is the highest score for WCE since Q1 2019. The Helpful Staff attribute increased the most, by 0.5 (9.4, from 8.9 in Q3 2020).

² COVID-19 continues to severely impact our ridership. EM ridership for Q1 was trending at 52.2% below last year (about 12.55M less boarded passengers). Ridership began to be impacted by the pandemic in March 2020.

WCE fared even worse, as ridership dropped 80.6%, representing approximately 435K passengers. WCE does continue to do daily passenger counts to see if extra cars would be needed.

³ There were nine passenger injuries reported for EM in Q1 2021.

WCE has had no passenger injury reported since February 2019.

⁴ There were seven accepted lost time claims by WSBC in Q1 2020 for EM. Three were mental health claims and the other four were due to physical injuries. The number of accepted claims has been trending down: there were nine in Q1 2020, and 14 in Q1 2019.

There were no Lost Time Incident claims for WCE in 2020 and have been none since 2017.

⁵ A WorkSafeBC occupational safety or hygiene officer may visit worksite to conduct an inspection. An inspection report details findings of a worksite visit by a WorkSafeBC officer. It documents any points of discussion and recommendations. The inspection report may include a compliance order. The order covers any violations found of the Workers Compensation Act or Occupational Health and Safety Regulation and provides a deadline by which the employer must comply.

As of the end of Q1, BCRTC has had one WorkSafe BC inspection in 2021, and there were 0 compliance orders from the inspection.

⁶ OTP and Service Delivery for EM have both improved over last year (+3.1% for OTP, +2.0% for SD). This was the best Q1 performance for both KPIs since Q1 2018. This is possibly attributable to less snowfall in Q1 2021 and an improved snow plan response over 2019 and 2020.

As for WCE, OTP and Service delivery were both below target (-3.3% and -0.4% but did perform much better than last year (+4.1% and +4.3% respectively). CP Rail's freight traffic increased in Q1 as it continued to move a record amount of grain. This has caused some delays. Also, the annual CP track work program began in March, which also negatively impacted OTP. As for Service Delivery, 2 locomotive mechanical failures in February resulted in two cancelled trains.

Incident duration measures the time between the incident start time until the system is capable of resuming normal operation. It is different from Service Disruption minutes presented in other corporate reports, which measures the time between the start of the disruption until the alternative service is provided.

⁷ Operating cost per vehicle km for EM was favourable to budget by 8.6%, whereas the Operating cost per Capacity km was 5.6% favourable. Vehicle kms were 0.8% above budget, but Capacity kilometres were 2.4% below budget. This was due to higher than planned use of MKI trains instead of MKIII ones. They register more vehicle kms due to their six-car configuration but offer less capacity than the MKIIIs. Operating costs were for EM were 7.8% (\$4.1M) favourable to budget due to savings from vacancies and lower than budget overtime, timing of maintenance expenses and contracted services and lower than budget propulsion consumption.

As for WCE, Operating cost per vehicle km were unfavourable to budget by 76.5%, whereas Op costs per Capacity km were also unfavourable to budget, but by 76.8%. This was mostly due to the fact that service kms for WCE were 57.3% below budget, whereas Capacity kms were 57.4% below. The WCE 2021 budget assumed four trips with 38 cars in each direction, but they are still running only three trips with a total of 16 cars per direction. WCE Operating costs were 24.7% favourable to budget (\$1.37M) due to lower rail equipment maintenance due to the service reduction and timing of maintenance activities.

Operating cost includes Allocated Costs; excludes 3rd Party Revenues and Depreciation.



TransLink Strategic Priority: CUSTOMER EXPERIENCE AND PUBLIC SUPPORT

CUSTOMER EXPERIENCE

Customer Information Call Centre

- The ongoing pandemic, and its effect on ridership, has meant that Customer Information's monthly call volumes have held steady since last year.
- The number of complaints remain low. Complaints have focused primarily on COVID-19-specific concerns, including mask compliance and physical distancing.

Fare Revenue

- Farebox revenue remains at approximately 40% of pre-pandemic numbers.

Transit Security Presence and Visibility

- Transit Security Officers continue to provide high-visibility security presence throughout the transit system focusing on high visibility and high passenger volume locations.
- Outside of peak hours and overnight, Transit Security continues to ensure enterprise assets and properties are safe and secure. Vehicle and foot patrols are conducted at transit centres, HandyDART properties, SeaBus terminals, and Trolley Overhead system and rectifiers. They continue to work to ensure the safety of employees and keep our system in a state of good repair.
- Transit Security continues to work collaboratively with the Transit Police Enforcement Team to address mask compliance, fare enforcement, and other conduct-related concerns at loops, exchanges, busy bus stops and other targeted locations. On average, mask compliance on the CMBC system has been steady at approximately 98%.

Access Transit Service Delivery (ATSD) Update

- In Q1 2021, ridership was 39% of pre-pandemic budgeted trips. HandyDART continues to deliver approximately 95% of trips with two or fewer clients, allowing for physical distancing. With continued lower-than-normal ridership, HandyDART continues to assist in providing food deliveries as well as community trips to vaccination sites.

HandyDART Modernization Project

- ATSD is working collaboratively with TransLink Access Transit Planning on several modernization updates planned for HandyDART including bringing Compass to HandyDART in Q3 2021. The modernization program is also looking to introduce an updated registration process and the ability for clients to book trips online. ATSD is playing a critical role in the design of the programs and public engagement.

HandyDART Vaccination Trips

- Working collaboratively with Fraser Health and Vancouver Coastal Health, HandyDART is providing a shuttle service to people who are not registered for HandyDART but need assistance in getting to their vaccination appointments. The uptake on this service has not been high, with a year-to-date total of eight trips as of the end of April. However, overall, HandyDART has provided a total of 1,142 vaccination-related trips to regular HandyDART users over that same period.

New Flettner Vents on HandyDART vehicles

- Flettner vents are a venting system that continuously circulates fresh air into a vehicle. At the end of May, installations of these small rooftop vents were completed on the full HandyDART fleet (340 vehicles).

Wheelchair-accessible Bus Stops

- CMBC is currently at 80.6% for bus stop wheelchair accessibility with 6,671 accessible stops across the system. Ongoing work each year will increase the percentage until all stops become wheelchair-accessible.

SAFETY

Responding to the COVID-19 Pandemic: Our Employees

- *Facility COVID-19 Safety Plans* – Plans continue to be updated as our knowledge of COVID-19 increases. Most recent updates include recommendations provided from Public Health and WorkSafeBC inspections at CMBC facilities. These recommendations enhance our current controls.
- *Safety Compliance Audits* – Corporate Safety is conducting weekly audits of CMBC properties to ensure COVID-19 protocols are followed and deficiencies noted are addressed with local management immediately.
- *Employee Hotline* – The employee hotline first implemented in Q1 of 2020 continues to respond to employee and manager COVID-19 related inquiries. The hotline received 37 inquiries in Q1 of 2021. Employees with questions can speak with their manager, call the hotline, use the employee inquiry e-mail address, or contact Occupational Health.

COVID-19 Vaccinations

- CMBC employees became eligible for priority immunization through three separate initiatives by health authorities:
 - All on-site employees at Burnaby and Surrey Transit Centres became eligible for targeted vaccination as part of a Fraser Health priority vaccination program. CMBC managers and supervisors individually scheduled over 1,500 workers into timeslots between April 13 and 18 with no effect on service delivery.
 - On May 6, all on-site transit workers at CMBC, West Vancouver Transit, and First Transit (HandyDART and Community Shuttle) in the Vancouver Coastal Health region became eligible for priority vaccination.
 - On May 7, all transit workers in the Fraser Health region became eligible for priority vaccination. Appointment bookings were handled by the employees independently through the Provincial website using a unique code for transit workers. As of the end of May, there has been little to no effect on service delivery.

- Head-office employees and those working from home are not expected to receive priority vaccination and will be covered through the regular Provincial programs.
- CMBC, along with partners West Vancouver Transit and First Transit (HandyDART and Community Shuttle), is available to provide targeted vaccination-related transportation for vulnerable members of the community. While demand for the service has been low so far, the importance for members of the public is high.

COVID-19 Infection Control Initiatives

- To explore new and innovative ways to improve health and safety on transit, a pilot to test *photocatalytic oxidation* devices which actively clean the air began in early March. The pilot included buses out of Richmond Transit Centre including two double-decker buses and one articulated 60' bus. The eight-week testing period began in early March and concluded in May. A final report on the trial's findings is currently being developed and is expected in Q3 2021.
- The twice weekly enhanced cleaning and disinfection schedule for vehicles, vessels, and CMBC facilities implemented at the start of the pandemic continues and is being monitored for relevant changes as the pandemic risk conditions evolve.

Electrical Safety Program

- To improve electrical safety for existing work on Trolley Overhead and hybrid vehicles, and to prepare for the future of electric vehicles and charging stations, the CMBC Electrical Safety Program is being modernized.
- In 2020, CMBC worked with an external consultant to provide an updated program framework and electrical best practices.
- In Q1 2021, these concepts were adapted into the CMBC Safety Management System (SMS).
- Corporate Safety is working with Maintenance to update safe work procedures, which will be communicated through training and crew meetings.

Health & Safety Software

- The Health and Safety Software project, intended to modernize safety processes, incident management, Return to Work tracking, corrective actions, and performance reporting is now well into the development phase. Enterprise workshops to establish new, more efficient and effective safety processes are underway. These processes will be embedded in the software, with roll-out and training expected to begin in 2022.

Emergency Management Updates

- The CMBC flood plan is activated for the spring freshet season. The flood plan is activated every year in April to ensure flood risks related to the melting snowpack are understood, plans updated, and to monitor river levels on a regular basis. This year, there is a slightly higher than average snowpack, but the Province is anticipating a normal runoff.
- On April 14, an Enterprise-wide fire alarm system test took place at Waterfront Station. The test involved CMBC, Canada Line, SkyTrain, SeaBus, West Coast Express, Cadillac Fairview (mall owner) and two other private facilities. The test was designed to ensure fire alarm systems communicated properly to ensure the safety of our employees, customers, and the general public. Several fire systems have been upgraded in the last couple of years. The test identified some critical gaps that will be addressed immediately and some awareness around building equipment characteristics during emergencies.

Employee Workplace Injuries / Accepted Lost Time Claims

- During the first quarter of 2021, CMBC recorded 88 accepted lost time claims at a rate of 8.1 claims per 200,000 hours worked, which is lower than the 101 claims and rate of 9.1 achieved during the same period in 2020.
- In Q1 2021, leading incident types resulting in lost time claims were Overexertion due to lifting/pulling/pushing with 18% of all claims, followed by Motor Vehicle Incidents (MVI) with 15%, Falls on the Same Level with 15%, Other Bodily Motion 13%, and Acts of Violence with 10%.
- Over the last five years, CMBC shows a slight decline in registered claims. This trend continues in Q1 2021, with 155 claims registered at the rate of 14.3 claims per 200,000 hours worked, compared to Q1 2020 with 179 claims and the rate of 16.1. Even with the decline in claims registered and accepted, days lost due to injury are increasing. 2021 YTD results show 5,864 days lost, compared to 5,151 days lost in Q1 2020. Approximately one-third of days lost are attributed to mental health claims. COVID-19 appears to be amplifying this long-running concern. CMBC has established a working group to tackle this issue in 2021 and onwards.

Transit Operator Assaults

- In Q1 2021, CMBC recorded 20 Transit Operator assaults. This included 11 physical assaults, 4 spitting incidents, 3 incidents involving an object thrown (e.g. cup, liquid), and 2 incidents of threatening. 2021 YTD total incidents are similar to Q1 2020 when we recorded 21 assaults.
- Even though assaults are roughly flat this year, the rate of assaults per 1 million boardings is higher. The 2021 YTD rate is 0.70 compared to 0.36 recorded for the same period last year. The increase is caused by a significant decline in number of boarded passengers due to the ongoing COVID-19 pandemic.
- Through various working groups, collaborations, and initiatives, CMBC continues its efforts to protect Transit Operators. The most significant examples include the installation of permanent plexiglass or temporary vinyl barriers on the entire bus fleet, newly launched refresher training for Transit Operators focusing on effective ways to deal with conflict, the work of the Violence in the Workplace Prevention Committee, along with ongoing pro-active deployment of Transit Security and Transit Police to areas with higher concentrations of crime throughout our system.

ENVIRONMENTAL STEWARDSHIP

Low Carbon Fleet Strategy (LCFS)

- CMBC continues to work with Nova Bus on the next order of 15 additional battery-electric buses for Route 100 (22nd Street Station/Marpole Loop). CMBC expects to receive a demo bus from Nova in January 2022 for cold-weather testing of the new platform (propulsion system and battery). Then, the pilot bus is scheduled to arrive in Q2 2022 and the remaining 14 will begin to arrive in Q2/Q3 2023, to go through commissioning, and then enter revenue service.
- Preparation is underway for the procurement of the charging infrastructure to support the 15 additional vehicles at Hamilton Transit Centre. This includes additional plug-in charging at the depot and another 450kw on-route charger located at 22nd Street Station.
- Work on the future Marpole Transit Centre continues to move forward. The transit centre is intended to house a primarily battery-electric fleet. Buses are expected to begin arriving in 2024.

Battery-electric Bus Pilot

- The four battery electric buses continue to operate on Route 100 (22nd Street Station/Marpole Loop) regularly and continue to perform well. This 30-month trial is part of a pan-Canadian initiative led by the Canadian Urban Transit Research and Innovation Consortium (CUTRIC) and will end in Q1 of 2022.

Corporate Climate Action Plan

- CMBC continues to provide support and input into the development of TransLink's Corporate Climate Action Plan. This enterprise-wide plan will outline mitigation measures to reduce greenhouse gas emissions from fleet and facilities and adaptation measures to protect assets from future climate change impacts. Modelling of greenhouse gas emissions has been completed, internal stakeholders engaged, and a high-level risk assessment of climate change impacts on TransLink assets is underway. The plan is expected to be finalized in Q4 2021.

Energy Management Program

- As part of the energy conservation component of CMBC's Energy Management Program, lighting and mechanical energy studies are underway at Burnaby Transit Centre - South. These studies are partially funded by BC Hydro and FortisBC and will provide recommended energy conservation measures for future retrofits.
- Continuous optimization studies are also underway at Hamilton and Burnaby Transit Centres. These studies are part of another BC Hydro-funded program and provide consultant support to identify and implement no-to-low-cost energy conservation measures, usually focused on operational controls.

Spills KPI Target

- Buses contain various fluids (e.g. oil, diesel, coolant), which may be released into the environment following accidents or equipment failure. The causes of spills are analyzed, with appropriate campaigns initiated to prevent reoccurrences. In some cases, CMBC has worked with the manufacturer to redesign a component of the bus to prevent future spills.
- Spills are categorized into 'priority spills' (require external assistance to clean up, or more than 30 minutes to clean up internally, or enter a waterway) and 'nonpriority spills' (low-risk spills that are cleaned up internally within 30 minutes, and don't enter a waterway).
- Each year, a 'spill target' is set, based on the previous year's target and upcoming spill prevention campaigns. The 2021 spill target is set at 2.0 spills/Mkm. This rate includes priority and non-priority spills. Due to the cyberattack's impact on reporting and email capabilities, data for low-risk non-priority spills is currently not being collected. Only 'priority spills' are currently being tracked. The spill rate for priority spills in Q1 2021 was 0.3 spills/Mkm which is slightly less than the Q1 2020 rate of 0.4 spills/Mkm.

OUR PEOPLE

Peer-to-Peer Support Initiative

- With increased emphasis and our commitment to provide mental health support to employees, CMBC is implementing a Peer-to-Peer Support program to supplement existing psychological health and safety resources. The program will focus on providing peer support to members of CMBC's exempt management group who may have been exposed to a critical incident (e.g. attending the scene of a significant accident, viewing video of a traumatic event or accident) or following a prolonged workplace-related event or stressor (e.g. COVID-19 response, etc).

Equity, Diversity, and Inclusion (EDI) Task Force Event with Immigrant Services Society of BC

- In April, CMBC Maintenance partnered with the Immigrant Services Society of BC (ISSBC) to deliver a virtual career information session where job-seeking skilled immigrants and refugees learned about CMBC Maintenance and the hiring process.
- Organized by members of ISSBC's Career Paths program and the CMBC EDI Task Force, 76 skilled newcomers with diverse professional backgrounds including engineering, computer science, business, and education attended the event.

45-minute Guaranteed Recovery Program

- The 45-minute guaranteed recovery program for Transit Operators went into effect on January 4, 2021 in accordance with the Unifor 111 Collective Agreement which was ratified in December 2019.
- During the operating period from January 4 to April 11, there were a total of 27 claims submitted by Conventional Transit Operators and no claims from Community Shuttle Operators. Out of the 27 claims submitted, 24 claims did not qualify, and 3 claims require further analysis before a decision can be made.

New Operator & Refresher Training

- New Transit Operator Training programs continue despite the pandemic, albeit with continued reduced class sizes (12 trainees) to meet COVID-19 physical distancing requirements. To date, four conventional classes have been cancelled due to lack of need. The Conventional Transit Operator graduation rate is 75% YTD and rising (versus 78% target), and plans are in place to sufficiently support service needs throughout 2021.
- Community Shuttle and Conventional '1-Day Refresher Training' programs were launched in Q3 and Q4 2020 respectively. These programs have continued in 2021, with the target to train one-fifth of Transit Operators in 2021 (roughly 800). With the cancellation of some New Operator Training classes, revised plans for 2021 have resulted in 50 additional Refresher Training sessions planned throughout the year, allowing for 300 more Transit Operators to be trained in 2021. The launch of the online 'Safe Driving Refresher Training' programs (one for Conventional and one for Community Shuttle Operators) is currently on-hold due to delays with MyLearn.

Online Transit Operator Hiring Fair

- A Transit Operator hiring event was held on March 27 with Operations Supervisors conducting interviews remotely with candidates.
- Nine Operations Supervisors interviewed 98 candidates for Community Shuttle and Conventional Transit Operator positions. Sixty-two candidates passed the interview (63% pass rate) and moved onto the next phase of the hiring process.

- The next hiring event is scheduled for June and given the lower demand for Conventional Operators, it will only focus on Community Shuttle.

OUR ASSETS

Bus Fleet and Facility Capacity

- The Burnaby Transit Centre and Port Coquitlam Transit Centre facility expansion projects have received approval from internal committees and are moving forward with design.
- In addition to these priority expansion projects, a future investigation into expansion at the Surrey Transit Center is being contemplated based on recommendations from the Bus Storage and Maintenance Plan team led by TransLink Planning.

Onboard Technology Assets Program (OTAP)

- The OTAP pilot included four main projects: replacing radio systems for improved connection and better coverage; replacing onboard computers and touchscreens with a larger screen and better visuals; adding new routers to improve data communication with Transit Communication (TComm); and installing new hardware to improve camera feeds to Security. OTAP also includes a renovation of CMBC's Transit Communications Centre (TComm), which will increase our available resources from 11 to 20 consoles.
- Non-revenue vehicle installations were completed in Q4 2020. Revenue fleet roll-out began in December 2020 and is scheduled for completion by Q4 2022.
- OTAP qualified for partial PTIF funding (Public Transit Infrastructure Fund) and is currently on-budget and ahead of schedule by approximately three months.

Collision Avoidance System Installation

- CMBC is piloting collision avoidance technology with three vendors: Seon, Lucerix and Mobileye. At no cost to CMBC, Lucerix and Seon have each provided six systems and Mobileye has provided three, with operator feedback being collected throughout the trial. The pilot ran until April 2021. Pilot findings and feedback are currently being compiled.

DOMS Replacement Project (Daily Operations Management Systems)

- The DOMS replacement project continues to move forward, however it has encountered delays due to vendor resource constraints and the cyberattack. This has resulted in schedule slippage from Q3 2023 to Q1 2024 to the next deployment window.

Financial Results

- For the year ended December 31, 2020, CMBC costs (including allocated costs) were \$66.6M (8.1%) favourable to budget. The favourabilities were driven by areas impacted by COVID-19 through reduced ridership, service hours, HandyDART trips, and service kilometres.
- Salaries, wages, and benefits were \$18.0M (3.5%) favourable. Fuel was \$21.7M (34.5%) favourable due to lower fuel prices, better consumption, and less litres needed. Access Transit was \$12.2M (20.3%) favourable due to fewer trips.

FLEET

Fleet Procurement (2021-2023)

- Capital planning efforts through the bus portfolio prioritization process are finalizing Approval In Principle (AIP) submissions for the upcoming 2022 capital year. Submissions will be finalized by the Bus Capital Working Group by mid-June, at which point the Cross-Enterprise Prioritization Process will begin. Fleet submissions for 2022 (to begin delivery in 2023) include:
 - 192 Conventional Buses need replacing as part of the bus lifecycle in accordance with climate action goals (40' diesels: 126, 60' diesels: 16, 40' CNGs: 50)
 - 46 HandyDART replacements
 - 27 Community Shuttle replacements
 - 23 Service Support Vehicle replacements

Farebox Replacement Project

- As of May 30, 950 out of 1,500 conventional vehicles have completed the transition from the Cubic electronic farebox to the manual TAG farebox. The project is still on-track to meet the Q4 2021 target completion date.

New SeaBus Vessel

- The new SeaBus vessel, the *Burrard Chinook*, has undergone planned modifications in Victoria and sailed back to Vancouver in early June. The *Chinook* will engage in sea trials and undergo crew training and commissioning prior to entering revenue service.

Replacement for North Road HandyDART Depot

- The North Road HandyDART depot will move to a new site to accommodate the development of BCRTC's OMC (Operations and Maintenance Center) IV. Work is underway to secure a new location for the displaced HandyDART vehicles. Currently, HandyDART is scheduled to vacate the North Road location effective December 31, 2021.

KEY PERFORMANCE INDICATORS AS OF DECEMBER 31, 2020

Information for metrics marked by endnote "4" is currently unavailable as of the report preparation date and is presented as of October 31, 2020.				
Metrics marked by "***" are preliminary estimates based on our best available data at time of reporting. Once finalized data is available, a restatement of these preliminary metrics will take place. We anticipate that the difference between the preliminary and final metrics will be minor in nature.				
KEY PERFORMANCE INDICATORS ¹	2020 ANNUAL TARGET	2020 YTD TARGET	2020 YTD ACTUAL	2019 YTD LAST YEAR
TransLink Customer Survey – Bus service overall ²	8.0	8.0	8.2	7.9
Scheduled Service Delivered ^{3**}	98.5%	98.5%	95.6%	98.3%
Customer complaints per million boarded passengers ⁴	100	96	101	98
Customer commendations per million boarded passengers ⁴	16	16	15	15
HandyDART denial as a % of trips requested as defined in agreement	0.12%	0.12%	0.05%	0.08%
On-time Performance ⁴				
Bus Regularity – frequent service	79.0%	79.0%	83.1%	78.4%
Bus Punctuality – infrequent service	79.0%	79.0%	86.1%	80.5%
Spills per million Kms ⁴	2.9	2.9	1.5	2.2
Preventable collisions per million Km ⁵	10.8	10.8	8.1	10.9
Operator assaults (CUTA 1-4) per million boarded passengers ⁶	0.29	0.29	0.45	0.31
Employee lost time accepted claims per 200,000 hours worked ^{**}	8.0	8.0	7.6	8.1
Pedestrian incidents per million service hours	16.2	16.2	8.7	16.5
Onboard injury claims per million boarded passengers ^{**}	3.9	3.9	6.0	4.0
CMBC operating cost per service hour ⁷	\$123.89	\$123.89	\$121.40	\$120.98
Access Transit operating cost per trip	\$41.52	\$41.52	\$75.72	\$39.19
METRICS				
Access Transit trips provided (thousands)				
HandyDART	1,259	945	580	1,198
Supplemental taxi service	152	114	40	184
Total Trips ⁸	1,411	1,059	620	1,382

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus) and exclude contracted conventional transit and contracted Community Shuttle.

² The TransLink Customer Satisfaction Survey is conducted every quarter. The 2020 YTD Actual represents the average results for Q1 (8.0), Q2 (8.3), Q3 (8.3) and Q4 (8.3).

³ 2020 YTD Actual is as of October 31, 2020. The actual service delivered is lower mainly as result of service adjustments and service cancellations from planned service, due to the on-going COVID-19 pandemic.

⁴ 2020 YTD Actual Data is as of October 31, 2020.

⁵ This data is subject to change due to the timing of adjudications.

⁶ CMBC recorded 63 Transit Operator assaults in 2020. This is lower in terms of number of incidents compared to the same period last year (85). The performance of this metric is impacted by the significant drop in ridership due to the COVID-19 pandemic which drives up the ratio. Boarded passenger data is preliminary and subject to change.

⁷ Net of recoveries and excludes TransLink allocated costs. 2020 annual service hours include estimates for November and December and is subject to change.

⁸ Total Access Transit trips provided in 2020 were lower compared to the same period in 2019 and when compared to budget. Trips were reduced in January due to multiple days of running Essential Services because of winter conditions and since March due to the COVID-19 pandemic.

KEY PERFORMANCE INDICATORS AS OF MARCH 31, 2021

Information shaded in yellow and marked "n/a" is currently unavailable as of the report preparation date. Where available through CMBC systems, the KPIs are provided below. KPIs for 2021 have been updated in alignment with the 2021 CMBC Business Plan.				
Metrics marked "***" are preliminary estimates based on best available data at time of reporting. Once finalized data is available, these preliminary metrics will be restated. We anticipate that differences will be minor in nature.				
KEY PERFORMANCE INDICATORS ¹	2021 ANNUAL TARGET	2021 YTD TARGET	2021 YTD ACTUAL	2020 YTD LAST YEAR
TransLink Customer Survey – Bus service overall ²	8.0	8.0	8.4	8.0
Scheduled Service Delivered	97%	97%	n/a	96.2%
Customer complaints per million boarded passengers	100	100	n/a	91
Validated HandyDART complaints per 1000 trips Requests	0.5	0.5	0.6	0.7
On-time Performance				
Bus Regularity – frequent service	81.0%	81.0%	n/a	80.1%
Bus Punctuality – infrequent service	81.0%	81.0%	n/a	83.4%
On-time Performance - HandyDART	90.0%	90.0%	97.0%	89.6%
Preventable collisions per million Km ³	10.3	10.3	7.1	10.2
Operator assaults (CUTA 1-4) per million boarded passengers ^{4**}	0.4	0.4	0.7	0.4
Employee lost time accepted claims per 200,000 hours worked ^{**}	7.7	7.7	8.1	9.1
Pedestrian incidents per million service hours *	11.0	11.0	7.0	15.6
Cyclists incidents per million service hours **	4.6	4.6	0.8	1.6
Injury claims – Passengers per million boarded passengers **	4.3	4.3	5.0	3.8
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km	1335	1335	n/a	1271 ⁴
CMBC operating cost per service hour ^{6**}	\$125.53	124.84	122.76	124.70
Access Transit operating cost per trip	\$42.22	42.22	86.51	46.29
METRICS				
Access Transit trips provided (thousands)				
HandyDART	1,259	310	133	254
Supplemental taxi service	152	37	3	36
Total Trips ⁷	1,411	347	136	290

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus) and exclude contracted conventional transit and contracted Community Shuttle.

² The TransLink Customer Satisfaction Survey is conducted every quarter. The YTD Actual represents the average results for Q1.

³ This data is subject to change due to the timing of adjudications.

⁴ CMBC recorded 20 Transit Operator assaults during the first three months of 2021. This is lower in terms of number of incidents compared to the same period last year (21). The performance of this metric is impacted by the significant drop in ridership due to the COVID-19 pandemic which drives up the ratio. Boarded passenger data is preliminary and subject to change.

⁵ Rolling 12 months as of May 2020.

⁶ Excludes TransLink allocated costs. Metric is normalized by service hours which includes estimates for January to March and is subject to change.

⁷ Total Access Transit trips provided in the first quarter of 2021 were lower compared to the same period in 2020 and when compared to budget. The COVID-19 pandemic is continuing to significantly impact service delivery in 2021.



METRO VANCOUVER TRANSIT POLICE REPORT FOR JUNE 2021 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **Transit Police Community Outreach and Support to Vulnerable People**

Enhancing confidence in use of the transit system is one of Transit Police's strategic plan goals, which is advanced (in part) through the work of the Transit Police – Community Engagement Team ("CET"). CET is composed of six Neighbourhood Police Officers ("NPOs"), an Indigenous Liaison Officer, a Mental Health Client Services Officer, and a managing Sergeant. One NPO also acts a Homelessness Outreach Liaison Officer. CET provides outreach, engagement opportunities and safety education to customers, transit staff and community partners, and has a special focus on



outreach and crisis intervention/response to vulnerable persons (i.e., mentally ill, at-risk youth,



women, seniors, high-risk missing persons, and disabled persons). Other Transit Police operational members assist CET in this work. Other than 2020 (impacted by the pandemic), each year the Transit Police is involved in a few hundred community outreach events and initiatives. Some examples of CET work follows.

Violence in the Workplace – Reducing violence against transit staff is an operational priority of the Transit Police. NPOs provide 'violence in the workplace' and de-escalation training sessions to all new bus operators and station attendants, and outline services available from Transit Police (and associated protocols). Assaults against bus operators and other transit staff are investigated by Transit Police (or by assisting other police partners) and safety plans and victim support is provided to those transit staff when needed. Court case monitoring is also done, including compliance with conditions. In some cases, the Mental Health Client Services Officer may work with both a rider and the impacted transit staff person to improve safety for all, and reduce potential for continued disorder or a more serious offence being committed.

Indigenous Liaison Officer – In summer 2020, the Transit Police appointed Cst. Kirk Rattray (Tahltan First Nation heritage) as its first Indigenous Liaison Officer ("ILO"), which will help Transit Police strengthen its support and relationships with Indigenous People. The ILO has many functions, such as community outreach and support for Indigenous Peoples, training of Transit Police staff and the Police Board, providing educational presentations in the community, coordinating the new Blue Eagle Cadets Program, providing guidance in investigative files, and working with Indigenous victims and suspects. Recently, Cst. Rattray

presented on the impact of colonization upon Indigenous People and truth and reconciliation understanding to a large training conference for victim services workers from Metro Vancouver and elsewhere in BC. In January 2021, he and Sgt. Simpkin (from Vuntut Gwitchen First Nation) delivered a training session to the Transit Police Board on this same important issue.

Blue Eagle Cadet Program – Notwithstanding the pandemic situation, in 2020, the Transit Police continued its work to launch of the Blue Eagle Community Youth Cadet Program (with external funding); a developmental program for youth aged 12-15. Transit Police developed this program in partnership with the Vancouver Aboriginal Community Policing Center and the Vancouver Police (Diversity, Inclusion and Indigenous Relations Section). This weekly program commenced in 2021 and serves to empower Indigenous youth by:

- Offering culturally connected mentorship;
- Building of leadership skills;
- Supporting and empowering youth as they discover their potential and explore career options (including policing);
- Increasing mental and physical health;
- Learning about Indigenous culture; and
- Helping the community.



One of the aims is to build a different relationship between Indigenous youth and law enforcement; however, even more important is connecting Indigenous youth with their culture. Many urban Indigenous youth may not have any connection to their home community and lands, thus putting them at greater risk of suffering the harmful effects of trauma.

Waterfront Community Policing Center – The Transit Police – Waterfront Community Policing Centre (“CPC”) opened in February 2021 and it has over 48 volunteers. Under the coordination



of a NPO, CPC volunteers work in partnership with Transit Police Officers, Vancouver Police Officers, BC Rapid Transit Company and Coast Mountain Bus Company frontline staff, and community partners to help ensure safety in and around Waterfront Station and the surrounding neighbourhood. Pending lifting of COVID restrictions, the volunteers currently focus on assisting the public through proactive patrols, information sharing and joint projects with policing and community partners.

Homelessness Outreach Officer – Helping vulnerable people in crisis is a Transit Police priority and part of Transit Police’s community policing approach. In 2021, Transit Police assigned a NPO as its Homelessness Outreach Liaison (in addition to his Neighbourhood Policing Officer role). Cst. Shipley works in coordination with other Transit Police Officers and community/transit partners to help homeless people remain safe while they are on transit or when needing to vacate transit property. As stated by Cst. Shipley – *“... I want my actions to show that just because someone may be afflicted by homelessness, drug addiction, mental health challenges, or be vulnerable in another way, Transit Police officers are here to help, not judge.”*

Metro Vancouver Transit Police
 Published by Linda Tobias • May 6 at 2:48 PM •
 Meet Transit Police Homeless Outreach Officer, Constable Bruce Shipley. He ensures that people who are homeless remain safe while they're on transit. "Nobody should ever feel that they have been discarded by society. Everyone deserves to live with dignity, and it's rewarding when I'm able to play a role in that."
 Read more about Cst. Shipley's role: <https://transitpolice.ca/constable-bruce-shipley-ensures-/>



Cst. Shipley has gathered essentials such as socks, blankets and food through donations from community partners and Transit Police colleagues. He ensures that patrol officers have these essential resources in their police vehicles so they can distribute them to people in need and begin building rapport.



Cst. Shipley uses a variety of community connections to give opportunity to homeless persons to link up with social services, community or healthcare resources, working to contribute to their health and safety.



Chief’s Community Council – The Transit Police has an ongoing community consultative group. It is composed of 14 citizens that meet five times a year. There is a broad range of vulnerable sectors represented on the Council, such as the St’at’imc First Nation, Disability Alliance of BC, MOSAIC, Pathways Clubhouse, Greater Vancouver Association of Deaf, Tri-cities Seniors Planning Network, Alzheimer Society of BC and Surrey Youth Outreach Services. (See Transit Police website for complete list.)

Safety Tips and Anti-Asian Hate Crime Initiative – To engage and inform riders who may not speak English, Transit Police has been translating its safety tip brochure into different languages (i.e., Punjabi, Simplified Chinese and Traditional Chinese). A Korean version is also underway. NPOs and CPC volunteers are busy distributing the brochures, including at ‘anti-Asian hate crime’ pop-up events at stations/loops and in presentations to community groups and educational institutions. (Electronic posting will also occur.) Two pop-up events recently took place at Stadium Station and Richmond Brighthouse.

The brochures will also be useful when providing safety reassurance and info sessions to newcomers and foreign students on riding the transit system, with collaborative work happening now for the fall school return.

社区警务工作

大温公共交通警察 (Metro Vancouver Transit Police) 为社区警务的工作内容, 确保我们的乘客安全。我们提供广泛的警务服务, 包括: 提供警务服务, 提供警务培训, 提供警务支持, 以及警务培训, 以及警务支持。

大温公共交通警察

大温公共交通警察是加拿大第一支公共交通警察。我们提供广泛的警务服务, 包括: 提供警务服务, 提供警务培训, 提供警务支持, 以及警务培训, 以及警务支持。

公共交通安全

看到可疑情况? 请举报。

我们的四大优先任务

- 减少性罪行**
大温公共交通警察致力于通过提高意识和提供培训, 建立更安全的公共交通系统, 以及警务培训, 防止性罪行。
- 减少一线工作场所的骚扰事件**
大温公共交通警察 培训所有大温公共交通一线员工, 提供培训, 为乘客和工作人员提供保护和建立情况升级方面的培训, 以及帮助乘客等。
- 帮助身陷危机的脆弱人士**
向我们的乘客提供精神健康服务, 以及与警方精神健康联络员 (Police Mental Health Liaison Officers) 和社工团队合作, 确保公共交通警察能更好地帮助脆弱的人士, 提供培训和帮助。
- 建立系统韧性**
大温公共交通警察与合作伙伴在以下各方面合作: 应急响应, 风险评估, 商业连续性, 和主动应急响应计划 (包括: 演练, 灾难恢复计划, 以及应急响应)。

谨慎地 联系我们 发短信至 87-77-77



NETO VANCOUVER TRANSIT POLICE

www.transitpolice.ca

执行警务, 确保城市公共交通安全

规划您的乘车线路

保持警觉

告知我们





安全可靠的公共交通系统

根据《警察法》(Police Act), 大温公共交通警察具有法定的警务权力。这意味着, 他们在履行职责时, 拥有与警察相同的权力, 与警务人员并无区别。您的安全是我们首要任务。

每个人都要享受安全的公共交通系统, 我们的警务致力于确保在您的旅程中, 公共交通工具上每名乘客都能享受安全的, 并且感到安心。一个每天运送超过一百万名乘客的公共交通系统, 依赖于了解情况和注意安全的乘客。若您有任何疑问, 请举报!

对周围的环境和身边的人有所警觉

- 使用手机时, 可考虑只将手机放在一个耳朵上, 以便能注意到身边正在发生什么状况。
- 将手机和电子设备和个人物品都妥善存放, 不用时不要让人看见及放入不锁屏的手机。
- 在车门附近坐着或站立时, 要特别提高警惕。
- 在行年期间, 将较大的物品放在地板上, 要用双脚将物品固定好, 以防掉落。

多种方法联络公共交通运输警察和举报罪案

如果您没有手机可用, 或不方便发短信的时候, 可使用任何一个车站的公共电话, 要求转接到大温公共交通警察。

如有紧急情况, 务必致电 911
如有非紧急情况的问题, 可致电大温公共交通警察: 604-515-8300 或发短信给我们: 87-77-77

何时应联络大温公共交通运输警察:

- 目睹了任何犯罪行为, 或观察到可疑行为; 或者
- 公共交通工具上出现问题, 使您感到不安; 或者
- 担心另一名乘客的安全; 或者
- 您有其他与公共交通安全有关的问题。

报警时要说什么:

涉事者的外貌描述, 发生了什么情况, 以及日期、时间和地点。可能的话, 请务必提供巴士路线号或乘客列车车厢号。您提供的每一个细节对调查工作都可能非常有帮助。

了解更多有关如何尽量提高您在公共交通工具上的安全, 请访问 www.transitpolice.ca

根据您的乘车路线, 请使用这些服务:

运输路线行程规划 (TransLink Trip Planner):
www.trippplanning.translink.ca

致电运输热线乘客查询专线 (TransLink Customer Information):
604-953-3333

想知道? 在晚上 9 点至早上 5 点前, 在大温公共交通工具上, 您可以在手机上, 或在两个巴士站之间下车, 以便他们步行到您最近的可到达的地点。了解更多, 请访问巴士站的标志。

● **Protecting Transit Riders and Staff**

Transit Police perform a variety of policing duties on and around the transit system. Transit Police Officers receive a broad range of mandatory and specialized training in order to respond to diverse calls for service, to protect vulnerable persons, and to prevent crime and public disorder. Some recent incident examples follow.

Safety and efficiency tools that benefit both the public and the Transit Police members, is the extensive deployment of video cameras throughout transit, and the live monitoring of "texting" reports. These two security features allow the public to safely report incidents as they are occurring, without having to make a physical phone call, and the high probability of identifying individuals, who have been captured on video.

From assault suspects who flee prior to police arrival, or the timely relay of information to responding members who are then able to apprehend a suspect still on scene, the Transit

Police and staff, are able to effectively identify and locate those individuals who may be engaged in criminal activity.

Our ability to respond to serious incidents is not limited to criminal activities, as a significant role for all police officers includes assisting the public who are in need of general assistance, or find themselves in a vulnerable situation. Dealing with individuals experiencing mental health concerns is a common instance and our members are engaged in de-escalation techniques and ensuring that the risk of harm is reduced.

Our members are also engaged with the ongoing issues surrounding gang related shootings and safety throughout the lower mainland. With several incidents occurring in crowded locations or near public transit, including YVR, our members have been pro-active in their patrols. An example of their diligence includes:

Regional Gang Situation – On May 18, 2021, Transit Police’s Crime Suppression Team was conducting enforcement in the parking lot of Metropolis - Metrotown in Burnaby. A male was openly smoking Marijuana in a location contrary to the Cannabis Control and Licensing Act (CCLA), which caused Transit Police to begin issuing a Violation Ticket for the offence. While speaking with the Officers, the male suddenly took off running and was able to get in the driver’s seat of a nearby parked car. There was a brief struggle with Officers as he attempted to start the car. Officers were eventually able to remove the male from the vehicle, but the struggle continued. While trying to gain control of the male, the Officers saw him remove a handgun from his waistband and discard it under a parked car. The firearm was a loaded, semi-automatic handgun. Transit Police arrested the male. He was remanded in custody and charged with one count of Obstruction and multiple firearms offences. The suspect is well known to police and has alleged gang affiliation.



Bringing an end to gang violence is an ongoing concerted effort by all Lower Mainland municipal and RCMP police agencies, including the Transit Police. Transit Police is active on a number of integrated specialty units in the region and there is an intelligence-led enforcement effort underway. This includes enhanced overt and

covert operations, proactive enforcement targeting those who pose the highest risk to public safety, increased focus on personally interacting with those involved in gangs, and ensuring that those who engage in or assist gang-related violence are held accountable. This collaborative work helps keep both the transit system and the public safe.

TransLink Strategic Priority: State of Good Repair

- **Transit Police - Explosive Detection Dog Unit**

At 2020 year-end, the Transit Police's Explosive Detection Dog Unit had seven operational Explosive Detection Dog Teams. Two more dogs are training for deployment by September 2021. As one team retires in 2021, this will bring the Unit to eight dog teams.



The teams conduct daily patrols, security sweeps (i.e., SkyTrain and the West Coast Express) and respond to incidents. This helps ensure transit infrastructure and ridership protection and system resiliency. The quicker issues are resolved, it lessens the impact on transit service delivery. This work also assists jurisdictional police with overall regional safety and Transit Police is ready to provide mutual aid assistance). There is ongoing education to transit employees on capabilities of police dogs and requesting of teams.

The dog teams do regular internal training as well as periodic external training with other Canadian and USA agencies. The dog teams must complete certification standards annually. To increase prevention and response capacity, the Transit Police Dog Teams are now cross-trained in 'vapour scent' detection, firearms and ammunition. A recent example of a static item incident follows.

Suspicious Item Under Guideway – On May 18, 2021, Transit Police Officers were flagged down by citizens, who reported that there was a pressure cooker under a SkyTrain guideway in Surrey. The cooker was sitting against one a guideway pillar adjacent to Gateway Station. The Transit Police Dog Service was notified immediately to attend to check for explosives. SkyTrain was notified and a decision made to stop all trains from travelling into that station as well as to close the station. Cst. Shillito and Police Dog Scout attended quickly and Scout was deployed to the cooker. As the dog did not indicate for explosives, Transit Police were able to open the cooker – it was empty. Transit Police Officers dealt with the entire incident efficiently and a bus bridge was not required. SkyTrain returned to regular service shortly after the cooker was opened.

- **Overdose Crisis**

Transit Police is a part of the provincial initiative to respond to the opioid overdose crisis. Members are trained in First Aid and administering of Naloxone. From 2017 to 2020, Transit Police Officers have administered Naloxone in 92 events to resuscitate overdose victims. This

response tool also contributes to transit system resiliency. Significantly in 2020, there were 32 events where Transit Police administered Naloxone – a 60% increase from the annual average. The pandemic situation may have attributed to the overdose crisis.

- **Performance Measurement Culture**

Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools. A snapshot of key statistics for 2020 as compared to 2019 follows:

Transit Crime and Safety Statistics	2020 Q1	2021 Q1
Crimes Against Persons/100,000 Boarded Passengers <i>(primary and assists)</i>	.387	.746
Crimes Against Property/100,000 Boarded Passengers <i>(primary and assists)</i>	.434	1.043
Other Criminal Code Violations/100,000 Boarded Passengers¹ <i>(primary and assists)</i>	.273	.497
Provincial Violation Tickets (“VTs”)	3010	1471
Arrests - Warrants Executed (All)	256	326
Arrests - New Charges²	182	139
Total S. 28 Mental Health Act Apprehension Files	35	46
Sexual Offences <i>(primary and assists)</i>	30	21
SCBCTA Fare Bylaw Infractions	3697	<i>Not yet available</i>

As a result of the pandemic, the number of transit Boarded Passengers dropped by 54% (95,163,292 in 2020 Q1; 43,834,111 in 2021 Q1). However, when comparing the number of total Transit Police files in 2020 Q1 to 2021 Q1, there was only a 21% decrease (6,903 in 2020 Q1; 5,435 in 2021 Q1), which is attributed largely to fewer Violation Ticket files.

Notwithstanding the drastic impact of the pandemic on ridership level, criminal activity continued on, or near the transit system. This is shown in both the 2021 Q1 rate of Crimes Against Persons per 100,000 Boarded Passengers and Crimes Against Property per 100,000 Boarded Passengers. These are significant rate increases and an anomaly to historical trending prior to 2020.

The actual number of Crimes Against Persons in 2021 Q1 was 327, as compared to 368 for 2020 Q1; this is only an 11% decrease. The actual number of Crimes Against Property in 2021 Q1 was 457, as compared to 413 for 2020 Q1; this is an 11% increase.

¹ Other Criminal Code Violations: Includes such offences as weapons, disturbing the peace, child pornography, obstruct peace officer, possess break and enter instruments, intimidation and threats, breach/bail violations, indecent acts/exposing, and counterfeiting.

² Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

The number of sexual offence files (primary and assists) for 2021 Q1 was 30% lower than for the same period in 2020. This may be attributed, in part, to the lower ridership during the pandemic and greater visibility for a person if they were to attempt to commit a sexual offence.

Criminal Warrant Arrests

Reducing crime and disorder on transit and the surrounding community is a Strategic Objective of the Transit Police Strategic Plan. In 2021 Q1, Transit Police Officers made 326 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere. The number of warrant arrests for the 2021 Q1 was 27% higher than for the same period in 2020; however, this increase is offset by a 24% decrease in the number of new charge arrests by Transit Police.

Many warrant arrests arise from on-view work of Transit Police Officers in their Community Service Areas (assigned patrol area), calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates). However, Transit Police Officers also familiarize themselves with offenders and criminals of concern or offenders wanted through law enforcement intelligence sharing, regional BOLFs (Be on the Look Out For), and the Transit Police Offender Management Program.

Misuse of Fare Gates and Provincial Violation Tickets (“VTs”)

Issuance of Violation Tickets (“VTs”) is associated to Transit Police Officers’ active observations and enforcement of the provincial offences, including the misuse of fare gates³, which was new legislation in 2017. In comparing 2021 Q1 to 2020 Q1, there was a 51% decrease in the number of VTs. This decrease is reflective of the lower ridership and it may be partly attributed to an adjustment to Transit Police operational deployment models and policing practices during the pandemic. Of critical importance to the safety of transit customers and staff, and public, is how the process of confirming an offender’s identity allows Transit Police to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. These warrant arrests contribute positively to the work of our Jurisdictional Police partners and their offender management and community safety and crime reduction efforts.



³ The amended *Greater Vancouver Transit Conduct and Safety Regulation* came into effect March 2017. A person who commits an offence under the *Regulation* can be issued a violation ticket in the amount of \$173. The new offences are intended to focus on “disorderly behavior”, instead of the loss of fare revenue. Neither the Transit Police 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.

TO: Board of Directors

FROM: Geoff Cross, VP, Transportation Planning and Policy

DATE: May 19, 2021

SUBJECT: Ridership Recovery Update Report

EXECUTIVE SUMMARY

TransLink has been providing safe and reliable transit service for essential travel during the pandemic. Ridership recovery has been stable since fall 2020 and is expected to grow as the pandemic wanes. We are updating our current ridership forecast range in advance of developing the 2022 Budget. High quality service has been key to ridership recovery and will continue to be for rebuilding.

PURPOSE

This report will provide an update on ridership recovery trends to-date including some benchmarking with other metropolitan regions, a discussion on factors that drive ridership recovery, as well as a high-level overview of how the transit system is performing at the new ridership level. This report is for information purposes only.

BACKGROUND

COVID-19 has resulted in much lower transit ridership in Metro Vancouver, as is the case in other parts of the world. Prior to the pandemic, the region had been a leader in transit use and ridership growth in the continent. To-date and into the future, many regional land-use and transportation objectives are built on the region's strong transit culture.

DISCUSSION

A slow but steady climb from the ridership freefall of March 2020

In mid-March 2020, TransLink's system ridership began its precipitous drop from 1.4 million boardings a day to around 240,000 boardings, or about 17% of 2019 ridership within the month. From this low point, monthly ridership grew steadily over last summer and has been holding steady at around 40% of 2019 ridership since Fall 2020, despite BC's second wave in the winter and the current third wave and associated social and economic restrictions of provincial health orders. TransLink maintained its pre-COVID service levels to provide reliable transit for essential transit trips as part of the federal – provincial Safe Restart Agreement.

Since the ridership drop was on the heel of record high levels, considerable ridership remains

Prior to the pandemic, TransLink was in the midst of several continuous years of record-breaking growth with a 20% increase in transit ridership over the four-year period from 2016 to 2019. One in five commute trips in Metro Vancouver was being made by transit.

TransLink had over 218 million annual boardings in 2020, retaining nearly half of its all-time high 2019 ridership. Among the ten Canadian and US metropolitan regions with the highest annual boardings, TransLink had the 2nd highest ridership retention rate (48%) and remained 6th place overall in ridership. This is a notable achievement, considering Metro Vancouver's population is significantly smaller than these peer regions (ranked 24th) which means per capita annual boardings are very high (4th in 2020). To put this in perspective, TransLink's lower pandemic ridership is still higher than metro Portland's pre-pandemic boardings and only marginally behind Seattle's.

As the pandemic wanes and the economy reopens, ridership is expected to follow

COVID-19 cases, and now vaccination levels, are key determinants of ridership recovery. Many regions have experienced spikes and rebounds in ridership correlated with waves of high COVID-19 cases and restricted economic activity. In regions where cases are dropping and vaccination rates are high, economies are reopening with fewer social distancing restrictions. Transit ridership is growing in these areas. For example, London, UK has one of the highest vaccination rates and declining cases, with recent ridership reaching a new high of just over 50% of pre-pandemic ridership, even after a third wave in early 2021. In Auckland, New Zealand, ridership has rebounded to about 75% after social distancing measures were lifted. In Vienna, ridership reached 80% of Pre-COVID after the end of both the 1st and 2nd waves of the pandemic. Ridership in Oslo also reached 80% following the end of the 1st wave. It is worth noting that both Vienna and Oslo had significantly higher pre-COVID transit mode shares than Metro Vancouver.

TransLink should be ready for a steady rebuilding of its ridership as Metro Vancouver progresses toward community immunity in late 2021 and the region returns to more 'normal' conditions. Earlier forecasting work suggests that ridership recovery could reach between 70% to 90% pre-pandemic range by the time the economy and society fully reopen, but the extent will depend on a variety of external factors as discussed below.

Work is underway to proactively prepare for the uncertainties in ridership recovery

TransLink is updating its near-term forecasting, dubbed Pandemic Disaster and Recovery Scenarios (PANDARS), to incorporate recent changes in underlying factors driving travel demand. A stronger than expected economy and a return to on-campus post-secondary instruction in Fall 2021 are encouraging developments, signalling higher transit demand. Uncertainty remains however in several areas, including the level of apprehension about vaccination efficacy and COVID-19 variants. In addition, one of the biggest elements of uncertainty influencing travel demand is the level of telecommuting that would continue to be present post-pandemic. This will impact both how much transit use and driving there will be. A future with significant telecommuting will translate into less significant ridership recovery but also less driving, which has the associated congestion and GHG impacts.

To keep as much as the recovered travel demand from switching from transit to auto trips, it is important that a convenient and competitive transit service continues to be available. TransLink will continue with its high, mid, low demand scenarios and modelling to estimate the likelihood of these outcomes. This work will support 2022 Budget development.

Our 2020 Transit Service Performance Report (TSPR) provides details on how transit service has supported ridership recovery

Throughout the pandemic, TransLink's transit service has supported safe and reliable essential travel through the implementation of extraordinary measures - mandatory masks, hand sanitary dispensaries,

bacteria-killing copper surfaces, increased disinfection and cleaning, protective operator barriers, and restricted seating on vehicles to facilitate social distancing. Because social distancing measures have reduced available capacity in buses and trains, service has been added where needed to reduce pass ups and crowding at the busiest times of the day.

The forthcoming TSPR provides a snapshot of trends from early fall 2020 - the most stable period of ridership during the pandemic last year. The TSPR includes the following findings:

- *Transit remained an important part of our regional transportation system:* During early fall 2020, TransLink continued to serve 620,000 boardings every weekday made by people across the region.
- *Many aspects of transit network travel patterns remained stable:* With few exceptions, the busiest bus routes in 2019 are still the busiest routes in 2020. Specifically, eight of the top 10 busiest bus routes in 2019 were still among the top 10 routes by boardings in 2020.
- *Changes in ridership patterns that did occur demonstrate the importance of transit for people making essential trips* - while bus ridership recovered more strongly in some parts of the region than in others, ridership on routes that serve essential workers remained strong in 2020.
- *We prioritized service on bus routes when and where customers most needed it:* Although transit ridership decreased across the entire region, we increased service on some bus routes in 2020 to ensure there was enough vehicle capacity for customers.

The 2020 TSPR is attached to this report. It was released publicly at the Mayors' Council meeting on May 27th.

CONCLUSION

TransLink's ridership has been both resilient and stable since Fall 2020. The service quality fundamentals that underlie the ridership growth in the region pre-pandemic continue to support safe and reliable mobility through the pandemic and the recovery from it. Experience from around the globe indicates that transit ridership grows when the pandemic begins to wane, and more typical activities return. The ebb and flow associated with COVID-19 is still unfolding in this region, which means that some uncertainty remains in the near-term transit ridership trend. Latest forecasting suggests a more optimistic view, anticipating a steady rebuilding of ridership as the pandemic draws to a close.

Our experience thus far in the pandemic suggests that providing safe, reliable and convenient transit service has allowed core ridership to remain in the system and signaled to the public that good service is available when people are ready to return to transit. This approach has laid the groundwork for the post-pandemic rebuilding phase, as ridership is likely to recover faster and farther if supported by high quality transit options. The cities which are unable to reverse transit service cuts made during the pandemic may see long-term negative impacts to their transit use. The importance of maintaining convenient and competitive transit service is further supported by preliminary results from TransLink's latest round of ridership recovery market research which reveal that fast and frequent service, on-time reliability and safety/cleanliness are the top three factors that residents would consider in their decision to return to transit post pandemic.

ATTACHMENTS

Attachment 1 – 2020 Transit Service Performance Report



2020 Transit Service Performance Review

COVID-19 SNAPSHOT



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A Message from TransLink

Transit is key to ensuring essential travel and supporting B.C.'s recovery from COVID-19.

Throughout the pandemic, TransLink provided a critical service to hundreds of thousands of customers across Metro Vancouver who continued to rely on us.

Public transportation helped ensure that people had access to medical services, food, supplies, and other essential needs. In addition, many frontline workers relied on TransLink to get to and from their jobs, including grocery store clerks, construction workers, childcare providers, and healthcare workers.

Transit service levels were maintained during the pandemic as a result of funding relief from the Federal and Provincial Governments.

Emergency relief funding from senior levels of government enabled us to continue providing safe and reliable transit services for the people of Metro Vancouver. This funding, which extends until the end of 2021, helped avoid any major service reductions due to the financial pressures of the COVID-19 pandemic. Keeping service fast and frequent provided reliable service for essential workers and customers engaging in essential travel.

In 2020, transit played a critical role in supporting Metro Vancouver's economy amidst unprecedented challenges and uncertainty. Moving forward, TransLink will continue to deliver for our region, rebuild our ridership, and help drive our recovery from COVID-19.

A handwritten signature in white ink, appearing to read "Gigi Chen-Kuo", with a long horizontal flourish extending to the right.

Gigi Chen-Kuo
Interim Chief Executive Officer
TransLink

About this report

TransLink manages Metro Vancouver’s integrated regional transit network. Our annual Transit Service Performance Review (TSPR) is one of the ways we regularly evaluate the network. We use information included in this report to inform network adjustments that ensure our transit services best meet customers’ needs.

This report also provides key information about how customers used the transit network in 2020. This information informed how we adjusted service throughout the year to respond to COVID-related changes in customer transit-use patterns.

Although we maintained service at near-normal levels through most of 2020, the pandemic had a significant impact on our operations. During this time, our focus was on keeping our customers and employees safe, and providing service where it was needed most.

In order to ensure that our service responded to customers’ changing needs throughout the year, we used a number of metrics and sources typically included in the TSPR, along with customer feedback. This year’s TSPR, however, focuses on the most significant trends we observed on the transit network, particularly those that we expect will be most informative for service planning in 2021 and beyond as our region recovers from the pandemic.

Ridership fluctuations and data limitations constrain averaged data for 2020.

Ridership in 2020 fluctuated greatly in response to rapidly evolving pandemic conditions – after the provincial state of emergency was declared on March 18, 2020, there was no 'average day' in 2020. For this reason, ridership data averaged over 2020 was not used to inform pandemic service planning and does not offer meaningful insights for future service planning. As a result, we will not be updating our online TSPR datasets (for example, the Bus and SeaBus Summaries dashboards) and mapping tool, nor providing appendices. This year, our online data platforms will remain populated with pre-pandemic (2019 and earlier) data. Some limited route-level data for 2020 will be available on our website.

In addition, while annual ridership figures provide meaningful insights, this report will be focusing on the most stable ridership period of 2020. This period provides the most relevant data because it indicates how customers are likely to use the transit network as the region recovers from COVID-19.

For 2020, this report provides a snapshot of transit ridership trends from the most stable eight weeks of ridership in 2020 during the pandemic.

Between September and November 2020¹, ridership was most consistent and reached its highest levels since pre-COVID. We expect that trends from this period are most indicative of how customers will use the system as Metro Vancouver's economy continues to reopen. We will rely on this information, customer feedback, and additional ridership data as it becomes available through 2021 and as we continue to adjust service to meet customer needs.

We compared ridership between September and November 2020 to ridership during the same time period in 2019.

To determine how ridership trends at the regional, sub-regional, modal, and route level measured up to pre-pandemic trends, this report compares early fall 2020 ridership data to that from the same time period in 2019².

Ridership throughout most other periods in 2020 was volatile and does not provide sufficiently stable or consistent data to inform future planning.

Ridership recovery is expressed as a percentage of 2019 ridership volumes.

Throughout this report, ridership recovery is expressed as a percentage of 2019 ridership volumes for the same period. For example, system-wide ridership for the period of September to November 2020 was 41% of ridership volumes during the same period in 2019.



¹ Exact date range of the study period is September 14 to November 8, 2020, inclusive.

² Exact date range of the 2019 comparison period is September 16 to November 10, 2019, inclusive.

Executive Summary

Transit remains an important part of our regional transportation system. During early fall 2020, TransLink continued to serve 621,000 boardings (360,000 journeys) every weekday.

Transit is fundamental to the way people move around the Metro Vancouver region, and despite significant ridership reductions during the COVID-19 pandemic, the volume of boardings on our system was still greater than that of larger North American metro areas. In September 2020, we had nearly 17 million boardings system-wide, exceeding boardings³ during the same period in metropolitan regions⁴ such as Boston, MA, Washington, DC, and Chicago, IL. We also had more system-wide boardings than the metropolitan areas of Seattle, WA, and San Francisco, CA, *combined*. This illustrates that despite major decreases in transit ridership on transit systems across North America, ridership on our system remained relatively high compared to other metropolitan regions. Note, however, that these findings reflect a point-in-time snapshot, and other metro regions may have been in different stages of their pandemic recovery and under different public health restrictions.

Within Canada, our ridership recovery during the pandemic has been in line with other major Canadian metro regions. Overall, in Metro Vancouver, transit ridership in early fall 2020 recovered to 41% of early fall 2019 levels, compared to 41% in the Greater Toronto and Hamilton area (GTHA), 40% in Greater Montreal, and 51% in Calgary⁵.

Many aspects of transit network travel patterns remained stable.

While the world around us changed, many aspects of how our customers used the system prior to the pandemic remained stable in 2020. A few of these continuing trends were:

- Most of our bus ridership (85%) continued to be carried on routes that provide frequent service throughout the day and during peak periods, as was the case before the pandemic.
- Eight of the top 10 busiest bus routes in 2019 were still among the top 10 routes by boardings. Though there was some slight re-ordering within this top 10, the 99 B-Line (Commercial-Broadway Station/UBC) continued to have the highest number of boardings in 2020.
- The top bus routes by boardings in each sub-region remained mostly unchanged from 2019.
- HandyDART continued to provide critical access to health and medical services when customers were unable to use conventional service without assistance.

³ As reported by the US Federal Transit Administration National Transit Database.

⁴ Includes greater metropolitan region, or “urban area”, as defined by the US Census.

⁵ In this instance, Calgary represents one municipal transit agency which accounts for the vast majority of metropolitan Calgary’s boardings, while figures for the GTHA and Greater Montreal include multiple agencies within their respective metropolitan regions.

Changes in ridership patterns that *did* occur demonstrate the importance of transit for people making essential trips.

The pandemic also brought about new trends. Although ridership in September – November 2020 returned to 41% of pre-COVID levels system-wide, the distribution of that ridership across geography and time changed in a few notable ways:

- **Across the region, ridership on bus routes that serve essential workers remained strong in 2020.**

For example, routes that primarily serve industrial areas, such as routes 116, 175, 418, and 640 were at nearly 70% of 2019 ridership volumes.

- **Commuter services to Downtown Vancouver and routes that exclusively serve university/college campuses saw significantly lower ridership recovery.**
The West Coast Express, which primarily serves office commuters to Downtown Vancouver, recovered to only 17% of 2019 ridership volumes. Bus routes that exclusively serve campus-bound customers recovered to 20% of 2019 volumes.
- **Bus ridership recovered more strongly in some parts of the region than in others.**
In particular, the Southeast sub-region (comprised of Surrey, Langley, North Delta, and White Rock) saw the highest return of bus ridership, with volumes at 55% of 2019 levels – higher than the bus network average of 44%. Lower rates of working from home⁶ in the Southeast may have contributed to the higher relative use of transit by customers in the sub-region.

- **Weekday off-peak periods and weekends have had higher ridership recovery than weekday peaks.**

Ridership during the weekday midday returned to a greater extent than ridership during the morning and afternoon peaks, which were lower and flatter in 2020 than in 2019 as people significantly reduced travel during regular weekday rush hour periods. Similarly, the rate of ridership recovery on weekends was higher than that of weekdays overall: *weekend* ridership was at 46% of 2019 volumes, while *weekday* ridership was at 41%. This is indicative of the importance of this service for people with a variety of work schedules as well as for customers who rely on transit for non-work trips.

- **The times of day when customers use transit have changed.**

Late-night ridership (between 9:00 p.m. and 3:30 a.m.) declined significantly to 36% of 2019 volumes, but ridership data shows that there were still many customers relying on these services. Late-night transit provided a critical service for customers with fewer transportation options who travel to or from late-night or early morning shifts during these hours.

- **Ridership recovered variably across modes, but our bus network had the highest recovery.**

With ridership at 44% of 2019 volumes, the highest ridership retention and recovery was on the bus network. Our extensive bus network reaches the greatest number of communities across the region and provides connections within and across sub-regions. In addition, most routes run throughout the day and week, thereby serving a wide variety of trips.

⁶ BC Centre for Disease Control COVID SPEAK Survey (May 2020).

Ridership by mode, early fall 2020.

Transit Mode	 System-wide (All Modes)	 Bus	 Expo & Millennium Lines	 Canada Line	 SeaBus	 West Coast Express	 HandyDART
Ridership Recovery*	41%	44%	39%	32%	30%	17%	37%
Average Daily Boardings (Mon-Fri)	621,000	413,000	148,000	51,000	6,000	2,000	2,000
Average Daily Boardings (Sat)	468,000	300,000	118,000	43,000	6,000	–	1,000
Average Daily Boardings (Sun/Hol)	355,000	229,000	88,000	33,000	4,000	–	1,000

Note: Figures here represent data from early fall 2020.

*Early fall 2020 average weekday boardings as a percentage of early fall 2019.

We prioritized service on bus routes when and where customers most needed it.

As a result of emergency relief funding from the Federal and Provincial Governments, we were able to maintain near-normal overall service levels to facilitate physical distancing and ensure people have access to medical services, jobs, food, supplies, and other basic needs. Our ability to provide reliable service throughout the pandemic is crucial to BC's recovery, particularly as the economy gradually reopens and customers return to using transit more regularly.

We shifted bus service in a few different ways during the pandemic to reflect the most current public health guidance and ridership trends.

- **We significantly reduced transit vehicle capacity targets on all conventional and custom modes in response to public health guidance on physical distancing.**

For example, in late March 2020, bus passengers were limited to every other seat, or approximately one-third of regular capacity. In alignment with BC's Phase 2 Restart, in June 2020 we increased target capacity on buses to approximately two-thirds to continue to facilitate physical distancing on board.

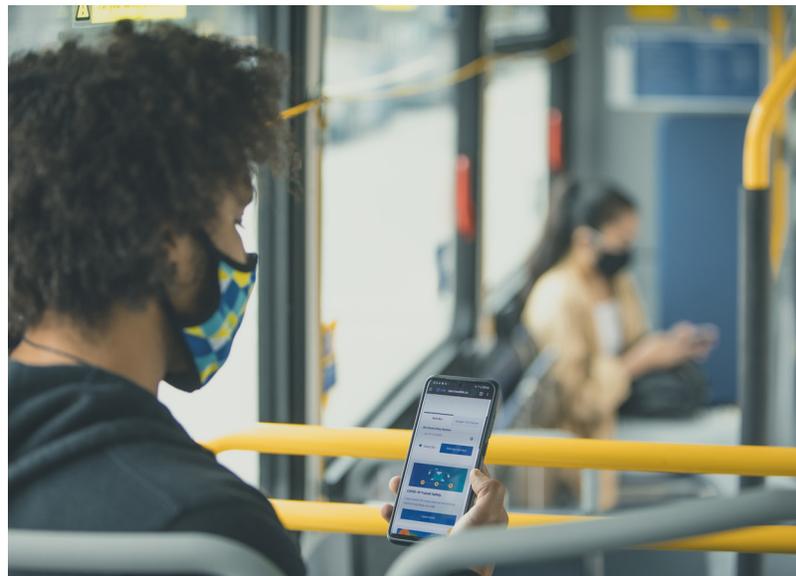
- **Although transit ridership decreased across the entire region, we added service to some bus routes in 2020 to ensure there was enough vehicle capacity for customers.**

Due to high levels of overcrowding on many of our routes *prior* to the pandemic, even with decreased ridership, passenger volumes continued to exceed the new, reduced vehicle capacity targets. Some routes also retained relatively high levels of ridership. For these reasons, we added service to prevent pass-ups and ensure customers could reach their destinations.

Eleven of the 24 routes that we increased in September 2020 were in the Southeast sub-region, including routes 310, 312, 319, 321, 322, 323, 324, 325, 364, 373, and 640. We also increased service on routes across the region at times of day when we saw high volumes of ridership. For example, in September 2020, we increased service on route 116 all day on weekends and on route 175 during weekday peak periods. These two routes provide service to industrial areas in Burnaby and Port Coquitlam.

- **To provide additional service where it was most needed, we reduced service on high-frequency bus routes and other modes with substantial decreases in ridership demand, particularly those serving Downtown Vancouver and university/college campuses.**

We reduced service primarily during weekday peak periods on routes and modes that were experiencing low ridership due to people working and attending classes remotely. To preserve convenience for customers who still needed to be on-site, we maintained service frequencies of 15 minutes or better on frequent routes. We also suspended five bus routes – 32, 44, 143, 258, and 480 – which served corridors where alternative routes with all-day, every day service continue to operate.



Introduction

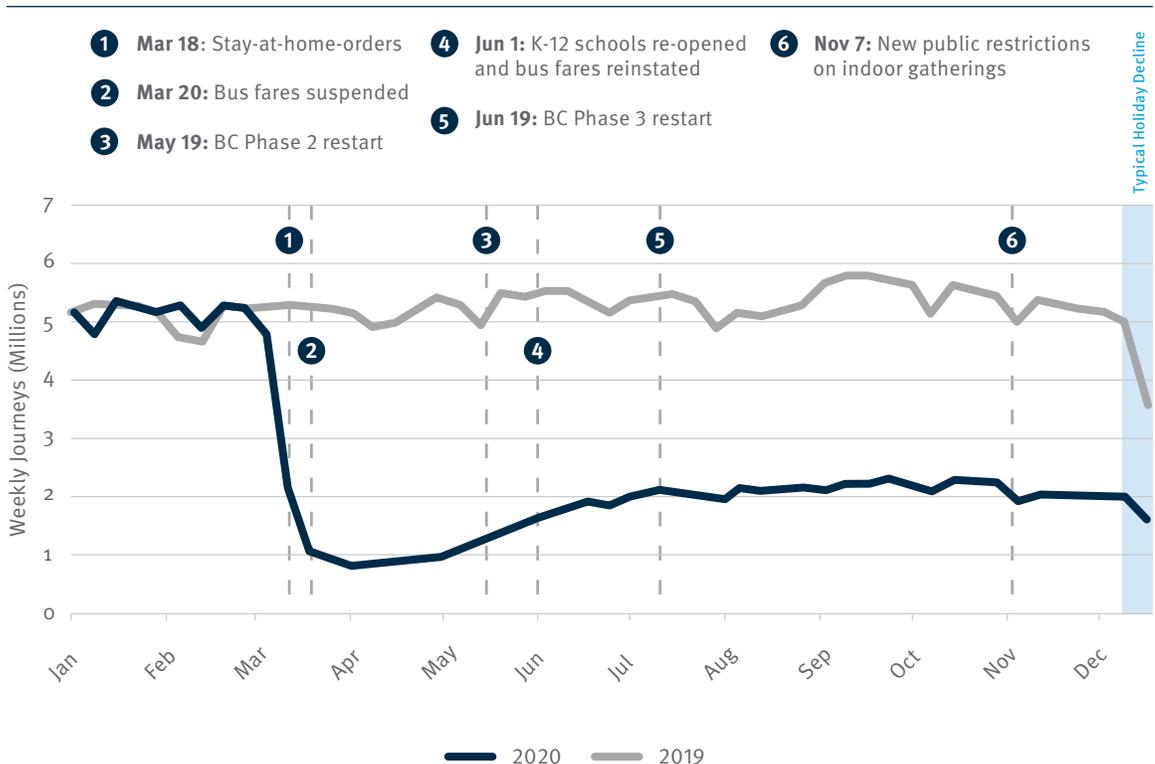
Before the pandemic, 2020 kicked off with strong ridership and new services.

TransLink began 2020 with momentum, experiencing strong ridership across all modes, building upon a record-breaking year in 2019. Early on, we celebrated the introduction of new flagship RapidBus services that would provide customers with faster, more reliable transit options. New routes such as the 31 River District/Metrotown Station and 222 Metrotown Station/Phibbs Exchange Express also marked the beginning of improvements funded through Phase Two of the Ten-Year Vision. Between January and the end of February, average daily weekday boardings were nearly 1.4 million.

Even at the lowest point of ridership, 75,000 people still relied on TransLink every weekday.

Early in the spring as the COVID-19 pandemic tightened its grip, we saw a dramatic decline in ridership across our system. In April 2020, system-wide transit journeys dropped by 83% from April 2019. Despite this significant drop, 75,000 people still relied on the system every weekday in early April, near the lowest point of ridership. Based on surveys, these customers were mainly essential workers traveling to and from work or people going to medical appointments and grocery stores to fulfill basic needs.

Figure 1: Weekly transit journeys in 2020 vs. 2019, system-wide (all transit modes).



Note: Journeys are measured as a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Decrease in November 2019 ridership was due to labour action; numbers were not adjusted to estimate what would have happened had labour action not occurred."

Table 1: 2020 Annual boardings.

Transit Mode	2020 Annual Boardings	1-Year Change* [2019 – 2020]
System-wide	218,800,000	-52%
Bus	140,090,000	-49%
SkyTrain		
Expo & Millenium Lines	54,550,000	-53%
Canada Line	20,330,000	-60%
SeaBus	2,330,000	-63%
West Coast Express	800,000	-69%
HandyDART	700,000	-55%

Note: Figures in Table 1 are based on annual data.

*1-Year Change figures are not the inverse of ridership recovery percentages provided in other sections of this report, which are based on data from early fall 2020. As noted above, 1-Year Change figures in Table 1 are based on annual data.

Following an unprecedented ridership decline in the spring, ridership began to recover over the summer.

As BC proceeded into Phase 3 of its Restart Plan, more customers started to return to the transit system. Eased restrictions, newly re-opened businesses, and warmer weather contributed to an increase in ridership. In late August, we implemented a mandatory mask policy to minimize the risk of COVID-19 transmission on transit and keep our customers and employees safe. As we moved from summer into fall, our ridership continued to gradually increase.

Recovery trends from September to November 2020 provide a snapshot of patterns we can anticipate in future recovery phases.

Ridership was most consistent and reached its highest levels since pre-COVID between

Overall, annual system-wide boardings were down 52% in 2020 when compared to 2019, as shown in Table 1. Although this report focuses on the September – November 2020 timeframe and our ridership recovery, Table 1 illustrates the overall change in annual boardings by mode for a year-over-year comparison. These numbers illustrate the impact of the COVID-19 pandemic and related health restrictions on transit ridership over the course of 2020.

September and November 2020. This timeframe began after Labour Day and concluded as the second wave of COVID-19 transmission and additional public health orders began to impact travel behaviour in the region. Trends from this period can provide useful insights into what future ridership trends might look like as the COVID-19 pandemic moves into our rear-view mirror.

Our four key findings – which will be elaborated on in the following sections – are:

- Transit remained an important part of Metro Vancouver’s transportation system and continued to serve 621,000 boardings (360,000 journeys) every weekday.
- Many aspects of transit network travel patterns remained stable.
- Changes in ridership patterns that did occur demonstrate the importance of transit for people making essential trips.
- We were able to redistribute service during the pandemic to ensure it was provided when and where customers most needed it.

While these key trends are mostly focused on bus due to the complexity of trends across the network and service adaptations in response to COVID-19, this report also includes highlights from other modes.



Our services are categorized by frequency and span (hours) of service. Routes that operate every 15 minutes or better most of the day, every day, are classified as All Day Frequent. Routes that operate every 15 minutes or better during weekday peak periods and with lower frequencies throughout the day are classified as Peak Frequent.

Summary of 2020 Trends

Transit remained an important part of our regional transportation system. During early fall 2020, TransLink continued to serve 621,000 boardings (360,000 journeys) every weekday.

While we were far from the record-breaking ridership volumes we saw in 2019, the volume of boardings on our system in early fall 2020 was still greater than that of larger North American metro areas.

In September 2020, we had nearly 17 million boardings system-wide, which exceeded boardings⁷ during the same period in the greater metropolitan regions⁸ of Boston, MA, Washington, DC, and Chicago, IL. In fact, we had more system-wide boardings than the metropolitan areas of Seattle and San Francisco *combined*. Notably, this volume of boardings during the pandemic is higher than metro Portland's *pre-pandemic* monthly boardings. This illustrates that despite major

decreases in transit ridership on transit systems across North America, ridership on our system remained relatively high compared to other metropolitan regions. Note, however, that these findings reflect a point-in-time snapshot, and other metro regions may have been in different stages of their pandemic recovery and under different public health restrictions.

Within Canada, our ridership during the pandemic was in line with other major Canadian metro regions. Overall, in Metro Vancouver, transit ridership in early fall 2020 recovered to 41% of early fall 2019 levels, compared to 41% in the Greater Toronto and Hamilton area (GTHA), 40% in Greater Montreal, and 51% in Calgary⁹.

Many aspects of transit network travel patterns remained stable.

Transit network usage remained remarkably similar to that of 2019 in many ways, albeit with smaller volumes. This section provides an overview of those trends.

Most of our bus ridership continued to be on routes that provide frequent service.

All Day Frequent and Peak Frequent routes comprise 40% (93 of 232) of our bus routes, yet between September and November 2020 they carried 85% of our bus ridership, consistent with

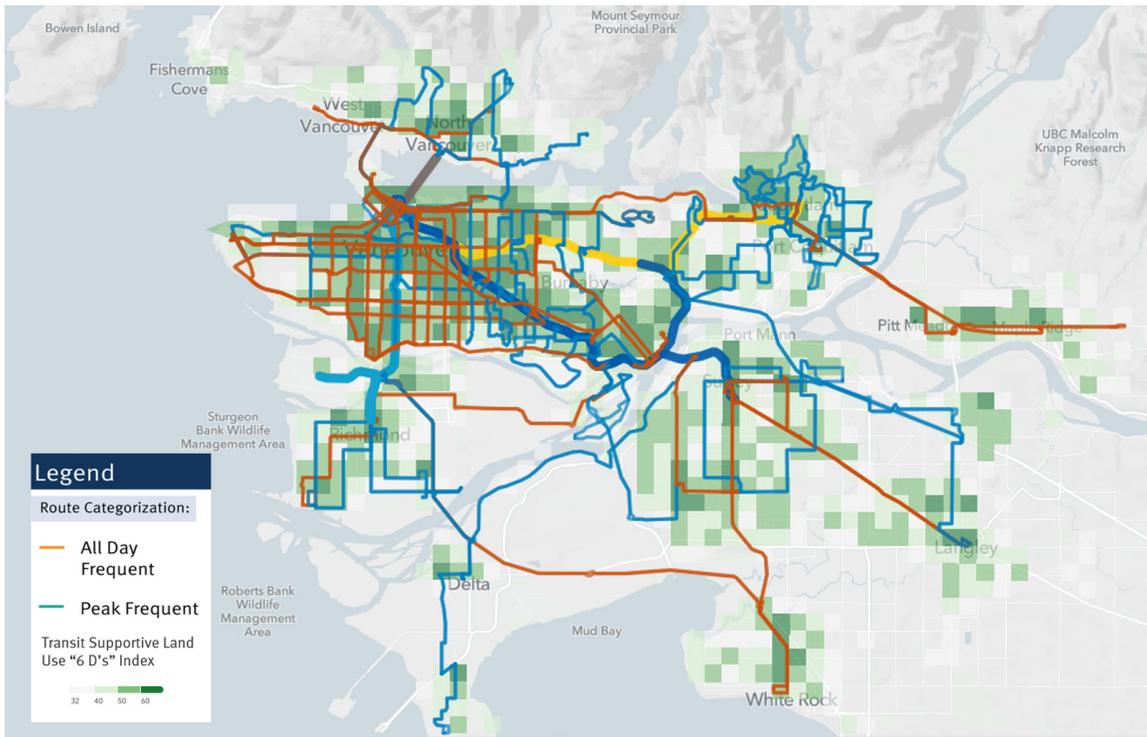
trends prior to the pandemic. The corridors these routes serve generally exhibit the key attributes that contribute to high levels of transit demand and productive transit service, such as a variety of destinations, a mix of residential, employment, and/or retail land uses, and population and job density. Such transit-supportive corridor characteristics have played a strong role in generating consistent ridership on these routes during the pandemic (refer to Figure 2).

⁷ As reported by the US Federal Transit Administration National Transit Database.

⁸ Includes greater metropolitan region, or “urban area”, as defined by the US Census.

⁹ In this instance, Calgary represents one municipal transit agency which accounts for the vast majority of metropolitan Calgary's boardings, while figures for the GTHA and Greater Montreal include multiple agencies within their respective metropolitan regions.

Figure 2: All Day Frequent and Peak Frequent routes and land uses, Fall 2020.



TRANSIT-SUPPORTIVE LAND USE AND DEMAND

The 6 Ds below describe land use and built environment elements that influence demand for transit.

DESTINATIONS

Proximity to destinations

DISTANCE

Well-connected street networks

DESIGN

Places for people

DENSITY

Concentrated, intense land use activities near frequent transit

DIVERSITY

Mix of uses

DEMAND MANAGEMENT

Discourage unnecessary driving

8 of the top 10 busiest bus routes by boardings in 2019 remained our busiest during 2020 and the pandemic.

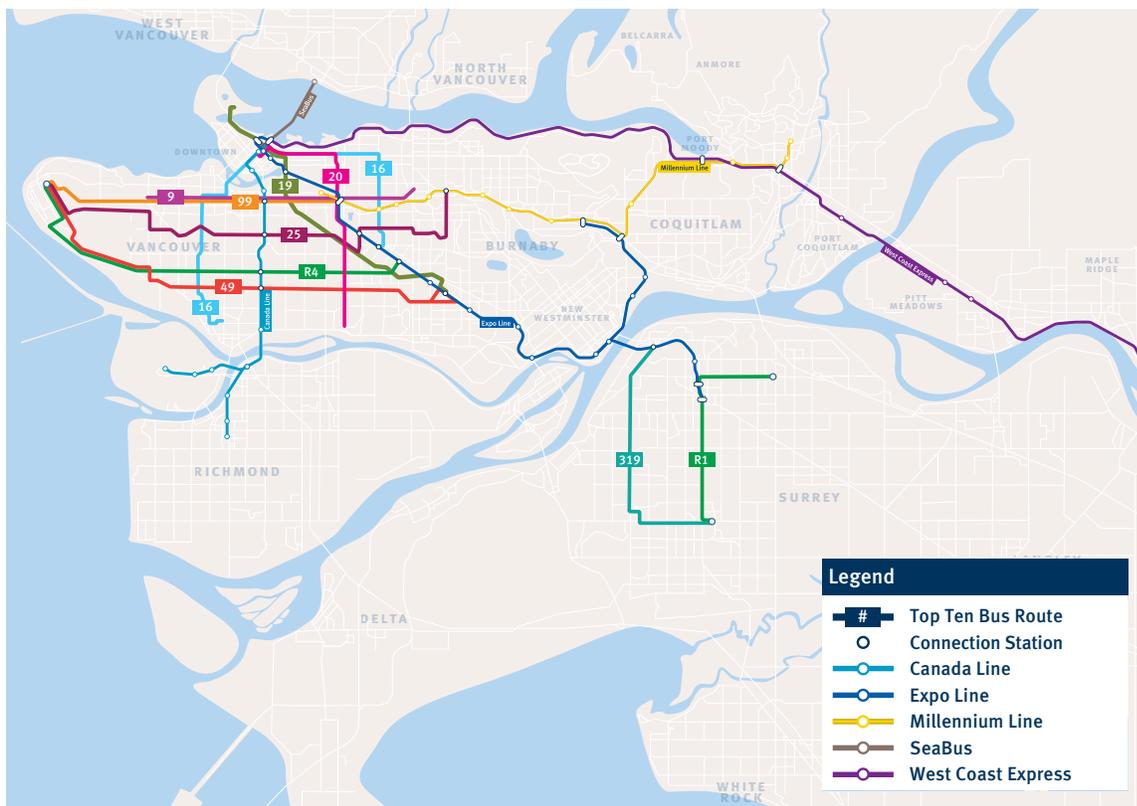
The 99 B-Line (Commercial-Broadway Station/ UBC) continued to have the highest number of boardings of all routes in the region. While there was some re-ordering within the top 10 (see Table 2), generally the routes that were busiest before the pandemic remained our busiest in 2020. Each serves many important destinations and trip purposes and generates all-day, everyday demand. While these routes might not have the highest recovery rates relative to their pre-COVID volumes, their high total ridership volumes in 2020 mean they have retained their significant role as major ridership drivers by serving high numbers of total customer boardings.

Table 2: Bus routes ranked by boardings – early fall 2019 vs. early fall 2020.

Rank	Early Fall 2019	Early Fall 2020
1	99 Commercial-Broadway/UBC (B-Line)	99 Commercial Broadway/UBC (B-Line)
2	49 Metrotown Stn/Dunbar Loop/UBC	R4 41st Ave* (▲2)
3	25 Brentwood Stn/UBC	49 Metrotown Stn/Dunbar Loop/UBC (▼1)
4	41 Joyce Stn/UBC	319 Scott Rd Stn/Newton Exch/Scottsdale (▲4)
5	20 Victoria/Downtown	20 Victoria/Downtown
6	9 Boundary/Commercial-Broadway/Granville/Alma/UBC	25 Brentwood Stn/UBC (▼3)
7	16 29th Avenue Stn/Arbutus	16 29th Avenue Stn/Arbutus
8	319 Scott Rd Stn/Newton Exch/Scottsdale	9 Boundary/Commercial-Broadway/Granville/Alma/UBC (▼2)
9	95 SFU/Burrard Stn (B-Line)*	R1 King George Blvd* (▲4)
10	3 Main/Downtown	19 Metrotown Stn/Stanley Park (▲1)

*In 2020, the R4 replaced the 43 and the western segment of the 41 out to UBC; the R1 replaced the 96 B-Line; the 95 B-Line was replaced by the R5.

Figure 3: Map of the top 10 bus routes ranked by boardings, early fall 2020.



The top bus routes by boardings in each sub-region remained mostly unchanged from 2019.

Burnaby/New Westminster

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	95 SFU/Burrard Stn (B-Line)	R5 Hastings St*
2	130 Capilano University/Metrotown	106 New Westminster Stn/Edmonds Stn
3	106 New Westminster Stn/Edmonds Stn	130 Metrotown/Pender/Kootenay
4	119 Edmonds Stn/Metrotown Stn	119 Edmonds Stn/Metrotown Stn
5	145 SFU/Production Way Stn	123 New Westminster Stn/Brentwood Stn

*The R5 Hastings St RapidBus replaced the 95 B-Line in January 2020.

The newly-upgraded R5 Hastings St RapidBus (formerly 95 B-Line) maintained its position as the route with the highest boardings in Burnaby/New Westminster.

In January 2020, the R5 Hastings St RapidBus replaced the 95 B-Line as an important, high-frequency east-west connector to many destinations along Hastings Street. For this

reason, higher relative ridership volumes were retained even as Downtown and campus-bound ridership dropped. Other routes in the Burnaby/New Westminster sub-region that serve customers to BCIT and SFU, such as the 130 and 145, fell in rank, given the rise in online learning and the reduction of on-campus activities in 2020.

Figure 4: Map of Metro Vancouver’s seven sub-regions for planning and reporting.



Maple Ridge/Pitt Meadows

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	701 Haney/Maple Ridge East/Coq Stn	701 Haney/Maple Ridge East/Coq Stn
2	791 Haney Pl/Braid Stn	R3 Lougheed Hwy*
3	745 Haney Pl/Cottonwood	791 Haney Pl/Braid Stn
4	746 Haney Pl/Albion	745 Haney Pl/Cottonwood
5	744 Haney Pl/Maple Mdws Stn/Meadowtown	744 Haney Pl/Maple Mdws Stn/Meadowtown

*The R3 Lougheed Highway RapidBus was a new route introduced in January 2020.

The 701 maintained its position as the route with the highest boardings in Maple Ridge/Pitt Meadows and the new R3 RapidBus generated new ridership demand.

The 701 continues to provide a key east-west connection between Maple Ridge and

Coquitlam. The route also provides important local service within Pitt Meadows and Maple Ridge and connects to many other routes. In addition, the new R3 Lougheed Highway RapidBus had the second-highest boardings in Maple Ridge/Pitt Meadows, generating new ridership demand in the sub-region in 2020.

North Shore (City and District of North Vancouver/West Vancouver/Lions Bay/Bowen Island)

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	240 Lynn Valley/Vancouver	240 Lynn Valley/Downtown*
2	239 Capilano University/Park Royal	250 Horseshoe Bay/Dundarave/Vancouver
3	250 Horseshoe Bay/Dundarave/Vancouver	R2 Marine Dr**
4	257 Horseshoe Bay/Vancouver Express	257 Horseshoe Bay/Vancouver Express
5	210 Upper Lynn Valley/Burrard Stn	255 Dundarave/Capilano University

*Between 2019 and 2020, the 240 Lynn Valley/Vancouver was renamed the 240 Lynn Valley/Downtown.

**The R2 Marine Dr RapidBus replaced the 239 Capilano University/Park Royal in April 2020.

East-west routes serving many destinations remained the busiest routes on the North Shore.

With the highest number of boardings in the North Shore sub-region, the 240 Lynn Valley/Downtown maintained strong ridership in 2020. It serves many destinations within the North Shore, including Lions Gate Hospital, Capilano Mall, and now Lynn Valley Centre following a route extension in April 2020.

The R2 Marine Dr RapidBus replaced the 239 in April 2020. The R2 and 255 Dundarave/Capilano University, which entered the top five,

have long east-west corridors, each serving many destinations in West Vancouver, the City of North Vancouver, and the District of North Vancouver along the way. We also introduced the 222 Metrotown Station/Phibbs Exchange Express as a peak-only connector between the North Shore, BCIT, and the Expo and Millennium Lines in April 2020. As ridership returns in the latter part of 2021, we expect that this new route will become a well-used and important north-south service for the North Shore and Burnaby/New Westminster sub-regions.

Northeast Sector (Tri-Cities/Anmore/Belcarra)

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	160 Port Coquitlam Stn/Kootenay Loop	160 Port Coquitlam Stn/Kootenay Loop
2	143 Burquitlam Stn/SFU	152 Coquitlam Central Stn/Lougheed Stn
3	152 Coquitlam Central Stn/Lougheed Stn	159 Coquitlam Central Stn/Braid Stn
4	180 Moody Ctr Stn/Lougheed Stn	180 Moody Ctr Stn/Lougheed Stn
5	159 Coquitlam Central Stn/Braid Stn	153 Coquitlam Central Stn/Braid Stn

In the Northeast Sector, the 160 remained the busiest route by total boardings and the 159 saw high ridership due to its importance for essential workers.

The 160 Port Coquitlam Station/Kootenay Loop continues to provide an important east-west connection to Vancouver and serves many destinations within the Tri-Cities, including Eagle Ridge Hospital.

The 159 Coquitlam Central Station/Braid Station, which serves industrial areas in Coquitlam and Port Coquitlam, moved up the list to become the route with the third-highest boardings in the sub-region. It provides a critical service to essential workers who continue to travel to in-person work.

The 143 Burquitlam Station/SFU did not appear in the top 5 in 2020 as the route was suspended while SFU classes were primarily online.

Southwest (Richmond/South Delta/Tsawwassen First Nation)

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	410 22nd St Stn/Brighthouse Stn	410 Richmond-Brighthouse Stn/22nd St Stn
2	430 Metrotown/Brighthouse Stn	430 Metrotown/Brighthouse Stn
3	403 Bridgeport Stn/Three Road	403 Bridgeport Stn/Three Road
4	406 Richmond-Brighthouse Stn/Steveston	301 Newton Exch/Brighthouse Stn
5	408 Brighthouse/Ironwood/Riverport	406 Richmond-Brighthouse Stn/Steveston

The top three routes with the highest total boardings in the Southwest sub-region were the same as 2019.

The 410 22nd Street Station/Brighthouse Station is an important east-west connector between Richmond and the Expo Line and it remained

the top route in the Southwest. Within the top five, routes 430 and 301 also connect to areas outside of the Southwest sub-region. The 301 entered the top five following major service improvements in 2019, including the introduction of double-decker buses on the route.

Southeast (North Delta/Surrey/Township of Langley/Langley City/White Rock)

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	319 Scott Rd Stn/Newton Exch/Scottsdale	319 Scott Rd Stn/Newton Exch/Scottsdale
2	96 Guildford/Newton Exch (B-Line)	R1 King George Blvd*
3	335 Newton/Surrey Ctrl Stn	321 White Rock/Newton/Surrey Ctrl Stn
4	321 White Rock/Newton/Surrey Ctrl Stn	323 Newton Exch/Surrey Ctrl Stn
5	323 Newton Exch/Surrey Ctrl Stn	335 Newton/Surrey Ctrl Stn

*The R1 King George Blvd RapidBus replaced the 96 Guildford/Newton Exchange B-Line in January 2020.

The 319 and newly upgraded R1 RapidBus (formerly 96 B-Line) continued to see the highest ridership in the Southeast.

The 319 Scott Road Station/Newton Exchange remained the busiest route in the Southeast. In early fall 2020, its ridership was more robust than the bus network average, with ridership volumes at nearly 60% of 2019 levels. It has seen incredible ridership growth over the past few years and now has the fourth-highest boardings in the network, up from 16th in 2016. Its long route serves a diversity of land uses (residential, commercial, industrial, recreational, educational) and provides many connections to other routes, including the Expo Line SkyTrain.

In January 2020, the R1 King George Blvd RapidBus replaced the 96 B-Line and has retained its position with the second-highest boardings in the Southeast sub-region.

The 321 White Rock Centre/Surrey Central Station moved up to become the route with the third-highest boardings. While several bus routes connect Surrey and White Rock, the 321 is the only route that provides all-day, every day service between these two communities, and it also provides service to Surrey Memorial Hospital.

Overall, the top five routes continue to be very busy as ridership recovery is strong in the Southeast, which is further discussed in a later section of this report (see page 23).

Vancouver/UBC

Rank	Route (Early Fall 2019)	Route (Early Fall 2020)
1	99 Commercial-Broadway/UBC (B-Line)	99 Commercial-Broadway/UBC (B-Line)
2	49 Metrotown Stn/Dunbar Loop/UBC	R4 41st Ave*
3	25 Brentwood Stn/UBC	49 Metrotown Stn/Dunbar Loop/UBC
4	41 Joyce Stn/UBC	20 Victoria/Downtown
5	20 Victoria/Downtown	25 Brentwood Stn/UBC

*The R4 RapidBus replaced the 43 and the western segment of the 41 from Crown St. to UBC in January 2020.

The 99 B-Line, R4 41st Ave RapidBus and other east-west routes remained the busiest routes in the Vancouver/UBC sub-region.

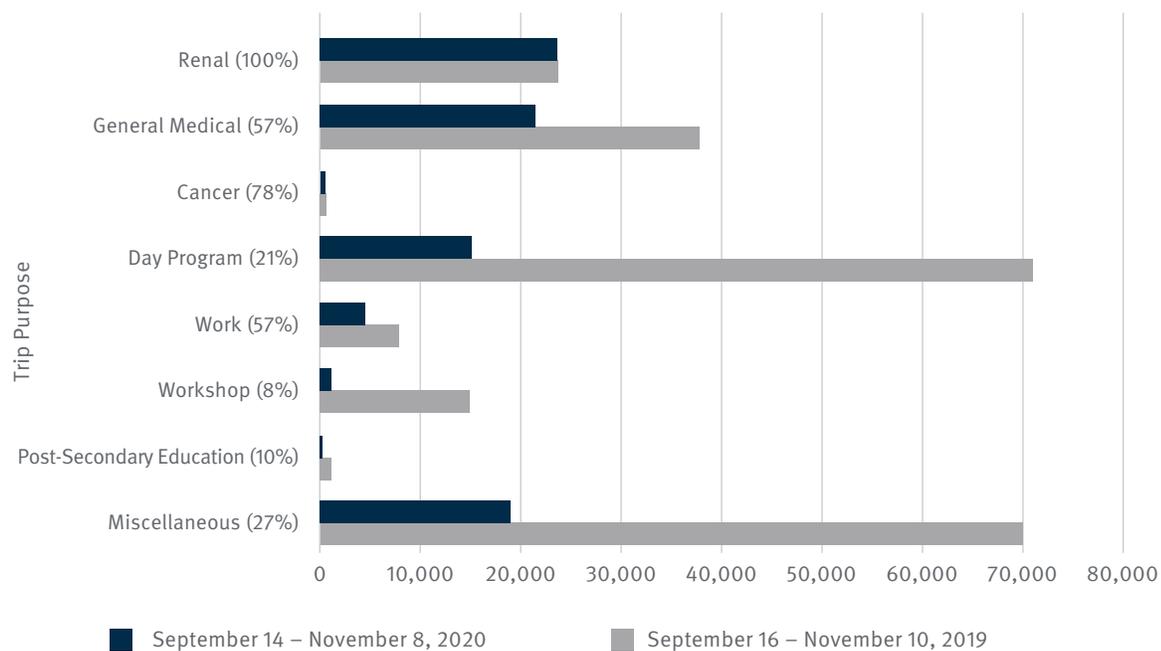
Four of the top five busiest bus routes in the Vancouver/UBC sub-region (99, R4, 49, 25) serve UBC campus and lost a significant portion of ridership in 2020 as UBC and other post-secondary institutions held classes online. However, these routes have maintained high ridership due to the importance of other destinations along their long east-west corridors, serving many different ridership markets and trip purposes and generating all-day, everyday demand. One such route, the R4 41st Ave RapidBus, was introduced in January 2020 to replace route 43 and the western segment of route 41 from Crown Street to UBC.

HandyDART continued to provide critical access to medical services and other important destinations.

While overall HandyDART ridership was down to 37% of 2019 volumes, not all trip types were equally impacted. HandyDART customers continued to book 100% of renal appointment trips, 78% of cancer appointment trips, and 57% of general medical appointment trips, when compared to 2019 numbers. Customers continued to make many work-related trips, while trips related to day programs, post-secondary education, workshops, and other miscellaneous purposes were down significantly.

With a focus on safety during the pandemic, HandyDART established new capacity protocols to ensure all rides met the six-foot physical distancing requirement. More than 95% of trips provided had a maximum of two customers on a bus.

Figure 5: Volume of HandyDART trips by purpose – early fall 2020 vs. early fall 2019.



Changes in ridership patterns that *did* occur demonstrated the importance of transit for people making essential trips.

The pandemic also brought about new trends. Although ridership between September and November 2020 returned to 41% pre-COVID levels system-wide, the distribution of that ridership across geography and time changed in a few notable ways.

Across the region, ridership on routes that serve essential workers remained strong in 2020.

Given that many essential workers continued to attend their jobs in-person, ridership remained strong on routes that serve their

workplaces. For example, routes that primarily serve industrial areas had ridership at nearly 70% of 2019 volumes (on average) – much higher than the bus network average of 44%. This includes routes such as the 104, 116, 175, 418, and 640, which serve industrial areas across New Westminster, Burnaby, Coquitlam, Port Coquitlam, Richmond, Surrey, and Delta. Although ridership was lower on weekends, there was steady demand for these routes seven days a week.

As outlined later in this report, we reallocated service to some of these routes to ensure it was provided when and where it was most needed.

Commuter services to Downtown Vancouver and routes that exclusively serve university/college campuses had significantly lower ridership recovery.

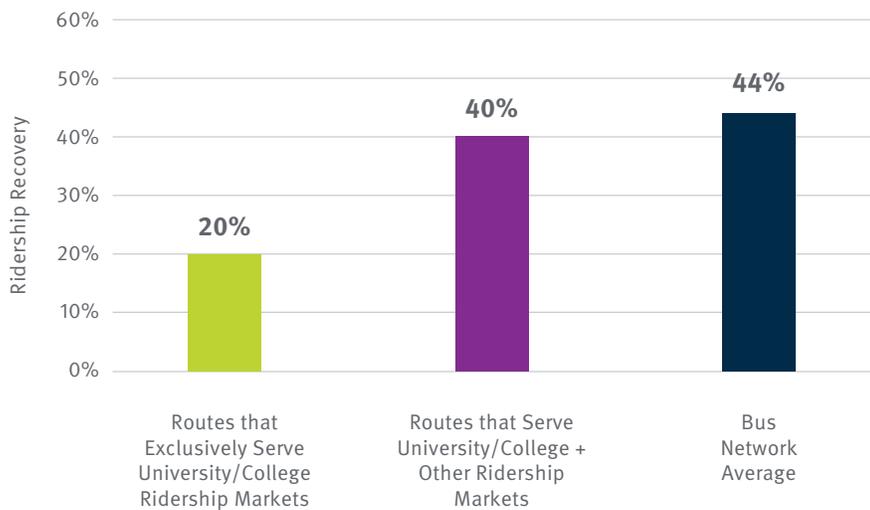
As widespread remote work continued, ridership into the Central Business District in Downtown Vancouver was significantly lower than the system-wide average of 41% of pre-COVID levels. Ridership on the West Coast Express only recovered to 17% of 2019 volumes. Bus routes that provide Peak Only service from the North Shore into Downtown Vancouver (e.g. 241, 247) were also significantly impacted, with ridership at 25%

of 2019 volumes. Ridership recovery of SeaBus was also lower than the system-wide average at 30% of 2019 volumes.

With post-secondary education being primarily online due to COVID-19 restrictions, ridership recovery on bus routes that exclusively serve campus-bound customers (e.g. 145, 245¹⁰) was also low, at around 20% of 2019 volumes.

Routes such as the R4, 144, 130, 188, and 562 that provide service to UBC, SFU, BCIT, Douglas College, KPU and TWU campuses, but also serve other ridership markets, had higher ridership recovery rates at around 40% of 2019 volumes.

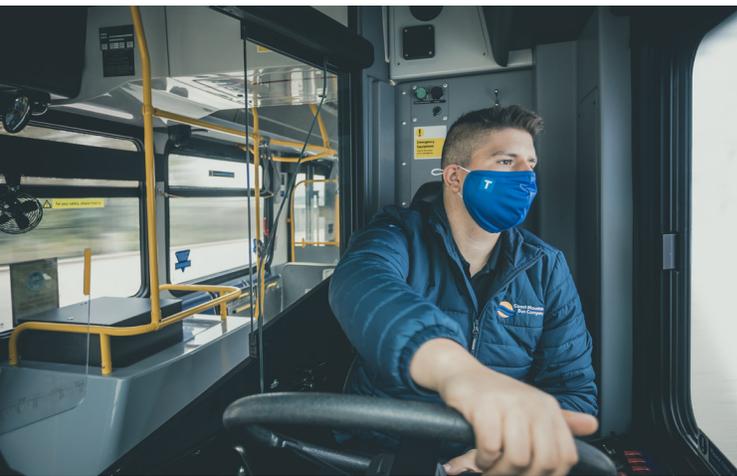
Figure 6: Ridership recovery of university/college bus routes, early fall 2020.



¹⁰ Route 245 was a new route added in April 2020, and for this reason we do not have 2019 baseline ridership to which we can compare its 2020 ridership. However, this route is still considered part of a small subset of routes that exclusively serve a university ridership market, in this case to Capilano University.

Bus ridership recovered more strongly in some parts of the region than in others.

The highest ridership return was on routes in the Southeast sub-region (North Delta, Surrey, Langley, and White Rock). Bus ridership here reached 55% of 2019 levels, which is above the system-wide average of 41%. According to a survey¹¹ by the BC Centre for Disease Control (BCCDC), residents of Surrey and Langley reported lower rates of working from home compared to other areas of the region. This may have generated higher relative transit demand in the Southeast sub-region.



The Maple Ridge/Pitt Meadows sub-region saw greater than average ridership relative to 2019 with the introduction of the R3 Loughheed Highway RapidBus in early 2020.

In contrast, ridership in the Vancouver/UBC and Burnaby/New Westminster sub-regions was lower relative to 2019 levels as a higher proportion of their residents continued to work from home. Additionally, home to several large post-secondary institutions, routes in these

areas serve a high proportion of post-secondary students that continued to attend classes online. However, customer retention remained higher than in other sub-regions. This means a higher proportion of individual customers in these sub-regions who used the transit system prior to the pandemic continued to use the transit system during the pandemic in 2020, albeit less frequently than before. Ridership recovery, in contrast, is a measurement of the volume of trips, relative to the previous year, rather than individual customers.

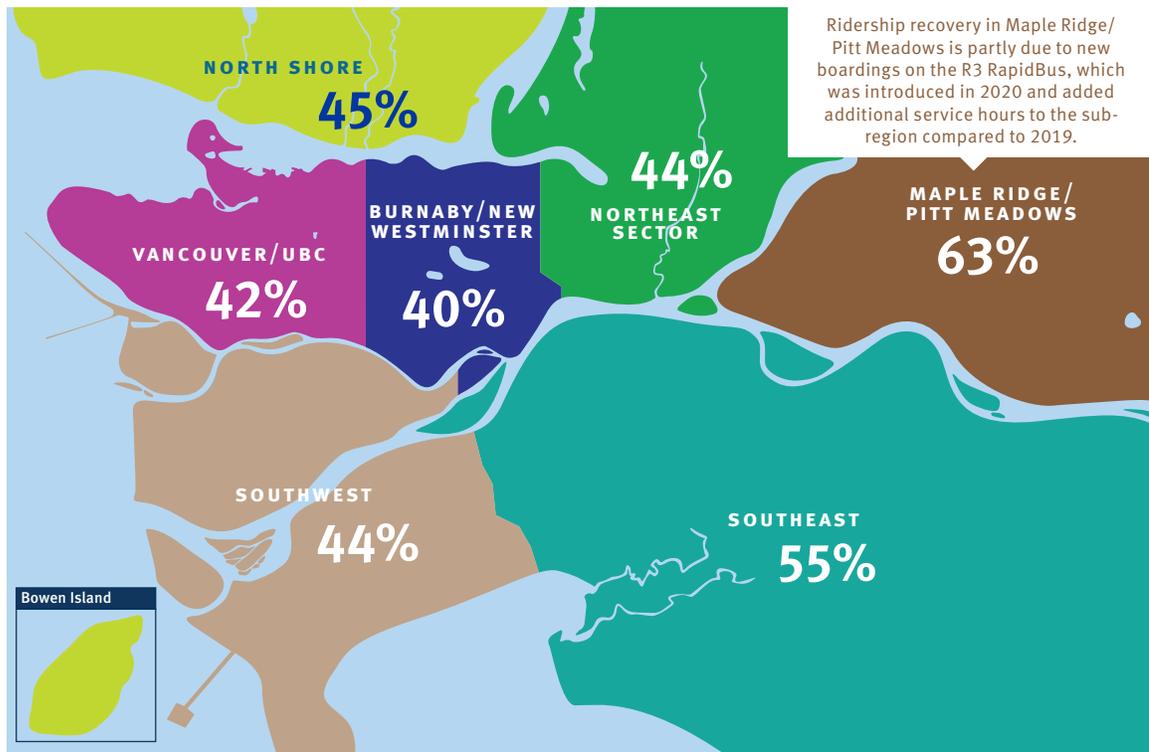
ROUTE HIGHLIGHT: 116 EDMONDS STATION/METROTOWN STATION

Route 116 serves industrial areas and two major retail areas in the Burnaby/New Westminster sub-region. During the pandemic, essential workers continued to rely on this service. Between September and November 2020, its ridership recovered to 60% of 2019 volumes, and ridership demand was seven days a week.

To facilitate physical distancing and better serve essential workers travelling to their shifts, in September 2020, we added capacity by changing the route's vehicle on weekends from a community shuttle to a standard 40-foot bus. We also started service an hour earlier on Sundays/Holidays. As a result of these service increases, we were able to provide a more reliable service for customers. We further increased service for January 2021 to accommodate higher ridership volumes during weekday peak periods.

¹¹ BC Centre for Disease Control COVID SPEAK Survey (May 2020).

Figure 7: Ridership recovery by sub-region, early fall 2020.



Off-peak periods had higher ridership recovery than peak periods.

System-wide, ridership during the weekday midday returned to 43% of 2019 volumes, greater than ridership during the morning and afternoon peaks, which were lower and flatter

in 2020 than in 2019 and recovered to 38% and 41%, respectively. Transit customers may have continued to carry out daytime activities such as grocery shopping and medical appointments while reducing travel during regular weekday rush hour periods.



Similarly, the rate of ridership recovery on the weekends was higher than that of weekdays overall: weekend ridership was at 46% of 2019 volumes, while weekday ridership was at 41%. This higher recovery on weekends may be because essential workers continued to use the transit system to travel to work seven days a week. Transit customers may also have continued to travel on the system on weekends for errands or recreational activities while reducing travel during the week.

Figure 8: Weekday bus and SkyTrain (Expo, Millennium, and Canada Lines) Compass boardings by time of day, early fall 2020 vs. early fall 2019.

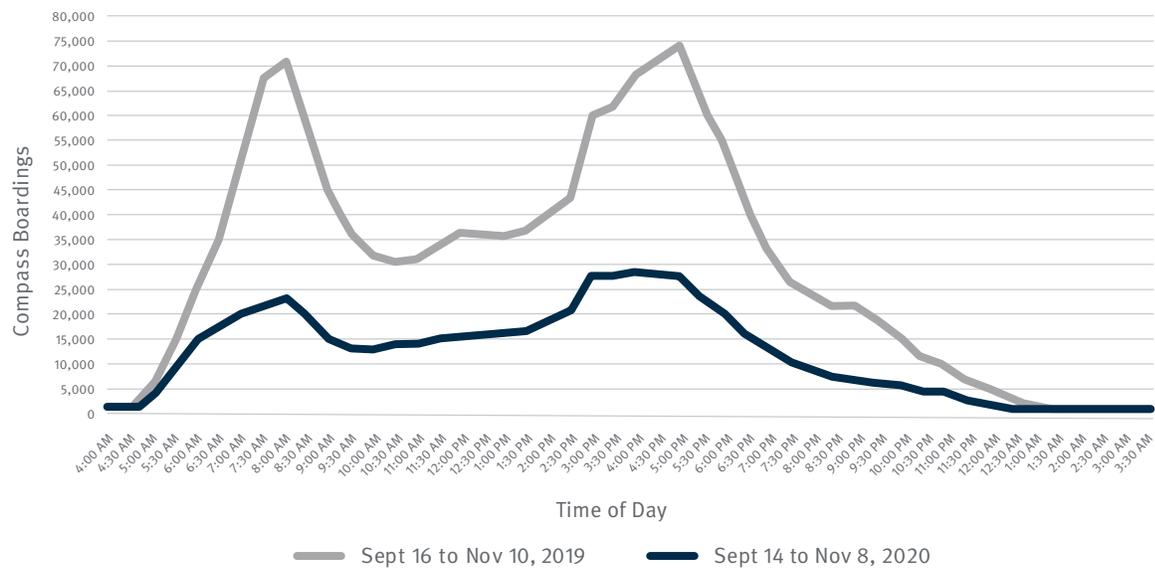
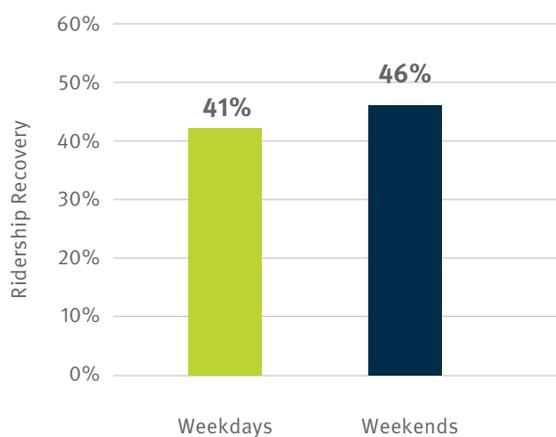


Figure 9: Ridership recovery of weekends vs. weekdays, early fall 2020.



The times of day when customers use transit have changed.

One dramatic change in when customers are using transit was late at night – ridership between 9:00 p.m. and 3:30 a.m. was reduced significantly to 36% of 2019 volumes. This was likely due to the limited operating hours of bars and restaurants and the closure of nightclubs under public health orders. However, some

ridership did remain as these late-night services provided vital mobility options for essential workers who travel to or from their shifts late at night. According to an SFU study¹², at these times when transit service is limited, there is increased demand from low-income workers who are likely to identify as visible minorities.

Although late-night ridership was low in 2020, early morning ridership (between 4:00 a.m. and 6:00 a.m.) remained quite strong at over 60% of 2019 volumes. This may be because transit customers who work in sectors with earlier shift start times continued to travel on the system to in-person work, while many transit customers who work in sectors with ‘9-to-5’ business hours were working remotely.

¹² Hall, P. & Perl, A. (2020). Employer Transit Subsidy Study. Burnaby, BC: Simon Fraser University.

Ridership recovered variably across modes, but our bus network had the highest recovery.

With ridership at 44% of 2019 volumes, the highest ridership retention and recovery was on the bus network. Our extensive bus network reaches the greatest number of communities across the region and provides connections within and across sub-regions. In addition, most routes run throughout the day and week, thereby serving a wide variety of trips.

SkyTrain and HandyDART had the second-highest rate of ridership recovery, having each recovered to 37% of 2019 ridership volumes. However, at the route level, while the Expo and Millennium Lines recovered to 39% of 2019 ridership volumes, the Canada Line recovered to only 32%. Ridership recovery on the Canada

Line was impacted by lower volumes of passengers travelling to and from Vancouver International Airport, which is normally a significant ridership driver for Canada Line. Airport-related Canada Line boardings were about 20% of 2019 volumes.

HandyDART continued to provide extensive reach and connections within and across sub-regions, providing an essential custom transit service when customers were unable to use conventional service without assistance.

As mentioned previously, SeaBus and West Coast Express had significantly lower ridership recovery as ridership demand for commuter services to Downtown Vancouver were very low. SeaBus recovered to 30% of 2019 ridership volumes, while West Coast Express only recovered to 17%.

Ridership by mode, early fall 2020.

Transit Mode	 System-wide (All Modes)	 Bus	 Expo & Millennium Lines	 Canada Line	 SeaBus	 West Coast Express	 HandyDART
Ridership Recovery*	41%	44%	39%	32%	30%	17%	37%
Average Daily Boardings (Mon-Fri)	621,000	413,000	148,000	51,000	6,000	2,000	2,000
Average Daily Boardings (Sat)	468,000	300,000	118,000	43,000	6,000	–	1,000
Average Daily Boardings (Sun/Hol)	355,000	229,000	88,000	33,000	4,000	–	1,000

*Early fall 2020 average weekday boardings as a percentage of early fall 2019.

We prioritized service on bus routes when and where customers most needed it.

Emergency relief funding from the Federal and Provincial Governments made it possible to maintain near-normal overall service levels to facilitate physical distancing and ensure people have access to medical services, jobs, food, supplies, and other essential needs. Our ability to provide reliable service throughout the pandemic is crucial to BC's recovery, particularly as the economy gradually reopens and customers return to using transit more regularly. To reflect the most current public health guidance and ridership trends, and to ensure service was provided when and where it was most needed, we shifted service throughout the year to respond to customers' changing needs.

We significantly reduced transit vehicle capacity targets on all conventional and custom modes in response to public health guidance on physical distancing.

As a safety measure, we reduced the capacity targets of our transit vehicles and provided direction to operators not to pick up additional passengers once targets were reached in order to provide more space for physical distancing on board. This meant that fewer people could be carried on our buses, trains, and vessels. For example, in late March 2020, bus passengers were limited to every other seat, or approximately one-third of regular capacity. In alignment with BC's Phase 2 Restart, in June 2020 we increased capacity targets on buses to approximately two-thirds to continue to facilitate physical distancing.

Although transit ridership decreased across the entire region, we increased service on some bus routes in 2020 to ensure there was enough vehicle capacity for customers.

Due to high levels of overcrowding on many of our routes *prior* to the pandemic, even with decreased ridership, passenger volumes continued to exceed the new, reduced vehicle capacity targets. Some routes also retained relatively high levels of ridership. For these reasons, we reallocated service to prevent pass-ups and ensure customers could reach their destinations.



Nearly half of the routes with increased service were in the Southeast sub-region. Significant bus ridership growth over the past few years has led to overcrowding in the Southeast, even prior to the pandemic. With lower vehicle capacity targets and relatively high ridership levels in the sub-region, we had to increase service to meet demand. In response, we increased service on

24 routes in September 2020 – 11 of which were in the Southeast sub-region. These routes were 310, 312, 319, 321, 322, 323, 324, 325, 364, 373, and 640.

We also increased service on routes across the region at times of day when we saw that more service was needed to accommodate customers.

For example, in September 2020 we increased service on the 430 Richmond-Brighouse Station/Metrotown Station all day

ROUTE HIGHLIGHT: 25 BRENTWOOD STATION/UBC

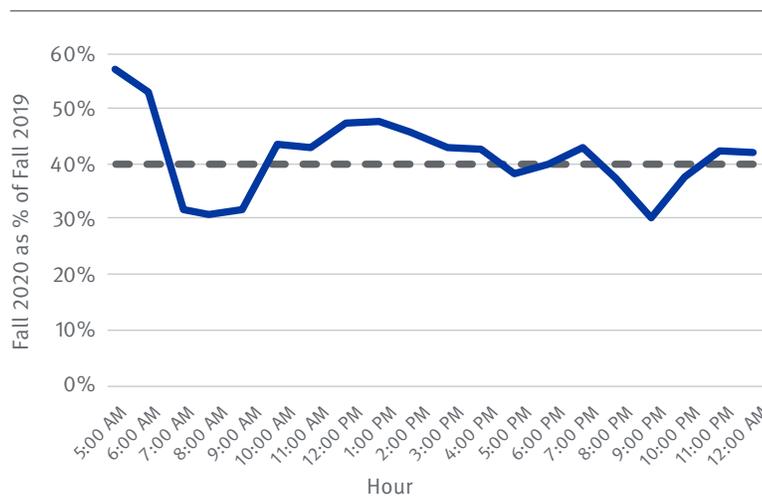
Route 25 is an important, high-frequency east-west connector through Burnaby and Vancouver to UBC. It has a diverse ridership market that serves Burnaby Hospital and BC Women’s and Children’s Hospitals, in addition to BCIT and UBC.

As post-secondary institutions shifted to online classes, the 25 lost a significant segment of its ridership. Despite this, during the period of September to November 2020, the route remained one of the top 10 bus routes in the network with the sixth highest number of boardings. On average, ridership was about 40% of 2019 volumes, but ridership recovery varied throughout the day. Between 5:00 a.m. and 7:00 a.m., ridership recovery was highest at nearly 60% of 2019 volumes. In comparison, ridership recovery was much lower between 7:00 a.m. and 10:00 a.m., dropping to as low as 30% of 2019 volumes.

This suggests many shift workers – including essential front-line healthcare workers – with early shift start times were still using the 25 to access hospitals along the route, and fewer university and office commuters were travelling in the latter part of the morning peak period. In response, in September 2020 we slightly reduced service on this very high-frequency route from every 4 or 5 minutes to every 4 or 6 minutes during times of day with lower ridership volumes.

Across the system, routes like the 25 that have diverse ridership markets and serve many different destinations maintained higher ridership volumes despite losing other significant ridership segments. In general, we try to plan our transit routes to ensure they serve a variety of destinations and trip purposes, which generates greater ridership demand and makes for a more robust transit system.

Figure 10: Route 25, early fall 2020 vs. early fall 2019 weekday boardings by time of boarding (40% daily average).



on weekends and during peak periods on weekdays. We also added service on other routes that continued to have high ridership volumes during weekday peak hours, such as routes 175 and 240. Moving forward into 2021, we will continue to redistribute service to where it is needed the most.

To provide additional service where it was most needed, we reduced service on high-frequency bus routes and other modes with substantial decreases in ridership demand, particularly those serving Downtown Vancouver and university/college campuses.

For example, we reduced service on routes 3, 5/6, and 8, which serve Downtown Vancouver, as well as routes 9, 14, 25, and 144, which serve UBC and SFU campuses. For those who still required convenient access to these institutions and other destinations, we maintained service frequencies of 15 minutes or better on all routes that provided frequent service prior to the pandemic.

We also suspended five bus routes – 32, 44, 143, 258, and 480. Before the pandemic, these routes operated during peak periods or weekdays only to provide more capacity and service to UBC, SFU, or Downtown Vancouver. Alternative routes with all-day, every day service continued to operate along the same corridors. We will continue to monitor the need to restore these services as people become vaccinated and begin returning to work or school in-person.

Through the fall we continued to operate West Coast Express with fewer trains (three out of the usual five) and adjusted the number of cars as needed to maintain target capacities for physical distancing. We also continued to operate SeaBus at reduced frequencies during peak periods (every 15 minutes rather than every 10 minutes), while capacities were restricted to about 50% of normal passenger capacity. As previously highlighted in this report, ridership recovery of these services to Downtown Vancouver were significantly lower than the system-wide average in 2020, so even with lower capacity targets, the reduced service was enough to meet demand.

We maintained near-normal service levels on SkyTrain and HandyDART.

The passenger capacity targets implemented during the pandemic also applied to SkyTrain cars and HandyDART vehicles. This meant that these modes could carry fewer passengers. To ensure customers could reach their destinations conveniently and to prevent crowding on platforms, we continued to operate near-normal service levels on these modes. For HandyDART, we continued to operate on-demand service with lower trip denial¹³ rates and about the same refusal¹⁴ rates compared to 2019.

¹³ Denial – A HandyDART customer trip request that is not accommodated. Denials occur because requests for trips cannot be accommodated in the schedule when they are received close to the desired travel day, for peak travel times with high demand for service, or for some long trips that cannot be served.

¹⁴ Refusal – A HandyDART trip that a customer refuses when offered. Trip refusals occur when a requested trip time is unavailable, an alternative time is offered (up to an hour before or after the requested time), and the proposed time is not agreeable to the customer.

Conclusion

2020 was a challenging year, but TransLink continued to provide a crucial lifeline for the people of Metro Vancouver.

In closing, 2020 was a year unlike any other in TransLink's history. Public transit agencies across the globe were faced with an unprecedented challenge as a result of the global health crisis, and TransLink was



This report provides an insightful snapshot of the impact the COVID-19 pandemic had on transit ridership in our region in 2020. As we head into 2021, we remain optimistic that our ridership will continue to rebuild, and the COVID-19 pandemic will slowly shift into the rear-view mirror. This report will inform our ridership recovery and service delivery plans as we rebound from COVID-19 over the weeks, months, and years ahead. The road ahead will likely be a long one, but TransLink will continue moving forward, driven by our vision to create a better place built upon transportation excellence.

no exception. Nonetheless, over the course of 2020, we remained committed to ensuring that our hundreds of thousands of customers from across Metro Vancouver could continue to safely rely on our transit network for their fundamental mobility needs.



translink.ca/tspr

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy
Sarah Ross, Director, System Planning

DATE: May 25, 2021

SUBJECT: HandyDART Modernization – Registration

PROPOSED RESOLUTION:

That the TransLink Board of Directors authorizes and requests that Management:

- 1) Update the process for individuals to apply for HandyDART by designing a customer-oriented application experience, engaging with customers and stakeholders through the design process, to:
 - a) Develop an application process that provides better understanding of applicants' needs and abilities, using an in-person consultation to replace current medical verification requirements and also providing an option for applicants to have their own medical authority provide the required information;
 - b) Include an expedited process for people requiring temporary usage, applicants over the age of 85, and potentially include individuals who participate in community programs for people with disabilities; and
 - c) Introduce conditional eligibility to better match applicant abilities with transit options; and
- 2) Continue to expand Travel Training to support customers in taking conventional transit trips.

EXECUTIVE SUMMARY

The 2017 Custom Transit Service Delivery Review directed staff to update the HandyDART application process to better understand applicants' needs and abilities. TransLink is facing increasing demand for HandyDART as the region's population ages, and this change would support the long-term sustainability of HandyDART service and improve service quality and availability for customers.

The HandyDART Modernization Program engagement included a proposal to update the HandyDART application process to include an in-person consultation for most applicants. While some customers and stakeholders expressed support and felt that it would be effective and helpful, there was very strong opposition from others. Opposition centred on the mandatory nature of the in-person consultation being a barrier to access HandyDART services, and a preference that their own doctor provide TransLink with information about their need for service.

Management is seeking the Board's approval to update the application process to better understand applicants' needs and abilities, enable conditional eligibility, and provide a more customer-centric experience for applicants. This update would include an in-person consultation and, based on recent engagement feedback, also provide an alternative option for an applicant's own medical authority to provide the required information if they do not wish to participate in an in-person consultation. It would also include an expedited application process for specific applicant groups.

PURPOSE

To seek approval and direction from the Board on proposed updates to the application process and eligibility for HandyDART and related benefits.

BACKGROUND

TransLink has examined updating HandyDART registration and eligibility processes in the past:

- In 2007, the *Access Transit Plan* recommended incorporating in-person interviews into HandyDART registration.
- In 2013, a stakeholder consultation report on the *Custom Transit Service Review* recommended moving to a new in-person model for registration but noted that there was significant stakeholder resistance.
- In 2017, the *Custom Transit Service Delivery Review* recommended implementing a registration process that provides substantive information on registrant's abilities and to develop an implementation plan for a family of services model.
- In 2019, staff undertook a service design process, working with HandyDART customers, caregivers, and support workers to co-create solutions to update the application process.

In December 2020, Management outlined plans to engage on a package of HandyDART updates bundled as the HandyDART Modernization Program, designed to improve the customer experience from start to finish. The engagement was conducted through April 2021, and included Compass implementation on HandyDART in 2021, updating fares to introduce age-based discounts, and updating the registration system to support long-term sustainability of HandyDART, and the future option of online booking.

Today, TransLink uses a single paper-based application form signed by a medical authority to establish an applicant's eligibility for HandyDART. The current application form places the onus of assessment of eligibility for HandyDART service on an applicant's medical authority, who may be unfamiliar with the accessibility of the conventional system, and the specific physical and cognitive abilities required to use it. This is a one-size-fits-all method that does not enable sufficient understanding about an applicants' abilities to take conventional transit and leads to nearly all applicants receiving unconditional eligibility for HandyDART, with no understanding of whether conventional transit could meet their needs for certain trips.

The same application process and eligibility determination is used for customers who want to access other benefits for individuals who, due to disability, are unable to take conventional transit independently: TaxiSaver coupons, and a concession fare when traveling with an attendant on conventional transit, with the attendant traveling free. The HandyCard is a photo identification card issued to confirm eligibility for these benefits.

DISCUSSION

Demand for HandyDART is anticipated to grow quickly post-COVID

Trip demand for HandyDART has decreased during COVID, but is anticipated to bounce back quickly as day programs and other activities re-open. Driven by a rapidly growing demographic of seniors in Metro Vancouver and a large proportion of seniors remaining in their own homes, demand for HandyDART is anticipated to continue to increase beyond budgeted trips, putting increasing pressure on HandyDART

service. Through increased funding, 12% more trips were delivered between 2016 and 2019. Despite this investment, demand is expected to surpass trip availability in 2023 (see Attachment 1 *Demand Forecast for HandyDART Service*).

There are many approaches that can help manage this increase in demand. Pre-COVID, TransLink was already undertaking a number of initiatives that will realize near-term demand management benefits:

- Continuing to invest in the accessibility of the conventional system to maximize the ability of customers with disabilities to use these services.
- Increasing number and diversity in vehicle type of the HandyDART fleet.
- Examining more strategic use of taxis, including protocols for shared rides to increase total number of trips provided to customers while realizing cost efficiencies.
- Exploring the potential role of other non-dedicated service providers.
- Moving towards a family of services model, which refers to the use of a combination of accessible conventional services and custom transit services to provide trips that correspond with a customer's needs and abilities. Some customers would use conventional transit for all or part of a trip.
- Developing a travel training program, particularly focussing on opportunities to support applicants in using conventional transit at point of registration for HandyDART services.

Complementing these efforts, an updated application process, including the introduction of an in-person component, is considered foundational to the long-term management of HandyDART demand and would align us with the practices of the majority of our peers across Canada. Updating the application process would meet the commitment of the CTSDR to better understand applicants' needs and abilities, and when paired with increased travel training, would support more customers to travel on the conventional system when possible, increasing their independence and spontaneity of trips.

Updating the application process is a critical step in moving to a family of services approach, as recommended in the CTSDR. Specifically, updating the process to better understand an applicant's needs and abilities would allow for the implementation of conditional eligibility. With conditional eligibility, customers who are able to use the conventional system under the right circumstances would use it for some or part of their trips. Conditional eligibility is a key driver to improving the sustainability of HandyDART and ensuring that HandyDART trips are available to those who need the service. Further, we know that some customers use the conventional system for some trips today, but there is a misperception for some that they will lose access to HandyDART if they can use the conventional system. Conditional eligibility formally recognizes that custom transit is not a one-size fits all solution – sometimes customers are able to take conventional transit and sometimes they need HandyDART.

The introduction of an in-person consultation would also align our application process with BC Transit, which has an in-person component as part of their custom transit application process across the majority of their systems.

Key findings from the HandyDART Modernization Program engagement

Through April, we engaged with customers and stakeholders on a range of projects, packaged as the HandyDART Modernization Program (see Attachment 2 *HandyDART Modernization Program Engagement Summary Report*). The majority of survey questions on the registration and application process were designed to elicit feedback on key considerations in designing an in-person component to registration.

The survey also had an open-ended question on the registration and application process, and through both this open-ended question and workshops, customers and stakeholders expressed their opinions about potential changes to the application process:

- **TransLink should make changes to manage the growing demand:** Customers expressed concern about future service quality and trip availability, and that HandyDART service should be for individuals who truly need it.
- **Customers see value in an in-person meeting as part of the registration process, though some are strongly opposed to it being required:** Through survey verbatims, the majority expressed concern or opposition to making an in-person consultation a requirement of the application process. The key concern is that this would create a barrier or another “hoop” for people with disabilities, would not be dignified and would prevent access to service. In workshops, where there was more opportunity for deeper discussion, a wider range of perspectives on a mandatory in-person consultation was heard – while some participants were strongly opposed, others felt that an in-person process could be beneficial to some applicants. Some participants who were opposed indicated that they could support it if the in-person component were not mandatory, or if it were undertaken as a pilot to start.
- **Conventional transit works for some HandyDART customers, under the right conditions:** Many customers take conventional transit for some of their trips, when the circumstances are right and fit their specific needs. Travel training and conditional eligibility can improve sustainability, and some customers feel that these measures do not have to be paired with an in-person registration to be effective.
- **There are other methods that TransLink should employ to manage demand:** Some customers suggested increased funding, or changes to the service model such as increasing the proportion of trips delivered by supplemental taxi.

TransLink’s advisory committees had mixed support for the proposal, with particular concern about a mandatory in-person component

As part of the engagement, staff hosted workshops with both the HandyDART Users’ Advisory Committee (HDUAC), and the Access Transit Users’ Advisory Committee (UAC). Through the workshop, many HDUAC members expressed opposition to a mandatory in-person consultation, although this was not unanimous and at least one member was in favour of an in-person consultation process. Some members were supportive of an updated paper-based process to better understand applicant needs instead. Across the committee, there was broad support for increased travel training to support individuals in better understanding and developing skills to use conventional system. Through the UAC workshop, some members also expressed opposition to a mandatory in-person consultation, whereas others indicated that it could be a useful format and educational tool for some applicants.

At their meeting on June 2, the HDUAC passed the following motion, with unanimous support from members:

The HandyDART Users’ Advisory Committee requests that TransLink

1. ensures that applying for HandyDART is a dignified and customer-centric experience that provides a more complete picture of applicants’ needs and abilities, and that any in-person component is not mandatory;
2. continues to expand HandyDART service, and requests that the provincial government increase funding for HandyDART, in recognition that 2/3 of trips are to access medical services; and
3. continues to improve the accessibility of the conventional system and supports customers to use conventional transit when they are able.

Alternatives considered don't meet objectives as effectively

Under TransLink's current HandyDART registration process, applicants complete a short application form with medical verification, often from their personal physician. TransLink's current HandyDART registration process does not collect sufficient information to accurately determine a person's ability to use the conventional system. Furthermore, with demand continuing to increase for HandyDART, today's application process does not allow for the introduction of conditional eligibility, which would be an important tool in managing HandyDART demand.

While a mandatory in-person consultation would support our objectives of managing demand and maintaining a high quality HandyDART service, we heard strong stakeholder opposition to the mandatory element. The HandyDART Modernization Program engagement sought feedback on an alternative where the majority of applicants participate in a mandatory in-person consultation. Many other transit agencies across North America, including BC Transit, incorporate an in-person consultation as part of their custom transit registration process and have found it effective in helping to determine when customers, due to a disability, are not able to use the conventional system independently and require custom transit for some or all of their trips. While an in-person consultation provides additional educational and travel training opportunities over a paper-based process, TransLink heard strong stakeholder opposition to making it mandatory.

Management recommends updating the application process, providing options for applicants, and introducing an outcome of conditional eligibility

Building on the 2019 service design work and feedback from the recent engagement, Management proposes to update the application process to better understand applicants' needs and abilities, enable conditional eligibility to identify conditions and circumstances where an individual would use conventional transit for some trips or for part of a trip, and provide a more customer-centric experience for applicants. For example, an updated process would provide a better understanding of whether the applicant is unable to use conventional transit only in inclement weather (i.e. snow/ice or very cold/hot days), or whether the applicant has the ability to take conventional transit for short trips or segments of trips, or whether they can take some modes, such as SkyTrain. This type of information is central to determining a person's inability to take conventional transit without assistance some or all the time.

This update would include an in-person consultation with a medical professional, likely an occupational therapist and could occur via phone or video call. At an in-person consultation, the medical professional would have a conversation with an applicant about their abilities and travel needs, discuss travel options on both HandyDART and conventional transit, possibly include a short walk or functional assessment if safe and reasonable, and then review the recommended HandyDART eligibility determination with the applicant. Based on engagement feedback, Management recommends also providing an option for an applicant's own medical authority to provide the required information. The updated process would also include an expedited application process for specific applicant groups, including those over the age of 85, temporary use, and could potentially include individuals who participate in community programs for people with disabilities. Management intends to explore whether an expedited application process would be appropriate for individuals involved with organizations that work closely with individuals with disabilities, have a high understanding of the conventional system, and would know under which, if any, situations an applicant may be able to use conventional transit.

This updated process would apply to new HandyDART applicants. Current HandyDART customers would not need to reapply. Because HandyCard¹ benefits are for people who qualify for HandyDART, this process would also apply to people who are new applicants for TaxiSaver and the concession benefit on conventional transit, even if they have no interest in a trip on HandyDART.

To fulfil the recommended policy direction, a number of details need to be refined, including an updated timeline for implementation. An in-person consultation would not be introduced before 2023. The updated process could be delivered in a staged approach, with initial stages focussed on updating application experience to enable implementation of conditional eligibility.

Monitoring to ensure the updated process is achieving the desired outcomes

In addition to ongoing program monitoring, Management anticipates that a full review be undertaken five years following implementation of an updated application process. This review would take stock of all elements of the updated application process and assess whether it is achieving desired outcomes or if further changes are needed.

A five-year review would:

- examine the effectiveness of conditional and unconditional eligibility, including whether we have sufficient information from individuals registered through the current application process to assess whether conditional eligibility may be appropriate;
- assess the effectiveness of the in-person consultation, and determine whether the different application methods are resulting in similar outcomes;
- determine what proportion of active customers have applied through the updated process; and
- evaluate whether the updated process is delivering a more customer-centric experience.

Conclusion

Over the coming years, demand for HandyDART will recover from COVID and continue to increase beyond budgeted levels and pre-COVID ridership, due largely to Metro Vancouver's growing and aging population. To help manage and meet this expected demand, and ensure the long-term sustainability of the HandyDART service, Management is seeking Board approval to update the HandyDART application process. As a result of extensive engagement, Management is proposing to introduce an in-person consultation (while also providing an alternative where applicants can have their own medical authority provide the required information), introduce conditional eligibility for HandyDART customers who can use the conventional system for certain trips, and expand travel training and educational opportunities to support customers in taking conventional transit trips.

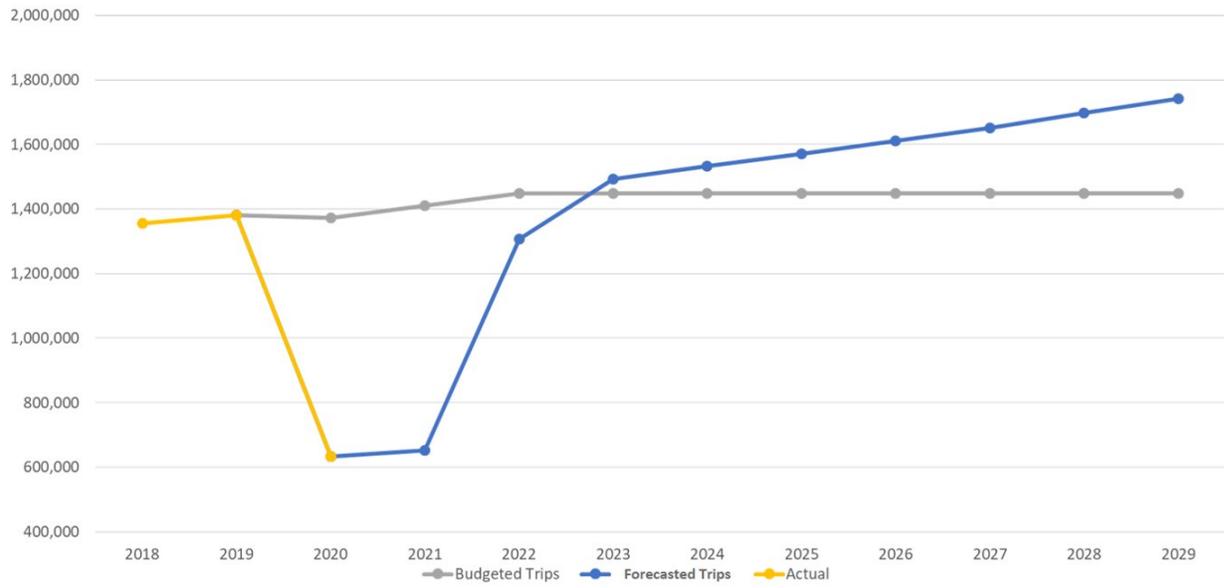
ATTACHMENTS

Attachment 1 – Demand Forecast for HandyDART Service

Attachment 2 – HandyDART Modernization Program Engagement Summary Report

¹ HandyCard is a photo identification card issued to confirm eligibility for TaxiSaver coupons, and a concession fare when traveling with an attendant on conventional transit, with the attendant traveling free

Demand Forecast for HandyDART Service



HandyDART Modernization Program Customer & Stakeholder Engagement

Engagement Summary Report

TransLink Public Engagement

June 2021

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EXECUTIVE SUMMARY

HandyDART is an on-demand door-to-door transit service for people in Metro Vancouver who are unable to use conventional public transit without assistance. The service has approximately 19,000 active customers and in recent years (excluding COVID-19 related impacts in 2020) has averaged over 1.3 million trips annually.

Demand for HandyDART has consistently increased over the years. Between 2014 (1,168,900) and 2019 (1,381,800), HandyDART delivered 18% more trips annually. Through the implementation of recommendations from the [2017 Custom Transit Service Delivery Review](#), TransLink has improved service quality by:

- Increasing HandyDART service
- Improving dispatching
- Providing high-visibility signage for taxis providing HandyDART trips
- Launching a travel training program

TransLink has continued to seek opportunities to improve HandyDART customer experience.

In spring of 2021, TransLink staff engaged on a package of potential HandyDART updates bundled as the HandyDART Modernization Program, designed to improve the customer experience from start to finish.

The engagement was conducted between March 29 and April 25, and included Compass implementation on HandyDART in 2021, updating fares to introduce age-based discounts, and updating the registration system to support long-term sustainability of HandyDART, and the future option of online booking.

Customers and stakeholders were informed of the engagement through multiple channels including, online (web, video, email, social media), print (postcards, newspapers) and traditional media. Feedback was sought through a survey (print, online and phone), virtual workshops, a telephone townhall, email and phone calls. The response was robust:

- Over 800 surveys were completed
- Over 100 people participated in workshops/townhall event
- Over 600 phone calls were received
- Nearly 50 email submissions of feedback

Some respondents raised concerns about the survey regarding length, complexity of content and the nature of the questions.

COMPASS ON HANDYDART

Through the engagement, staff sought feedback on how to best support HandyDART customers to adopt Compass, and to understand what aspects of the change might be most concerning.

Most stakeholders expressed general support for rolling out Compass on HandyDART:

- Convenience of Compass is appreciated; easy to load fares and passes
- Compass gives access to stored value fares which are cheaper than cash fares
- Familiarity factor – many HandyDART customers mentioned they already use Compass

However, some concerns were also raised:

- Potential barriers for some to obtaining, loading and checking card balances, such as Compass Vending Machine locations, familiarity with online tools, and language barriers
- Due to a physical or cognitive disability, some customers may not be able to use a Compass Card
- May be challenging for customers who need to carry multiple cards
- Health service providers expressed concerns with managing fares for multiple clients

POTENTIAL CHANGES TO HANDYDART FARES (AGE-BASED DISCOUNTS)

Through the engagement, staff sought input on the potential introduction of age-based discounts on HandyDART, to better align fares with the conventional transit system.

When survey participants were asked to indicate their level of support for age-based discounts on HandyDART, 78% of the 811 respondents indicated some level of support. Key reasons for supporting age-based discounts raised in the survey and workshops:

- Seniors and youth have limited income so cheaper fares help
- Helps seniors meet other life costs
- Discount is worth the small decrease in service availability (but some also indicated that they support cheaper fares but not at the expense of service availability)

Few stakeholders did express some concerns:

- Fares should be income-based
- Concession fares should be available to all HandyDART customers, regardless of age
- BC Bus Pass should be valid on HandyDART
- Concern that increased demand from age-based discounts will impact service availability

POTENTIAL NEW REGISTRATION PROCESS WITH A PERSONALIZED CONSULTATION

The engagement also requested feedback on changing the HandyDART registration process. The potential change was to include a mandatory in-person consultation in place of the current paper-based medical verification, to better understand applicants' abilities and support customers with the best transit options to meet their needs.

While customers and stakeholders agreed that increased demand is a growing concern and HandyDART should only be used by those needing the service, a majority expressed concerns about a mandatory personal consultation component to HandyDART registration:

- Barrier to accessing HandyDART service
 - Customers with cognitive disabilities may find it difficult to participate
 - Customers with language barriers may find it difficult to participate
- Personal consultation adds to the burden of paperwork and appointments people with disabilities already face
- Delays approval to use HandyDART
- Applicants could feel judged and not trusted
- Doctors familiar with applicants are best able to assess their transit needs
- A healthcare professional (e.g. occupational therapist) may not understand complex, invisible, or episodic disabilities

Some participants expressed support for a personal consultation component to registration:

- Applicants learn about conventional and HandyDART transit services
- Helps HandyDART staff connect with applicant family members to align understanding and expectations about the service
- Personal consultation cost covered by TransLink, whereas some doctors charge a fee to fill out and submit application forms
- The personal consultation healthcare professional would be informed about HandyDART and conventional transit services
 - A personal doctor is in a better position to advocate for patient's needs than to do an initial assessment
- Support travel training, but not as part of the registration process.
- Stakeholders expressed support for a personal consultation as an optional part of registration process

NEXT STEPS

The Compass project team will use feedback to inform the customer adoption plan that will roll out in advance of activating Compass on HandyDART in Fall 2021.

TransLink staff will use feedback on the potential changes to fares to inform their report to TransLink's Board of Directors and seek direction this spring. If approved by the Board, the fare changes would coincide with the introduction of Compass on HandyDART.

TransLink staff will use the feedback received to inform a proposal to update the HandyDART registration process and will seek direction from TransLink's Board of Directors. If approved by the Board, a new registration process is not anticipated to be implemented before 2023.

Customer & Stakeholder Engagement Summary Report

BACKGROUND

HandyDART has provided door-to-door transit service since 1980 for people in Metro Vancouver who are unable to navigate conventional public transit without assistance.

In March 2017, TransLink's Board of Directors endorsed recommendations for changes to HandyDART service identified through the Custom Transit Service Delivery Review (CTSDR). The recommendations focused on improving HandyDART customer experience and increasing the availability of service. As Metro Vancouver's population ages, demand for HandyDART is expected to substantially increase in the coming years.

TransLink and Coast Mountain Bus Company have continued to advance the programs and policies as endorsed by the Board. Progress reports on the implementation of the CTSDR recommendations were provided to the Board in December 2017, June 2018, March 2019, and March 2020. Recent HandyDART improvements include:

- HandyDART service increases
- Extended HandyDART booking window
- Improvements to dispatching
- High-visibility signage for taxis providing HandyDART trips
- Launch of a Travel Training program

In 2019, TransLink's Access Transit staff engaged with HandyDART customers, caregivers, support workers and other stakeholders to co-create a solution updating the registration process. By updating the registration process, applicants can be better matched with transit services that fit their abilities. In a parallel service-design engagement, stakeholders also provided their input on bringing Compass to HandyDART.

In the spring of 2021, TransLink staff engaged HandyDART customers and stakeholders on a package of updates designed to improve the customer experience from start to finish.

The HandyDART Modernization Program package includes:

- Bringing **Compass to HandyDART** for easier and more convenient payment options;
- **Potential Changes to HandyDART Fares** with age-based discounts (concession fares for youth and seniors) for eligible customers to better match the conventional transit system;
- A **Potential New Registration Process** with a personalized consultation to help meet the needs of customers and to support long-term sustainability of HandyDART service;
- Introducing **Online Booking** in addition to the existing phone booking system.

Beginning March 29, 2021, TransLink conducted a four-week engagement program, targeting HandyDART customers and stakeholders to seek feedback on potential changes to registration and fares; feedback on how to support HandyDART customers in using Compass; and to share information on the addition of an online tool to book HandyDART trips.

ENGAGEMENT OVERVIEW

From Monday March 29 through Sunday April 25, 2021, TransLink conducted customer and stakeholder engagement on the HandyDART Modernization Program.

TransLink held six virtual workshops: two for service providers and medical professionals on April 7 and 15; two for HandyDART customers and their caregivers on April 15 and 17; one for TransLink's HandyDART Users' Advisory Committee on April 21; and one for TransLink's Access Transit Users' Advisory Committee on April 28.

A Telephone Town Hall was held April 8, which was open to all stakeholders or members of the public to attend.

TransLink also met with municipal committees and other groups during the engagement, including: City of Vancouver's Persons with Disabilities Advisory Committee, April 8; Maple Ridge's Municipal Advisory Committee on Accessibility and Inclusiveness, April 15; and Disability Alliance of BC, April 26.

Opportunities to provide input outside of events included a survey, which could be completed online, by phone, or by return mail. Stakeholders and customers could also correspond with project team staff through an email address and a dedicated project phone line. Translation services were available by request through the phone line.

NOTIFICATION

Customers and stakeholders were notified about the public engagement opportunities, including options to complete a survey by phone or return mail, using several notification methods – all included a link to the project website (translink.ca/hdm), email address (publicengagement@translink.ca), and the dedicated project phone line (**604.953.3648**):

Postcards

During the first week of engagement postcards were delivered by Canada Post to 19,000 registered HandyDART customers.

Project website and TransLink Listens

Information about the engagement period, including ways to participate and project materials, were posted to the project website, translink.ca/hdm. The landing page generated 2,547 unique page views during the engagement period. The survey was hosted on TransLink's civic engagement portal (engagetranslink.ca/handydart-modernization-program), where visitors could also register for events. The TransLink Listens project page generated 1,377 page visits.

Newspaper ads

Between March 29 and April 9, 2021, two ads promoting the engagement ran in these 10 community newspapers (20 ads in total): *Vancouver is Awesome*, *Burnaby Now*, *Delta Optimist*, *New West Record*, *Tri-Cities News*, *North Shore News*, *Richmond News*, *Peach Arch News*, *Sing Tao*, *Mind Pao*, *Indo Canadian Times*, and *Sach Di Awaaz*.

Transit advertising

Ads ran on digital platform information displays (PIDS) at SkyTrain, West Coast Express and SeaBus stations during the engagement period.

Stakeholder emails

Emails promoting the engagement opportunities were sent to 258 organizations representing or providing services to HandyDART users.

Social media campaign

The engagement was promoted across TransLink's social media channels, including Buzzer Blog (1 post); Twitter (4 posts), Facebook (1 post), LinkedIn (1 post) and Instagram (1 post).

Media campaign

A March 29 news release promoting the engagement garnered coverage by online, broadcast and print outlets, including: Daily Hive, City News, Global News, BC1, CTV News, *Vancouver is Awesome*, *Burnaby Now*, *Delta Optimist*, *New West Record*, and *Mass Transit Magazine*.

Newsletters

The engagement was promoted in newsletters including: Access Transit E-news (2,256 subscribers); TransLink's general e-newsletter (5,639 subscribers); and the HandyDART print newsletter, 10,000 copies of which were distributed to customers travelling on HandyDART and included in the welcome packages sent to new HandyDART customers.

PARTICIPATION

Between March 29 and April 25, 2021, there was a total of 1,643 public and stakeholder interactions, including:

- **835 completed surveys:**
 - 580 online
 - 120 by phone
 - 135 by postage-paid return mail

- **20 participants**
2 Virtual Workshops
for Service Providers
& Medical Professionals

- **16 participants**
2 Virtual Workshops
for Customers & Caregivers

- **12 participants**
Virtual Workshop
for TransLink's HandyDART
Users' Advisory Committee

- **17 participants**
Virtual Workshop
for TransLink's Access Transit
Users' Advisory Committee

- **57 participants**
Telephone Town Hall

- **46 written submissions**
emailed to publicengagement@translink.ca

- **645 calls**
Project Phone Line

ENGAGEMENT METHODS

Survey

The survey was hosted on the TransLink Listens civic engagement platform and available through a link on the project webpage. Respondents could also choose to complete the survey by phone or through postage-paid return mail by request. Translation support to complete the survey by phone was available by request.

Each survey section included an open text field for respondents to provide additional comments or questions. An open text field at the end of the survey allowed respondents to provide comments on the HandyDART Modernization Program overall.

Attendees of the telephone town hall and virtual workshops were encouraged to complete the survey immediately following their participation to offer feedback while the content was still fresh in their minds.

Telephone Town Hall

- A telephone town hall was held April 8 from 6:00 to 7:00 pm.

Virtual workshops

- Two virtual workshops were held for **Service Providers and Medical Professionals** on Zoom on April 7 from 5:00 pm to 6:15 pm and on April 15 from 3:00 pm to 4:15 pm.
- Two virtual workshops were held for **Customers and Caregivers** on Zoom on April 15 from 6:00-7:30 pm and on April 17 from 11:00 am to 12:30 pm.
- A virtual workshop was held for the **HandyDART Users' Advisory Committee** on April 21 from 11:00 am to 1:00 pm.
- A virtual workshop was held for TransLink's **Access Transit Users' Advisory Committee** on April 28 from 11:45 am to 1:30 pm.

Project web page

Engagement materials were posted on the project website at translink.ca/hdm, including detailed information about the HandyDART Modernization Program and links to related background documents. The page included a link to the online survey on TransLink Listens.

TransLink Listens project page

The TransLink Listens project page (engagetranslink.ca/handydart-modernization-program) hosted the online survey, event information and online registration, project contact information, detailed project information, presentation boards, and a narrated video of the presentation boards.

Email

The TransLink Public Affairs email address, publicengagement@translink.ca, was included in notification and presentation material as an additional way for stakeholders to connect with the project team and to register for events.

Project phone line

A project phone line was established for the duration of the engagement period. The number was included in the notification materials, on the project webpage, and at TransLink Listens to facilitate additional engagement opportunities, register for events, request paper surveys, and to do the survey by phone.

WHAT WE HEARD

The following themes emerged in the feedback provided by participants in the virtual workshops and telephone town hall, and survey respondents. Themes are organized under the three sections of the HandyDART Modernization Program, with a section capturing feedback from stakeholders on the survey design.

Within the survey, respondents could provide additional comments in the open text fields at the end of each section, and for the overall package. Mustel Group Market Research conducted an independent analysis of the **1,721 comments** provided by respondents, measuring sentiment and capturing themes.

Detailed survey responses are included in **Appendix A**.

COMPASS ON HANDYDART

Overall, most stakeholders expressed general **support** for rolling out Compass on HandyDART:

- Convenience of Compass is appreciated; easy to load fares and passes
- Compass gives access to stored value fares which are cheaper than cash fares
- Familiarity factor – many HandyDART customers mentioned they already use Compass

However, some **concerns** were also raised:

- Potential barriers for some to obtaining, loading and checking card balances, such as Compass Vending Machine locations, familiarity with online tools, and language barriers
- Due to a physical or cognitive disability, some customers may not be able to use a Compass Card
- May be challenging for customers who need to carry multiple cards
- Health service providers expressed concerns with managing fares for multiple clients

The nature of questions received during workshops and through the survey indicated a need to clearly communicate to customers and care givers how to purchase and manage a Compass Card; as well as when to use Compass for those who also use a BC Bus Pass, CNIB card, TaxiSavers, or a HandyCard.

Survey Comments

Of the **368 survey comments** on Compass on HandyDART 59% were supportive, 51% expressed concern, and 6% were neutral (total value exceeds 100% due to comments that included expressions of both support and concern).

Supportive comments noted the convenience of using Compass, with some commenting they already have a Compass Card.

Key themes of **concern** included issues with loading and checking card balances, location of Compass vending machines, and access issues related to internet use and language. Other

comments expressed concern about the ability of those with cognitive disabilities to use Compass.

Virtual Workshops

Concerns were expressed about the need to carry both a Compass Card and BC Bus Pass; and how Compass would work for those unable to tap their card.

HDUAC members **shared ideas** on how to support HandyDART customers in using Compass: including providing customers with a lanyard; a desire to have Compass Cards sold on HandyDART with drivers being able to load fare products; videos on how to load and tap cards; and having HandyDART customers who already use Compass talk to their peers.

During the **UAC** workshop members had questions about whether CNIB card and BC Bus Pass users required a separate Compass Card for HandyDART; and whether stored value could be added to a BC Bus Pass. **Concern** was expressed over the requirement for some users to carry separate cards for travel on HandyDART and on conventional transit. Discussion of how to use and load fares on Compass Cards included concern that those without credit cards would not benefit from features such as auto reload.

Ideas shared by UAC members on supporting customers in using Compass included: having drivers share informational material; a training video with ASL for the deaf community; and training webinars for large groups of seniors.

During the **Customers and Caregivers** workshops stakeholders also wanted to learn about how to purchase and load Compass Cards. Support was expressed for extending Compass to HandyDART, with some stakeholders noting the convenience of Compass over FareSavers or cash fares.

Concerns were expressed about the ability of users unable to physically tap to pay their fare, with one stakeholder noting that requiring these users to wear a lanyard to hold their card was not dignified. Caregivers also raised the issue of how Compass would work for customers with cognitive disabilities, who do not manage their own fare payment (fares may be paid on their behalf by a caregiver or service provider at the beginning or end of a trip).

To support customers in using Compass, these stakeholders' **ideas** included: telephone-based information; providing a Compass Card to all new HandyDART customers; selling cards on HandyDART vehicles; providing lanyards for Compass and ID cards; training videos, which could be viewed several times and paused as needed; and printed material in a readable font.

Service Providers and Medical Professionals expressed the strongest **concerns** about how Compass would work for customers with cognitive disabilities, who do not currently manage their own fares, echoing concerns shared in the Customer and Caregiver sessions. We also heard questions from organizations that purchase fares for clients, such as Adult Day Programs, about how they would manage cards for multiple clients, noting it would be an administrative burden that many non-profits are not prepared to take on. Stakeholders also shared concerns about the ability of older clients to adapt to the new fare technology.

Ideas to support HandyDART users in adopting Compass included: training videos; and a phone line for those who can't access the internet.

Telephone Town Hall

We heard **questions** about how customers with mobility issues and dementia would tap Compass Cards to pay fares; and about using BC Bus Pass on HandyDART. Participants also had questions on how to purchase Compass Cards and load fares, and the timing of Compass on HandyDART.

POTENTIAL CHANGES TO HANDYDART FARES

Overall, the feedback supported extending age-based discounts (concession fares for youth and seniors) to HandyDART.

Key reasons for **supporting** age-based discounts raised in the survey and workshops:

- Seniors and youth have limited income so cheaper fares help
- Helps seniors meet other life costs
- Discount is worth the small decrease in service availability (but some also indicated that they support cheaper fares but not at the expense of service availability)

Few stakeholders did express some **concerns**:

- Fares should be income-based
- Concession fares should be available to all HandyDART customers, regardless of age
- BC Bus Pass should be valid on HandyDART
- Concern that increased demand from age-based discounts will impact service availability

Levels of Support and Survey Comments

When asked to indicate level of support for age-based discounts on HandyDART in a multiple choice question, 78% of survey respondents supported age-based discounts (61% “strongly support” and 17% “somewhat support”), with only 10% opposing (5% “somewhat oppose” and 5% “strongly oppose”).

And when asked to indicate level of support for age-based discounts considering a potential increase in demand for HandyDART service a peak times, the level of overall support dropped to 64% (40% “strongly support” and 24% “somewhat support”), with opposition increasing to 21% (13% “somewhat oppose” and 8% “strongly oppose”). Even with this potential impact, the majority of respondents supported introducing age-based discounts on HandyDART.

Key themes expressed through 435 open-ended comments received included expressions of **support** for age-based discounts, noting the benefit for low-income seniors; expressions of **concern** included a desire to extend discounts them beyond age categories, as well as some concern about impact of discounts on demand for HandyDART service availability.

Virtual Workshops

HDUAC members expressed **support** for age-based discounts, as well as **concern** for age groups (adults 19-64 years old) that would not be eligible for discounted fares or able to use their BC Bus Pass on HandyDART. Concern was also expressed about the overall affordability of extending discounts to HandyDART customers.

UAC members expressed similar concerns about those who would not be eligible (adults 19-65 years old). One member stated that people with disabilities are significantly disadvantaged, but many seniors are not. **Support** was also expressed for age-based discounts.

A key theme of **concern** expressed by **Customer and Caregivers** echoed HDUAC and UAC concerns about limiting discounts by age, with a desire for discounts to be extended to all HandyDART customers, noting that people aged 19-64 may be on limited income. Some concern was also shared about the potential increase in demand for service because of discounts and a desire to expand service.

We also heard **support** for age-based discounts but concern that HandyDART could remain expensive for those 65 and older who would be unable to use a BC Bus Pass on HandyDART.

During the workshops for **Service Providers and Medical Professionals** there was limited discussion about the potential introduction of age-based discounts on HandyDART. Of the feedback received, **support** was expressed for age-based discounts. **Concern** was expressed about the impact on the fiscal budget of extending discounts to HandyDART users.

Telephone Town Hall

Town hall participants did not express concern or support for age-based discounts. Questions were asked to clarify who would qualify for the discounted fares.

POTENTIAL UPDATED REGISTRATION PROCESS

While customers and stakeholders agreed that increased demand is a growing concern, a majority expressed **concerns** about a mandatory personal consultation component to HandyDART registration:

- Barrier to accessing HandyDART service
 - Customers with cognitive disabilities may find it difficult to participate
 - Customers with language barriers may find it difficult to participate
- Personal consultation adds to the burden of paperwork and appointments people with disabilities already face
- Delays approval to use HandyDART
- Applicants could feel judged and not trusted
- Doctors familiar with applicants are best able to assess their transit needs
- A healthcare professional (e.g. occupational therapist) may not understand complex, invisible, or episodic disabilities

Some participants expressed **support** for a personal consultation component to registration:

- Applicants learn about conventional and HandyDART transit services
- Helps HandyDART staff connect with applicant family members to align understanding and expectations about the service
- Personal consultation cost covered by TransLink, whereas some doctors charge a fee to fill out and submit application forms

- The personal consultation healthcare professional would be informed about HandyDART and conventional transit services
 - A personal doctor is in a better position to advocate for patient's needs than to do an initial assessment
- Support travel training, but not as part of the registration process.
- Stakeholders expressed support for a personal consultation as an optional part of registration process

Survey Comments

Analysis of **428 survey comments** on the potential registration changes identified 74% expressed concern, 16% were supportive, and 6% neutral.

The key themes in the **expressions of concern** around registration changes included concern that the updated process would be bureaucratic, complicated, and time consuming. Opposition to the proposed personal consultation was also notable, with a preference for assessment by a doctor, as well as a concern that the personal consultation favours expert opinion over the needs of individuals. The updated registration process was also seen as a potential barrier to accessing HandyDART service for vulnerable individuals who could not complete the steps or participate in a personal consultation. Comments also identified a concern that the process was discriminatory and seen as asking people to prove disability to access services.

Comments **supportive** of the potential updated registration process indicated the proposed process and requirements were fair and reasonable and noted HandyDART should only be used by those needing the service.

Virtual workshops

During the virtual workshops the themes of **concern** identified in the survey comments were echoed to varying degrees, based on stakeholder group, with additional areas of concern emerging.

In the virtual workshop for **HandyDART Users' Advisory Committee** (H DUAC) members we heard strong opposition to the potential updated registration process. Key areas of concern about the proposed process included:

- Creating a barrier to accessing HandyDART service
- Delaying approvals to use HandyDART service
- Applicants feeling judged and not trusted, required to verify their disabilities
- Unlikely that people would apply for HandyDART who did not need to use it
- Concern about protection of personal information and who would have access to it

A key concern expressed by H DUAC members was around the personal consultation. We heard the following themes:

- Doctors or specialists familiar with applicants are best able to assess their transit needs
- A healthcare professional (e.g. occupational therapist) may not understand complex, invisible, or episodic disabilities
- Questions about criteria healthcare professional would use to assess eligibility

We did hear some **support** for the proposed process during the H DUAC workshop, with a member expressing support for the personal consultation, noting that learning about

conventional and HandyDART transit services would be valuable to applicants. Other HDUAC members supported travel training, but not as part of the registration process.

Participants in the virtual workshop for the **Access Transit Users' Advisory Committee** (UAC) expressed **concerns** similar to feedback from HDUAC members about the potential registration changes. Key themes included:

- The new process adds to the burden of paperwork and appointments people with disabilities and their families already face
- The new process requires individuals to prove disability
- Concern about ability of some to participate, e.g. those with cognitive disabilities
- Concern about who would be required to participate in a personal consultation
- Concern that conditions of a one-time personal consultation could impact the evaluation
- Doctor is better able to assess transit needs because they know applicant
- Support for a personal consultation as an optional part of registration process
- Support travel training, but not at the point where eligibility is being determined

During the two virtual workshops for **Customers and Care Givers**, participants highlighted **concerns** also heard in the users' advisory group sessions. Concerns focussed on the proposed personal consultation, echoing concerns about potential to be harmful for applicants and the new process overall being a barrier to service. Key concerns included:

- Opposition to a mandatory personal consultation, preferring it be an equal choice or voluntary part of registration
- Concern about cost of personal consultation process, preferring money spent on service
- Concern that the new process will not address sustainability of HandyDART service
- Providing more taxi trips would be a better way to address sustainability
- Travel training unnecessary: residential facility caregivers already understand options
- Travel training unnecessary: users can judge own ability to use conventional transit.
- Doctors know applicants best and are more qualified to assess patients' needs
- Doctors are qualified to assess episodic and invisible disabilities
- Concern about the criteria that a TransLink healthcare provider would use to assess eligibility
- Concern about whether a TransLink healthcare provider would be given enough time to understand applicants' abilities
- Questions about the ability to appeal eligibility decision
- Privacy concerns about how applicants' medical information would be kept secure

We did hear some **support** for travel training with the caveat that it, along with conditional eligibility, would be possible without a making a personal consultation a mandatory component of the updated registration process.

We also heard some **support** for a personal consultation conducted by a TransLink healthcare provider, noting that the cost would be covered by TransLink, whereas some doctors charge a fee to fill out and submit application forms.

We heard agreement that trip availability is a concern, and **support** for TransLink to make changes to ensure the long-term sustainability of the service in the future. There wasn't

agreement, however, that changing the registration process was the right solution to address sustainability.

During the two virtual workshops for **Service Providers and Medical Professionals**, participants' **concerns** about the potential updated registration process focussed on who would be required to participate in a personal consultation and the impact of the process on timely approvals. Key concerns included:

- Ability of clients with cognitive disabilities to participate in a personal consultation
- Ability of clients with language barrier to participate in personal consultation
- Recommendation that elderly, frail applicants and dialysis patients get direct approval
- Concern that proposed process would slow down and complicate access to service

These stakeholders expressed some **support** for including a personal consultation as part of the updated registration process. Key areas of support included:

- A personal consultation and travel training will benefit some clients
- A personal conversation could help HandyDART staff connect with family members
- A personal consultation with the applicant and their family would help them understand HandyDART and manage their expectations
- A personal consultation could help older clients and caregivers complete the application and explain HandyDART (a function currently provided by nurses at participant's facility)

Telephone Town Hall

During the **Telephone Town Hall**, which was primarily a question and answer session, we heard a **diversity of comments** on the potential updated registration process.

Concerns similar to those heard in virtual workshops were shared about the requirement for a personal consultation and how it would be conducted. They included:

- User group is already burdened by many appointments to access services and healthcare; a personal consultation adds to the burden
- Question about value of consultation to the applicant
- Preference for applicant's doctor to assess transit needs, over an unfamiliar healthcare professional
- Comment that the requirement for a personal consultation feels threatening

Notably, **support** was expressed during this session for including a personal consultation conducted by a healthcare professional such as an occupational therapist, over a doctor.

Reasons provided included:

- A healthcare professional would be informed about HandyDART and conventional transit
- A doctor is in a better position to advocate for patient's needs than to do an initial assessment

ENGAGEMENT

Over the course of the engagement period we received feedback through stakeholder meetings, survey comments, and in virtual workshops that some respondents had **concerns** about the survey design. Key themes of concern included: survey included too much detail; it was difficult

for some to understand; it was challenging to complete; it focussed on implementation concerns while communicating policy aspects.

We also heard a concern that a focus on elements of the proposed personal consultation in the survey created an impression for some stakeholders that a decision had already been made to include a personal consultation as part of an updated registration process.

NEXT STEPS

Following the conclusion of the customer and stakeholder engagement:

- TransLink staff will use the feedback received to inform a proposal to update the **HandyDART Registration Process** and will seek direction from TransLink's Board of Directors. If approved by the Board, a new registration process could be implemented in 2023.
- TransLink staff will use feedback on **Potential Fare Changes** to inform their recommendations to TransLink's Board of Directors and seek direction this spring. If approved by the Board, the fare changes would coincide with the launch of Compass on HandyDART.
- Compass project team will use feedback to inform the customer adoption plan that will roll out in advance of activating **Compass on HandyDART** later in 2021.
- Implementation of **Online Booking**, to complement HandyDART's existing telephone booking service, is pending IT readiness and anticipated in early 2022.

Appendices

APPENDIX A: Detailed Survey Responses

SURVEY

From March 29 to April 25, 2021, a survey was available through a link on the project webpage and hosted on TransLink Listens. Participants could also choose to complete a survey over the phone or by postage-paid return mail. A total of 835 surveys were submitted, 580 online, 135 by return mail, and 120 by phone.

A majority of respondents were registered HandyDART customers (70%), over 65 years of age (62.8%); and described themselves as female (70.7%). Respondents from 20 municipalities completed the survey, with the highest participation (33.5%) coming from Vancouver (including the University Endowment Lands); followed by Surrey (15.9%); and Burnaby (10.3%).

Nearly half of the respondents had used HandyDART for several years, with 44.4% having registered more than 5 years ago; and 16.6% registering within the past 3 to 5 years. Only 10% had registered in the past year.

It is important to note that respondents may not have answered every question and may have opted to complete the survey more than one time.

Who completed the survey

I am participating in this survey because I am...

Category	Number	Percentage
A HandyDART customer (or on behalf of a HandyDART customer)	579	69.3
A caregiver or loved one of a current/future HandyDART customer	81	9.7
Healthcare professional or individual working with people who have disabilities	60	7.2
A HandyCard only customer	50	6.0
Not currently a HandyDART customer but I might be in a few years	38	4.6
A member of a disability advocacy group	14	1.7
None of the above	13	1.6

Age group

Age range	Number	Percentage
More than 85 years of age	149	19.1
75-84 years of age	184	23.5
65-74 years of age	158	20.2
55-64 years of age	107	13.7
45-54 years of age	71	9.1
35-44 years of age	46	5.9
25-34 years of age	38	4.9
19-25 years of age	15	1.9
18 years of age and younger	3	0.4
Prefer not to answer	11	1.4

How do you describe yourself?

Options	Number	Percentage
Female	562	70.7
Male	204	25.7
Prefer not to answer	27	3.4
Prefer to self describe	2	0.3

I live in...

Municipality	Number	Percentage
Vancouver (including University Endowment Lands)	267	33.5
Surrey	127	15.9
Burnaby	82	10.3
Richmond	65	8.1
Coquitlam	33	4.1
New Westminster	27	3.4
White Rock	25	3.1
Langley (Township)	24	3.0
North Vancouver City	21	2.6
Langley (City)	20	2.5
Delta	19	2.4
Maple Ridge	17	2.1
West Vancouver	13	1.6
North Vancouver District	11	1.4
Port Coquitlam	10	1.3
Chilliwack	6	0.7
Port Moody	4	0.5
Abbotsford	3	0.4
Pitt Meadows	2	0.2
Anmore	1	0.1
Other (please specify*)	21	2.6

* Calgary, Harrison Hot Springs, Kelowna, Quesnel, Revelstoke, Vancouver Island, and Victoria. No respondents from: Belcarra, Bowen Island, Lion's Bay, Mission, Squamish, and Tsawwassen First Nation.

I identify as... (Select all that apply)

Options	Number
A senior (age 65 or older)	484
A person with a visible or invisible disability	444
A person who speaks a language other than English or French at home	105
None of the above	46
Prefer not to answer	34
Other (please specify*)	32
Youth (age 15-24)	16
An indigenous person	11
A new Canadian (I moved to Canada in the last three years)	7
A TransLink or TransLink operating company employee	5

* Caregivers for seniors and young adults with a disability, healthcare providers, service providers, and visually impaired.

How would you describe your disability, if relevant? (Select all that apply)

Options	Number
Physical	303
Cognitive	73
Visual impairment	71
Neurological	68
Hearing impairment	47
Intellectual	30
Developmental	28
Psychiatric	26
Prefer not to say	21
Other (please specify*)	13

*Respiratory, brain injured, temporary (pending surgery), fatigue, bladder control, and kidney disease.

Which of the following mobility aids do you use, if any? (Select all that apply)

Type of mobility aid	Number
Cane	226
Walker	225
I don't use a mobility aid	125
Wheelchair	95
Scooter	47
Other (please specify)*	34

*Braces, require assistance from family member, lift, powerchair, walking poles, CNIB white cane, bariatric walker, bicycle, and crutches.

Before COVID-19, how many one-way trips did you take using HandyDART in a typical week? A one-way trip is a trip to a single destination; for example, a trip to work and home again would be 2 one-way trips.

Trips	Number	Percentage
2 or fewer one-way trips per week	387	66.8
3-5 one-way trips per week	123	21.2
6-10 one-way trips per week	56	9.7
More than 14 one way trips per week	7	1.2
11-14 one-way trips per week	6	1.0

Before COVID-19, how many trips did you take using more than one form of conventional transit in the same trip (e.g., buses, SkyTrain, SeaBus, West Coast Express)?

Trips	Number	Percentage
None	366	46.7
1 or 2 one-way trips per week	226	28.8
3-5 one-way trips per week	98	12.5
6-10 one-way trips per week	68	8.7
11-14 one-way trips per week	16	2.0
More than 14 one way trips per week	10	1.3

Approximately how long ago did you register for HandyDART?

Years	Number	Percentage
More than 5 years ago	257	44.4
3-5 years ago	96	16.6
2-3 years ago	91	15.7
1-2 years ago	77	13.3
Less than 1 year ago	58	10

Which of the following cards do you have, if any? (Select all that apply)

Type of fare payment cards	Number
HandyCard	335
BC Bus Pass	176
CNIB card	17
U-Pass BC	1

What they said: about potential updates to the registration process

How important is it to you that TransLink offers an introductory HandyDART ride to and from the personal consultation, for applicants who need it?

Options	Number	Percentage
I don't know	1	2.9
Extremely important	9	25.7
Very important	13	37.1
Moderately important	7	20.0
Slightly important	3	8.6
Not at all important	2	5.7

The potential new registration process would include a personal consultation. Which of the following options would be able to use if you were to travel to and from the personal consultation in the Metro Vancouver area? (Select all that apply)

Options	Number
An introductory HandyDART ride provided to you by TransLink	53
A ride from a friend of a family member	39
Conventional transit (e.g. buses, SkyTrain, SeaBus, West Coast Express)	22
Taxi	20
Volunteer driving service	11
Assisted living/care home driving service	8

Before COVID-19, how many times did you use your HandyCard in a typical week?

Number of trips	Number	Percentage
2 or fewer trips per week	38	76.0
3-5 times per week	10	20.0
6-10 times per week	1	2.0
11-14 times per week	1	2.0
More than 14 times per week	0	0

For each of the following statements, please select the response that best describes what is important to you about the HandyDART application form.

Statement	Level of importance					
	I don't know	Extremely important	Very important	Moderately important	Slightly important	Not at all important
The form is available in multiple languages	40	173	194	132	65	186
The application can be completed without a doctor/medical professional	51	160	210	143	74	155
The application can be submitted online	48	218	183	138	58	140
A doctor/medical professional must confirm that an applicant needs HandyDART	33	191	210	159	72	125
The application can be submitted by mail	37	231	245	129	57	90

The potential new registration process for HandyDART includes a personal consultation with a healthcare professional who is knowledgeable about disabilities and transit, including HandyDART. For each of the following statements, please select the response that best describes what is important to you about preparing for the personal consultation.

Statement	Level of importance					
	I don't know	Extremely important	Very important	Moderately important	Slightly important	Not at all important
Scheduling and appointments are offered in a language the applicant is comfortable using, with translation services available if needed	26	188	225	120	69	160
Personal consultations are available on the weekends	46	146	183	174	83	151
Personal consultations are available in the evenings	45	132	163	169	89	178
Applicants who cannot reasonably attend the personal consultation will not be excluded	60	306	221	110	36	53
The reasons why some applicants may not be required to attend the personal consultation will be clearly stated	58	244	264	131	37	46
Someone is available to answer the applicant's questions before their appointment	47	238	277	118	47	54
The applicant is informed that their caregiver or companion is welcome at the personal consultation	40	316	240	90	30	64

For each of the following statements, please select the response that best describes what is important to you about the personal consultation.

Statement	Level of importance					
	I don't know	Extremely important	Very important	Moderately important	Slightly important	Not at all important
The personal consultation is designed to meet each applicant's needs	34	275	279	128	37	26
The applicant, the health care professional, and TransLink's Access Transit team are working together	33	313	272	102	38	21
The personal consultation is an open dialogue with a healthcare professional where the applicant can ask and answer questions	32	282	276	120	30	31
The personal consultation is an opportunity for the applicant to learn how TransLink services can meet their needs	27	276	299	114	30	31

For each of the following statements, please select the response that best describes what is important to you about the healthcare professional at the personal consultation.

Statement	Level of importance					
	I don't know	Extremely important	Very important	Moderately important	Slightly important	Not at all important
The healthcare professional knows how HandyDART works	26	321	283	95	24	28
The healthcare professional knows about the accessibility features available on conventional transit (e.g. buses, SkyTrain, SeaBus, West Coast Express)	32	301	269	102	32	38
The healthcare professional wants to learn about the applicant's day-to-day life	34	194	231	157	78	84
The healthcare professional accepts the applicant's description of their abilities and limitations	34	314	292	88	29	17
The healthcare professional helps the applicant find the best transportation solution for their needs and abilities	38	293	279	94	30	38
The healthcare professional answers all of the applicant's questions about the HandyDART service	34	291	279	104	30	36

The healthcare professional answers all of the applicant's questions about the eligibility recommendation	33	307	289	88	27	26
The healthcare professional clearly explains to the applicant how to appeal the eligibility recommendation if the applicant disagrees	54	341	248	89	25	23

Do you have any comments you would like to share about the potential registration process?

In total, **428** comments were provided by respondents. An independent analysis of the comments measuring sentiment and identifying key themes was conducted by Mustel Group Market Research. Key themes are summarized in **What We Heard** section of this report.

What they said: about the potential updated HandyDART fares

To what extent do you support or oppose accepting age-based discounts for HandyDART customers?

Level of support	Number	Percentage
Strongly support	496	61.2
Somewhat support	135	16.6
Neither support nor oppose	104	12.8
Somewhat oppose	37	4.6
Strongly oppose	39	4.8

It is estimated that age-based discounts will lead to a small increase in demand for HandyDART, which may make it more difficult to book a trip at busy times. With that in mind, to what extent do you support or oppose age-based discounts for HandyDART customers?

Level of support	Number	Percentage
Strongly support	325	40.2
Somewhat support	191	23.6
Neither support nor oppose	123	15.2
Somewhat oppose	101	12.5
Strongly oppose	68	8.4

Do you have any comments you would like to share about age-based discounts for HandyDART customers?

In total, **435** comments were provided by respondents. An independent analysis of the comments measuring sentiment and identifying key themes was conducted by Mustel Group Market Research. Key themes are summarized in the **What We Heard** section of the report.

What they said: about using Compass on HandyDART

Of the following options, how do think you'd be most likely to add money to your Compass Card balance? (Select all that apply)

Options to add money to Compass Card balance	Number
Pay online using my credit card, Visa debit, or Mastercard debit	430
Call Compass Customer Service to pay over the phone	248
Pay in person at a Compass vending machine at select London Drugs stores	192
Send a cheque in the mail	161
Pay in person at a Compass vending machine at a SkyTrain or SeaBus station	147
Pay in person at the Compass Customer Service Centre	84
Other (please specify*)	81
None of the above	50

**Included some of the options listed above; options not currently considered (PayPal, sale and loading of cards by drivers on the HandyDART vehicles), and interactive e-transfers; and options unrelated to loading fares such as accepting BC Bus Pass on HandyDART and not charging transit fares. The responses included comments the options create barriers for some individuals and organizations.*

Note: Several people stated they would use BC Bus Pass or CNIB card, which are not valid on HandyDART.

Of the following options, how do you think you'd be most likely to check your Compass Card balance?

(Respondents asked to select all that apply)

Options to check balance	Number
Visit the Compass website to check my balance	356
Ask the driver to tell me my balance when they tap my card on the card reader	313
Check my balance on the card reader	271
Phone Compass Customer Service to check my balance	263
Check my balance in person at a Compass vending machine	132
Check my balance in person at the Compass Customer Service Centre	58
None of the above	53
Other (please specify*)	52

** Included some of the options listed above; comments that the available options create a barrier for individuals and organizations.*

Note: Several people stated they have BC Bus Pass or CNIB cards, which are not valid on HandyDART. Others stated they would use FareSavers, which will no longer be sold following a transition period. Others said they would check their balance when booking a trip, for which booker will have to transfer the call to the Compass call centre.

To what extent do you agree or disagree with the following?

Statement	Level of importance					
	I don't know	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree
I use a computer, tablet, or smartphone to check email	20	462	70	25	15	148
I use a computer, table, or smartphone to make appointments online	22	308	78	43	35	251
I use a computer, table, or smartphone to pay bills online.	20	367	55	24	19	252
I use a computer, table, or smartphone for online shopping	21	278	70	45	41	277
I prefer to do all of my financial transactions online	19	220	99	64	41	289
I am nervous about making payments online	40	169	86	95	62	278
I prefer to do all of my financial transactions in person	27	218	77	116	85	222
I prefer to do all of my financial transactions on the phone	25	107	73	115	83	342

Do you have any comments you would like to share about TransLink introducing Compass to HandyDART?

In total, **368** comments were provided by respondents. An independent analysis of the comments measuring sentiment and identifying key themes was conducted by Mustel Group Market Research. Key themes are summarized in the **What We Heard** section of this report.

What they said: about the HandyDART modernization package**Overall, to what extent do you support or oppose the complete HandyDART modernization package?**

Level of support	Number	Percentage
Strongly support	327	41.2
Somewhat support	251	31.6
Neither support no oppose	104	13.1
Somewhat oppose	63	7.9
Strongly oppose	49	6.2

Do you have any comments you would like to share with TransLink about the complete HandyDART modernization package?

In total, **490** comments were provided by respondents. An independent analysis of the comments measuring sentiment and identifying key themes was conducted by Mustel Group Market Research.

Key themes included:

- expressions of **concern** (42% of comments), including:
 - the new registration process including the proposed personal consultation
 - a desire to expand fare discounts, and
 - a concern about the ability of some HandyDART customers to use Compass
- expressions of **support** (35% of comments) included:
 - support for registration changes and Compass
 - appreciation for the HandyDART service, staff and drivers
- **neutral** comments (23%) included:
 - desire for more consultation before HandyDART updates are implemented
 - suggestions for operational improvements and expanding service areas

APPENDIX B: Summary of Town Hall & Workshop Feedback

TELEPHONE TOWN HALL

57 people participated in the Telephone Town Hall held April 13, 2021 from 6-7pm. The discussion included questions and comments on the following themes:

Potential updated registration process

Medical professional conducting consultation

- Support for doctors to conduct consultation because they know applicant
- Support for occupational therapist to conduct consultation because they would be informed about HandyDART and conventional transit
- Support for occupational therapist to conduct consultation as it allows doctor to better advocate following initial assessment
- Question about criteria for HandyDART eligibility

Consultation requirement

- Question about the need an appointment for a user group already burdened by appointments to access services and healthcare
- Question about value of consultation to the applicant
- Comment that requirement feels threatening
- Concern that consultation will be subjective

Consultation, other

- Question about the need for registered HandyDART users to re-apply
- Question about whether consultation would be in person

Compass on HandyDART

- Question about how customers with mobility issues and dementia will tap cards
- Question about how to purchase Compass Cards
- Question about timing of Compass activation on HandyDART
- Question about how to add value to a Compass Cards
- Question about using BC Bus Pass on HandyDART
- Question about whether HandyDART Compass Card will be the same as cards used on conventional system

Potential Updated HandyDART Fares

- Question of whether loved one would qualify for age-based discount.

VIRTUAL WORKSHOPS FOR SERVICE PROVIDERS & MEDICAL PROFESSIONALS

20 people participated in 2 virtual workshops held April 7 and 15, 2021. The discussion included the following themes:

Potential updated registration process

Concern about updated process, including personal consultation

- Question about registration requirement for long-term care facility residents
- Concern about ability of clients with dementia to participate in a consultation
- Question about registered users' need to re-register
- Recommendation that elderly/frail residents and dialysis patients receive direct approval
- Concern about the ability of renal patients who start in hospital to participate
- Concern about the ability of adult day program attendees to participate in new process, noting even a phone is challenging for some
- Need to provide language support for some clients to participate
- Concern that personal consultation will delay access to service
- Will new process, with additional steps, be faster or slower than current process?
- Concern about who would conduct a personal consultation and the criteria to be used

Support for updated process, including personal consultation

- It will help students, youth applicants and families understand HandyDART and manage expectations
- A personal consultation could help customers go through the application process and learn about HandyDART
- In-person interaction could be really helpful for some people.
- Opportunity for a personal conversation could help TransLink staff be more connected with family members.
- Support for shorter application form
- Support for occupational therapist conducting consultation over a doctor
- Support for occupational therapist conducting consultation, especially for those with invisible disabilities
- Desire for more than one person to be involved in consultation so that it would be a collaborative experience

Compass on HandyDART

Concern about managing and using Compass Cards

- Concern that managing cards for multiple clients places a burden on non-profits
- Concern that clients with cognitive disabilities will be unable to manage or carry a Compass Card
- Question about how to load fare products on Compass Cards
- Concern that Compass technology may be difficult for older adults to adopt.
- Concern that some clients will need to carry BC Bus Pass and a Compass Card

Ideas for sharing Compass information

- Training videos
- A telephone number/call centre for questions would be helpful

Potential Updated HandyDART Fares

- Support for discounted fares, and surprise that fares are not increasing due to COVID
- Not concerned that fare would increase demand enough to change travel behaviour.
- Concern about impact of discounted fares on fiscal budget

VIRTUAL WORKSHOPS FOR CUSTOMERS & CAREGIVERS

16 people participated in 2 virtual workshops held April 15 and 17, 2021. The discussion included the following themes:

Potential updated registration process

Opposition to personal consultation

- Should be an equal choice or voluntary part of registration, not mandatory.
- Will be a barrier for many people to proceeding with registration process.
- Mandatory participation is harmful: people with disabilities overwhelmed with meetings in which they are judged.
- People unable to participate and would lose access to HandyDART. Reasons they may not be able to participate include developmental disability, brain injury, heart condition, fragility due to age.
- Setting up and operating consultation process would be expensive, and no information has been provided on a cost estimate.
- Consultation doesn't address the sustainability of HandyDART service.
- Providing more trips by taxi would be better way to address sustainability since they can deliver trips at half the cost of dedicated HandyDART vehicles.
- Prefer longer paper application form over consultation.
- Consultation would slow down the application process.
- Caregivers in residential facilities already understand the travel options.
- Problematic to assess individuals with episodic disabilities on a "good day."
- HandyDART users can judge when they are able to use conventional transit.
- People conducting consultations will be paid by TransLink, so will have a bias.

Support for personal consultation

- Will help HandyDART understand individuals' challenges.
- Will help applicants better understand transit options in their immediate area.
- Will help new users understand HandyDART; manage expectations.
- Will help new users understand how HandyDART integrates with conventional transit.
- Prefer talking with someone over filling out a form

Medical professional conducting consultation

- Doctors know applicants best
- Doctors more qualified to assess patient needs
- Doctors more qualified to assess episodic and invisible disabilities
- An occupational therapist may not get enough time to understand applicants' abilities
- Suggestion that a doctor initiate application and involve an OT or physio
- OT should do consultation because TransLink would cover the cost, whereas some doctors charge a fee to fill out and submit forms
- Support for OT assessing new applicants
- Question about criteria an OT would be given to assess applicants.
- Question about how OT would assess someone with a visual impairment
- Important that consultant has knowledge of the accessibility of the local environment.

Travel training

- Support for travel training
- Travel training and conditional eligibility are possible without mandatory consultation.

Other questions

- Question about ability to appeal eligibility decision
- Question about privacy, where applicants' medical information would be held
- Question about whether registered HandyDART users would need to re-apply
- Question about impact of registration changes for TaxiSavers users

Compass on HandyDART

Using Compass

- Question about whether HandyCard user can use same Compass Card for HandyDART trips
- Question about whether Compass will be accepted for HandyDART trips by taxi.
- Question about how users unable to physically tap will be able to pay their fare
- Question about how Compass will work for those with cognitive disabilities who don't carry their fare during travel?
- Lanyards to hold Compass Cards for those unable to tap are not dignified
- Not ideal for a customer who frequently loses their card.

Obtaining a card and loading fare products

- Questions about how to get a Compass Card; where to purchase
- Questions about how to load fare products onto a Compass Card
- Question about using the same Compass Card if they already have one
- Provide support to set up autoloan

Sharing information about Compass

- Important to provide telephone-based information is important.
- Suggestion to provide Compass Card to newly registered HandyDART users.
- Should sell or give out a first Compass Card to customers on HandyDART.

Support for Compass on HandyDART

- It's about time.
- Looking forward to not having to use or buy FareSaver tickets
- Support roll out of Compass on HandyDART, particularly if you are using taxi
- It will be more convenient than using cash.
- Compass minimizes losses.
- Likes email update when card is automatically reloaded.
- Likes ability to load card at London Drugs
- Questions about how Compass will work with BC Bus Pass
- Questions about how Compass will work with TaxiSavers

How to support customers in adopting Compass

- Share information through the Compass interactive phone service
- Share information with organizations for seniors and people with disabilities
- Provide soft lanyards with plastic cover for Compass and ID cards

- Mail lanyards to customers.
- Provide a basic webinar for customers
- Provide a video that customers can watch many times and pause when needed
- Provide a video in different languages
- Print material is still important for those who are not online
- Print material should be readable for people with dyslexia; with Arial 12 pt or larger font

Potential Updated HandyDART Fares

- Concern about increased pressure on demand for service.
- Should be advocating for more buses where we need them.
- Equity would be to enable all HandyDART customers to pay concession fares
- People aged 19-64 may be on limited income, but aren't getting a reduced fare.
- Fares are not fully and equitably aligned for customers 19 to 64 years old who have to carry two cards for HandyDART and conventional.
- Suggestion to lower age for concession fare to 60 years.
- HandyDART could remain expensive for low-income seniors eligible for BC Bus Pass

VIRTUAL WORKSHOP FOR HANDYDART USERS' ADVISORY COMMITTEE

12 members of TransLink's HandyDART Users' Advisory Committee participated in a virtual workshop held April 21, 2021, from 11:00 am to 1:00 pm. The discussion included questions and comments on the following themes:

Potential Updated Registration Process

Concern about new process, including personal consultation

- Preference for personal consultation to be optional, voluntary
- Concern that participants will be judged, personal consultation is not respectful
- Concern that applicants are having to ask to have access to a benefit
- Need to have eligibility verified assumes applicants aren't trusted
- Concerned about privacy of information being provided to HandyDART; who will have access
- Concern about ability of occupational therapist to assess complex, invisible and episodic disabilities
- Preference for a longer form over personal consultation
- A separate education campaign could inform HandyDART users about conventional transit
- Information on conventional transit can be provided to HandyDART users following the registration process
- HandyDART is one transit option, but people are not free to choose to use it
- Support improved education and understanding of transit options, but allow people freedom of choice
- Other options should be explored to tackle problem of HandyDART use by those who could travel on conventional transit
- Concern that new process could delay access to HandyDART service
- Concern that process will be used to weed people out instead of helping them

Support for new process, including personal consultation

- Experience of changing from a conventional transit to HandyDART is a big transition and good to have an understanding of the service through the consultation.

Potential Updated HandyDART Fares

- Support for age-based discounts; great to see cost relief
- Concern that expanding discounts to HandyDART will impact fiscal budget

Compass for HandyDART

- Support for Compass on HandyDART
- Concern for 19- to 64-year old customers who will be required to carry two cards

Ideas to support

- Provide a lanyard to hold Compass Card and other ID cards
- Have drivers sell Compass Cards and be able to load fares
- Training videos showing how to load and tap Compass Cards
- Link training videos to TransLink's website
- Short video clips for group locations and bulletins
- Have people who already use Compass talk with their peers

VIRTUAL WORKSHOP FOR ACCESS TRANSIT USERS' ADVISORY COMMITTEE

17 members of TransLink's Access Transit Users' Advisory Committee participated in a virtual workshop held during their committee meeting April 28, 2021, from 11:00 am to 1:00 pm. The discussion included questions and comments on the following themes:

Compass on HandyDART

- Will there be one card for regular transit and HandyDART or 2 cards.
- Asked about the orange pass. This would work for HandyDART.
- Would not be able to use this on HandyDART and with the red compass card will increase the cost of using HandyDART for people who are low income. Will try to avoid HandyDART because of the issue.
- Concern about how to tap Compass Card
- Questions about whether CNIB Card and BC Bus Pass users will also need a Compass Card
- Desire to be able to add stored value to BC Bus Pass
- Question about using a credit card to pay fares on HandyDART

Ideas for sharing information on Compass

- Provide an ASL video so that deaf community is included in this process
- Have drivers distribute information to HandyDART users
- Webinars for large groups of seniors
- Need to effectively communicate when BC Bus Pass and CNIB card holders need to use a Compass Card
- Information should be available in many languages

Potential Updated HandyDART Fares

- Questions about who qualifies for discounted fares
- Desire for discounted fares to be needs or income based rather than age based.

- Concern that people with disabilities are significantly disadvantaged, whereas many seniors are not
- Support for age-based discounts for HandyDART
- Question about whether TransLink will provide more vehicles as demand increases

Potential Updated Registration Process

Concerns about the new process, including personal consultation

- Concern about the ability of people with dementia to participate in process
- Concern about fair treatment of racialized communities in consultation process
- Concern that more a complex process will add to burden of paperwork and appointments people with disabilities already face to access services and health care
- Concern about impact on families of youth with cognitive disabilities transitioning into adulthood, a period during which they face a mountain of appointments and paperwork
- Concern about having to prove disability to access service
- Support for doctor to assess transit needs because they are familiar with the client
- Perception of that updated process is gatekeeping, which could create stress and confusion
- Process may diminish the level of comfort and adds to feeling of mistrust
- Question about who will have to participate in updated registration process
- Questions about qualifications and transit knowledge of healthcare provider conducting consultation
- Concern about criteria healthcare provide would use to assess transit needs
- Concern that doctor is being eliminated from the registration process
- Concern that personal consultation would be invasive
- Support for informing people about conventional transit, but not at the point when their access to the service is being determined

Support for the new process, including personal consultation

- Need for assessment for people who need to use HandyDART
- Need to maximize the use of the different services.
- Belief that doctors just sign the sheet without really knowing the person's abilities.
- Like educational aspect of consultation, suggest it could include trips on HandyDART and conventional transit.
- Sounds like a good educational tool and opportunity to talk about regular Transit

Engagement

Concern about survey design

- Hard to understand point of some points in the questionnaire; appeared to be designed to get agreement

APPENDIX C: Notification Material

Following are examples of notification material to create awareness of the HandyDART Modernization Program engagement and how to participate.

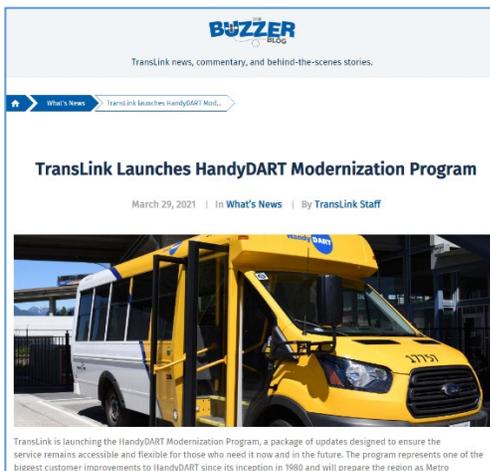
Postcard

Sent by Canada Post to 19,000 registered HandyDART users



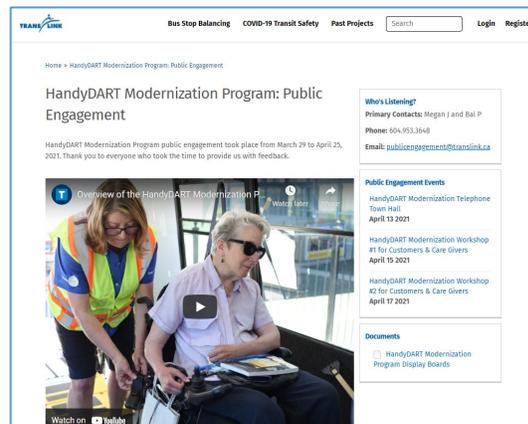
Social Media

Posts on TransLink’s channels: Buzzer Blog, Instagram, LinkedIn, facebook, and Twitter.



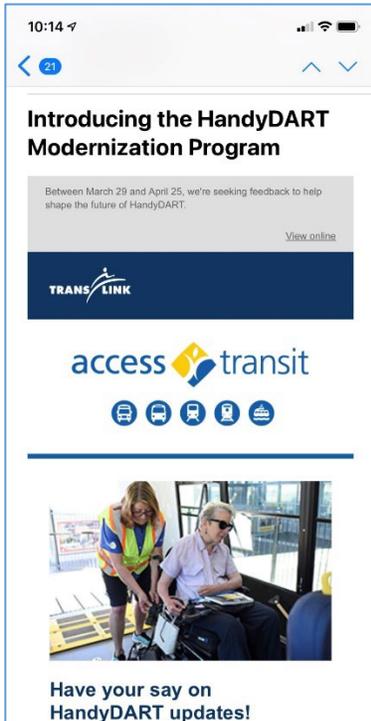
TransLink.ca & TransLink Listens

The project website provided project information linked to TransLink Listens for the survey and event information



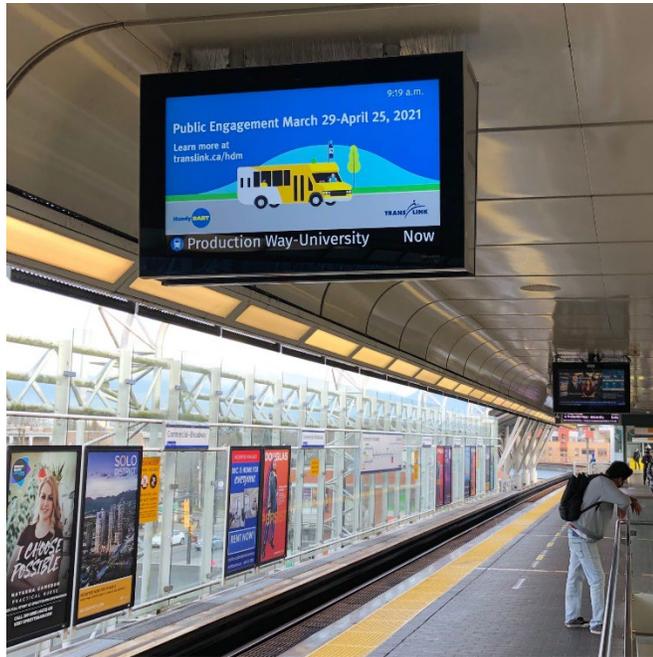
Newsletters

Access Transit E-news, TransLink’s general e-newsletter, and HandyDART printed newsletter included information on the engagement.



Transit System Ads

Ads appeared on digital displays at SkyTrain, West Coast Express and SeaBus stations.



Newspaper Ads

Ads were placed in 10 community newspapers.

HandyDART Modernization Program

Public Engagement: March 29 to April 25, 2021

TransLink is considering a package of updates to improve the HandyDART experience from start to finish — including how people register, book trips, and pay for the service.

Learn more at translink.ca/hdm

Sign up for the telephone townhall and virtual workshops, and complete the survey. **Email publicengagement@translink.ca or call 604.953.3648** to request a print copy or do the survey by phone.

重要信息! 请让别人给您翻译这通告。 重要資訊! 請讓別人給您翻譯這通告。
 ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ! ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਲਈ ਇਸਦਾ ਅਨੁਵਾਦ ਕਰਵਾਓ।

APPENDIX D: Engagement Material

Following is an example of a presentation provided to virtual workshop participants. Variations were made to the content and sequence of information to tailor presentations to specific stakeholder groups. Similar content was shared with participants in the Telephone Town Hall.



HandyDART Modernization Program

Virtual Workshop for Customers & Caregivers

April 17, 2021



Overview

TransLink is considering **a package of updates to modernize HandyDART**, our door-to-door transit service for people who are unable to navigate conventional public transit without assistance

We're **engaging HandyDART customers, caregivers, and service providers** through virtual workshops like this one, a telephone town hall, and survey to collect your feedback on the elements of the HandyDART Modernization Program.



Agenda

Today's session is designed to get as much feedback and as many ideas from you as possible.

Once you have a little background information, we'll jump right into the activities.

Agenda	
Welcome and Introductions	5 min
Overview of the HandyDART Modernization Program	10 min
Activity 1: Potential New Registration Process	25 min
Break	10 min
Activity 2: Compass for HandyDART & Potential Fare Changes	25 min
Final Thoughts & Next Steps	5-10 min



Who's in the (virtual) room?

Hello! We're your facilitators for today 🙌

- Briana Ingram** – Lead Presenter
- Megan Johnston** – Lead Facilitator
- Bal Purewal** – Zoom & Logistics Lead



Ground Rules

Following these ground rules helps all of us make the most out of the session.



Be an active participant



Respect others' voices and experiences



Help us cover ground



Virtual workshop etiquette

Here are some remote collaboration tips to help our session run smoothly



Mute yourself when you aren't speaking



Turn your cameras on, if possible



Context: Where we are and how we got here



Background: Improvements

Since 2017, we've focused on improving HandyDART availability and customer experience, including:

- HandyDART service increases
- Extended HandyDART booking window
- 10-minute advance warnings of vehicle arrival
- Improvements to dispatching
- High-visibility signage for taxis providing HandyDART trips
- Launch of an expanded Travel Training program

There is still more work to be done to improve HandyDART service and the accessibility of the conventional system. With a growing and aging population in Metro Vancouver, demand for HandyDART will continue to increase in the coming years.

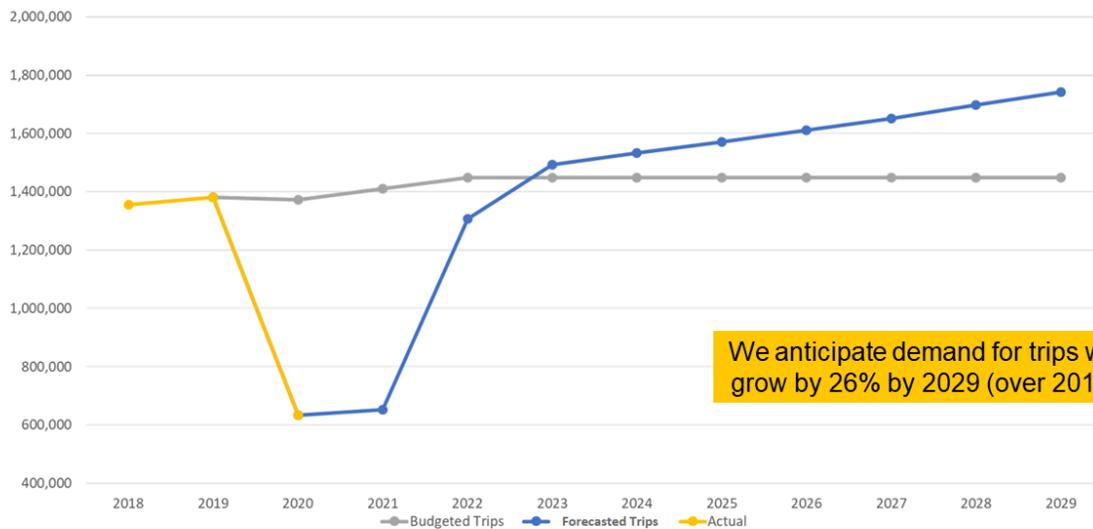


Background: Key HandyDART Stats

Weekday trips per day (pre-COVID)	4,920
Registered customers	~19,000
Applicants per year	~9,000
Cost per trip	\$39.26 (in 2019), \$41.24 (in 2018)
Investments to increase service	In 2019 we provided 18% more trips than we did in 2014



Planning for HandyDART into the future



We anticipate demand for trips will grow by 26% by 2029 (over 2019)

What is the HandyDART Modernization Program?

We are consulting on a package of HandyDART updates to improve the customer journey from start to finish, including:

- Compass for HandyDART
- Potential Fare Changes
- A Potential New Registration Process
- Online Booking System

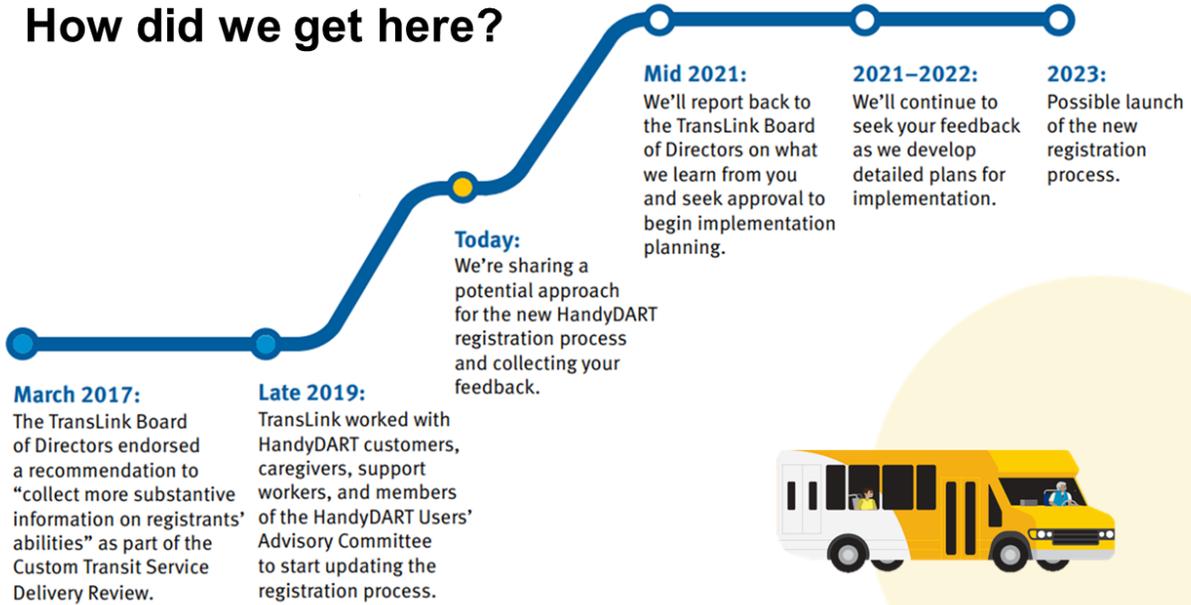


Activity 1:

Potential New Registration Process



How did we get here?



The purpose of the personal consultation would be to:

-  Discuss travel needs and abilities
-  Provide information on HandyDART and TransLink’s conventional transit services
-  Explore which transit options best meet the individual needs and abilities of each customer

There would be four steps to register for HandyDART in the new process:

- 1** Submission of an application form
- 2** Booking the personal consultation
- 3** Participation in the personal consultation
- 4** Receipt of the eligibility determination

Participating in the personal consultation



1. Welcoming the customer

2. Getting to know the customer

3. Exploring travel options

4. Heading outside

5. Reviewing the recommendation



Registration principles

- Two-way exchange
- Transparency
- Flexibility and fit
- Curiosity and education
- Trust



Registration at BC Transit

- Introduced an in-person registration process in 2014.
- The process is now active in 13 systems:
 - Vernon, Comox Valley, Kelowna, Shuswap, Kamloops, Penticton, Sunshine Coast, Prince George, Abbotsford/Mission, Chilliwack, Cowichan Valley, Campbell River, and Nanaimo
- BC Transit plans to introduce in-person consultations in Victoria in September 2021.



Key changes from the current process

- **Shorter application form** that would include information about transit services (conventional & HandyDART)
- **Direct approval for some customers** based on prescribed criteria
- Primary method of eligibility determination would be a **personal consultation** (could be phone/virtual/in-person)
- Introduction of **conditional eligibility**



Breakout Groups – Activity 1



Question 1

Do you feel that a personal consultation could be a valuable component of the HandyDART registration process? Does it help achieve the goal of understanding customer needs and matching with the best travel options?



Question 2

Considering what you've heard about the personal consultation, which could become part of the HandyDART registration process, **can you tell us what you like about it and what you don't like?**



10 Min Break!



Compass for HandyDART

Compass Card for HandyDART

Many ways to pay, works across all transit modes, and customers can recover their balance if a registered card is lost.

- Stored value or prepaid passes
- FareSavers will still be accepted on HandyDART during a transition period following the rollout of Compass
- We will continue to accept cash payments for fares
- Compass stored value fares will be the same price as FareSavers



Spring – Summer 2021: Compass Card reader installation

Summer 2021: Customer support materials before Compass activation

Fall 2021: Planned activation of Compass on HandyDART



Potential New Fares



Potential Changes to HandyDART Fares

Currently, HandyDART trips are a 1-zone Adult fare and inconsistent with the conventional system

We are considering:

- **Age-based discounts** (18 and under & 65+ years) on HandyDART, consistent with existing age-based discounts on buses
- **Use of day passes** on HandyDART

Fall 2021: would take effect at same time as Compass rollout (if approved by TransLink's Board)



Potential Changes to HandyDART Fares

		HandyDART Fares	
AGE	FARE TYPE	CURRENT	POTENTIAL
19-64 (adult)	1-Zone Cash	\$3.00	\$3.00
	1- Zone Stored Value on Compass Card	<i>Not currently available to HandyDART customers</i>	\$2.40
	1- Zone FareSaver	\$2.40	<i>Discontinue sales after transition period</i>
	1- Zone Monthly Pass on Compass Card	\$98	\$98
5-18 and 65+ (concession)	1- Zone Cash	\$3.00	\$1.95
	1- Zone Stored Value on Compass Card	<i>Not currently available to HandyDART customers</i>	\$1.95
	1- Zone FareSaver	\$2.40	<i>Not available for concession</i>
	Monthly Pass on Compass Card	\$98 <i>(one zone)</i>	\$56 <i>(allows travel through all zones)</i>

* Fares as of April 2021. Fare increases occur on an annual basis on July 1st and are subject to Board approval.
 ** For simplicity, additional fare products, such as day passes, are not shown but will become available to HandyDART customers

Impacts of fare changes

- ~70% of current HandyDART customers would benefit from introduction of age-based discounts
- Easier transfers from HandyDART to other transit modes
- Overall HandyDART trip requests might increase as a result of the change in fare policy



Breakout Groups – Activity 2



Discussion Questions

What are you looking forward to with the introduction of Compass to HandyDART? Is there anything you're nervous about?

How can we support you in using Compass on HandyDART?

What do you like or not like about the potential changes to HandyDART fares? Any concerns about increased demand for HandyDART?



Next Steps

Timing	Milestones
Now – April 25	HandyDART Modernization Program engagement
June 2021	TransLink Board reviews and considers potential fare and registration changes
Spring – Summer 2021	<ul style="list-style-type: none"> • Install Compass Card readers on HandyDART vehicles • Customer support materials distributed before Compass activation
Fall 2021	<ul style="list-style-type: none"> • Planned activation of Compass on HandyDART • Fare changes take effect (if approved by TransLink Board)
Early to mid-2022	Online booking platform goes live for HandyDART
2023	New registration process launch (if approved by TransLink Board)



Thank you!

If you haven't already, please complete the survey at
translink.ca/hdm or call **604.953.3648**



TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: May 25, 2021

SUBJECT: Proposed Changes to HandyDART Fare Structure

EXECUTIVE SUMMARY

Management has completed its review and consultation on proposed changes to the HandyDART fare structure and is presenting a summary and proposed changes to the fare structure for approval through the TransLink Transit Tariff – Effective October 1, 2021 report to the Board.

Currently, a HandyDART trip is a 1-Zone Adult fare regardless of age, whereas youth and seniors without a disability receive a discount (concession fare) on conventional transit. Under the proposed changes, concession fares would be accepted on HandyDART for youth and seniors (age 65+). Approximately 70% to 75% of HandyDART users would qualify for concession fares. Benefits include fostering a more equitable fare system and improving the customer experience. This change to the fare structure is expected to reduce fare revenue by about \$0.6M per year (based on pre-COVID ridership levels).

Based on the responses from the HandyDART Modernization survey, there was broad support for accepting concession fares for youth and seniors on HandyDART with 78% of respondents supporting this change (90% including those who responded neutral). The fare structure change was supported even if there was an increase in demand for HandyDART trips - 64% of respondents indicated that they still support these discounts on HandyDART (79% including those who responded neutral).

It is recommended that the Board proceed with the proposed changes and that the combined impact of all the HandyDART Modernization changes on demand be monitored. It is also recommended that staff report back on any remaining issues with the fare structure changes within three years.

The proposed HandyDART fare structure changes would come into effect on October 1, 2021.

PURPOSE

The purpose of this report is to provide information for the proposed changes to the HandyDart fare structure as set out in the TransLink Transit Tariff that would come into effect on October 1st, 2021 (under a separate report to the Board), The report presents findings from the public and stakeholder consultation on the proposed changes to the HandyDART fare structure and a summary of the impact on customers and financial impact.

BACKGROUND

There are two main drivers that led to this review of the HandyDART fare structure:

- (1) the 2016 Transit Fare Review recommended that age-based discounts be considered for implementation on HandyDART; and,
- (2) the roll out of Compass on HandyDART later this year.

Transit Fare Review recommended age-based discounts on HandyDART

While TransLink's 2016 Transit Fare Review process was primarily focused on fares for the conventional system, customers and stakeholders indicated that fares should be consistent between HandyDART and conventional transit. The Transit Fare Review recommended "consider recognizing TransLink-offered age-based discounts on HandyDART while implementing other changes outlined in the Custom Transit Service Delivery Review including HandyDART eligibility criteria".

The Transit Fare Review recommendations were endorsed by the Board and Mayors' Council. The Board has not yet approved implementing this specific recommendation via a Transit Tariff Bylaw amendment.

Changes to HandyDART Fare Structure being considered as part of HandyDART Modernization changes

In the Fall of 2021, Compass will be expanded to HandyDART, fulfilling a long-standing commitment to our customers. Compass readers are being installed on all HandyDART vehicles and an outreach program will be designed to support HandyDART customers and stakeholders to learn about Compass and adapt to this change. Although changes to fares are not required, this provides an opportunity to review and clarify the fare structure on HandyDART and address issues with the current system.

The roll out of Compass on HandyDART is one of several HandyDART Modernization changes being implemented. The Modernization Program is also considering potential changes to the application process for HandyDART which is covered in a separate report. Together, the combined changes may have implications for the demand for HandyDART trips.

Engagement on HandyDART Modernization Completed

Staff consulted with customers, stakeholders, the HandyDART User Advisory Committee and the Access Transit User Advisory Committee on the broad package of changes proposed as part of the HandyDART Modernization Program, including on potentially implementing age-based discounts on HandyDART. Consultation was conducted between March 29th and April 25th, including virtual open houses, meetings and implementation of a survey. Over 800 surveys were completed.

DISCUSSION

The different fare structure on HandyDART results in equity issues and makes transfers confusing

- Seniors (65+) and youth (18 and under) who, due to a disability, are unable to take the conventional system, currently pay more (a 1-Zone adult fare) to take HandyDART than someone of the same age without a disability pays for their transit trip (a 1-Zone concession fare).
- Day Passes and some other products are not currently allowed on HandyDART which results in customers not having the same payment products available to them as on conventional transit.
- Customers who qualify for age-based discounts on conventional transit and use both HandyDART and conventional services require two different fare products. This is cumbersome, confusing and may mean some customers are not benefitting from the value a monthly pass can offer.

Proposed Policy Approach for HandyDART Fare Structure results in a more integrated system

The following is proposed as the policy approach to the HandyDART fare structure:

1. HandyDART is available for use by people who, due to a disability, are unable to use conventional transit independently. HandyDART eligibility is determined through an application process.
2. All fare products and payment methods available to the general public for conventional transit are also available to HandyDART users (upon Compass implementation).

3. User discounts provided by TransLink on HandyDART are based on age, the same as on conventional transit.
4. Customers on HandyDART pay no more than they would if they were taking an equivalent trip on conventional transit (except for certain program passes and HandyCard benefits).
5. Whether a program pass is eligible for use on HandyDART is determined through program eligibility as set out in the terms of the agreements with program pass partners.
6. Transfers between HandyDART and other TransLink transit services work the same as transfers between a bus and the rest of the conventional system.
7. Any future fare policy changes that impact the conventional system also apply to HandyDART.

This proposed approach results in an integrated and equitable fare system. There are a few exceptions where fares remain different between HandyDART and conventional transit (BC Bus Pass and CNIB Card are not accepted on HandyDART). Also, HandyCard holders would continue to be allowed to pay a concession fare on conventional transit if they are 19-64 years of age.

In light of the above, there are two main changes proposed to the HandyDART fare structure:

1. Accept concession fares for youth and seniors (65+) on HandyDART for eligible customers; and,
2. Accept on HandyDART all fare products and payment options that are available to the general public on the conventional system, which would include Day Passes, other Compass products and Tap to Pay contactless payment for certain credit cards and mobile wallets.

Alternatives analysis supports accepting age-based discounts on HandyDART

Staff evaluated age-based discounts on HandyDART versus the status quo against a set of objectives. Accepting concession fares for youth and seniors on HandyDART relative to the status quo:

- Is simpler to learn and use
- Fosters equity and is fair for customers on HandyDART and users of conventional transit
- Increases affordability for youth and seniors on HandyDART
- Improves the customer experience – most customers only need one Compass Card
- Supports greater inter-modal use
- Was found to be acceptable to customers and stakeholders (see discussion below).

The main trade-off is a loss in fare revenue, as described in the financial impact section. The fare change in isolation is estimated to result in a small increase in demand for HandyDART trips. However, other changes proposed as part of the HandyDART Modernization program are also anticipated to help manage demand. Overall, it is believed that the benefits outweigh the adverse impacts and that the adverse impacts are manageable.

Age-based discounts are broadly supported by survey respondents

Attachment A of the separate HandyDART Modernization – Registration report summarizes the engagement, including about the proposed changes to the fare structure. There was broad support for accepting concession fares for youth and seniors on HandyDART with 78% of respondents somewhat or strongly supporting this fare structure change (90% if those who responded neutral are included). The level of support was higher for those 65 and older or 18 and younger (84% supportive; 96% if include those who were neutral) and lower but still supportive for those age 19 to 64 (64% supportive; 83% if include those who were neutral).

Survey respondents still had a high level of support when considering the impact of the fare change on trip availability where 64% of respondents indicated that they somewhat or strongly support age-based discounts on HandyDART (79% if include neutral respondents).

The key concern was that age-based discounts would result in increased HandyDART trip denials. Keeping trip denials to an absolute minimum is a key priority and while the numbers of trip denials are very small (trip denials accounted for 0.08% of requests in 2019), demand for HandyDART trips continue to grow and a multi-pronged approach to meeting and managing this demand is required. A proposed monitoring approach is described later in this staff report to better understand the impacts.

Other concerns included seeking greater or lesser fare harmonization with conventional transit

Some survey respondents thought that HandyDART fares should be a concession fare for all customers, including those aged 19 to 64. People aged 19 to 64 who are eligible for HandyDART are able to travel on conventional transit on a concession fare. Allowing concession fares for all HandyDART customers is not supported from a policy perspective as it creates fairness issues with customers taking conventional transit and would mean that discounts are based on disability. It is recognized that this means that up to 30% of HandyDART customers will be required to have two Compass cards if they use a mix of conventional transit and HandyDART.

Some survey respondents thought fares should be based on income. It is recommended that TransLink continue with the approach recommended in the Transit Fare Review:

- Maintain existing age-based discounts at this time; and
- Work with the Provincial Government to explore expanded discounts and funding for low-income residents, children and youth (the Board and Mayors' Council have stated that social assistance is not within TransLink's mandate but acknowledging the societal benefits these discounts would provide).

Proposed fares on HandyDART anticipated to be compliant with future accessibility standards

Staff considered how legislation and potential standards in the area of accessibility could impact HandyDART fares. The *Accessible BC Act* was recently introduced as Bill 6 in the Legislative Assembly of BC but more specific regulations that may pertain to transport and fares is not expected for several years.

Without such a standard in place, staff reviewed the Transportation Standards from the Accessibility for Ontarians with Disabilities Act. This standard indicates that if a company in Ontario operates both conventional and specialized transport (e.g. paratransit) (as TransLink does in BC), it is required by law to:

- Charge fares that are less or equal to those of local conventional transportation providers; and
- Provide the same fare structure and payment options as local conventional transit, and additional payment options if passengers need to use them.

The proposed changes to the HandyDART fare structure are consistent with this transportation standard that exists in Ontario.

Compass on HandyDART will allow the same fare products and payment options as on conventional

The Compass system on HandyDART will allow the same payment options as on the conventional system that are available to the general public, including paying by a Compass Card loaded with stored value, Day Pass or monthly pass or Tap to Pay using contactless payment such as some credit cards. Currently, Day Passes are not accepted on HandyDART. Stored value will replace FareSavers (same rate offered).

The CNIB Card and BC Bus Pass will continue to not be accepted on HandyDART

The CNIB Card and BC Bus Pass are program passes. The eligibility of program passes for use on HandyDART is determined through program eligibility as set out in the terms of the agreements with program pass partners. As such, any changes to program passes was outside the scope of this review.

The CNIB Card, available to those who are legally blind, allows use of the conventional system without charge. The CNIB Card will continue to not be valid for travel on HandyDART.

The BC Bus Pass is available to low-income seniors and persons with disabilities who receive assistance from the Province. The BC Bus Pass allows use of the conventional system. Some survey respondents thought the BC Bus Pass should be accepted on HandyDART. The BC Bus Pass is outside the scope of this review as it is a Provincial program that is delivered by TransLink in the Metro Vancouver region. The BC Bus Pass will continue to not be accepted on HandyDART.

CNIB Card holders and BC Bus Pass holders who are 65 and older or youth will be entitled to pay a concession fare on HandyDART under the current proposal.

Monitoring needed to understand remaining issues with revised fare structure

It is recommended that staff monitor the combined impact of the HandyDART Modernization changes on demand for HandyDART trips to inform future management decisions. It is also proposed that within three years of implementation, staff report back on any remaining customer issues related to the fare structure.

It is believed that the remaining issues are where the fare structure is not harmonized between the two systems as it results in customers paying a different fare and also potentially requiring two Compass Cards. One area where fares are not harmonized is the HandyCard benefit of a concession fare on conventional transit. HandyCard allows those who, due to a disability, are not able to take the conventional system to travel the conventional system on a concession fare. The HandyCard concession fare benefit on conventional transit is believed to have been designed to incentivize use of conventional transit. No changes to this HandyCard benefit is being considered at this time but may warrant future review.

Customer Impact

Currently, there are about 19,000 HandyDART customers. Under this proposal, 70% to 75% of HandyDART customers would pay a concession fare for HandyDART trips and they will only need one Compass Card. BC Bus Pass or CNIB cardholders who use both HandyDART and conventional transit will require two Compass Cards as will HandyCard holders who are 19-64 (inclusive) if they use both systems.

Financial Impact

Accepting age-based discounts on HandyDART will result in a fare revenue loss of about \$0.6M per year (using pre-COVID ridership levels). Lowering the fare is likely to increase demand for HandyDART. Traditional elasticity models suggest this change would result in a small increase in demand for HandyDART (in isolation of other HandyDART modernization changes being considered). Other changes from the HandyDART Modernization Program may result in offsetting some or all of this extra demand.

Risks

The key risk identified is higher demand for HandyDART trips and associated costs due to the lower price for trips on HandyDART for youth and seniors, which may impact service costs and trip denials. This is anticipated to be mitigated in part through other changes from the Modernization Program.

Implementation and Communications

The changes to the HandyDART fare structure are proposed to come into effect on October 1, 2021, at the same time as Compass launches on HandyDART. The changes will be communicated to customers and stakeholders alongside the implementation of Compass on HandyDART. Driver training and change management activities will also be conducted in parallel.

If the Board approves of the proposed HandyDART fare changes, they will be implemented via a Transit Tariff Amendment effective October 1, 2021 (through a separate report) which requires Board approval.

ATTACHMENTS

See Attachment 2 (HandyDART Modernization Program Engagement Summary Report) to the Report to the Board titled HandyDART Modernization - Registration.

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer

DATE: May 31, 2021

SUBJECT: Transit Tariff Amendment – effective October 1, 2021

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 Tariff **Bylaw Number 140-2021***, attached to this report as Attachment 1 effective October 1, 2021; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff **Bylaw Number 140-2021***.

EXECUTIVE SUMMARY

Pursuant to the “Proposed Changes to HandyDART Fare Structure” Board Report, a Tariff amendment is required to implement Compass for HandyDART and introduce age-based discounts for youth and seniors (age 65+) travelling on HandyDART. Several operational and housekeeping changes are also included in this amendment.

PURPOSE

The purpose of this Report is to seek Board approval to amend and adopt the South Coast British Columbia Transportation Authority Transit Tariff (the “Transit Tariff”), attached to this report as Attachment 1, to implement Compass and age-based discounts for youth and seniors (age 65+) for HandyDART effective October 1, 2021. Several operational and housekeeping changes are included in this Transit Tariff amendment.

The introduction of Compass on HandyDART and updated operating procedures require several housekeeping changes to the Transit Tariff. These are discussed in more detail below.

DISCUSSION

For background, discussion, and analysis, please see the “Proposed Changes to HandyDART Fare Structure” Board Report.

The proposed changes to the Transit Tariff allow customers to pay with Compass cards and Tap to Pay on HandyDART vehicles, as well as transfers to and from conventional transit with a single fare. The overall alignment of HandyDART with conventional service requires definition and term changes to the Transit Tariff. The proposed changes remove HandyDART FareCard fare products which have been replaced by Compass monthly passes, remove the HandyDART Fare Zone map, as well as introduce paper Bus Transfer tickets for cash paying customers. These changes provide a consistent customer experience for both conventional transit and HandyDART service.

With the implementation of Compass on HandyDART, a process change is required to facilitate the reversal of taps where customers unintentionally tap a Compass card without travelling. The proposed change allows customers using a Compass Card or Contactless Payment to request bus drivers to reverse a transaction from an unintentional tap-in on buses. This is consistent with providing a mechanism for customers to reverse unintentional taps on other bus services.

Housekeeping

The current Transit Tariff states that customers may request and obtain a refund of Stored Value, Period passes, and Program passes subject to the Compass Card Terms and Conditions of Use. The proposed Transit Tariff includes a change that will allow Management to provide refunds to the payment method used to purchase the fare product in accordance with financial best practices.

The reference to Annacis Island and bus stops located on Barnet Highway at the Petro Canada refinery from the Zone 2 definition has been removed for consistency with one Zone bus service.

The Transit Tariff recognizes the “Gold Carecard” as acceptable identification for proof of age. However, this identification is no longer issued by the Provincial government and has been replaced by other forms of identification. The proposed change removes the reference to “Gold Carecard” while accepting other identification issued by any national, provincial, or state government agency showing date of birth as proof of concession eligibility.

Lastly, this Transit Tariff amendment incorporates changes to the Private Charter Rates. The current Transit Tariff stipulates a rate table for rates, charges, and cancellation fees; however, these rates are outdated and do not reflect the cost of providing service. The proposed change allows Management to determine the appropriate charge based on service type and cost to the organization at the time the request is made.

Tariff Amendments

The proposed Tariff Bylaw **Number 140-2021** effective October 1, 2021 will allow customers to pay with Compass and Tap to Pay on HandyDART, and support the age-based discounts for HandyDART service.

This Tariff bylaw will also implement several operational and housekeeping changes.

A blackline of the proposed Transit Tariff, compared to the current Transit Tariff, is attached as Attachment 2 to this report for reference.

CONCLUSION

It is recommended that the Board adopt and approve the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number **140-2021**.

ATTACHMENTS

Attachment 1 – South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021

Attachment 2 – South Coast British Columbia Transportation Authority Tariff Bylaw Number 140-2021
(*Blacklined*)

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 140-2021

A bylaw to adopt the South Coast British Columbia Transportation Authority
2021 Tariff Bylaw

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 140-2021."
2. This Bylaw repeals all previous Tariff bylaws passed by the South Coast British Columbia Transportation Authority.
3. This Bylaw comes into force and takes effect on October 1, 2021.

READ A FIRST, SECOND AND THIRD TIME this 17th day of June, 2021.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 17th day of June, 2021.

Tony Gugliotta, Chair

Jennifer Breeze, Interim General Counsel and Corporate Secretary

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION
AUTHORITY**

(TRANSLINK)

TRANSIT TARIFF

Effective October 1, 2021

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 – FirstCanada ULC, 17535 - 55B Avenue, Surrey
7. TransLink Website: 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:

- Add-Fare** Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.

- Adult** Person who is not a Child, Youth or Senior.

- Adult Fare** Fare required to:
 - (i) obtain the Single Fare (Adult) required to travel on Conventional Transit and HandyDART for the applicable Hours and Zones, as set out in Appendix “2”;
 - (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”; and
 - (iii) 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.

- Attendant** 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.

- Bus Service** Conventional Bus and HandyDART service provided by or on behalf of TransLink.

- Business Day** Any day other than a Saturday, Sunday, or Statutory Holiday.

- Bus Transfer** A single use transfer issued to passengers paying by cash or FareSaver for travel on Bus Service. This single use transfer will allow a passenger to transfer between Bus Service buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.

- Card Reader** 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.

- Child** Person who is 13 years of age or younger.

- Compass Card** A long-term use, reusable electronic Compass farecard or Compass Wearable for transit use in TransLink’s Transportation Service Region and WCE Service and 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.

- Compass Card Terms and Conditions of Use** 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 www.translink.ca.

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Compass Customer Service Customer service that can be reached by calling 604.398.2042, by emailing or by mail at PO Box 2212, Station Terminal, Vancouver, V6B 3W2.

Compass Customer Service Centre The customer service centre that can be reached by visiting the walk-in centre at Stadium-Chinatown SkyTrain Station.

Compass Fare Media Compass Tickets, Compass Cards and any other electronic Compass fare media issued by or on behalf of TransLink.

Compass Retailer TransLink-authorized vendor of Compass Cards.

Compass Ticket A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and WCE Service and 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.

Compass Ticket Terms and Conditions of Use 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 www.translink.ca.

Compass Vending Machine A vending machine located outside Fare Paid Zones for the sale of:

- (i) Compass Tickets, Compass Cards (excluding Compass Wearables) or other Compass fare media; and/or
- (ii) Compass fare products which may be loaded or issued on Compass Fare Media,

by or on behalf of TransLink.

Compass Wearable A long-term use, reusable electronic Compass smart-chip enabled wearable product or device, other than a long-term use, reusable electronic farecard or Compass Ticket, issued by or on behalf of TransLink for transit use in TransLink’s Transportation Service Region.

Contactless Payment A contactless payment card or contactless payment method issued by third parties other than TransLink and accepted by TransLink for the purposes of the contactless payment of fares in accordance with this Tariff, but excluding all Compass Fare Media issued by or on behalf of TransLink. TransLink’s accepted contactless payment cards, brands and methods of payment are posted on TransLink’s website at www.translink.ca.

Conventional Bus 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.

Conventional SkyTrain and SeaBus 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.

TRANSLINK – TRANSIT TARIFF	Date: October 1, 2021
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Conventional Transit	Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink.
Eligible HandyDART User	<p>Person who:</p> <ul style="list-style-type: none"> (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 (ii) has completed TransLink’s registration process and has been approved by TransLink as a HandyDART user.
Employee Pass Holder	<p>Person who is:</p> <ul style="list-style-type: none"> (i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation; (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	<p>If using Stored Value, 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”.</p> <p>If using Contactless Payment, a fare equivalent to a Single Fare (Adult) based on the applicable Hours at the Contactless Payment rate, as set out in Appendix “2”.</p>
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.

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- Fare Paid Zones** All transit vehicles (including buses, HandyDART vehicles, 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.
- 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.
- In-System Time** 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.

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Maximum Fare	<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"> (i) on Bus Service, for travel during Regular Hours and Off-Peak Hours for Bus Service; (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 (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, <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> <p>If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:</p> <ul style="list-style-type: none"> (i) on Bus Service, for travel during Regular Hours and Off-Peak Hours for Bus Service; (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 (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Contactless Payment rate for Conventional SkyTrain and SeaBus and WCE Service, <p>as set out in Appendix “2”.</p>
Mobility Device	Wheelchair or scooter required by a passenger with a physical disability.
Off-Peak Hours	Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.
Operating Company	A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.
Period Pass	The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card, or in the case of DayPasses only loaded on a Compass Ticket.
Proof of Payment	Verifiable Compass Fare Media and Verifiable Contactless Payment, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2”, with respect only to Bus Service, FareSavers, and Bus Transfers, and with respect only to Conventional SkyTrain and SeaBus, RFID Cards and personal identification as required in Appendix “2”.

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Registered Users	Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s Compass website at www.compasscard.ca , through Compass Customer Service or in person at the Compass Customer Service Centre, all in accordance with the Compass Card Terms and Conditions of Use.
Regular Hours	Hours of service other than Off-Peak Hours.
RFID Card	A long-term use, reusable radio frequency identification fare card issued under the Universal Fare Gate Access Program for opening Fare Gates for transit use on Conventional SkyTrain and SeaBus and which is subject to the RFID Card Terms and Conditions of Use.
RFID Cardholder	Resident of the Transportation Service Region who: <ul style="list-style-type: none"> (i) is a person who travels independently and due to a disability, confirmed by a medical practitioner, is physically not able to tap fare media, without assistance, at a Fare Gate; and (ii) has completed TransLink’s registration process for the Universal Fare Gate Access Program and been issued a RFID Card.
RFID Card Terms and Conditions of Use	The RFID 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 www.translink.ca .
Senior	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> (i) (ii) a valid driver’s license, passport, birth certificate indicating date of birth; (iii) a Health and Welfare Canada Old Age Security Identification Card; or (iv) equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.
SkyTrain	Rail rapid transit service on the Expo Line, Millennium Line, including the Evergreen Extension, and Canada Line.
Statutory Holidays	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.
Stored Value	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.
Tap In	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, 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.

Tap Out	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.
TaxiSaver Coupons	Coupons that may be: <ul style="list-style-type: none"> (i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and (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.
Transfer Time	The time from: <ul style="list-style-type: none"> (i) validation of a FareSaver; (ii) issuance of a Bus Transfer; or (iii) Tap In of Compass Fare Media or of Contactless Payment, 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.
Transit Employee	Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
Transit Police	South Coast British Columbia Transportation Authority Police Service.
TransLink	South Coast British Columbia Transportation Authority.
Transportation Service Region	All municipalities and rural areas located within the Greater Vancouver Regional District.
U-Pass BC Student	Person who: <ul style="list-style-type: none"> (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; (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 (iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.
Verifiable Compass Fare Media	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.
Verifiable Contactless Payment	Contactless Payment which has been Tapped In.
WCE	West Coast Express Limited, a subsidiary of TransLink.

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WCE Service Commuter rail transit service provided by WCE between Vancouver and Mission.

Youth Person who:

- (i) is between the ages of 14 and 18 years (inclusive); and
- (ii) holds:
 - (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
 - (B) a valid picture identification issued by any national, provincial or state government agency showing age or date of birth.

Zones 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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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 Bus Service to the WCE Mission station in the District of Mission.
- (b) The use of Contactless Payment, FareSavers 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.
- (d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card 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;

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- (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 Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card 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 or Bus Transfer, obtain a valid FareSaver, or Bus Transfer for an Adult fare as set out in Appendix “2” prior to boarding a Bus Service, 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) if travelling with Contactless Payment: (A) Tap In the Contactless Payment when entering a Fare Paid Zone, and (B) Tap Out the Contactless Payment when exiting a Fare Paid Zone, except as provided in Section 5(c);
 - (v) possess Proof of Payment for the entire duration of his or her journey; and
 - (vi) present Proof of Payment to any Transit Employee upon request.

If using a mobile phone or other contactless device for Contactless Payment, such phone or device must have sufficient battery or charge to complete the journey and Tap Out, and to possess and present Proof of Payment as required in this Tariff.

Failure to comply with the foregoing 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 or charged to a Contactless Payment, 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

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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”. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service. For passengers using Contactless Payment, if the Contactless Payment has unpaid fares for previous travel, the passenger will not be able to use the Contactless Payment for travel until the amount owed has been paid in full by calling Compass Customer Service or by visiting the Compass Customer Service Centre.

- (c) Passengers using Compass Fare Media or Contactless Payment for travel on Bus Service must Tap In when boarding a Bus Service vehicle but are not required to Tap Out when departing the Bus Service vehicle.
- (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. Passengers are responsible for ensuring that the same Contactless Payment or Compass Fare Media, as the case may be, used to Tap In is used to Tap Out to avoid being charged Maximum Fare on each such fare media used.
- (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 or Contactless Payment 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 Bus Service) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.
- (f) Passengers with Compass Cards, Compass Tickets or Contactless Payment may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards, Compass Tickets or Contactless Payment 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 or Contactless Payment for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value or Contactless Payment 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 can request bus driver to reverse a transaction resulting from an unintentional Tap In on a Bus Service. 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.

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- (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 or Contactless Payment, 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 or Contactless Payment 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. A RFID Cardholder is not required to Tap In or Tap Out on Conventional SkyTrain and SeaBus and may proceed through a Fare Gate on Conventional SkyTrain and SeaBus opened by the RFID Cardholder’s RFID Card.
- (j) Any Compass Fare Media, FareSaver, Bus Transfer or RFID Card is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired. Contactless Payment is invalid if damaged, expired or does not have sufficient battery or charge to Tap In, complete the journey, Tap Out and/or to possess and present as Proof of Payment as required under this Tariff.
- (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 pay an Adult Fare as set out in Appendix “2” prior to continuing his or her journey and, except in the case of Contactless Payment, surrender the Proof of Payment to the Transit Employee upon request. 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 or Bus Transfer on Bus Service 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 or Contactless Payment 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, or Contactless Payment, loses Proof of Payment as set out in Appendix “2” prior to Tapping Out and exiting a Fare Paid Zone, the passenger must:

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- (i) if travelling on Bus Service, 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 fare media, including Compass Fare Media or Contactless Payment, 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 or Verifiable Contactless Payment must be in the possession of the passenger to constitute valid Proof of Payment.

- (o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder’s journey while in the Fare Paid Zone.
- (p) All Compass Fare Media, FareSavers, Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, Bus Transfers and RFID Cards 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.
- (q) For passengers travelling with Contactless Payment:
 - (i) Tap In and Tap Out with Contactless Payment authorizes TransLink to charge the applicable fare as set out in Appendix “2”, including any Maximum Fare or unpaid fares, to the Contactless Payment.
 - (ii) If the Contactless Payment is declined when TransLink submits it for payment of the applicable fare, the passenger authorizes TransLink to seek to obtain payment using the Contactless Payment again on a number of additional occasions until payment is made.
 - (iii) If the Contactless Payment is declined when TransLink submits it for payment, TransLink will also attempt to collect any unpaid fares the next time the Contactless Payment is used to Tap In or Tap Out or touched to a Card Reader. Alternatively, any such unpaid fares may be paid by by calling Compass Customer Service or by visiting the Compass Customer Service Centre.

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

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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, Bus Transfer, Compass Fare Media and/or RFID Card 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 Single Fare (Adult) or WCE One-Way Fare (Adult), as applicable, 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, Bus Transfer, Compass Fare Media and/or RFID Card from any person who has not complied with the terms of this Tariff or has previously been required to surrender any FareSaver, Bus Transfer, Compass Fare Media and/or RFID Card.

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 and Bus Transfers*** - FareSavers 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” or Tap In with Contactless Payment 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
 - (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.

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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, 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. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.
- (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. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.
- (c) **HandyDART** - Adult FareSavers may only be purchased directly from TransLink or an Operating Company while available for sale. Compass Fare Media and fares set out in Appendix “2” for travel on HandyDART 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

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Ticket Terms and Conditions of Use, as applicable. Period Passes for use on HandyDART are not available at Compass Vending Machines located at certain WCE stations. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

- (d) **TaxiSaver Coupons** - Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to \$100, by visiting the Compass Customer Service Centre or 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, Bus Transfer or RFID Card as set out in Appendix "2", must pay their fare at the time of travel as follows:
- (i) **Bus Service** – Passengers must either Tap In with Contactless Payment or pay cash using exact change in Canadian funds and deposited in fareboxes or given to the HandyDART driver for Bus Service. Upon payment of the required cash 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 Bus Service within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus service or WCE Service. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
 - (ii) **Conventional SkyTrain and SeaBus** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines for Conventional SkyTrain and SeaBus service. If paying by cash or debit/credit transaction at a Compass Vending Machine, 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. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
 - (iii) **WCE Service** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station for WCE Service. If paying by cash or debit/credit transaction at a Compass Vending Machine, 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. If paying by Contactless Payment, a passenger must retain such Contactless payment used to Tap In as Proof of Payment.

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11. USE OF FARESAVER (BUS SERVICE ONLY)

- (a) A FareSaver must be deposited in the farebox when boarding a bus or collected by a HandyDART driver when boarding a HandyDART vehicle. A valid Bus Transfer must be retained as Proof of Payment while travelling on Bus Service.

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. INITIAL SYSTEM CHARGE

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit and Bus Service, a Maximum Fare will be deducted upon Tap In. 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.
- (b) For passengers using Contactless Payment for travel on Conventional Transit and Bus Service, an amount up to a Maximum Fare will be pre-authorized to the Contactless Payment upon Tap In. For passengers using Contactless Payment for travel on WCE Service, the amount determined in Section 13(a)(i) and (ii) will be pre-authorized to the Contactless Payment upon Tap In. After the journey is complete, the Contactless Payment will be charged the applicable fare as set out in Appendix “2” for the Zones travelled. The amount of time it takes for the final charge to appear on the statement issued by the applicable financial institution issuing the Contactless Payment card may vary depending upon the applicable financial institution. If more than one journey is travelled by a passenger within a short period using the same Contactless Payment the applicable fares charged as set out in Appendix “2” for such journeys may appear as a single charge or as multiple charges totalling the applicable fares charged.
- (c) For passengers using a Compass Card 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. For passengers using Contactless Payment for travel on Conventional SkyTrain and SeaBus and WCE Service, the Contactless Payment will be charged upon Tap Out for 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 charged to the Contactless Payment 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, request 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, request 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 request 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** - FareSavers 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 TaxiSaver coupons at 50% of face value to the HandyCard Holder.

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- (j) **Contactless Payment** – Fares purchased by Contactless Payment are not refundable. TransLink is not responsible for lost or stolen Contactless Payment, including without limitation cards, devices or other Contactless Payment methods. In the event that a Contactless Payment card is lost or stolen passengers must contact their card issuer as soon as possible. In addition, TransLink is not the responsible for any transaction fees or charges applied by a third party, including financial institutions or Contactless Card issuers, in connection with use of a Contactless Payment.
- (k) **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.
- (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, Bus Transfers or RFID Cards, or fares purchased by Contactless Payment, other than those, if any, described in this Section 15 and in the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use, as applicable, will be considered or granted by TransLink, and TransLink reserves the right to require proof of purchase in connection with any refund or replacement.
- (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 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) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid in connection with:
- a. a Period Pass, based on the number of days remaining in the month; or
- b. Stored Value, based on the remaining balance; or
- (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 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.

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The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “2”.

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 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.

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- (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) TransLink reserves the right, in its absolute discretion, to determine the rates and charges based on the availability and service type. 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.

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APPENDIX “1”

FARE ZONES

Conventional Transit and Bus Service

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
City of New Westminster
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

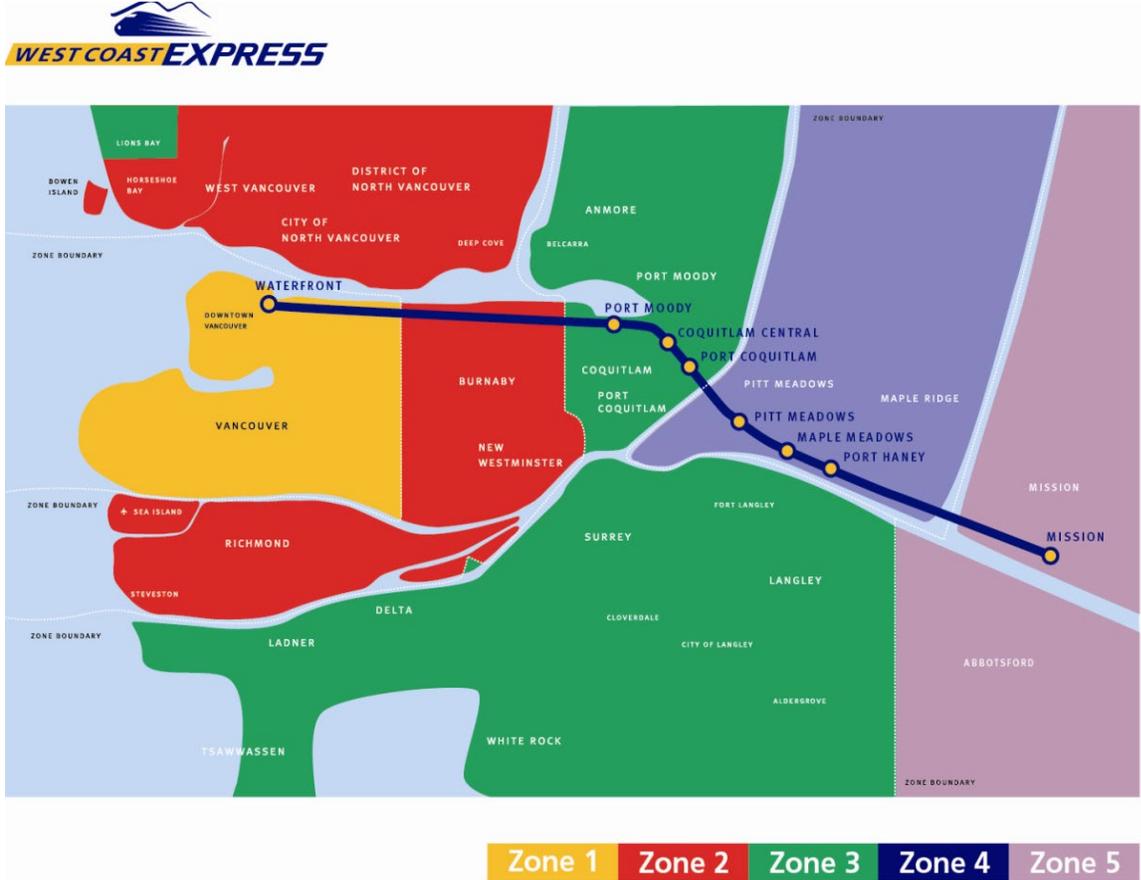
Conventional Transit and Bus Service – Fare Zone Map



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	Trans-fer-ability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Conventional Transit (3 Zones)								
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 on Conventional Transit and WCE through all Zones, not valid for HandyDART			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 \$10.75		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3.05 credit toward WCE applicable fare	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 \$8.45		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2.00 credit toward WCE applicable fare	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 on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5.90	\$3.05	No	Valid for unlimited travel on Conventional Transit through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	\$3.05 credit toward WCE applicable fare	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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	Bus Service: All Zones (1 Zone FareSaver - 1 yellow ticket (book of 10, \$24.50))	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not valid****	Not valid****	Not Valid	
		Bus Service: 2 Zone FareSaver – 1 red ticket (book of 10, \$35.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$46.00) (No longer available for sale to the general public but accepted as valid Proof of Payment on Bus Service).						
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	Bus Service: All Zones – 1 brown ticket (book of 10, \$20.00)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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 on Conventional Transit through all Zones, not valid for HandyDART		Eligible for WCE Concession fare	No Add-Fare required	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
GradPass on Compass Ticket* (on specified date between May 1 st and June 30 th)	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 on Conventional Transit and WCE through all Zones for the specified date, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Bus Service: All Zones - \$100.25 per month	Bus Service: All Zones - \$100.25 per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone	\$3.05 credit toward WCE applicable fare	No Add-Fare required
		Conventional SkyTrain and SeaBus: 1 Zone - \$100.25 2 Zones - \$134.00 3 Zones - \$181.05 per month	Conventional SkyTrain and SeaBus: All Zones - \$100.25 per month			Valid for unlimited travel through the number of Zones paid for		
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 - \$57.30 per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$2.00 credit toward WCE applicable fare	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 \$7.00 per pass (if > 500 passes purchased per day); \$6.00 per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$3.05 credit toward WCE applicable fare	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

RFID Card	RFID Cardholder who displays valid identification	N/A	No	No	Not valid	Valid for unlimited travel through all Zones	Not valid	No Add-Fare required
Single Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (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)	Bus Service: Cash or Contactless Payment: All Zones \$3.05	Bus Service: Cash or Contactless Payment: All Zones \$3.05	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: \$3.05 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value ¹ : All Zones \$2.45	Bus Service: Stored Value ¹ : All Zones \$2.45				Stored Value: \$2.45 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.05 2 Zones \$4.35 3 Zones \$5.90	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.05			Valid for unlimited travel during the Hours and through the number of Zones paid for	Conventional SkyTrain and SeaBus: Cash and Contactless Payment: Add-Fare required**	
		Conventional SkyTrain and SeaBus: Stored Value ¹ : 1 Zone \$2.45 2 Zones \$3.55 3 Zones \$4.60	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.45				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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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)	Bus Service: Cash: All Zones \$2.00	Bus Service: Cash: All Zones \$2.00	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2.00 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value: All Zones \$2.00	Bus Service: Stored Value: All Zones \$2.00				Stored Value: \$2.00 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.00 2 Zones \$3.00 3 Zones \$4.05	Conventional SkyTrain and SeaBus: Cash: All Zones \$2.00			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 \$2.00 2 Zones \$3.00 3 Zones \$4.05	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2.00				Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**	
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 \$3.05 (cash only)	All Zones \$3.05 (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
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 \$2.00 (cash only)	All Zones \$2.00 (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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 on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel during the Hours and through the number of Zones paid for		Add-Fare required**
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 on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid toward purchase of a WCE Monthly U-Pass or \$3.05 credit toward WCE applicable fare	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 on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

West Coast Express (WCE) Service (5 Zones)								
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$162.40 ¹ , 3 Zones - \$212.80 ¹ , 4 Zones - \$256.75 ¹ , 5 Zones - \$350.65 ¹	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		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 - \$99.25 ¹ , 3 Zones - \$131.45 ¹ , 4 Zones - \$161.90 ¹ , 5 Zones - \$226.35 ¹	Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid for unlimited travel through the number of Zones paid for	No Add-Fare required	
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 - \$102.30 per month ¹ .	No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required	
WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (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 or Contactless Payment: 1 or 2 Zones - \$5.90 3 Zones - \$7.65 4 Zones - \$9.45 5 Zones - \$12.80 Stored Value ¹ : 1 or 2 Zones: \$5.00 3 Zones: \$6.50 4 Zones: \$7.95 5 Zones: \$10.75	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART		Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
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 - \$3.55 3 Zones - \$4.55 4 Zones - \$5.85 5 Zones - \$7.90	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**		
		Stored Value ¹ : 1 or 2 Zones: \$2.95 3 Zones: \$3.80 4 Zones: \$4.90 5 Zones: \$6.60						
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 - \$11.25 3 Zones - \$14.85 4 Zones - \$18.15 5 Zones - \$24.30	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$11.00 3 Zones: \$14.05 4 Zones: \$17.40 5 Zones: \$23.25						
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 - \$7.15 3 Zones - \$9.20 4 Zones - \$11.50 5 Zones - \$15.60	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$6.90 3 Zones: \$8.70 4 Zones: \$11.00 5 Zones: \$14.85						

¹ 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.

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

*** For transfers from WCE to Canada Line or Bus Service 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 Bus Service.

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

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION
AUTHORITY**

(TRANSLINK)

TRANSIT TARIFF

Effective ~~July~~October 1, 2021

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 – FirstCanada ULC, 17535 - 55B Avenue, Surrey
7. TransLink Website: 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:

Add-Fare	Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.
Adult	Person who is not a Child, Youth or Senior.
Adult Fare	<p>Fare required to:</p> <ul style="list-style-type: none"> (i) obtain the Single Fare (Adult) required to travel on Conventional Transit <u>and HandyDART</u> for the applicable Hours and Zones, as set out in Appendix “2”; (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 style="padding-left: 20px;"><u>and</u> (iii) travel on HandyDART by paying the necessary cash fare, for the applicable Zones, as set out in Appendix “2”; and <u>(iv)(iii)</u> 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.
Attendant	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.
<u>Bus Service</u>	<u>Conventional Bus and HandyDART service provided by or on behalf of TransLink.</u>
Business Day	Any day other than a Saturday, Sunday, or Statutory Holiday.
Bus Transfer	A single use transfer issued to passengers paying by cash or FareSaver (if deposited into a farebox) for travel on Conventional Bus service <u>Service</u> . This single use transfer will allow a passenger to transfer between Conventional Buses <u>Bus Service buses</u> within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.
Card Reader	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.
Child	Person who is 13 years of age or younger.

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Compass Card	A long-term use, reusable electronic Compass farecard or Compass Wearable for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional-Bus service Service to the WCE Mission station in the District of Mission and which is subject to the Compass Card Terms and Conditions of Use.
Compass Card Terms and Conditions of Use	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 www.translink.ca .
Compass Customer Service	Customer service that can be reached by calling 604.398.2042, by emailing -or by mail at PO Box 2212, Station Terminal, Vancouver, V6B 3W2.
Compass Customer Service Centre	The customer service centre that can be reached by visiting the walk-in centre at Stadium-Chinatown SkyTrain Station.
Compass Fare Media	Compass Tickets, Compass Cards and any other electronic Compass fare media issued by or on behalf of TransLink.
Compass Retailer	TransLink-authorized vendor of Compass Cards.
Compass Ticket	A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional-Bus service Service to the WCE Mission station in the District of Mission and which is subject to the Compass Ticket Terms and Conditions of Use.
Compass Ticket Terms and Conditions of Use	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 www.translink.ca .
Compass Vending Machine	A vending machine located outside Fare Paid Zones for the sale of: <ul style="list-style-type: none"> (i) Compass Tickets, Compass Cards (excluding Compass Wearables) or other Compass fare media; and/or (ii) Compass fare products which may be loaded or issued on Compass Fare Media, by or on behalf of TransLink.
Compass Wearable	A long-term use, reusable electronic Compass smart-chip enabled wearable product or device, other than a long-term use, reusable electronic farecard or Compass Ticket, issued by or on behalf of TransLink for transit use in TransLink’s Transportation Service Region.
Contactless Payment	A contactless payment card or contactless payment method issued by third parties other than TransLink and accepted by TransLink for the purposes of the contactless payment of fares in accordance with this Tariff, but excluding all Compass Fare Media issued by or on behalf of TransLink. TransLink’s accepted contactless payment cards, brands and methods of payment are posted on TransLink’s website at www.translink.ca .

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Conventional Bus 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.

Conventional SkyTrain and SeaBus 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.

Conventional Transit Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink.

Eligible HandyDART User Person who:

- (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
- (ii) has completed TransLink’s registration process and has been approved by TransLink as a HandyDART user.

Employee Pass Holder Person who is:

- (i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;
- (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 If using Stored Value, 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”.

If using Contactless Payment, a fare equivalent to a Single Fare (Adult) based on the applicable Hours at the Contactless Payment rate, as set out in Appendix “2”.

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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, <u>HandyDART vehicles</u> , 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: <ul style="list-style-type: none"> (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.
In-System Time	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.

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Maximum Fare If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:

- (i) on ~~Conventional-Bus Service~~, for travel during Regular Hours and Off-Peak Hours for ~~Conventional-Bus Service~~;
- (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
- (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,

as set out in Appendix “2”.

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”.

If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:

- (i) on ~~Conventional-Bus Service~~, for travel during Regular Hours and Off-Peak Hours for ~~Conventional-Bus Service~~;
- (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
- (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Contactless Payment rate for Conventional SkyTrain and SeaBus and WCE Service,

as set out in Appendix “2”.

Mobility Device Wheelchair or scooter required by a passenger with a physical disability.

Off-Peak Hours Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.

Operating Company A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.

Period Pass The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card, or in the case of DayPasses only loaded on a Compass Ticket.

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Proof of Payment	Verifiable Compass Fare Media and Verifiable Contactless Payment, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2”, with respect only to HandyDART service and Conventional-Bus service Service, FareSavers, FareCards and Bus Transfers, and with respect only to Conventional SkyTrain and SeaBus, RFID Cards and personal identification as required in Appendix “2”.
Registered Users	Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s Compass website at www.compasscard.ca , through Compass Customer Service or in person at the Compass Customer Service Centre, all in accordance with the Compass Card Terms and Conditions of Use.
Regular Hours	Hours of service other than Off-Peak Hours.
RFID Card	A long-term use, reusable radio frequency identification fare card issued under the Universal Fare Gate Access Program for opening Fare Gates for transit use on Conventional SkyTrain and SeaBus and which is subject to the RFID Card Terms and Conditions of Use.
RFID Cardholder	Resident of the Transportation Service Region who: <ul style="list-style-type: none"> (i) is a person who travels independently and due to a disability, confirmed by a medical practitioner, is physically not able to tap fare media, without assistance, at a Fare Gate; and (ii) has completed TransLink’s registration process for the Universal Fare Gate Access Program and been issued a RFID Card.
RFID Card Terms and Conditions of Use	The RFID 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 www.translink.ca .
Senior	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> (i) a Gold Carecard issued by the Province of BC; (i) (ii) a valid driver’s license, passport, birth certificate indicating date of birth; (iii) a Health and Welfare Canada Old Age Security Identification Card; or (iv) equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.
SkyTrain	Rail rapid transit service on the Expo Line, Millennium Line, including the Evergreen Extension, and Canada Line.
Statutory Holidays	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.

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Stored Value	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.
Tap In	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, 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.
Tap Out	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.
TaxiSaver Coupons	Coupons that may be: <ul style="list-style-type: none"> (i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and (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.
Transfer Time	The time from: <ul style="list-style-type: none"> (i) validation of a FareSaver; (ii) issuance of a Bus Transfer; or (iii) Tap In of Compass Fare Media or of Contactless Payment, 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.
Transit Employee	Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
Transit Police	South Coast British Columbia Transportation Authority Police Service.
TransLink	South Coast British Columbia Transportation Authority.
Transportation Service Region	All municipalities and rural areas located within the Greater Vancouver Regional District.

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U-Pass BC Student Person who:

- (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;
- (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
- (iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.

Verifiable Compass Fare Media 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.

Verifiable Contactless Payment Contactless Payment which has been Tapped In.

WCE West Coast Express Limited, a subsidiary of TransLink.

WCE Service Commuter rail transit service provided by WCE between Vancouver and Mission.

Youth Person who:

- (i) is between the ages of 14 and 18 years (inclusive); and
- (ii) holds:
 - (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
 - (B) a valid picture identification issued by any national, provincial or state government agency showing age or date of birth.

Zones 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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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~~Service to the WCE Mission station in the District of Mission.
- (b) The use of Contactless Payment, 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.
- (d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card 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:

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- (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 Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card 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~~ Bus Service, 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) if travelling with Contactless Payment: (A) Tap In the Contactless Payment when entering a Fare Paid Zone, and (B) Tap Out the Contactless Payment when exiting a Fare Paid Zone, except as provided in Section 5(c);
 - (v) possess Proof of Payment for the entire duration of his or her journey; and
 - (vi) present Proof of Payment to any Transit Employee upon request.

If using a mobile phone or other contactless device for Contactless Payment, such phone or device must have sufficient battery or charge to complete the journey and Tap Out, and to possess and present Proof of Payment as required in this Tariff.

Failure to comply with the foregoing may result in fines being levied and/or other consequences imposed pursuant to the BC *South Coast British Columbia Transportation Authority Act* and a

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Maximum Fare being deducted from a Compass Card or charged to a Contactless Payment, 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”. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service. For passengers using Contactless Payment, if the Contactless Payment has unpaid fares for previous travel, the passenger will not be able to use the Contactless Payment for travel until the amount owed has been paid in full by calling Compass Customer Service or by visiting the Compass Customer Service Centre.
- (c) Passengers using Compass Fare Media or Contactless Payment for travel on ~~Conventional-Bus Service~~ must Tap In when boarding a ~~Conventional-Bus Service~~ vehicle but are not required to Tap Out when departing the ~~Conventional-Bus Service~~ vehicle.
- (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. Passengers are responsible for ensuring that the same Contactless Payment or Compass Fare Media, as the case may be, used to Tap In is used to Tap Out to avoid being charged Maximum Fare on each such fare media used.
- (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 or Contactless Payment 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 Service~~) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.
- (f) Passengers with Compass Cards, Compass Tickets or Contactless Payment may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards, Compass Tickets or Contactless Payment 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 or Contactless Payment for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value or Contactless Payment 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~~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.

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Passengers ~~cannot~~can request bus driver to reverse a transaction resulting from an unintentional Tap In on a ~~Conventional~~ Bus Service. 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 or Contactless Payment, 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 or Contactless Payment 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. A RFID Cardholder is not required to Tap In or Tap Out on Conventional SkyTrain and SeaBus and may proceed through a Fare Gate on Conventional SkyTrain and SeaBus opened by the RFID Cardholder’s RFID Card.
- (j) Any Compass Fare Media, FareSaver, ~~FareCard~~, Bus Transfer or RFID Card is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired. Contactless Payment is invalid if damaged, expired or does not have sufficient battery or charge to Tap In, complete the journey, Tap Out and/or to possess and present as Proof of Payment as required under this Tariff.
- (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 pay an Adult Fare as set out in Appendix “2” prior to continuing his or her journey and, except in the case of Contactless Payment, surrender the Proof of Payment to the Transit Employee upon request. 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.

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- (m) If a passenger travelling with a FareSaver, ~~FareCard~~ or Bus Transfer on ~~Conventional~~-Bus Service 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 or Contactless Payment 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, or Contactless Payment, 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 Service, 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 fare media, including Compass Fare Media or Contactless Payment, 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 or Verifiable Contactless Payment must be in the possession of the passenger to constitute valid Proof of Payment.

- (o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder’s journey while in the Fare Paid Zone.
- (p) All Compass Fare Media, FareSavers, ~~FareCards~~, Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, ~~FareCards~~, Bus Transfers and RFID Cards 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.
- (q) For passengers travelling with Contactless Payment:
 - (i) Tap In and Tap Out with Contactless Payment authorizes TransLink to charge the applicable fare as set out in Appendix “2”, including any Maximum Fare or unpaid fares, to the Contactless Payment.
 - (ii) If the Contactless Payment is declined when TransLink submits it for payment of the applicable fare, the passenger authorizes TransLink to seek to obtain payment using the Contactless Payment again on a number of additional occasions until payment is made.
 - (iii) If the Contactless Payment is declined when TransLink submits it for payment, TransLink will also attempt to collect any unpaid fares the next time the Contactless Payment is used to Tap In or Tap Out or touched to a Card Reader. Alternatively, any such unpaid fares may be paid by by calling Compass Customer Service or by visiting the Compass Customer Service Centre.

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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, Compass Fare Media and/or RFID Card 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 Single Fare (Adult) or WCE One-Way Fare (Adult), as applicable, 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, Compass Fare Media and/or RFID Card 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, Compass Fare Media and/or RFID Card.

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” or Tap In with Contactless Payment 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. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

(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

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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. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

(c) **HandyDART** - Adult FareSavers ~~and Adult FareCards~~ may only be purchased directly from TransLink or an Operating Company while available for sale. Compass Fare Media and fares set out in Appendix “2” for travel on HandyDART 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 HandyDART are not available at Compass Vending Machines located at certain WCE stations. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink. ~~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 or Contactless Payment; and~~
- ~~(vi) remain within the Transfer Time;~~

~~may use such Proof of Payment for an Adult fare on Compass Fare Media or Contactless Payment 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 or Contactless Payment.~~

(d) **TaxiSaver Coupons** - Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to \$100, by visiting the Compass Customer Service Centre or through the mail from:

Access Transit Office
400 - 287 Nelson’s Court,
New Westminster, BC -V3L 0E7

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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~~, Bus Transfer or RFID Card as set out in Appendix “2”, must pay their fare at the time of travel as follows:
- (i) ***Conventional-Bus Service*** – Passengers must either Tap In with Contactless Payment or pay cash using exact change in Canadian funds and deposited in fareboxes or given to the HandyDART driver for Conventional-Bus service~~Service~~. Upon payment of the required cash 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~~, Bus Service within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus service or WCE Service. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
 - (ii) ***Conventional SkyTrain and SeaBus*** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines for Conventional SkyTrain and SeaBus service. If paying by cash or debit/credit transaction at a Compass Vending Machine, 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. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In 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)~~ (iii) ***WCE Service*** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station for WCE Service. If paying by cash or debit/credit transaction at a Compass Vending Machine, 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. If paying by Contactless Payment, a passenger must retain such Contactless payment used to Tap In as Proof of Payment.

11. USE OF FARESAVER VALIDATION (CONVENTIONAL-BUS OR HANDYDARTSERVICE ONLY)

- (a) A FareSaver must be ~~validated or deposited, in the case of fareboxes that do not validate,~~ in the farebox when boarding a Conventional-Bus~~bus~~ or validated/collected by a HandyDART driver when boarding a HandyDART vehicle. ~~A validated FareSaver or the~~ A valid Bus Transfer ~~issued in the case of deposited FareSavers~~ must be retained as Proof of Payment while travelling on ~~Conventional-Bus or HandyDART vehicle, as applicable~~ Bus Service.

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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. INITIAL SYSTEM CHARGE

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit and Bus Service, a Maximum Fare will be deducted upon Tap In. 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.
- (b) For passengers using Contactless Payment for travel on Conventional Transit and Bus Service, an amount up to a Maximum Fare will be pre-authorized to the Contactless Payment upon Tap In. For passengers using Contactless Payment for travel on WCE Service, the amount determined in Section 13(a)(i) and (ii) will be pre-authorized to the Contactless Payment upon Tap In. After the journey is complete, the Contactless Payment will be charged the applicable fare as set out in Appendix “2” for the Zones travelled. The amount of time it takes for the final charge to appear on the statement issued by the applicable financial institution issuing the Contactless Payment card may vary depending upon the applicable financial institution. If more than one journey is travelled by a passenger within a short period using the same Contactless Payment the applicable fares charged as set out in Appendix “2” for such journeys may appear as a single charge or as multiple charges totalling the applicable fares charged.
- (c) For passengers using a Compass Card 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. For passengers using Contactless Payment for travel on Conventional SkyTrain and SeaBus and WCE Service, the Contactless Payment will be charged upon Tap Out for 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 charged to the Contactless Payment in accordance with subsection 5(a) of this Part B.

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

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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~~request 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~~request 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~~request 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 TaxiSaver coupons at 50% of face value to the HandyCard Holder.
- (j) **Contactless Payment** – Fares purchased by Contactless Payment are not refundable. TransLink is not responsible for lost or stolen Contactless Payment, including without limitation cards, devices or other Contactless Payment methods. In the event that a Contactless Payment card is lost or stolen passengers must contact their card issuer as soon as possible. In addition, TransLink is not

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the responsible for any transaction fees or charges applied by a third party, including financial institutions or Contactless Card issuers, in connection with use of a Contactless Payment.

(k) **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.
- (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, ~~FareCards~~, Bus Transfers or RFID Cards, or fares purchased by Contactless Payment, other than those, if any, described in this Section 15 and in the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use, as applicable, will be considered or granted by TransLink, and TransLink reserves the right to require proof of purchase in connection with any refund or replacement.
- (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. a Period Pass, based on the number of days remaining in the month; or
 - e.b. Stored Value, based on the remaining balance; or
 - (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

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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 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

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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 determine the rates and charges based on the~~ availability of labour or transit vehicles increases TransLink's cost to provide charter service and service type. 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 and Bus Service

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 Westminister
~~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

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Conventional Transit and Bus Service – Fare Zone Map



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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 Westminister (including Queensborough)
City of Coquitlam
City of Port Coquitlam
City of Port Moody
Village of Anmore
Village of Belcarra

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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

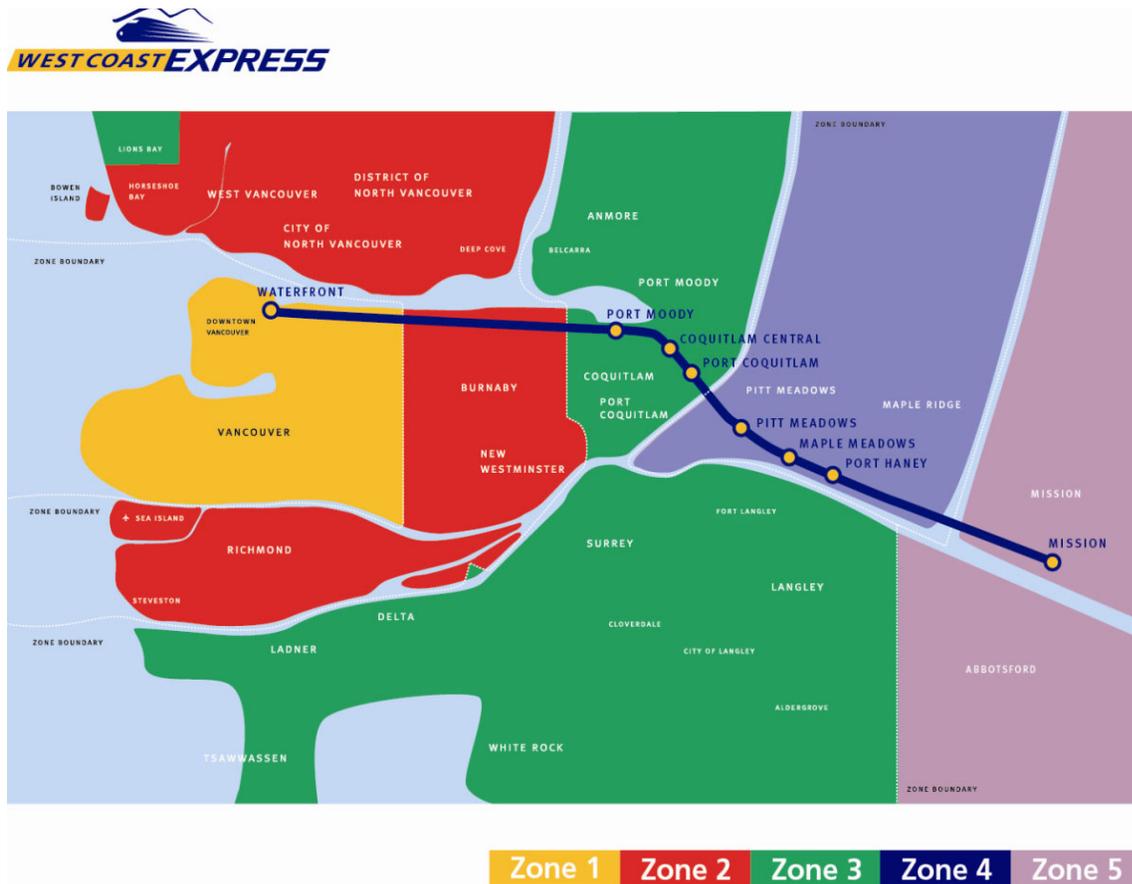
(not shown on above map) Horseshoe Bay, Lion's Bay (Bowen Island excluded)

	30
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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				
					<u>Bus Service (Conventional Bus (3 Zones) and HandyDART)</u>	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 Transit (3 Zones)									
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 <u>on Conventional Transit and WCE</u> through all Zones, <u>not valid for HandyDART</u>			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 \$10.75		No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>		\$3.05 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Bus Service (Conventional Bus (3 Zones) and HandyDART)	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**
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 \$8.45		No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	\$2.00 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 <u>on Conventional Transit and WCE</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>		Valid for an Eligible HandyDART User	No Add-Fare required	
Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5.90	\$3.05	No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones during the Hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	\$3.05 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Bus Service (Conventional Bus (3 Zones) and HandyDART)	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**

FareCard*—Adult (calendar month)	Eligible HandyDART User who displays a valid Adult FareCard	Conventional Bus and HandyDART: All Zones (1 Zone FareCard—\$100.25 per month)	Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART: 2 Zone FareCard—\$134.00 per month 3 Zone FareCard—\$181.05 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).						

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					<u>Bus Service (Conventional Bus (3 Zones) and HandyDART)</u>	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 Service: All Zones (1 Zone FareSaver - 1 yellow ticket (book of 10, \$24.50))	No	Valid for unlimited travel <u>on Conventional Bus</u> through all Zones during the Hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART Service: 2 Zone FareSaver – 1 red ticket (book of 10, \$35.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$46.00) (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.–Bus Service).						
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 Service: All Zones – 1 brown ticket (book of 10, \$20.00)	No	Valid for unlimited travel <u>on Conventional Bus</u> through all Zones during the Hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	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				
					Bus Service (Conventional Bus (3 Zones) and HandyDART)	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 <u>on Conventional Transit</u> through all Zones, <u>not valid for HandyDART</u>		Eligible for WCE Concession fare	Not valid	No Add-Fare required
GradPass on Compass Ticket* (on specified date between May 1 st and June 30 th)	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 <u>on Conventional Transit and WCE</u> through all Zones for the specified date, <u>valid for Eligible HandyDART Users on HandyDART</u>			Not valid	No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Conventional Bus Service: All Zones - \$100.25 per month	Conventional Bus Service: All Zones - \$100.25 per month	Yes	Valid for unlimited travel <u>on Conventional Bus</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	Valid for unlimited travel through 1 Zone	\$3.05 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 - \$100.25 2 Zones - \$134.00 3 Zones - \$181.05 per month	Conventional SkyTrain and SeaBus: All Zones - \$100.25 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				
					Bus Service (Conventional Bus (3 Zones) and HandyDART)	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 - \$57.30 per month	Yes	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>		\$2.00 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 \$7.00 per pass (if > 500 passes purchased per day); \$6.00 per pass (if > 5,000 purchased per day)	No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>		\$3.05 credit toward WCE applicable fare	Not valid	No Add-Fare required	
RFID Card	RFID Cardholder who displays valid identification	N/A	No	Not valid	Valid for unlimited travel through all Zones	Not valid	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				
					Bus Service (Conventional Bus (3 Zones) and HandyDART)	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*, Compass Ticket* or Contactless Payment* (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 Service: Cash or Contactless Payment: All Zones \$3.05	Conventional Bus Service: Cash or Contactless Payment: All Zones \$3.05	No	Valid for unlimited travel <u>on Conventional Bus</u> through all Zones during the Hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: \$3.05 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Conventional Bus Service: No Add-Fare required
		Conventional Bus Service: Stored Value ¹ : All Zones \$2.45	Conventional Bus Service: Stored Value ¹ : All Zones \$2.45						
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.05 2 Zones \$4.35 3 Zones \$5.90	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.05			Conventional SkyTrain and SeaBus: Cash and Contactless Payment: Add-Fare required**			
		Conventional SkyTrain and SeaBus: Stored Value ¹ : 1 Zone \$2.45 2 Zones \$3.55 3 Zones \$4.60	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.45				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				
					Bus Service (Conventional Bus (3 Zones) and HandyDART)	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 Service: Cash: All Zones \$2.00	Conventional Bus Service: Cash: All Zones \$2.00	No	Valid for unlimited travel <u>on Conventional Bus</u> through all Zones during the Hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2.00 credit toward WCE applicable fare	Not valid	Conventional Bus Service: No Add-Fare required
		Conventional Bus Service: Stored Value: All Zones \$2.00	Conventional Bus Service: Stored Value: All Zones \$2.00				Stored Value: \$2.00 credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.00 2 Zones \$3.00 3 Zones \$4.05	Conventional SkyTrain and SeaBus: Cash: All Zones \$2.00			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 \$2.00 2 Zones \$3.00 3 Zones \$4.05	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2.00						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				
					<u>Bus Service (Conventional Bus (3 Zones) and HandyDART)</u>	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 \$3.05 (cash only)	All Zones \$3.05 (cash only)	No	Valid for unlimited travel <u>on Conventional Bus</u> during the Hours paid for, other than on Conventional SkyTrain and SeaBus valid for <u>Eligible HandyDART Users on HandyDART</u>	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 \$2.00 (cash only)	All Zones \$2.00 (cash only)	No	Valid for unlimited travel <u>on Conventional Bus</u> during the Hours paid for, other than on Conventional SkyTrain and SeaBus valid for <u>Eligible HandyDART Users on HandyDART</u>	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 <u>on Conventional Bus</u> during the Hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	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				
					<u>Bus Service (Conventional Bus (3 Zones) and HandyDART)</u>	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 <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	Valid toward purchase of a WCE Monthly U-Pass or \$3.05 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 <u>on Conventional Transit and WCE</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>		Not valid	No Add-Fare required	
West Coast Express (WCE) Service (5 Zones)									
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$162.40 ¹ , 3 Zones - \$212.80 ¹ , 4 Zones - \$256.75 ¹ , 5 Zones - \$350.65 ¹		Yes	Valid for unlimited travel <u>on Conventional Bus</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	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 - \$99.25 ¹ , 3 Zones - \$131.45 ¹ , 4 Zones - \$161.90 ¹ , 5 Zones - \$226.35 ¹		Yes	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	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				
					<u>Bus Service (Conventional Bus (3 Zones) and HandyDART)</u>	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 - \$102.30 per month ¹ .	No	Valid for unlimited travel <u>on Conventional Transit and WCE</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>			Valid for an Eligible HandyDART User	No Add-Fare required	
WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (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 or Contactless Payment: 1 or 2 Zones - \$5.90 3 Zones - \$7.65 4 Zones - \$9.45 5 Zones - \$12.80 Stored Value! 1 or 2 Zones: \$5.00 3 Zones: \$6.50 4 Zones: \$7.95 5 Zones: \$10.75	No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones during the hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	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**	
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 - \$3.55 3 Zones - \$4.55 4 Zones - \$5.85 5 Zones - \$7.90 Stored Value! 1 or 2 Zones: \$2.95 3 Zones: \$3.80 4 Zones: \$4.90 5 Zones: \$6.60	No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones during the hours paid for, <u>valid for Eligible HandyDART Users on HandyDART</u>	Valid for unlimited travel in one direction 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				
					<u>Bus Service (Conventional Bus (3 Zones) and HandyDART)</u>	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 - \$11.25 3 Zones - \$14.85 4 Zones - \$18.15 5 Zones - \$24.30 Stored Value: 1 or 2 Zones: \$11.00 3 Zones: \$ 14.05 4 Zones: \$17.40 5 Zones: \$23.25	No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	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 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 - \$7.15 3 Zones - \$9.20 4 Zones - \$11.50 5 Zones - \$15.60 Stored Value: 1 or 2 Zones: \$6.90 3 Zones: \$8.70 4 Zones: \$11.00 5 Zones: \$14.85	No	Valid for unlimited travel <u>on Conventional Transit</u> through all Zones, <u>valid for Eligible HandyDART Users on HandyDART</u>	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required	
<u>HandyDART Service (10 Zones)</u>								
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones – \$3.05	No	Not valid****	Not valid****	Not valid****	Valid for travel through all Zones	No Add-Fare required

- ¹ 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 Service 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 Service.
- **** ~~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	
Conventional Bus, Community Shuttle and HandyDART Vehicle (includes operator or driver)	\$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
Cancellation Fee	\$125.00
WCE train	To be determined by WCE on a case-by-case basis

TO: Board of Directors

FROM: Steve Vanagas, Vice President, Customer Communications & Public Affairs
Geoff Cross, Vice President, Transportation Planning & Policy

DATE: May 25, 2021

SUBJECT: Transport 2050 Phase 2 Engagement Update

EXECUTIVE SUMMARY

Phase 2 engagement for Transport 2050 ran from April 19 to May 14, 2021. After four weeks of engagement, TransLink heard from over 5,000 people across the region, including key community and business stakeholders, residents, people with disabilities, new immigrants, youth, and low-income stakeholders. Through a variety of interactive online meetings, presentations and open houses, people were given multiple opportunities to share their feedback pertaining to the proposed goals and three transformative actions. Feedback shared during this process will be incorporated into the final Transport 2050 strategy.

PURPOSE

The purpose of this report is to update the Board on Transport 2050 Phase 2 engagement activities completed and early results.

BACKGROUND

In the first phase of engagement for Transport 2050, over 30,000 people completed the survey and 4,000 ideas were shared. Following a detailed analysis of the feedback, staff began working on a draft comprehensive strategy, including transportation goals and actions.

Phase 2 engagement sought feedback regarding the draft goals and three actions that needed public and stakeholder input before being included in the draft strategy. Feedback was gathered over a four-week engagement period from April 19 to May 14, 2021. Due to COVID-19, all engagement was undertaken online through a survey, virtual events with stakeholders, and through a representative public opinion poll administered by Leger. Feedback gathered during Phase 2 engagement will be considered in developing the draft Transport 2050 strategy which will be shared for public input in Phase 3 engagement this fall.

Draft Goals:

- **Convenient Choices:** We all have abundant, universally accessible choices allowing us to conveniently connect to opportunities without needing to rely on a car.
- **Reliable Choices:** We all have reliable choices that get us where we need to go on time.
- **Affordable Choices:** We all have affordable choices so that people of all incomes can easily live and move in this region.
- **Safe & Comfortable Choices:** We all have safe and comfortable choices that make us healthier and happier.

- **Carbon-Free Choices:** We all have carbon-free choices enabling us to achieve our Provincial and regional climate action targets.

Transformative Actions:

- **Action 1:** People-first streets that invite walking, biking, and rolling.
- **Action 2:** Fast and frequent rapid transit that's a competitive choice for most longer trips.
- **Action 3:** Automated vehicles that provide convenient access to car trips, without adding to congestion.

DISCUSSION

At the close of the engagement the following measurables were recorded:

- Approximately 4,900 surveys completed
- 16,200 website visits
- 2,617 discussion guide downloads and 1,081 backgrounder downloads
- 4 online open houses (50 attendees)
- 3 stakeholder workshops (29 attendees)
- Indigenous Advisory Committee meeting
- 14 multi-cultural workshops
- 15 Youth Advisory Council Workshops
- Council of Councils Presentation
- 2 Municipal Transportation Committee Presentations
- Leger Public Opinion Poll – representative sample of 500 respondents across Metro Vancouver

The following is a summary of early results received during Phase 2 engagement. A full draft summary report will be provided to the Mayors' Council and Board at the end of June or early July.

1. **Draft Goals:** 81% of engagement participants and 67% of poll respondents felt we are on the right track or somewhat on the right track.
 - a. 923 participants suggested additions to the goals, including: high-speed transit, better integration of transit beyond Metro Vancouver, and greater access to transit for individuals with mobility issues.
 - b. 209 participants suggested removing something from the goals, including: environmentally friendly choices/low carbon footprint options/carbon free choices, "without needing to rely on a car", and "affordable choices".
2. **Action 1: People-First Streets:** 79% of engagement participants and 64% of poll respondents strongly or somewhat supported the action.
 - a. 1,771 people who support the action provided a reason for doing so, including: less reliance and use of cars, promotion of low carbon/greener transportation options, and addition of vibrancy to streets, enhanced safety and providing a sense of connection.
 - b. 507 people who don't support the action provided a reason for doing so, including: impact to travel time for cars and buses due to closed streets/lanes, lack of use due to weather and lack of transit, the importance of cars to getting around the region, and concerns related to transit accessibility in certain neighbourhoods.

3. **Action 2: Rapid Transit Networks** – Feedback was fairly evenly split between the two network approaches, with Network B slightly preferred in both TransLink’s survey and the Leger public opinion poll.
 - a. **Network A:** 46% of engagement participants and 41% of poll respondents strongly or somewhat preferred Network A.
 - i. Of these supporters, 1,159 people provided reasons why they preferred Network A, including wanting faster, grade separated transit, avoiding causing road congestion, reducing traffic congestion and allowing for pedestrian friendly streets, and because they view it as more efficient and reliable. Some respondents suggested that it be expanded beyond Metro Vancouver including the Fraser Valley.
 - b. **Network B:** 49% of engagement participants and 46% of poll respondents strongly or somewhat preferred Network B.
 - i. Of these supporters, 1,304 people provided reasons why they preferred Network B, including they felt it will serve a larger area of the region, that it would provide better value for transit investment, it would be a better use of road space – placing transit ahead of personal vehicles, and that it would be more accessible and convenient for more people.

4. **Action 3: Automated Vehicles** – 57% of engagement participants and 43% of poll respondents strongly or somewhat supported this action. There were a higher number of neutral and “don’t know” responses to this action than the others.
 - a. Comments shared included: taxes and fees implemented to enable automated vehicles would be too high and therefore discourage usage, safety concerns, public desire to use personal vehicle instead of shared vehicles. A number of respondents felt that more information is required before providing feedback on this topic.
 - b. When asked about specific measures under this action:
 - i. Promote Car Sharing – 77% of engagement participants and 61% of poll respondents strongly or somewhat supported the creation of incentives to make sharing vehicles easier, cheaper and more convenient.
 - ii. Reducing empty car trips – 64% of engagement participants and 59% of poll respondents strongly or somewhat supported the idea that fees be implemented to reduce the number of automated vehicle trips without passengers.
 - iii. Reducing congestion – 56% of engagement participants and 49% of poll respondents strongly or somewhat supported fees for passenger drop-offs and pick-ups in congested areas.

Transport 2050 – Indigenous Advisory Committee

A key component of Transport 2050 is the successful implementation of current and future transportation planning in and around Indigenous communities, which will be achieved by the relationships and enhanced social license to developed through engagement on T2050.

TransLink invited one representative from each of the 10 Indigenous communities and two to three urban Indigenous organizations to participate in a T2050 Indigenous Advisory Committee (“IAC”). Indigenous communities choosing not to participate in the Committee will be offered opportunities to provide input on T2050 through individual meetings and/or written submissions.

In mid-April TransLink held its first IAC meeting with participation / interest from each community and urban Indigenous groups. The IAC is aimed to provide a more culturally appropriate and respectful method of engagement for communities that have shared territories as well as shared interests. The establishment of a T2050 IAC also provides a cost and time effective method of engagement for all parties.

CONCLUSION

The full draft summary report on Phase 2 engagement results will be shared with the Mayors' Council and Board in late June or early July. Over the coming months, Phase 2 engagement feedback will be analyzed, considered, and, as appropriate, incorporated into the draft Transport 2050 strategy. The draft strategy will then be shared with the public and stakeholders in a third and final round of engagement. Phase 3 engagement is anticipated to occur in the fall of 2021. Following this, the final Transport 2050 strategy will be considered for adoption by the Mayors' Council in early 2022.

TO: Board of Directors

FROM: Jeffrey Busby, Acting Vice President, Infrastructure Management and Engineering
Michel Ladrak, President & GM, British Columbia Rapid Transit Company (BCRTC)

DATE: May 21, 2021

SUBJECT: SkyTrain Noise Study Update

EXECUTIVE SUMMARY

In 2018 TransLink commissioned a SkyTrain Noise Study in response to noise concerns and an increasing number of noise complaints raised by residents. The Noise Study project has now completed a series of pilot studies and investigations to identify the benefit of various noise mitigation options and has also developed an Interim Guideline for new developments in noisy areas. A plan is being developed for implementation and long-term SkyTrain noise performance monitoring.

Implementation of the recommendations of the Noise Study will not eliminate all noise or all complaints, however the study has demonstrated that significant improvements are feasible. The objective is to optimize maintenance practices to keep train pass-by noise emissions within 5 dB of the best case (minimum) noise at all times. This would represent a significant improvement in amenity for neighbouring residents, some of which currently see noise increase by 15 dB or more between maintenance intervals.

PURPOSE

This report provides for information a progress update on the SkyTrain Noise Study project.

BACKGROUND

In 2018 TransLink commissioned a SkyTrain Noise Study in response to noise concerns and increasing numbers of complaints raised by residents. Completed at the end of 2018, the Noise Report showed measured train pass-by noise levels of 90 dBA at some residential facades, 15 dB above the identified goal of 75 dBA. SkyTrain noise was found to be highly variable, depending on track condition which changes over time. At specific locations, the difference between the best and worst-case noise emissions can be more than 15 dB depending on maintenance and rail grinding cycles.

A Next Steps Report was prepared recommending pilot studies to confirm the feasibility and effectiveness of five noise mitigation options. The pilot studies were designed to quantify the noise benefit of each mitigation measure and to inform the development of a long-term noise mitigation implementation plan. A sixth recommendation was to create acoustic guidelines for new developments near SkyTrain.

Track condition including rail roughness and corrugation is a key factor in noise emissions. As part of the pilot studies, factors that influence changes in track condition were measured over an extended period to understand the noise benefits and operational implications of changes to BCRTC's maintenance practices.

Data collection for all mitigation pilot studies was completed in May 2021 and a final report documenting all results and outlining a plan for implementation is being prepared. Implementation is underway for two of the identified mitigation measures for which investigations were successfully completed in 2020.



DISCUSSION

This section provides an update on the feasibility and effectiveness of each of the six mitigation measures that were recommended by the Noise Study:

1. Improvements to switch maintenance practices
2. Investigation of harder rail steel as a measure to improve long-term rail condition
3. Re-introduction of friction modifiers to improve long-term rail condition
4. Improvements to rail grinding practices to improve long-term rail condition
5. Rail dampers to reduce noise radiated from the rails and hence reduce overall noise
6. Guidelines for new residential developments near SkyTrain

Improvements to Switch Maintenance

The pilot study found that replacing worn switches can reduce noise levels by more than 10 dB. Grinding maintenance can reduce noise levels by 3-4 dB and help preserve switches in a quieter condition. However, grinding produces minimal noise benefits for severely worn switches, demonstrating that it is critical to continuously monitor the acoustic condition of switches and undertake regular maintenance starting from when new switches are installed. With more than 100 switches around the SkyTrain system, this will require increased BCRTC resources. Implementation recommendations have been made to BCRTC, with planning underway for budgets to be allocated for implementation commencing in 2022.

Harder Rail Steel to Improve Long-Term Rail Condition

Although it was standard at the time, the rail steel originally used for Expo line construction is relatively soft and prone to rapid wear. An investigation was undertaken to quantify the noise benefits and costs of using harder rail steel for SkyTrain rail replacement programs and other projects. Using premium rail steel for rail replacement is expected to result in annual average noise level reductions of 5 dB on the Expo Line. Areas with harder rail steel require less frequent grinding, which could free up capacity to address specific problem areas when required.

A recommendation to specify harder rail steel in all future rail purchases within SkyTrain's rail replacement program was implemented in early 2020. The additional capital cost of harder rail steel represents less than 0.5% of the overall cost of rail replacement and is expected to be balanced by the cost savings associated with reduced grinding requirements and longer asset life.

Friction Modifiers to Improve Long-Term Rail Condition

Friction modifiers are products applied between the wheel tread and the top of the rail. When applied correctly, these products control friction, reducing wear and roughness of the wheels and rails, and hence reduce noise. A pilot study of this mitigation measure has been undertaken. A trial site was selected, and noise measurements were taken over a period of 9 months after rail grinding to determine the rate of noise increase over time. Then, friction modifier was applied, and measurements were repeated again following rail grinding. The friction modifier was found to give a 5 dB benefit, keeping noise levels to a minimum in the months immediately following rail grinding.

Recommendations for implementation of friction modifiers are currently being developed.

Improvements to Rail Grinding Practices

Rail grinding is a critical maintenance practice which is required to remove rail defects and correct the rail profile following wear. If the track condition is poor, rail grinding reduces noise. However, in some cases, grinding can leave marks on the rail head that cause a noticeable whining characteristic, causing noise complaints. Rail grinding requires balancing the amount of material to be removed with the targets for rail surface finish. If a large amount of material removal is required, for example to remove corrugation or to correct the rail profile, then coarser grinding stones are used. If only a small amount of material is required to be removed, finer stones can be used to leave a better surface finish.

The noise study measured rail condition periodically at several sites with a range of different rail steels following grinding using coarse and fine stones. It was found that locations with harder rail steels benefit from the use of fine stones, whereas locations with original rails are best ground using coarser stones. Recommendations have been made to BCRTC to optimize rail grinding practices. Implementation of the recommended changes will lead to the most effective use of grinding resources and reduce complaints associated with freshly ground rails.

Rail Dampers

Rail dampers are a component that is clipped to the rails to absorb vibration and reduce radiated noise. A pilot study of rail dampers identified that these components can reduce noise levels by 4 to 6 dB, and recommended installation along a total track length of 3.2 km in hotspot areas on the Expo line. Procurement is underway with installation scheduled to commence in late 2021 / early 2022.

Interim Guidelines for New Developments

The minutes of the TransLink Board of Directors public meeting on September 28, 2017 recorded that the Board discussed the possibility of “region wide construction standards for buildings such as triple glazing on windows, enclosed balconies and air conditioning” to address noise. The Noise Study project team has confirmed the utility of such a guideline in consultation with municipal planning staff. To be useful in practice in situations where individual developments are affected by multiple noise sources (from roads, rail, aircraft, industry, for example), guidelines must address all environmental noise sources, not only SkyTrain noise.

Interim Guidelines for new noise-sensitive developments have been created and are attached to this report. Administration of environmental noise guidelines for new developments is outside of TransLink’s authority, therefore the Interim Guidelines are provided as an example for information and as a tool that planning authorities may choose to use. The Guidelines are titled “Interim” since wider consultation with developers, acoustic practitioners and others is recommended before adoption by planning authorities.

Management proposes the following steps in relation to the Interim Guidelines, completion of these steps will represent the end of TransLink's involvement with the Guidelines.

- a. Request to present the Interim Guidelines and the background to their development to the RPAC
- b. Introduce the Interim Guidelines to RTAC for information
- c. Publish Interim Guidelines to TransLink website as a product of the Noise Study
- d. Notify managers of major projects
- e. Notify municipal staff who participated in the early development consultation
- f. Notify the director of the Building and Safety Standards Branch of the Ministry of Municipal Affairs

Customer Impact

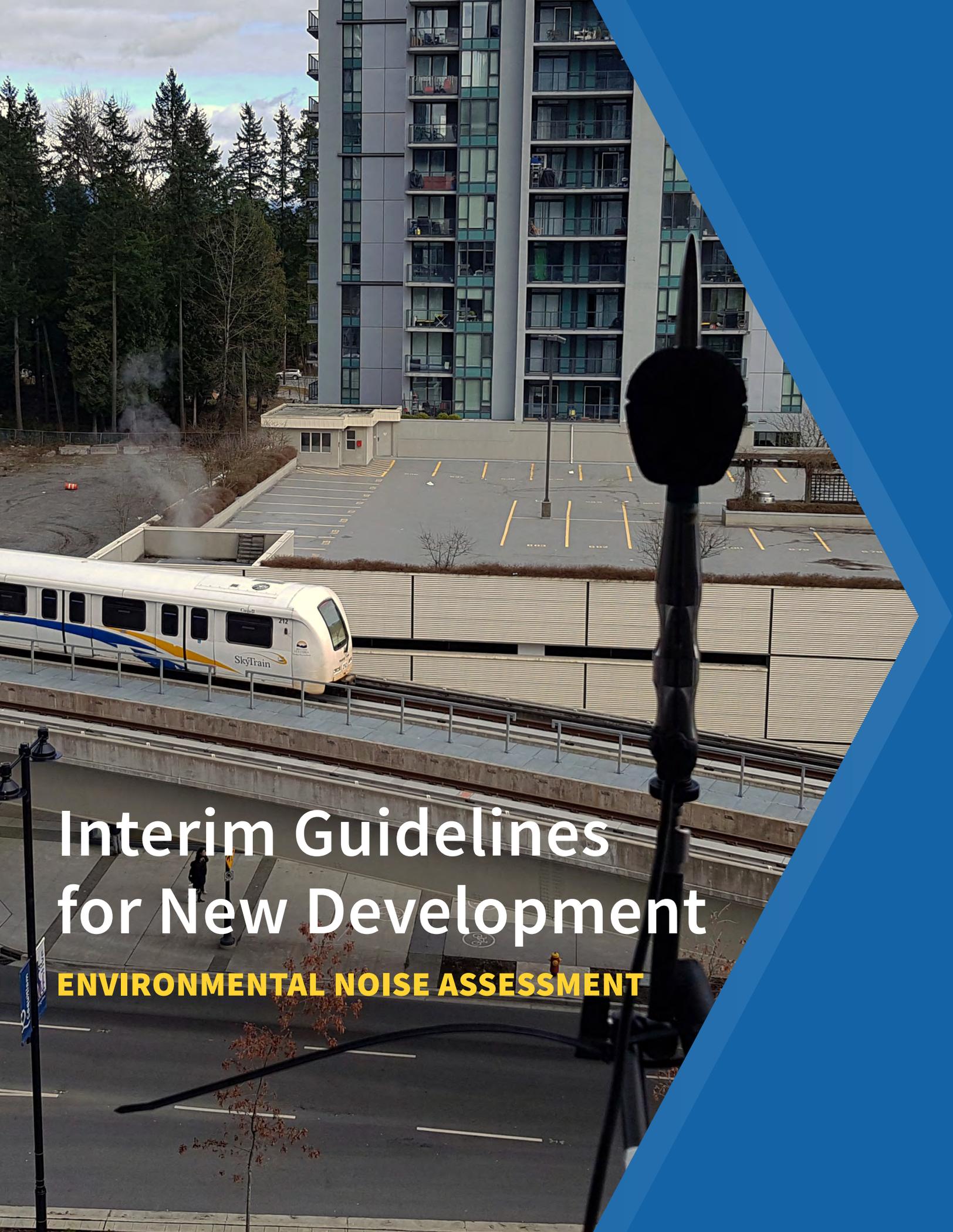
The Noise Study was undertaken in response to complaints from residents living near SkyTrain. Implementation of the recommendations of the Noise Study will not eliminate all noise or all complaints, however the study has demonstrated that improvements are feasible. The objective of implementation is to optimize maintenance practices to keep train pass-by noise emissions within 5 dB of the best case (minimum) noise. This will represent a significant improvement in amenity for neighbouring residents, some of which currently see noise increases of the order of 15 dB between maintenance intervals.

Communications

Communications on Noise Study progress have been provided through TransLink's website as the pilot studies have progressed. Implementation of the full suite of noise mitigation recommendations is a long-term undertaking linked to the rail replacement project schedule, which will be ongoing over at least 10 years. Monitoring the effectiveness of noise mitigation measures and communication of progress will be ongoing for the foreseeable future. Regular updates will be provided following completion of the Noise Study mitigation pilot reports, updates on noise mitigation implementation progress and compliance performance.

ATTACHMENTS

Attachment 1 - Interim Guidelines for New Development Environmental Noise Assessment, May 2021



Interim Guidelines for New Development

ENVIRONMENTAL NOISE ASSESSMENT

Interim Guidelines for New Development

ENVIRONMENTAL NOISE ASSESSMENT



Prepared for TransLink by



BKL Consultants Ltd.

bkl.ca

May 2021

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List of Abbreviations

Abbreviation/Acronym	Definition
ANC	Association of Noise Consultants
ANSI	American National Standards Institute
ASHRAE	American Society of Heating, Refrigerating and Air-Conditioning Engineers
BKL	BKL Consultants Ltd.
BSI	British Standards Institute
CIEH	Chartered Institute of Environmental Health
CMHC	Canada Mortgage and Housing Corporation
CRTN	Calculation of Road Traffic Noise
dB	decibel
dBA	A-weighted decibel
EGBC	Engineers and Geoscientists British Columbia
FCM	Federation of Canadian Municipalities
Hz	hertz
IEC	International Electrotechnical Commission
INCE	Institute of Noise Control Engineering
IOA	Institute of Acoustics
ISO	International Organization for Standardization
km	kilometre
L_{AE}	A-weighted sound exposure level
L_{eq}	A-weighted equivalent sound level
L_{eq24}	A-weighted 24-hour equivalent sound level
L_{Amax} , L_{Fmax}	A-weighted, fast time constant, maximum sound level
LRT	Light Rail Transit
NCAC	National Council of Acoustical Consultants
NRC	National Research Council of Canada
OITC	Outdoor to Indoor Transmission Class
RAC	Railway Association of Canada
s	second
STC	Sound Transmission Class
STD	standard deviation
TL	Sound Transmission Loss
TransLink	South Coast British Columbia Transportation Authority
WHO	World Health Organization

1 Introduction

Research shows that environmental noise has potential to create adverse effects on human health. TransLink hired BKL Consultants Ltd. (BKL) to develop professional practice guidelines (the Guidelines) for assessing environmental noise at proposed noise-sensitive developments. The Guidelines outline a three-stage approach to establish when and how environmental noise assessments should be performed, and are meant to assist municipalities, developers, and designers as they plan for and address environmental noise.

The Guidelines are for informational purposes only. Administration of an environmental noise guideline for new developments is outside of TransLink's remit. Consultation with developers, acoustical practitioners, and others is recommended.

1-1 Background

In 2018 TransLink commissioned a SkyTrain noise study in response to noise concerns raised by residents. The study recommended investigations into the feasibility and effectiveness of various mitigation measures, mostly relating to SkyTrain operation and maintenance practices. One recommendation was to develop an acoustical guideline for new residential developments near SkyTrain. The study also identified a need to integrate noise control measures with ventilation and thermal comfort in new residential developments. Consultation with municipal planning staff confirmed the need for such a guideline, provided it address all environmental noise sources potentially affecting new developments.

1-2 Scope

The Guidelines have been developed as a tool for assessing and addressing environmental noise impacts at sites proposed for new noise-sensitive developments. They do not address

- potential impacts on existing or approved noise-sensitive developments due to proposed projects (such as new roads or rail lines);
- noise sources that are a part of a proposed development (e.g., rooftop mechanical units) that may affect other properties; or
- noise transmission between rooms within a new development.

While Appendix A lists common technical terms, the Guidelines are intended for acoustical practitioners and assume an advanced level of knowledge in acoustics. The Guidelines were developed to be flexible with respect to potential solutions to address potential noise issues.

The Guidelines outline applicable projects, appropriate noise criteria, and the standard of professional practice for Acoustical Professionals conducting noise intrusion assessments. However, because, for example, SkyTrain noise levels can vary due to train and rail conditions, following the Guidelines does not guarantee the noise exposure levels at new developments.

The Guidelines address only acoustical requirements. Where closed windows are used to mitigate noise ingress, spaces should be designed and constructed to achieve thermal comfort standards outlined in the latest edition of ASHRAE 55 *Thermal Environmental Conditions for Human Occupancy*. This study should be conducted by a qualified professional and submitted as a supplementary report.

1-3 Normative References

In developing the Guidelines, BKL has relied on national and international standards and guidelines for reference, as summarized in Appendix B, in addition to its own experience performing similar studies for residential and commercial development projects. Appendix C provides example results with the Guidelines' acoustical criteria compared to the Canada Mortgage and Housing Corporation (CMHC) criteria. Please note that the Guidelines address only the acoustical requirements with respect to environmental noise. Other requirements should be examined for compatibility.

The following standards are indispensable for the Guideline's application. The latest edition of each referenced document (including any amendments) applies.

- IEC 60942 *Electroacoustics – Sound calibrators*
- IEC 61260-1 *Electroacoustics – Octave-band and fractional-octave-band filters – Part 1: Specifications*
- IEC 61672-1 *Electroacoustics – Sound level meters – Part 1: Specifications*
- ISO 1996-2 *Acoustics - Description, measurement and assessment of environmental noise - Part 2: Determination of environmental noise levels*
- ISO 12354-3 *Building acoustics - Estimation of acoustic performance of buildings from the performance of elements - Part 3: Airborne sound insulation against outdoor sound*

2

2 Applicable Projects

Environmental noise intrusion assessments should be performed for noise-sensitive developments that meet any of the criteria described in Table 2.1 below.

Table 2.1: Criteria for Applicable Projects

Noise Source	Criteria: One of the Following Must Be True:
Rail Traffic	Development is adjacent to or across the street from a rail right-of-way
	Development is within 100 metres of a rail line right-of-way with any point on any facade having direct line of sight* to the top of the guideway or track
Road Traffic	Development has direct line of sight to the road and is within 100 metres of a road carrying more than 15,000 vehicles per day
Aircraft Traffic	Development is located in an area where the Noise Exposure Forecast (NEF), as published by the airport authority, is NEF 25 or greater
Industrial Activities	Development is adjacent to or across the street from industrial-zoned property

**Only solid objects that break the line of sight to the entire railway should be considered as sufficient barriers to reduce noise such that a study would not be required.*

Noise-sensitive developments include the following building types:

- buildings with residential use;
- places of worship;
- hospitals; and
- educational facilities (including child care centres).

In the Guidelines, such developments are known as Applicable Projects.

◀ **Table 2.1:** Criteria for noise-sensitive developments.

Where there is potential for vibration impact (typically within 30 metres for residential developments in proximity to rail lines), the criteria and procedures outlined in the Federation of Canadian Municipalities (FCM) and the Railway Association of Canada (RAC) *Guidelines for New Development in Proximity to Railway Operations* (2013) should be followed, with calculation methods following the US Department of Transportation Federal Transit Administration, *Transit Noise and Vibration Impact Assessment Manual* (2018).

3

3 Acoustical Professional Minimum Qualifications

Environmental noise assessment for new developments is a multidisciplinary field that requires specific education, training, and experience associated with acoustics, as well as architectural and mechanical systems. The reports prepared following the Guidelines should be authored by a professional acoustical engineer licensed with Engineers and Geoscientists British Columbia and certified by membership with a recognized acoustical association that assesses the qualifications of its members. Suitable organizations include the following:

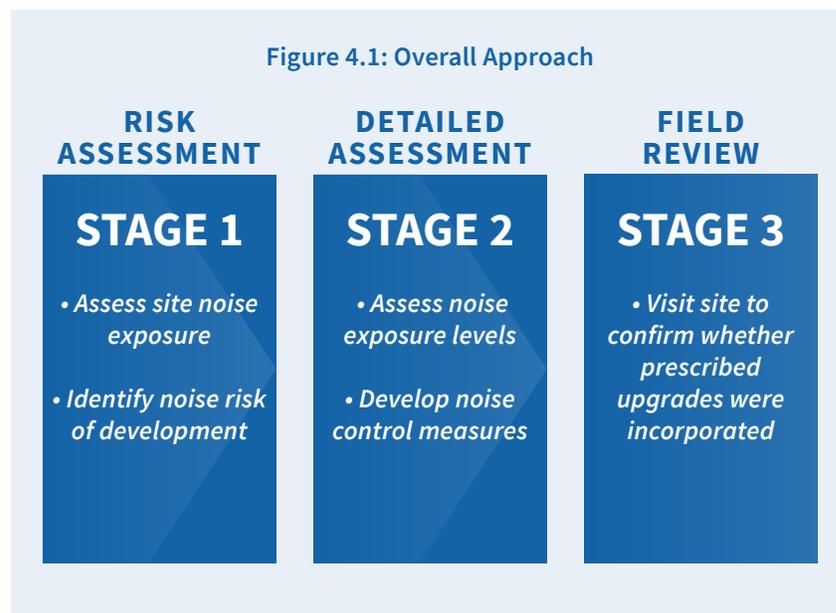
- Institute of Acoustics (IOA);
- Institute of Noise Control Engineers (INCE); or
- National Council of Acoustical Consultants (NCAC).

In the Guidelines, a professional who meets these qualifications is referred to as an Acoustical Professional.

4

4 Approach Framework

The Guidelines outline a three-stage approach to address environmental noise at Applicable Projects:



◀ **Figure 4.1:** The Guidelines apply a three-stage approach to assess environmental noise at Applicable Projects.

For Stage 1, when a full architectural and mechanical design has not yet been developed, an Acoustical Professional should prepare a report identifying the noise risk of the proposed development. That is, the report should identify how difficult it will be to meet the noise criteria and state whether noise control measures are necessary. This assessment should meet the full requirements of Sections 5.1, 5.2, and 5.3 of the Guidelines. No further assessment is required if the noise risk is found to be negligible.

Where the noise risk is not negligible, and once the full architectural and mechanical design has been developed, the Stage 2 assessment should be performed to fully design and prescribe the noise control measures required to meet the noise criteria.



A good acoustical design process should be followed (Grimwood et al. 2017). Good acoustical design involves taking an integrated approach to assessing the noise requirements of the project. The process may be iterative and could involve other professionals. Proportionate to the scale of development and noise risk of the project, the design process should include the following steps:

▲ A bus unloads passengers at a stop in Coquitlam
(Photo: TransLink)

- Consider options for planning the site or building layout.
- Incorporate noise barriers as part of the proposed development or outside the proposed development to screen the development from the most significant noise sources.
- Consider the orientation of the proposed building(s) and locations of most noise-sensitive spaces.
- Select construction types and methods to mitigate noise to acceptable levels.
- Examine the effect of noise control measures on thermal comfort, ventilation, health and safety, cost, etc.
- Determine the viability of alternative solutions.
- Assess outdoor amenity noise.

A Stage 3 assessment should be performed once the specified construction upgrades have been installed. A consultant under the direct supervision of an Acoustical Professional should perform a site visit to randomly inspect multiple units. That Acoustical Professional should prepare a report to confirm that the Stage 2 report recommendations were incorporated into the construction of the development.

5

5 Municipality Requirements

For Applicable Projects, municipalities could consider requiring deliverables during the following phases of the development process:

5-1 Early Development Permitting Phases

At the earliest opportunity, during Rezoning, Preliminary Plan Approval, or Development Permit applications, the Stage 1 assessment should be performed and included with the relevant permit application.

5-2 Building Permit Phase

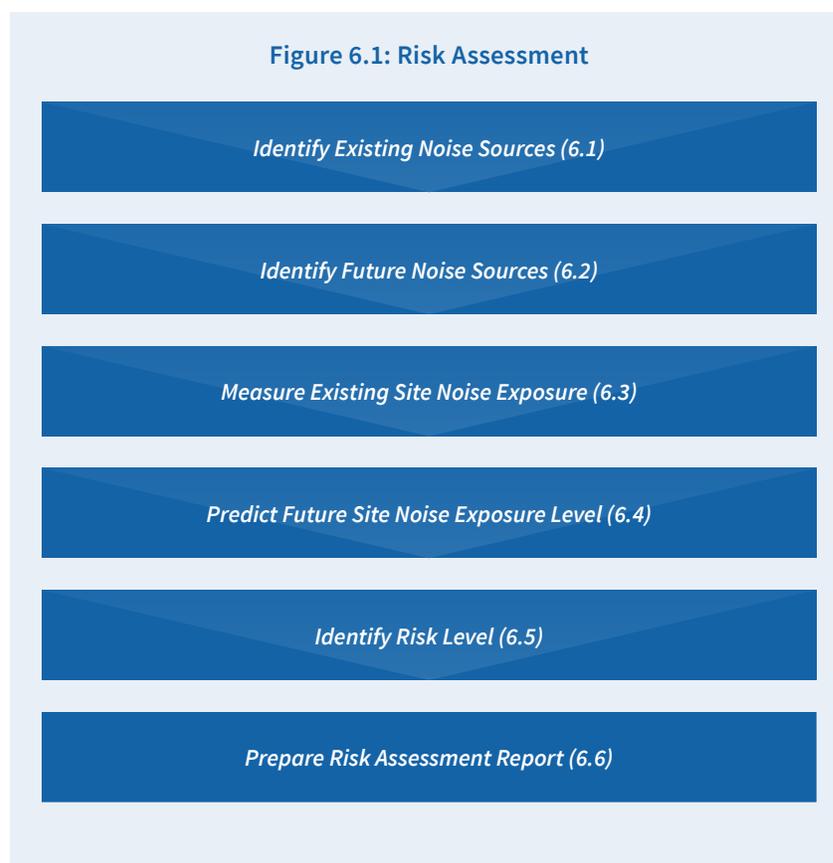
The Stage 2 assessment should be performed and included with the building permit application.

5-3 Occupancy Permit Phase

Where a Stage 2 report required construction upgrades, a Stage 3 assessment should be performed and included with the occupancy permit application to confirm whether these upgrades were constructed.

6 Stage 1: Risk Assessment

Figure 6.1 below provides a step-by-step overview for performing a noise risk assessment. Each step is detailed in the sections that follow (section numbers in parentheses). The general sequences of stages and project design elements are as follows:



◀ **Figure 6.1:** A step-by-step overview for performing a noise risk assessment. Each step is detailed in the sections that follow (section numbers in parentheses).

6-1 Identify Existing Noise Sources

A site visit should be performed to determine all existing noise sources and identify any unique characteristics affecting noise levels.

- Location-specific factors affecting SkyTrain and other rail noise include
 - » inbound and outbound speeds;
 - » accelerating or decelerating areas;
 - » curve radii;
 - » crossing of switches;
 - » rail conditions;
 - » presence of parapet barriers and/or guideway centreline barriers; and
 - » proximity to stations and electrical or mechanical services buildings.
- Location-specific factors affecting road traffic noise include
 - » traffic volumes;
 - » average vehicle speeds;
 - » percentage of heavy vehicles;
 - » accelerating or decelerating areas;
 - » proximity to bus stops; and
 - » road surface type, condition and gradients.

- Location-specific factors affecting aircraft traffic noise include
 - » proximity to flight paths;
 - » runway use;
 - » flight direction (take-off versus landing); and
 - » mix of aircraft types.
- Location-specific factors affecting industrial noise include
 - » regulations governing allowable noise (e.g., municipal bylaws);
 - » equipment sound power levels;
 - » operating conditions;
 - » local sound reflecting and shielding elements; and
 - » sound source directivity.

6-2 Identify Future Noise Sources

Noise levels should be corrected to assess the noise exposure 10 years in the future. Traffic growth should be estimated based on traffic projections. Any planned expansion to SkyTrain, roads, etc., should be included in the assessment using available data on projected noise levels.

6-3 Measure Existing Site Noise Exposure

On-site noise measurements should be undertaken to assess the site noise exposure. All sound measurements should meet ISO 1996-2 requirements. Adjustments to measured levels may be required depending on measurement timing, duration, and location, as detailed below.

6-3-1 Equipment and Calibration

The acoustical instrumentation system should conform to Class 1 requirements as defined by IEC 61672-1. Frequency analysis should meet the requirements of a Class 1 filter as specified in IEC 61260-1. Ideally, the system should be capable of recording audio files (e.g., wav or mp3 file formats) to assist in identifying noise events after the measurements have been completed. Windscreens should always be used during outdoor measurements and should be clean, dry, and in good condition.

To ensure a standard of accuracy and consistency, all sound instrumentation should be calibrated using a Class 1 sound calibrator in accordance with IEC 60942 before and after each series of measurements has been taken.

6-3-2 Measurement Timing

The intent of the measurement is to represent the annual-average noise environment. A weekday measurement is considered acceptable when the site is dominated by road or rail noise. Professional judgement should be used in other cases.

Varying rail conditions can significantly affect measurement results. For SkyTrain noise, TransLink is available to confirm if the current condition of the track is representative of the typical condition. If the track is expected to be noisier than the annual average, then this level may also be used for the acoustical design.

Care should be taken to avoid negative environmental effects on measurement quality due to excessive wind or rain.

6-3-3 Measurement Duration

For SkyTrain noise, a 24-hour measurement should be performed and a full nighttime period should be reviewed to determine the 10th noisiest event. Alternatively, a short-term measurement can be performed with statistical analysis, assuming normal (Gaussian) distribution, to determine appropriate L_{eq} and L_{Fmax} .

For road traffic noise, a 24-hour measurement should also be performed, since varying traffic conditions usually make scaling the result of a short-term measurement unreliable. If a 24-hour measurement is impractical, short-term noise measurements and analysis following the Calculation of Road Traffic Noise (CRTN) shorthand method should be used (Department of Transport Welsh Office 1988, Abbott and Nelson 2002). Professional judgement should be used in other cases.

For aircraft noise, a 24-hour measurement should also be performed. However, aircraft noise varies day to day, so a 24-hour measurement would not necessarily represent annual-average noise levels. Hence, the airport authority should be contacted to obtain annual noise data collected at the nearest noise monitoring terminal so that adjustments can be made to the measurements to calculate annual average noise levels.

For industrial operations, a 24-hour measurement should be performed if operations have the potential to vary throughout the day. If the operation schedule of each source is understood, perform short-term noise measurements and calculations to determine the representative noise levels.

6-3-4 Measurement Location

Microphone location(s) should be chosen to best capture the highest noise exposure at the proposed development. Multiple measurement locations may be necessary where there is varying exposure or more than one dominant noise source.

Measuring SkyTrain noise may require more planning due to the high variation of noise with height. For example, BKL has measured an average increase of 11 dBA when increasing the microphone height from below the guideway to above the guideway. Similarly, BKL has measured an average increase of 7 dBA when increasing the microphone height from the same level as the guideway to above the guideway. Therefore, where the proposed development includes buildings with direct line of sight to the top of the SkyTrain guideway, the noise measurements should be taken well above the guideway, for example, using a man lift, to measure the exposure directly.

6-3-5 Data Analysis

The measurements should be reviewed to ensure that non-representative events (e.g., birds close to the microphone or other irregular events) are excluded from the evaluation.

The following parameters should be calculated:

- Daytime (7 am to 11 pm) equivalent sound pressure level (L_d);
- Nighttime (11 pm to 7 am) equivalent sound pressure level (L_n); and
- Where regular individual noise events occur, nighttime (11 pm to 7 am) maximum fast-time-weighted sound pressure level (L_{Fmax}) of the 10th noisiest event.

Regular individual noise events are noticeably loud events that occur more than 10 times per night, such as SkyTrain passbys, heavy rail traffic on a busy rail line, or frequent delivery truck traffic on an otherwise quiet road. Road traffic on a busy road should not be assessed using the L_{Fmax} metric.

The A-weighted equivalent sound level, abbreviated L_{eq} , is commonly used to indicate the average sound level over a period of time. The L_{eq} represents the steady level of sound that would contain the same amount of sound energy as the actual time-varying sound level.

The A-weighted, fast time constant, maximum sound level, abbreviated L_{Fmax} is a measurement of the highest sound level that occurs during an event. The representative L_{Fmax} is the 10th noisiest L_{Fmax} that is expected to occur during each nighttime period. An appropriate alternate criterion should be proposed when the current or future frequency of a regular noise event is fewer than 10 times per night.

If the SkyTrain noise measurement duration was less than 24 hours, a statistical analysis should be used to estimate the expected level of the 10th noisiest event in a night. Based on previous measurements performed by BKL, the standard deviation of SkyTrain passby sound exposure levels (L_{EA}) and L_{Fmax} is approximately 2 dBA. Therefore, the upper bound of the L_{Fmax} of the 10th noisiest event can be estimated (to a 95% confidence interval) using the following formula:

Where N is the number of trains measured, P is the (10/M) x 100th percentile

$$L_{Fmax, representative} = P + \frac{4}{\sqrt{N}}$$

noisiest L_{Fmax} measured, and M is the expected number of trains per night. For example, if only one train were measured, then the L_{Fmax} should be adjusted upwards by 4 dBA to obtain the representative level.

For L_{eq} calculations based on limited measurement data, the same method may be used to correct for uncertainty by substituting L_{EA} for L_{Fmax} in the above formula. For noise sources other than SkyTrain, where the standard deviation is known, a similar equation may be derived for the representative L_{Fmax} .

6-4 Predict Future Site Noise Exposure

The results from Section 6.3.5 should be adjusted to represent the typical worst-case noise exposure level for the entire development site, considering the likely changes affecting the site and potential building facade locations and heights, with operating conditions adjusted to 10 years in the future. Any location adjustments from the measured noise exposure level should be determined in accordance with ISO 1996-2 as detailed in Section 7.2.2.

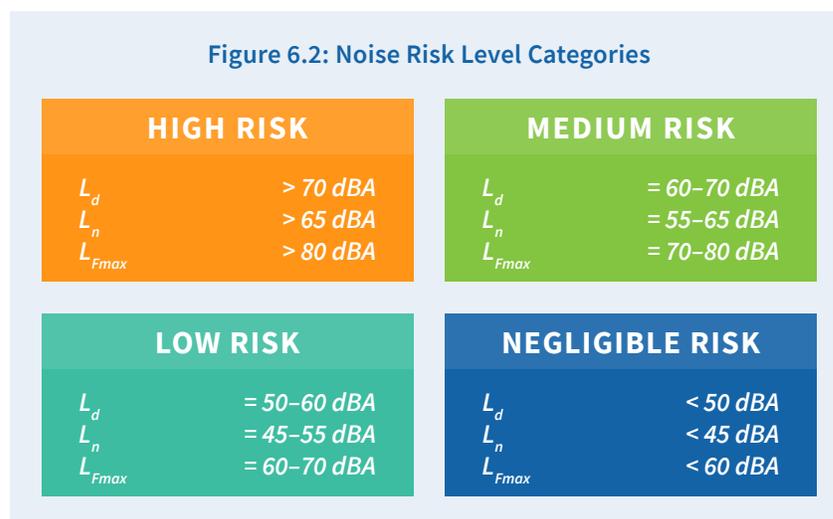
For aircraft noise, the airport authority should be contacted to obtain annual noise data collected at the nearest noise monitoring terminal so that adjustments can be made to the measured L_{Fmax} noise levels to estimate annual average levels.



▲ SkyTrain noise measurements should be taken well above the guideway (Photo: BKL)

6-5 Identify Noise Risk Level

The noise risk level of the site should be selected using the highest risk result from the three noise level parameters that apply to the development (see Table 7.1). Figure 6.2 outlines the risk levels and parameters.



◀ **Figure 6.2:** The noise risk level of the site should be selected using the highest risk result from the three noise level parameters.

For example, a residential site with future projected typical worst-case noise exposure of L_d 56 dBA, L_n 44 dBA, and L_{Fmax} 75 dBA would be judged to be a medium risk site.

6-6 Prepare Risk Assessment Report

The purpose of the noise risk assessment report is to identify the expected difficulty in meeting the target noise levels and need for noise control measures; and confirm that the developer, designer, and the Acoustical Professional are in agreement.

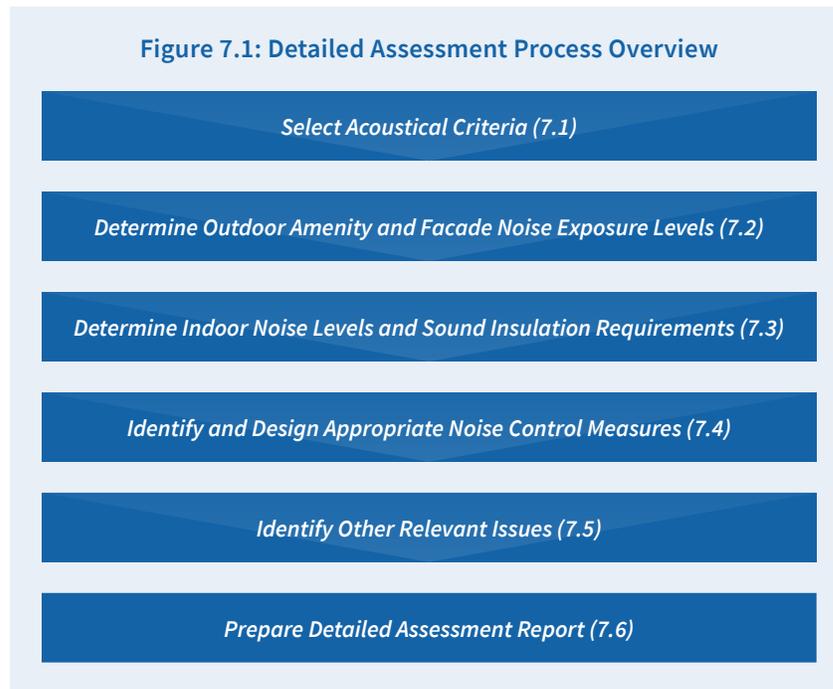
The report should at a minimum include

- a statement demonstrating that the Acoustical Professional is suitably qualified and experienced, and has complied with the Guidelines;
- all assumptions as required by, and in addition to, the Guidelines;
- a description of the noise sources;
- a description of the development site including the topography, potential building geometry, ground cover and condition, and locations of sound sources including each source's height above ground;
- a figure showing all measurement positions on a map;
- a photograph showing microphones as set up;
- the time, day, year, and location of the measurements;
- the instrumentation used (i.e., models and serial numbers) and calibration results;
- the measurement time intervals;
- a description of the weather conditions during the measurements;
- a description of any non-representative sound and procedures used to correct for contamination by non-representative sound;
- a description of any adjustments made to the measured sound levels;
- a description of any noise modelling performed including prediction standard and calculation settings;
- the predicted typical worst case exposure levels;
- level of uncertainty and any adjustments required to address uncertainty;
- justifications for any deviations from the Guidelines;

- confirmation that the EGBC Quality Management Guidelines have been followed in completing the study;
- the noise risk level of the site; and
- the use of the professional EGBC seal by the Acoustical Professional.

7 Stage 2: Detailed Assessment

For risk levels that aren't negligible, a detailed assessment should be performed once the major architectural and mechanical details have been developed. The assessment should be proportionate to the identified noise risk and the scale of the development. Figure 7.1 below provides a step-by-step overview for performing a Detailed Assessment. Each step is detailed in the sections that follow (section numbers in parentheses). The general sequences of stages and project design elements for the noise study are as follows:



◀ **Figure 7.1:** Step-by-step overview for performing a noise risk assessment. Each step is detailed in the sections that follow (section numbers in parentheses).

7-1 Select Acoustical Criteria

The following table summarizes the target noise levels for different noise-sensitive uses.

Table 7.1: Target Interior Noise Levels

Building Type	Space Type	Time Period	Target Noise Level (dBA)
Residential	Bedrooms	11 pm – 7 am	L_{eq} 35
		11 pm – 7 am	L_{Fmax} 45*
	Living/Dining rooms	7 am – 11 pm	L_{eq} 40
	Outdoor amenity areas	7 am – 11 pm	L_{eq} 55
Educational	Classrooms	7 am – 11 pm	L_{eq} 40
	Outdoor amenity areas	7 am – 11 pm	L_{eq} 55
Places of Worship	Worship spaces	7 am – 11 pm	L_{eq} 40
Hospitals	Wards	11 pm – 7 am	L_{eq} 35
	Other noise-sensitive areas	7 am – 11 pm	L_{eq} 40

◀ **Table 7.1:** Target noise levels for different noise-sensitive uses

*Applies to regular individual noise events only (See 6-3-5)

The L_{eq} and L_{Fmax} target noise levels are based on annual average data; they should normally be achieved in typical conditions, but do not have to be achieved in all situations such as occasional events.

All airborne and structure-borne noise sources, including ventilation paths for natural or forced-air ventilation, should be included. Typically, windows need to be closed to meet these targets. The targets should be met accounting for all changes expected to occur up to 10 years from the date of the assessment.

7-2 Determine the Outdoor Amenity and Facade Noise Exposure Levels

Outdoor amenity and facade noise exposure levels for the proposed development should be determined in accordance with ISO 1996-2.

7-2-1 Identify Receivers

Outdoor amenity spaces, such as a rear yard or podium common area, should be included in the assessment at a height of 1.5 metres above the amenity area elevation. Balconies do not need to be included as outdoor amenity spaces.

Facade noise exposure levels should be predicted at the mid-point height of the floors with noise-sensitive uses and should include the rooms with the greatest potential to be affected by noise, e.g., corner bedrooms with exposure to noise on two sides of the room.

Corrections for shielding from balconies and other facade shape corrections should be in accordance with ISO 12354 Part 3.

7-2-2 Calculate Sound Propagation

Noise predictions at facade locations (other than the measurement locations) should account for the following acoustical factors:

- Divergence
- Ground effect
- Shielding from topography
- Shielding from solid obstacles
- Reflections

A recognized standard, such as ISO 9613-2 (1996), should be used to accurately determine these effects. Calculations should be performed in octave bands where frequency-dependent effects are possible. A temperature of 10 C and relative humidity of 80 per cent, representing average weather conditions in Greater Vancouver, should be assumed.

7-3 Determine Indoor Noise Levels

Interior noise levels should be calculated according to ISO 12354 Part 3 using octave or 1/3 octave band calculations. Broadband calculations are not acceptable. Important considerations are detailed below.

7-3-1 Identify Rooms Requiring Assessment

Based on the predicted facade noise exposure levels, rooms that potentially exceed the criteria should be identified for assessed. In general, all rooms with a noise exposure of more than 10 dBA above the criteria should be assessed.

7-3-2 Noise Spectral Shape

The assumed frequency content of the noise source can greatly affect the assessment results. A site-specific noise source spectrum should be obtained from the site noise measurement results. When this is not possible, a frequency spectrum from another similar site may be used.

7-3-3 Reverberation Time

Per ISO 12354 Part 3, a reverberation time of 0.5 seconds should be assumed across all frequency bands for all rooms. Reverberation times should not be predicted because they depend on furnishings, which are unknown during the design stage.

7-3-4 Flanking Transmission

Per ISO 12354 Part 3, flanking noise is not normally important for the calculation of outdoor-to-indoor noise. However, the National Research Council (NRC) of Canada has found flanking noise to be significant in some outdoor-to-indoor situations with lightweight construction. The Acoustical Professional is responsible to determine whether flanking noise should be included in the assessment.

7-3-5 Ventilation

The acoustical criteria are normally met only with windows closed, which sometimes requires that alternative ventilation schemes be developed. All ventilation paths through the building envelope should be included in the analysis. The ventilation design should be requested from the mechanical consultant to ensure sound insulation of building elements such as trickle vents above sliding glass doors are taken into account.



◀ A SkyTrain arrives at a station (Photo: Diego Mazz / Unsplash)

7-3-6 Sound Insulation Data

Frequency-dependent sound insulation data for the Applicable Project's walls, windows, doors, ventilation, and other elements must be used in assessing the indoor noise level. This information can be determined using the conservative data published in ISO 12354-3, or data from manufacturer's tests, acoustical software, or field tests. It is the responsibility of the Acoustical Professional to ensure that the sound insulation data is representative of the proposed element.

For example, the following considerations should be made:

Figure 7.2: Sound Insulation Data Considerations

IF USING TEST DATA

- Do not use results from tests that are not representative of actual constructions, e.g., glazings without window frames, walls with resilient channels without bridging effects for window frames, etc.
- Consider if results are manufacturer specific and make that clear in the report, e.g., these results are only valid for X Series of Y Brand Windows.
- Ensure that the frames, seals, and other elements of the tested system are equivalent to the specified system.

IF USING PREDICTED DATA

- Correct test data results using acoustical theory to be more representative of the actual constructions, e.g., reduced window stiffness due to larger pane size.
- Ensure that predicted data are calibrated to test results of a similar construction. Limit difference between test data and predicted data to 10 dB in any 1/3 octave band.
- Where the construction does not use the same frame and seals as the reference tested element (i.e., for windows/doors), or the change in configuration is expected to change the OITC rating by more than 3 points, then either:
 - a) Test the system after construction by conducting a 24-hour measurement in an affected room to demonstrate compliance with the criterion; or
 - b) Adjust the predicted performance of the element downwards by 3 dB.

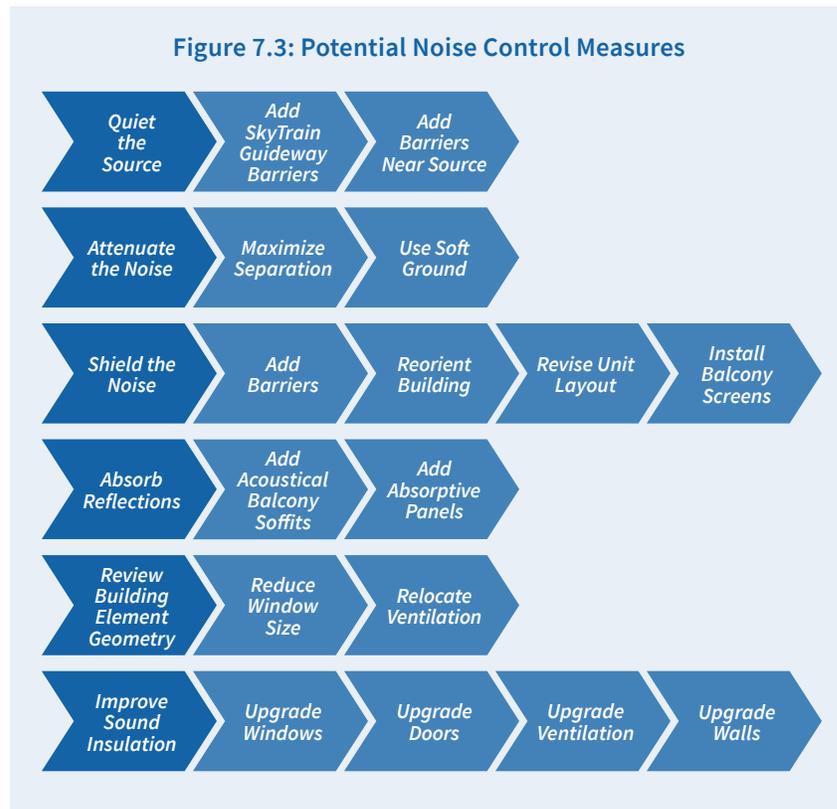
◀ **Figure 7.2:** Sound insulation data considerations

7-3-7 Identify Internal Sound Insulation Requirements

Once the indoor noise levels are predicted for the proposed building elements, these levels can be compared to the applicable acoustical criteria to determine the noise reduction targets.

7-4 Develop Appropriate Noise Control Measures

Requiring closed windows is typically the first noise control measure used to reduce indoor noise levels. Figure 7.3 below outlines additional noise control measures:



◀ **Figure 7.3:** Potential noise control measures

More than one method may be needed to satisfy the criteria. Calculations to determine noise reductions should meet the requirements outlined in Sections 7.2 and 7.3 above. Walls with resilient clips or channels should generally be avoided due to flanking, bridging and install issues. The practicality of implementing the acoustical design and achieving nominal performance should be considered.



◀ TransLink's commuter train, the West Coast Express, stands ready to embark
(Photo: TransLink)

7-5 Identify Other Relevant Issues

7-5-1 Thermal Environmental Conditions for Human Occupancy

While the Guidelines address only acoustical requirements, where closed windows are required to mitigate noise ingress, spaces should be designed and constructed to achieve thermal comfort standards outlined in the latest edition of ASHRAE 55 *Thermal Environmental Conditions for Human Occupancy*. This study should be conducted by a suitably qualified professional and submitted as a supplementary report.

7-5-2 Practicality of Noise Mitigation Measures

In some cases, it may not be practical to achieve the target noise levels at all locations. In particular, for noise levels in outdoor amenity areas:

- Noise levels exceeding the noise level targets should be accepted as long as they have been designed to be as low as practicable;
- The outdoor amenity area noise assessment could evaluate whether or not each amenity area is intrinsic to the overall design in order to rate the importance of meeting the target noise level;
- The outdoor amenity area noise assessment could evaluate the need to provide access to an outdoor amenity area meeting the target noise level (i.e., with minimal speech interference) considering the type of development and occupants;
- The impact of noise levels exceeding the target level may be reduced if the occupants have access to
 - » an enclosed balcony;
 - » a room on a relatively quiet facade with openable windows;
 - » another outdoor amenity space that does meet the target level; or
 - » a relatively quiet public space within a 5-minute walking distance.

Where internal target noise levels are difficult to achieve at all units, it may be appropriate to consider the municipality's wider planner objectives for the area, which may have unintended acoustical consequences, and the noise sensitivity of the likely occupants of the development.

7-6 Prepare the Detailed Assessment Report

The purpose of the detailed assessment report is to demonstrate

- that a good acoustical design process was followed;
- whether the relevant target noise levels can be met; and
- that the developer, designer, and the Acoustical Professional are in agreement.

The report should at a minimum include

- the information required for the Stage 1 report;
- the date of the architectural and mechanical design drawings being used for the assessment;
- the predicted outdoor amenity noise exposure levels and components, including partial sound levels contributing to the exposure levels;
- the predicted facade noise exposure levels and components, including partial sound levels contributing to the exposure levels, and clearly specifying whether facade noise exposure calculations are free-field, 2 metre, or flush-facade values;
- whether closed windows are required to meet the criteria and confirming

- the need for a supplemental thermal comfort assessment;
- full details of the design measures and minimum facade construction specifications needed to meet the targets at all units;
- any other relevant non-acoustical issues and the recommended approach to address them;
- the level of uncertainty and any adjustments required to address uncertainty;
- justifications for any deviations from the Guidelines;
- confirmation that the EGBC Quality Management Guidelines have been followed in completing the study;
- an opinion statement from the Acoustical Professional as to whether the development will meet the target noise levels;
- the use of the professional EGBC seal by the Acoustical Professional; and
- for medium and high risk sites, a sample calculation of the room that is predicted to have the worst-case indoor noise exposure level.

8

8 Stage 3: Field Review

The Stage 3 field review should be performed once the detailed assessment report's specified construction upgrades have been installed. A consultant under the direct supervision of an Acoustical Professional should perform a site visit to randomly inspect multiple units. The number of units to inspect should be selected by the Acoustical Professional to be proportionate to the identified noise risk and the scale of the development. The Acoustical Professional should prepare a report outlining the details of the field review and confirming whether the Stage 2 report recommendations were incorporated into the construction of the development.

9

9 Quality Assurance

9-1 Quality Assurance Program

The Acoustical Professional should ensure that the following EGBC Quality Management Guidelines are followed:

- Direct Supervision;
- Documented Checks of Engineering and Geoscience Work;
- Retention of Project Documentation; and
- Use of Seal.

9-2 Uncertainty

Sources of error should be considered in the assessment, including whether to apply factors of safety to more accurately predict in-situ noise levels. Levels of uncertainty in the measurement due to the number of events measured and/or meteorological conditions should also be assessed.

9-3 Peer Review

In accordance with the EGBC Code of Ethics, peer reviewers must make every effort to inform the Acoustical Professional when providing a third-party review. Peer reviews should check calculations and assumptions against the Guidelines.

9-4 Design Changes

The accuracy of the risk or detailed assessment may be affected by architectural or mechanical design changes. For medium and high risk sites, calculations should be revised if changes are made to unit layout, building envelope, or ventilation designs.

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A

APPENDIX A GLOSSARY

A-weighting – A standardized filter used to alter the sensitivity of a sound level meter with respect to frequency so that the instrument is less sensitive at low and high frequencies where the human ear is less sensitive. Also written as dBA.

daytime equivalent sound level (L_d) – the equivalent sound level over daytime hours (7 am to 11 pm).

decibel – the standard unit of measurement for sound pressure and sound power levels. It is the unit of level that denotes the ratio between two quantities that are proportional to pressure or power. The decibel is 10 times the logarithm of this ratio. The reference pressure used for airborne sound is 20 μPa , while the typical reference pressure used for underwater sound is 1 μPa . Also written as dB.

equivalent sound pressure level – the steady level that would contain the same amount of energy as the actual time-varying level. Although it is, in a sense, an “average,” it is strongly influenced by the noisiest events because they contain the majority of the energy.

frequency – with reference to noise and vibration signals, the number of cycles per second. Hertz (Hz) is the unit of frequency measurement.

frequency spectrum – distribution of frequency components of a noise or vibration signal.

percentile noise level – the noise level exceeded for n% of the measurement time.

maximum sound pressure level – greatest time-weighted and frequency-weighted sound pressure level within a stated interval and expressed in decibels (dB), e.g., the L_{AFmax} is the A-frequency-weighted, F-time-weighted maximum sound pressure level.

metric – measurement parameter or descriptor.

nighttime equivalent sound level (L_n) – the equivalent sound level over the nighttime hours (11 pm to 7 am).

noise-sensitive – space where the intended use may be adversely affected by noise.

octave bands – a standardized set of bands making up a frequency spectrum. The centre frequency of each octave band is twice that of the lower band frequency.

receiver – a noise-sensitive stationary position at which noise levels are received.

sound – the fluctuating motion of air or other elastic medium which can produce the sensation of sound when incident upon the ear.

B

APPENDIX B ACOUSTICAL REFERENCE DOCUMENTS

In addition to the normative references listed in Section 1.5, documents published by the following organizations have been used in the preparation of the Guidelines.

Canada Mortgage and Housing Corporation

The criteria outlined by the Canada Mortgage and Housing Corporation (CMHC) in *Road and Rail Noise: Effects on Housing* (1981) have been commonly used throughout Greater Vancouver but have not been updated since 1981. Regardless, they contain planning guidance that is still relevant to reduce noise impacts.

Federation of Canadian Municipalities and Railway Association of Canada

In 2013, the Federation of Canadian Municipalities (FCM) and the Railway Association of Canada (RAC) jointly published *Guidelines for New Development in Proximity to Railway Operations* (2013). These guidelines specify noise criteria for new residential developments in proximity to freight railway corridors across Canada.

World Health Organization

World Health Organization (WHO) *Community Noise Guidelines* (1999) criteria have been used around the world to develop noise level targets. Page xii of this guideline states:

Sleep disturbance from intermittent noise events increases with the maximum noise level. Even if the total equivalent noise level is fairly low, a small number of noise events with a high maximum sound pressure level will affect sleep. Therefore, to avoid sleep disturbance, guidelines for community noise should be expressed in terms of the equivalent sound level of the noise, as well as in terms of maximum noise levels and the number of noise events.

Furthermore, on page 46 it states:

For a good sleep, it is believed that indoor sound pressure levels should not exceed approximately 45 dB L_{Amax} more than 10–15 times per night (Vallet & Vernet 1991)

British Standards Institute

British Standard 8233 *Guidance on sound insulation and noise reduction for buildings* (2014) includes limits from the WHO 1999 guidelines and summarizes many considerations that should be made during the design of new buildings.

Association of Noise Consultants (ANC), Institute of Acoustics (IOA), and Chartered Institute of Environmental Health (CIEH)

The *Professional Practice Guidance on Planning & Noise, New Residential Development* (2017) provides comprehensive planning guidance and criteria to address noise.

Australia NSW Planning Department

The Australia NSW *Development Near Rail Corridors and Busy Roads – Interim Guideline* (2008) contains comprehensive planning guidance and acoustical criteria to address noise.

The following two examples illustrate potential differences in building upgrades required to meet the acoustical criteria in these Guidelines and in the CMHC manual *Road and Rail Noise: Effects on Housing* (1981).

Description of Site Measurements

Site 1 is a two-storey unoccupied single-family residence in Vancouver. The site is exposed to road traffic noise from East 1st Avenue. The acoustician positioned the outdoor sound meter in the front yard and the indoor sound meter in the corner bedroom suite on the second floor for a period of 24 hours.

Figure C.1, below, shows the measurement location details of each sound meter used at this site. Table C.1 summarizes the results of the measurements.

Figure C.1: Example Measurement Locations, Site 1



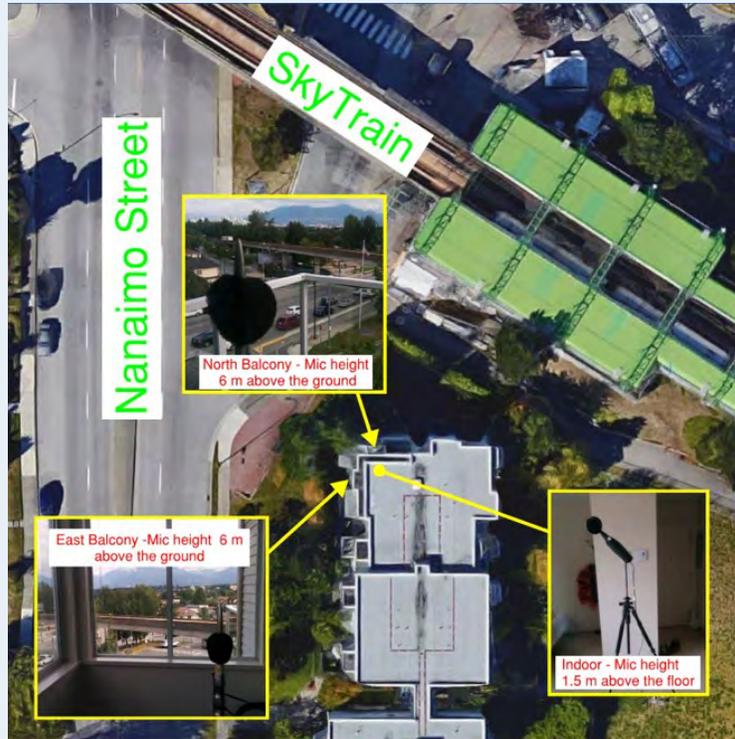
◀ **Figure C.1:** Example measurement locations, Site 1

Site 2 is a four-storey multi-family apartment building in Vancouver. The site is exposed to rail noise from the Millennium and Expo SkyTrain lines, and road traffic noise from Nanaimo Street. The acoustician assessed the noise exposure at a southeast corner unit on the top floor. One sound meter was positioned on the north balcony facing the SkyTrain guideway for a period of 24 hours; a second sound meter was set up in the west enclosed balcony facing Nanaimo Street for a period of 24 hours; and a third sound meter was placed inside the apartment for 5 hours.

The indoor monitoring period was limited due to the resident's schedule. Further, the fridge compressor was operating at 15-minute intervals; therefore, only half of the measured indoor noise, 2.5 hours, could be attributed to external sources (road and rail noise).

Figure C.2, on the next page, shows the measurement location details of each sound meter used at this site. Table C.1 summarizes the results of the measurements.

Figure C.2: Example Measurement Locations, Site 2



◀ **Figure C.2:** Example measurement locations, Site 2

Table C.1: Measurement Results

Site	Sound Meter Location	Measurement Duration (hr)	L_{eq} (dBA)	L_d (dBA)	L_n (dBA)	L_{Fmax} (dBA)*	Noise Risk Category	Reverberation Time**
1 - 1341 East 1st Avenue, Vancouver	Outdoor	24	70	71	69	-	High	-
	Indoor	24	42	43	40	-	-	0.75
2 - 4170 Nanaimo Street, Vancouver	North Balcony	24	61	62	58	74	Medium	-
	East Balcony	24	53	55	43	58		0.5
	Indoor	2.5	38	-	-	-	-	0.5

◀ **Table C.1:** Results of example measurements

* 10th noisiest at night

** reverberation time is a measure of a room's liveliness and affects the "build-up" of sound within the room

Analysis

The construction details for Site 2 were used as indicated on the building permit drawings. Drawings were not available for Site 1 so the construction was observed on site and necessary details were noted. Where exact information could not be obtained, standard practices at the time of construction were assumed.

With this information, the acoustician predicted the interior noise levels and how they would change with additional upgrades to meet the relevant acoustical criteria.

Site 1 was not exposed to regular noise events during the nighttime; therefore, the indoor noise level was not assessed against the proposed L_{Fmax} criteria. For Site 2, there were more than 10 SkyTrain passby events that exceeded 70 dBA L_{Fmax} . Since the L_{Fmax}

exposure exceeded the criteria (74 dBA – 45 dBA = 29 dBA) by a much greater amount than the L_n (58 dBA – 35 dBA = 23 dBA), these SkyTrain passby events were the limiting factor in determining the required upgrades to meet the proposed criteria.

Table C.2 shows the normalized indoor noise levels based on 0.5 second reverberation time at each site.

Table C.2: Measured (Normalized) Indoor Noise Levels

Site	$L_{eq,24hr}$ (dBA)	L_n (dBA)	L_{Fmax} (dBA) 10th noisiest at night
1 - 1341 East 1st Avenue, Vancouver	40	38	-
2 - 4170 Nanaimo Street, Vancouver	35*	-	49*

◀ **Table C.2:** Measured (normalized) indoor noise levels.

*extrapolated from measured sound levels during the day

According to the measured indoor levels, the construction upgrades required were determined to meet the acoustical criteria where applicable. Site 1 requires an additional 5 dBA reduction to meet the CMHC criteria and a 3 dBA reduction to meet the interim criteria outlined in this document. Site 2 meets the CMHC criteria, but requires an additional 4 dBA reduction to meet the interim criteria. Table C.3 and Table C.4 list the as-built construction and construction upgrades categorized by building facade component.

Each site would require upgrades to meet the interim criteria. Since it is unlikely that an acoustical assessment was performed at Site 1, this site would require wall and window upgrades in the bedrooms facing East 1st Avenue to meet the CMHC criteria. Site 2, which may have had an acoustical assessment performed during permitting, was assessed to meet the CMHC criteria but would require a heavier sliding glass door and an additional layer of gypsum wallboard to meet the interim criteria. These same construction upgrades would likely be required at the other three units on the north end of the third and fourth storeys.

Please note that this study was limited by the amount of information available concerning the as-built construction at each site, which can vary considerably from the design drawings in some cases.

Table C.3: Building Construction Upgrades for Site 1

Facade Component	Original	Example Upgrades to Meet CMHC Criteria	Example Upgrades to Meet Interim Criteria	Location of Upgrades
Wall	<ul style="list-style-type: none"> • 3/8" stucco • 1/2" OSB • 2" x 6" wood studs 16" OC • R8 batt insulation • 1/2" gypsum wall board 	<ul style="list-style-type: none"> • 3-1/2" brick • 1/2" OSB • 2" x 6" wood studs 16" OC • R8 batt insulation • 1/2" gypsum wall board 	<ul style="list-style-type: none"> • 3-1/2" brick • 1/2" OSB • 2" x 6" wood studs 16" OC • R8 batt insulation • 1/2" gypsum wall board 	Bedroom south and west facades
Window	<ul style="list-style-type: none"> • Two single-glazed 3 mm slider windows separated by 85 mm airspace 	<ul style="list-style-type: none"> • Two panes of 6 mm glass separated by at least 10 mm airspace (OITC 29) 	<ul style="list-style-type: none"> • One pane of 5 mm glass and one pane of 3 mm glass separated by at least 17 mm airspace (OITC 27) 	Bedroom south facade

◀ **Table C.3:** Building upgrades for Site 1

Table C.4: Building Construction Upgrades for Site 2

Facade Component	Original	Example Upgrades to Meet CMHC Criteria	Example Upgrades to Interim Criteria	Location of Upgrades	
Wall	<ul style="list-style-type: none"> • Vinyl siding • 3/8" exterior-grade GWB over sheathing • R12 batt insulation • 2" x 4" wood studs 16" OC • 1/2" Type X gypsum wall board 	<ul style="list-style-type: none"> • No upgrades required 	<ul style="list-style-type: none"> • Additional layer of 1/2" Type X gypsum wall board 	<ul style="list-style-type: none"> • North facade of 3rd and 4th floor bedrooms facing SkyTrain 	
Window	<ul style="list-style-type: none"> • Two panes of 4 mm glass separated by 9 mm airspace in a vinyl casing 		<ul style="list-style-type: none"> • No upgrades required 	<ul style="list-style-type: none"> • No upgrades required 	<ul style="list-style-type: none"> • n/a
Sliding Glass Door	<ul style="list-style-type: none"> • Two panes of 4 mm glass separated by 12 mm airspace in a vinyl casing 		<ul style="list-style-type: none"> • No upgrades required 	<ul style="list-style-type: none"> • Starline sliding glass door with one pane of laminated 6 mm glass and one pane of 4 mm glass separated by at least 9 mm airspace (OITC 29) 	<ul style="list-style-type: none"> • North facade of 3rd and 4th floor bedrooms facing SkyTrain

◀ **Table C.4:** Building upgrades for Site 2

To: Board of Directors

From: Jennifer Breeze, Interim General Counsel & Corporate Secretary

Date: May 27, 2021

Subject: Revisions to Board Governance Manual, Articles and Proposed Board Competencies Guidelines

PROPOSED RESOLUTION:

That the TransLink Board of Directors approves:

1. the amendments to the Articles of the South Coast British Columbia Transportation Authority, as set out in Attachment 1 to the report dated May 27, 2021 titled “Board Competencies Guidelines and Revisions to Board Governance Manual and Review of Articles”; and
2. the Board Competencies Guidelines, supplemental to the Articles of the South Coast British Columbia Transportation Authority, as set out in Attachment 2 to the report dated May 27, 2021 titled “Board Competencies Guidelines and Revisions to Board Governance Manual and Review of Articles”.

EXECUTIVE SUMMARY

The purpose of this report is to seek the Board’s approval of amendments to amend the Articles of the South Coast British Columbia Transportation Authority (“Articles”), primarily to update the Board skills and experience requirements for prospective Directors of TransLink, and to approve supplemental Board Competencies Guidelines for reference by Screening Panels who nominate potential Directors to the Mayors’ Council for appointment to the TransLink Board of Directors on an annual basis.

In addition, minor and administrative updates to the Board Governance Manual to be effective June 17, 2021 have been made by the Corporate Secretary, with approval of the Board Chair, pursuant to the Board Governance Manual. These include revisions to reflect the current organizational structure as a result of organizational changes and other minor edits for consistency with the Articles.

BACKGROUND

The Articles and Board Governance Manual were first approved by the Board when the current governance framework was implemented in 2008. The Board Governance Manual is reviewed and updated on a regular basis. The most recent update to the Board Governance Manual was approved at the June 19, 2020 Board meeting, and the current version can be accessed online at <https://www.translink.ca/about-us/about-transLink/board-of-directors#board-manual-and-articles>.

TransLink’s Articles are posted on TransLink’s public website at:
<https://www.translink.ca/about-us/about-transLink/board-of-directors#board-manual-and-articles>

The Articles were last amended in 2020 to add “Community engagement and leadership” to the list of

specific skills and experience required on the Board.

DISCUSSION

Articles

On an annual basis, the Board of Directors reviews the Articles, including the Board Skills and Experience Profile set out in Section 13 of the Articles. The Human Resources and Governance Committee has recommended that the Board amend the Articles to:

- expand upon and emphasize considerations of diversity in the context of required Board skills requirements; include “Ability to be adaptable and flexible” as a Personal Characteristic for prospective Board members in Section 13.1; and
- revise the Skills and Experience requirements in Section 13.3 to, among other things, provide for Board Competencies Guidelines which may be approved by the Board from time to time to supplement the Skills and Experience requirements set out in the Articles for prospective Board members.

Should the Board wish to make any changes to the Articles, the *South Coast British Columbia Transportation Authority Act* requires TransLink to publish the amendments on our website, and in another manner that the Board is satisfied will bring the proposed amendments to the attention of the public, for 30 days prior to the amendments taking effect.

The proposed changes to the Articles are redlined in Attachment 1 to this report.

Board Competencies Guidelines

As noted above in this report, the Human Resources & Governance Committee has recommended that the Articles be amended to provide for Board Competencies Guidelines, which may be approved by the Board from time to time and are to supplement and expand upon the Skills and Experience requirements for Directors as set out in the Articles.

As contemplated in the *South Coast British Columbia Transportation Authority Act* (the “Act”), a Screening Panel is constituted each year and identifies potential candidates for the Mayors’ Council to consider for appointment to the TransLink Board of Directors in 2021. Pursuant to Section 171(1) of the Act, the Mayors’ Council selects and appoints seven qualified individuals as directors of TransLink. In selecting the individuals to be nominated under section 179 (1), the Screening Panel must, after considering the skills and experience profile set out in the articles of the authority, nominate individuals who the screening panel determines are qualified individuals holding the skills and experience needed to oversee the operation of the authority in an efficient and cost effective manner. The Skills and Experience requirements in the Articles outline the characteristics, skills and experience required of Board members to oversee the operation of TransLink in an efficient and cost-effective manner

The Board Competencies Guidelines are for reference by Screening Panels as a tool to provide additional background and guidance for the Skills and Experience requirements in the Articles for prospective Board members. The Guidelines are intended to supplement (not replace) the Skills and Experience requirements for prospective Board members in the Articles.

The proposed Board Competencies Guidelines are attached in Attachment 2 to this report.

Board Governance Manual

Changes to the Board Governance Manual to be effective June 17, 2021 are redlined in Attachment 3 to this report. The changes reflect:

- Notice for special meetings as provided for in the Board Governance Manual will constitute “reasonable notice”, as provided for and consistent with the Articles;
- Updated titles for Officers of TransLink; and
- Updated organizational chart (not redlined).

ATTACHMENTS

ATTACHMENT 1 - Articles of the South Coast British Columbia Transportation Authority - redline

ATTACHMENT 2 - Proposed Board Competencies Guidelines

ATTACHMENT 3 - Board of Governance Manual, revised pages

**ARTICLES OF THE
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY**

These Articles are established by the Board of Directors of the South Coast British Columbia Transportation Authority (TransLink) pursuant to Section 190(3) (f) of the *South Coast British Columbia Transportation Authority Act*.

1. BOARD CHAIR

- 1.1 The Board Chair or his/her designate will preside at all meetings.
- 1.2 If the Board Chair or his/her designate is not present within fifteen (15) minutes of the time appointed for holding the meeting or if the Board Chair or his/her designate has advised the Corporate Secretary that he/she will not be present at the meeting, the directors present at the meeting shall choose one of their number to chair the meeting.

2. MEETINGS

- 2.1 In accordance with Section 9, the board will allot one hour on the day of a regular board meeting to receive input from the public.
- 2.2 Except as specified in Section 2.1, board meetings will be held in the absence of the public unless the board, in its sole discretion, invites others to attend for all or part of the meeting.
- 2.3 The directors may meet together for the dispatch of business as they think fit.

3. NOTICES OF MEETINGS

- 3.1 A director may, by making a request to the Board Chair or the Corporate Secretary, call a meeting of the board at any time.
- 3.2 Upon receiving a request to call a meeting, the Board Chair or the Corporate Secretary shall give reasonable notice of the meeting specifying the place, day and hour of such meeting by mail or by electronic means to the address provided by each director.
- 3.3 Accidental omission to give notice of a meeting to, or the non-receipt of notice of a meeting by, any director shall not invalidate the proceedings at the meeting.

4. QUORUM

- 4.1 The quorum necessary for the transaction of the business of the board shall be a majority of the board members.

5. VOTING

- 5.1 Questions arising at any meeting shall be decided by a majority of votes of those directors present.
- 5.2 The Board Chair is entitled to vote on all business coming before a meeting of the board.

- 5.3 In the case of an equal number of votes for and against a question, including the vote of the Board Chair, the question shall be defeated.

6. **TELECONFERENCING/VIRTUAL MEETINGS**

- 6.1 A director may participate in a meeting of the board by means of virtual meeting technology, conference telephones or other communications facilities by means of which all directors participating in the meeting can hear each other and provided that the Chair agrees to such participation.
- 6.2 A director participating in a meeting in accordance with this section shall be deemed to be present at the meeting and shall be included in the determination of quorum and be entitled to speak and vote.

7. **CONSENT RESOLUTIONS**

- 7.1 A resolution consented to in writing by all the directors, whether by e-mail, facsimile or other electronic transmission, shall be as valid and effectual as if it had been passed at a meeting of the directors duly called and held.
- 7.2 Such resolution may be in two or more counterparts which together shall be deemed to constitute one resolution in writing. Such resolution shall be filed with the minutes of the proceedings of the directors and shall be effective on the date stated thereon or on the latest date stated on any counterpart.

8. **PUBLICATION OF BOARD MATERIAL**

- 8.1 The Corporate Secretary will publish a list of the items being considered by the board at an upcoming meeting on the TransLink website, five days in advance of the meeting. Decisions on matters that are deemed confidential by the Board Chair will not be published.
- 8.2 The Corporate Secretary will post a summary of any decisions made by the board and management reports of financial results considered by the board to the TransLink website, within seven days of the conclusion of a board meeting. Decisions on matters that are deemed confidential by the Board Chair will not be published.
- 8.3 The Corporate Secretary will publish the Chief Executive Officer's report, excluding the content that is deemed confidential by the Chief Executive Officer, on the TransLink website within seven days of the conclusion of the board meeting.

9. **PUBLIC INPUT**

- 9.1 The board will allot one hour on the day of a regular board meeting to receive public input.

- 9.2 Any person or organization wishing to appear before the board must submit an application to the Corporate Secretary no later than 8:00 am, two business days prior to the scheduled board meeting.
- 9.3 The application must indicate the agenda item or issue the applicant wishes to address, the name of the designated speaker and the specific action that is being requested of the board.
- 9.4 The board will receive one representative from an organization at each meeting. If an organization wishes to provide input to the board, one person should be selected as a designated speaker for the organization. If more than one individual from an organization submits an application, the individual who registered first with the Corporate Secretary will be deemed to be the designated speaker for the organization. Additional representatives from the organizations will be received, time permitting within the time allotted to receiving public input (in accordance with Item 9.6 c.).
- 9.5 The Corporate Secretary shall, no later than noon on the business day prior to the scheduled meeting, advise the individual whether he/she is scheduled to appear before the board.
- 9.6 Applications to provide input to the board will be prioritized in accordance with the following process:
 - a. Those individuals or organizations (in accordance with Item 9.4) speaking on an agenda item to be considered at the meeting will be received first. Priority will be given to those individuals or organizations that have not previously addressed the board on the agenda item of interest.
 - b. Those individuals or organizations (in accordance with Item 9.4) speaking on issues not included on the agenda for the meeting will be received next. Priority will be given to those individuals or organizations that have not previously addressed the board on the issue of interest.
 - c. Representatives, other than the designated speaker of an organization that has already been heard at the meeting, will be received next in the order in which they register with the Corporate Secretary (subject to Item 9.7), if time permits within the time allotted by the board to receiving public input.
- 9.7 Where the number of applications exceeds the time allotted by the board to receive public input, a maximum of two presentations on each agenda item or issue will be received. The Corporate Secretary will attempt to provide a balance of perspectives on the action being requested of the Board on a specific agenda item or issue.
- 9.8 Where the number of applicants exceeds the time allotted to receiving public input, the applicants that are not accepted will be invited to submit written input to the board.
- 9.9 Each presentation will be a maximum of five minutes.

9.10 Where circumstances warrant, the board, in its sole discretion, may extend the length of time allotted to receiving public input.

10. COMMITTEE MEETINGS

10.1 Sections 1, 2, 3, 5, 6, 7, 11 and 12 shall apply to meetings of any committees established by the board except that, where applicable, the term “Committee Chair” will be substituted for the term “Board Chair” and the term “committee meeting” will be substituted for the term “board meeting”.

10.2 Sections 4, 8 and 9 shall not apply to committee meetings.

10.3 The quorum necessary for the transaction of the business at a committee meeting shall be a majority of the committee members.

11. REMUNERATION

11.1 The remuneration to the TransLink Board of Directors shall be established as follows:

- Chair Annual Retainer: \$100,000 flat fee
- Director Annual Retainer: \$25,000
- Audit Committee Chair Annual Retainer: \$8,000
- Other Committee Chair Annual Retainer: \$5,000
- Committee Member Annual Retainer: \$3,000
- Meeting Fee: \$1,200

11.2 The payment of the remuneration will be governed by the following guidelines:

- a. Only one meeting fee will be payable for each 24 hour period, regardless of the number of meetings.
- b. No distinction will be made between participation in person and participation by video, telephone or such other mode that permits a director to hear, and be heard by, all other participants.
- c. Directors will be compensated for all reasonable expenses incurred in connection with board-related service. Directors incurring transportation, accommodation, meal and out of pocket expenses in the course of their duties as members of the board will be reimbursed in accordance with limits and policies established by the TransLink board.
- d. Directors will not be compensated for travel to and from a board meeting unless incurred by a director who resides more than thirty-two kilometres from the meeting location. If a director spent time traveling to the board meeting in addition to the day of the meeting, the director will receive a per diem for the additional time spent traveling (half day (up to 4 hours) or whole day).

- e. If a director is requested by the Board Chair to conduct specific business on behalf of the board or attend a specific function or speaking engagement on behalf of the board, other than educational or social functions, the Board Chair may authorize a per diem payment to the director equivalent to the meeting fee.
- f. Directors will not be entitled to compensation for time spent attending educational or social events although directors will be reimbursed for expenses incurred in connection with relevant professional development opportunities (e.g. conference fees and associated travel, meal expenses, etc.). All such expense reimbursements must be authorized in advance by the Board Chair.
- g. TransLink will provide Directors' and Officers' liability insurance and indemnification for each director.

12. VALIDITY OF PROCEEDINGS

- 12.1 All acts done by any meeting of the directors shall, notwithstanding that it be afterwards discovered that there was some defect in the qualification, election or appointment of any such director be as valid as if every such person had been duly elected or appointed and was qualified to be a director.

13. BOARD SKILLS AND EXPERIENCE PROFILE

The Board Skills and Experience Profile sets out the combination of skills and experience that must be represented on the TransLink Board of Directors. Overall, Directors should have the skills and experience to effectively oversee the operation of TransLink in an efficient and cost effective manner, monitor the performance of TransLink and the Chief Executive Officer and add value and provide support for management in establishing strategy and reviewing risks and opportunities and account to the public.

13.1 Personal Characteristics

Directors should possess the following personal characteristics:

- Integrity and accountability
- Demonstrated high ethical standards and integrity in their personal and professional dealings, and who are willing to act on, and remain accountable for, their Boardroom decisions
- Appreciation for the board's responsibility to the public
- Informed judgment
- Ability to provide wise, thoughtful counsel on a broad range of issues
- Ability to be adaptable and flexible
- ~~Financial literacy~~
- ~~Familiarity with processes for evaluating TransLink's performance~~
- Ability to understand and exercise due diligence with regard to the statutory obligations of TransLink as a corporation
- Mature confidence

- Preference for Board and team performance over individual performance
- Respect for others
- High performance standards
- A history of achievements that reflect high standards for themselves and others
- Ability to commit to time required to fulfil duties
- Ability to provide advice and make decisions in the best interest of the organization without regard to partisan politics
- No real or perceived conflicts

13.2 ~~Other~~ Additional Considerations

Within the context of the required board skills requirements, ~~consideration~~ emphasis should be given to diversity, as broadly defined, ~~of gender, cultural heritage and regional representation~~ which reflects the community throughout TransLink's transportation service region, including gender identity/sexual orientation, cultural heritage, generational/age, persons with disabilities, mobility, visible minorities/Indigenous peoples) and regional representation.

13-213.3 Specific Skills and Experience

The Board's strategic priorities, and therefore the required skills and experience, change from time to time. However, ~~g~~Given the Board's current near and long-term strategic priorities, and the associated challenges and opportunities, the Board members, as a group, should possess the following skills and experience, with each Director contributing knowledge, experience, and skills in at least ~~one or~~ two domains.

- Previous Board experience
- Corporate leadership
- Strategic planning
- Policy ~~considerations~~ experience surrounding the establishment and delivery of a wide variety of road and transit services and the public environment of transportation
- Transportation operations similar in scope to TransLink's operations
- ~~Strategic planning~~
- Capital project oversight
- Complex procurement processes
- Real estate development
- ~~Environmental strategies~~
- ~~Corporate leadership~~
- Community engagement and leadership
- Knowledge of the federal, provincial, and local government environments as well as treaty, unceded and non land-based Nations
- ~~Credibility with federal, provincial and municipal governments~~
- Finance
- Audit and internal controls
- Risk management

- Information technology, cyber security
- Legal
- ~~Risk management~~
- Safety
- Sustainability
- Environmental strategies
- ~~Information technology, cyber security~~
- Marketing and communications
- Human resource processes
- ~~Knowledge of the local government environment~~
- ~~Credibility with federal, provincial and municipal governments~~

The Board of Directors may, from time to time, approve by resolution Board Competencies Guidelines which are supplemental to this Section 13.2 of the Articles for reference by the Screening Panel as a tool to provide additional background and guidance for the Skills and Experience requirements for prospective Board members as set out in Section 13.2 of the Articles.

~~13.31.1 Other Considerations~~

~~Within the context of the required board skills requirements, consideration should be given to diversity of gender, cultural heritage and regional representation.~~

AMENDED by resolution of the Board passed at the June ~~18XX~~, 2020-2021 meeting.

Tony Gugliotta, Board Chair

Jennifer Breeze, ~~Associate-Interim~~ General Counsel & Corporate Secretary

BOARD COMPETENCIES GUIDELINES

The *South Coast British Columbia Transportation Authority Act* (the “Act”) requires that a Screening Panel be established annually to identify potential candidates for the Mayors’ Council to consider for appointment to the TransLink Board of Directors. Pursuant to Section 171(1) of the Act, the Mayors’ Council selects and appoints seven qualified individuals as directors of TransLink. For greater certainty, the statutory directors (the Chair and Vice-Chair of the Mayors’ Council) appointed pursuant to Section 171(3) of the Act and the minister-appointed directors appointed pursuant to Section 171(1.1) of the Act, are not part of the seven appointed directors.

These Board Competencies Guidelines are supplemental to the Articles of *South Coast British Columbia Transportation Authority* and are intended to be used by the Screening Panel as a tool to provide additional background and guidance for the Skills and Experience requirements for prospective Board members set out in Section 13.3 of the Articles.

Skills and Experience	Description
Previous Board experience	Strong board experience and governance skills, particularly at large complex enterprises or at other organizations with a citizen-centred approach to governance; includes not-for-profit, public/crown, private/commercial, committee (board or council) or other board or corporate leadership; well developed faculty for critical analysis; thorough knowledge of the responsibilities and duties of a director; demonstrated knowledge of citizen-centred governance best practices; ability to distinguish corporate governance from management.
Corporate leadership	Experience as a senior executive and/or leadership role in a complex commercial or non-profit organization with a citizen-centred approach to governance; an understanding of current best practices in corporate management in a complex, evolving business environment; demonstrates skills in advocacy, capacity building, and/or organization design
Strategic planning	Experience in preparing long term strategic plans for large complex organizations and policy development, and in particular those providing services to the public; encourages vision and/or innovation; appreciation of the unique role of TransLink as set out in the Act and in its responsibility for and role in regional transportation; experience in and understanding of considering needs of stakeholders and the public in strategic planning and delivery of services

Policy experience surrounding the establishment and delivery of a wide variety of road and transit services and the public environment of transportation	Regional policy experience relating to transportation, transit and/or goods movement and regional inter-connections and relatedness; senior level expertise in an industry where meeting customer needs and consideration of a wide variety of stakeholder interests is critical, in particular in the transportation and/or transit industry, and where frequent balancing of social, economic and environmental impacts is required
Transportation operations similar in scope to TransLink's operations	Demonstrated knowledge and/or experience in transportation, transit and/or goods movement operations in a large complex organization
Capital project oversight	Experience developing, overseeing, managing and/or delivering large capital/infrastructure projects throughout their life cycle
Complex procurement processes	Experience with procurement and risks relating to delivery of complex large capital/infrastructure projects, program delivery and approval processes
Real estate development	Relevant experience in property acquisition and development, including property management, from inception to completion
Community engagement and leadership	Demonstrated awareness and perspective of the communities (people and places) TransLink serves; frequent transit user; professional experience in community leadership, community organizing, volunteer engagement, community and social services, community development and/or community organizing
Knowledge of the federal, provincial, and local government environments as well as treaty, unceded and non land-based Nations	Experience in public policy and/or intergovernmental relations; accountability to elected officials or experience in public office; knows policy and legislation development
Finance	Financial or accounting leadership expertise. Financial management and literacy, including expertise in financial statements, financial systems, debt issuance, asset management, financial ratios, current accounting processes and other indices to evaluate a corporation's financial performance.
Audit and internal controls	Depth and experience in financial analysis, internal controls and audit processes, ensuring internal control and risk management systems are functioning effectively and the integrity of financial and accounting information

Risk management	Risk assessment and management experience, with an understanding of, and experience with, modern enterprise risk management systems and programs to ensure adequate risk identification, monitoring and accountability
Information technology, cyber security	Knowledge of complex information technology systems and management or cyber security related functions and programs, including best practices relating to oversight on prevention, post-breach response and recovery efforts
Legal	Experience in managing legal issues of a complex commercial or operational nature
Safety	Operational safety expertise; safety and emergency management experience; experience with modern, progressive and proactive safety programs and processes; familiarity with safety programs focused on employees and members of the public
Sustainability	Experience with sustainability and corporate responsibility issues or initiatives (economic, social and community) preferably related to the transportation and/or transit industry, including corporate climate action risks, adaptations, plans and programs
Environmental strategies	Experience with environmental management and programs
Marketing and communications	Depth in open and respectful consultative processes, public engagement, public speaking, outreach and media relations with a wide range of stakeholders (ex. transit passengers, local and senior government, community and regional stakeholders); understanding of diverse cultures
Human resource processes	Experience as a senior executive, partner or leadership role in human resource, leadership and people management, organizational design, organizational culture; depth in labour relations, compensation matters, leadership development and succession planning

considered to be meetings of the Board, but rather will be information meetings only. The Board Chair will immediately communicate with the CEO any relevant matters raised during the meeting.

3.1.14.10 Special Meeting of the Board

Special meetings of the Board may be held at any time at the call of the Board Chair or, in the absence of the Board Chair, another Director.

The Board Chair or the Corporate Secretary shall give reasonable notice of the special meeting to each Director, which for purposes of this Board Manual shall be ~~Notice of a special meeting will be delivered to each Director:~~

- a) by mail or electronic means at least two clear days before the date fixed for the special meeting;
- or
- b) communicated orally at least four hours before the time fixed for the special meeting;

unless notice is waived.

A Director who attends a special meeting will be deemed to have waived notice of the meeting with respect to all business transacted after the Director first attends the meeting.

3.1.14.11 Non-Directors at Board Meetings

The Board appreciates the value of having members of management, employees or others attend Board meetings to provide information and opinions to assist the Directors in their deliberations. The Board, through the Board Chair and through the CEO, will determine attendees at Board meetings.

3.1.14.12 Public Input¹⁴

TransLink values public input and participation and the Board believes that there are significant benefits for both the public and the Board through opportunities to receive direct public input. Section 9 of the Articles sets out the processes governing receipt of public input.

3.1.15 Publication of Board Materials¹⁵

The Corporate Secretary will publish a list of the agenda items being considered by the Board at the open session of an upcoming regularly scheduled meeting on the TransLink website five days in advance of the meeting.

¹⁴ Articles, s.9

¹⁵ Articles, s.8

- c) report annually on the operations of TransLink by:
 - i) preparing a Statutory Annual Report containing the information required by the SCBCTA Act¹⁶;
 - ii) providing copies of the annual report to the public at an annual meeting called for that purpose¹⁷; and
 - iii) ensure the timely reporting of any other developments that have a significant and material effect on the performance of TransLink; and
- d) ensure TransLink has the strategies and resources in place to enable TransLink to communicate effectively with the public and stakeholders.

3.2.8 Human Resources

The Board has responsibility to:

- a) appoint and replace the CEO, as appropriate, and monitor and evaluate the CEO's performance;
- b) prepare an executive compensation plan subject to limits set out in the SCBCTA Act (based on comparator organizations) and submit the plan to the Mayors' Council for approval;
- c) approve the CEO's compensation within the bounds of the executive compensation plan approved by the Mayors' Council (or as otherwise permitted under the SCBCTA Act);
- d) provide advice and counsel to the CEO in the execution of the CEO's duties;
- e) acting upon the advice of the CEO and the Finance and Audit Committee, endorse the appointment or termination of the Chief Financial Officer and Internal Auditor;
- f) provide advice to the CEO with respect to the appointment or termination of any of TransLink's Officers ("Officers")¹⁸ other than the Chief Financial Officer as referred to above;
- g) provide advice to the CEO with respect to the human resources strategies and processes for recruitment, appointment and compensation of TransLink's Officers;
- h) ensure plans are made for management succession and development, including ensuring that there is in place:
 - i) a process that would respond to an emergency situation which required an immediate replacement of the incumbent CEO; and
 - ii) criteria and processes for recognition, promotion, development and appointment of management are consistent with the future leadership requirements of TransLink;

¹⁶ The required contents of the annual report are set out in s.13.4 of the SCBCTA Act.

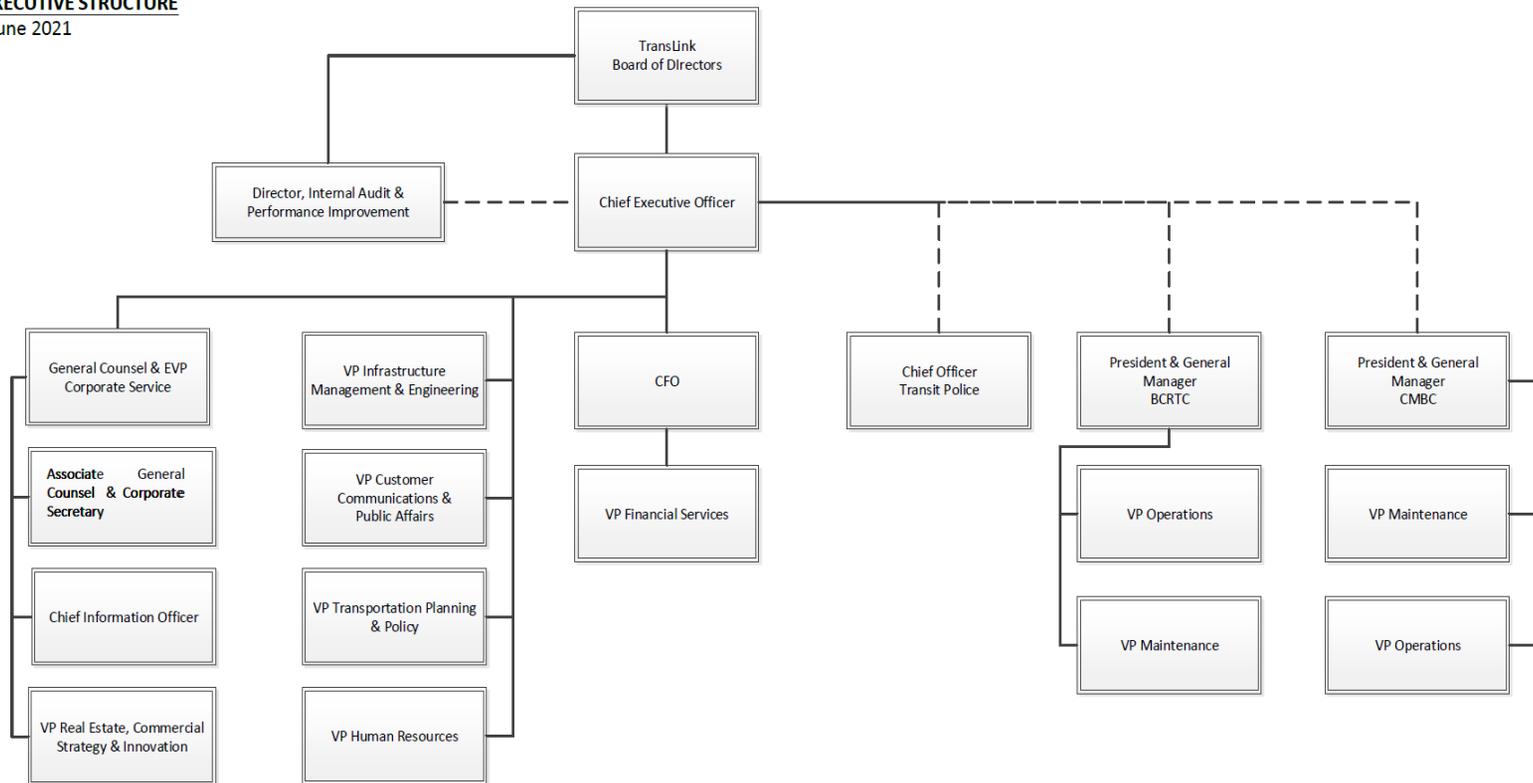
¹⁷ S.13.1 of the SCBCTA Act requires that an annual meeting be held within 6 months of the fiscal year end.

¹⁸ TransLink's Officers other than the Chief Executive Officer include the following: Chief Financial Officer; Vice President, Human Resources; Vice President, Customer Communications and Public Affairs; Vice President, Real Estate, Commercial Strategy and Innovation; Vice President, Financial Services; Vice President, Infrastructure Management and Engineering; ~~Vice President, Major Projects~~; Vice President, Transportation Planning and Policy; General Counsel and Executive Vice President Corporate Services; Associate General Counsel and Corporate Secretary; and Chief Information Officer.

7.0 LEGAL FRAMEWORK

7.1 CORPORATE ORGANIZATION CHART

TRANSLINK EXECUTIVE STRUCTURE
June 2021



- **“MRN”** means the major road network.
- **“Officers”** means the following positions: Chief Executive Officer; Chief Financial Officer; Vice President, Human Resources; Vice President, Customer Communications and Public Affairs; Vice President, Real Estate, Commercial Strategy and Innovation; Vice President, Financial Services; Vice President, Infrastructure Management and Engineering; [Vice President, Major Projects](#); Vice President, Transportation Planning and Policy; General Counsel and Executive Vice President Corporate Services; Associate General Counsel and Corporate Secretary; Chief Information Officer; and any person holding the position of Vice President of TransLink.
- **“SCBCTA Act”** means the *South Coast British Columbia Transportation Authority Act*, as amended from time to time.
- **“Screening Panel”** means the screening panel established annually pursuant to the SCBCTA Act.
- **“Statutory Director”** means the Chair and Vice Chair of the Mayors’ Council, if they consent to act.
- **“Subsidiary”** means a subsidiary of TransLink.
- **“TransLink”** means the South Coast British Columbia Transportation Authority.

TO: Board of Directors

FROM: Gigi Chen-Kuo, Interim Chief Executive Officer

DATE: June 6, 2021

SUBJECT: Public Delegations at the March 25, 2021 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received three public delegations at its March 25, 2021 Board meeting. Management followed up with the delegations after the meetings.

On March 25, 2021, the Board received three public delegations on the following topics:

- **Speed Limit Reduction on the Major Road Network**
 - A delegate spoke to the Board to request that the speed limit be reduced on 216th Street in Langley for the Topham Elementary School area, for safety reasons. 216th Street is part of the Major Road Network.
 - Management followed up in writing to confirm that TransLink has been engaged with the Township of Langley regarding lowering the speed limit on 216 Street. The Township's municipal engineer is carrying out a traffic study in the area and, once complete, it is expected that the Township will submit any road-related changes for 216 Street to TransLink.

- **July 1, 2021 Fare Increase**
 - One delegate requested that the Board defer approving the fare increase proposed under the TransLink Transit Tariff to a future date, to assist with affordability in the region due to the COVID-19 pandemic.

- **Increasing Ridership on Transit**
 - The Board received a written submission from a delegate on various initiatives the Board could consider to promote and increase ridership on transit and to provide sustainable transit. This could include publicizing the benefits and safety of transit.
 - Management followed up in writing to share information about TransLink's Low Carbon Fleet Strategy and also the Bus Stop Balancing Program, which is intended to provide people with close, convenient access to transit while making service faster and more reliable. Engagement strategies were also shared with the delegate.

TO: Board of Directors

FROM: Jeffrey Busby, Acting Vice President, Infrastructure Management and Engineering

DATE: May 21, 2021

SUBJECT: Pattullo Bridge Condition Monitoring Report

EXECUTIVE SUMMARY

This report provides an update on condition monitoring activities on the Pattullo Bridge. TransLink continues to closely monitor and inspect the condition of the Bridge and take corrective action where appropriate. Recent and on-going activities include:

- *Condition Inspection* by Mott MacDonald Canada Limited;
- *Railing Inspection and Repairs* by Mott MacDonald Canada Ltd., and Mainroad Contracting Ltd.;
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP;
- *Concrete Debris Netting Repair* by Mainroad Contracting Ltd.;
- *Winter Monitoring Survey* by Northwest Hydraulic Consultants; and,
- *Coordination with Pattullo Bridge Replacement Project.*

PURPOSE

This Report is a recurring status report that provides an information update on condition monitoring activities on the Pattullo Bridge. The previous report was issued in February 2021.

BACKGROUND

The Pattullo Bridge is 83 years old. Most of the structural components have passed the predicted design life, and some are reaching the end of their useful life. Temperature fluctuation, rainfall, wind, river action, live traffic loads and the aging of the steel and concrete components all contribute to the condition of the bridge. The Province of British Columbia is leading the Pattullo Bridge Replacement Project, which will construct a new bridge as well as decommission the existing bridge.

With responsibility for the safety and operations of the existing bridge, TransLink monitors the condition of the structure closely through regular inspections, and regularly consults with experienced bridge engineers. Management then performs the necessary maintenance and repairs in response to the inspection findings.

DISCUSSION

Recent and on-going inspection activities are listed in Table 1.

Table 1: February 2021 to May 2021 Pattullo Bridge Ongoing Inspections and Monitoring

REFERENCE	ACTIVITY	CONSULTANTS / PARTNERS	STATUS
1	Condition Inspection	Mott MacDonald – design consultant	Snooper inspection to be scheduled for Q3 2021.
2	Railing Inspection and Repairs	Mott MacDonald – design consultant Mainroad Contracting - bridge operations and maintenance contractor	Repairs completed in Q2 2021. Inspection to be scheduled for Q3 2021.
3	Deck Condition Monitoring and Repairs	Mainroad Contracting WSP – deck consultant	Monthly deck monitoring - ongoing
4	Concrete Debris Netting Repair	Mainroad Contracting	Repairs and concrete debris removal - completed Q2 2021. Bi-weekly inspections - ongoing
5	Winter Monitoring Survey	Northwest Hydraulic Consultants	Monthly monitoring – ongoing Winter Survey – completed in January 2021
6	Pattullo Bridge Replacement Project	Province of British Columbia	Forecast In Service – 2024

1. Condition Inspection

Given that the Bridge will be decommissioned following the opening of the Pattullo Replacement Bridge, TransLink's objective is to keep the bridge operational, rather than long-term asset preservation. A snooper truck inspection will be scheduled in Q3 2021 to conduct a close proximity inspection of structural elements below the bridge deck and to perform a soffit condition review. Inspection will be completed at night to minimize traffic impacts.

The condition inspection was originally scheduled to occur in May 2021. However, the work has been deferred due to the presence of peregrine falcons nesting under the bridge. As the birds are protected under the *Migratory Birds Convention Act*, work that may potentially disturb the nests need to be deferred until the nest is empty and the young have fledged; this typically occurs after July 22nd.

2. Railing Inspection and Repairs

An inspection of the Pattullo Bridge railings was performed by Mott MacDonald in June 2020. The inspection identified railing repairs on both the west and east sides of the Bridge. Repairs started in Q4 2020 and were completed in Q2 2021.

As the railings will continue to deteriorate over the remaining service life of the Bridge, TransLink will continue to monitor and repair or replace railing posts as needed. The 2021 railing inspection will be scheduled for Q3 2021.

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 between Pier 0 and Pier 9 were completed in the summer of 2016, the risk of pothole formation still exists, particularly for the south approach of the Bridge (Pier 9 to Pier 29).

To ensure the deck remains functional and safe for operations, deck experts from WSP conduct monthly walk-through inspections from the deck, ground and catwalk levels. In the recent surveys, WSP has confirmed no concrete deck repairs are required now, and therefore, no significant deck repairs requiring full closure of the Bridge are anticipated in 2021. Additional targeted inspections are scheduled in 2021 to continually monitor the condition of the bridge deck.

Extensive corrosion-related damage is also occurring to the bottom surface (soffit). Debris netting is currently in place to protect the public and other infrastructure, including the railway tracks, from concrete falling from the deck soffit. WSP will continue to monitor the condition of the deck soffit. A close proximity visual inspection will be conducted on the main span using a snoop truck at night in Q3 2021 (see also Item 1).

4. Concrete Debris Netting Repair

Netting is in place below the Pattullo Bridge to catch concrete debris falling from the underside of the deck. In October 2020, the bi-weekly inspections of the netting conducted by Mainroad revealed damage to the netting under the north end of the Bridge that required repair. Repair work to the damaged netting on the north end of the Bridge began and was completed in December 2020.

In Q2 2021, repairs to other smaller deteriorated areas of the netting was completed. During the repair work, concrete debris that was discovered in the netting was also removed.

5. Winter Monitoring Survey

The Pattullo Bridge is situated in the narrowest part of the river, which experiences large tidal fluctuations. This elevates scour and erosion risks. Changing river hydraulics are monitored through bi-annual surveys conducted by Northwest Hydraulic Consultants Ltd (NHC). The 2020 winter monitoring survey was undertaken from January 13-15, 2021. The key findings of the winter monitoring survey are as follows:

- Possible launching of riprap material at Pier 5 of the Pattullo Bridge was previously reported. However, bed levels in this area have recovered and are not currently a concern.
- Scouring around Pier 6 of the Pattullo Bridge was previously reported. Bed levels have recovered to normal levels and are not currently a concern.

Due to upcoming in-river works required for the Pattullo Bridge Replacement Project and improvements to the CN Rail Bridge, NHC has conducted monthly bathymetric surveys since February 2019 in the vicinity of the existing bridge. Substantive changes to riverbed conditions at the bridge piers are reported to TransLink. Based on results of the winter survey, the pier protection currently in place remains effective. NHC will continue to closely monitor the river hydraulics and will notify TransLink if there are any issues of concern. During in river work of the Replacement Project, frequency of monitoring will increase to biweekly; the frequency of data collection will be revisited and updated if required throughout the construction period.

6. Coordination with Pattullo Bridge Replacement Project

Efforts to identify a long-term solution for the Pattullo Bridge have been underway since 2006. While TransLink led the project through the conceptual development and planning phases, the Province is delivering Pattullo Bridge Replacement Project. Management continues to coordinate with the Province as needed for the Replacement Project.

In Q1 2020, the Fraser Crossing Partners (FCP) consortium was selected by the Province to design and construct the new Pattullo Bridge. TransLink staff meet regularly with Fraser Crossing Partners and the Province to provide support and coordination.

Customer Impact

To minimize impacts on the public, all activities requiring lane and bridge closures are generally scheduled between 10:00 pm and 5:00 am, when volumes on the bridge are lowest. A robust communications plan has been developed to utilize all available channels in support of any closures that impact the public. Inquiries related to the Pattullo Bridge Replacement Project are directed to the Province's 24hr project information line and the Province's project website.

Work to date on the Pattullo Bridge Replacement Project has had minimal impacts on TransLink's customers. Upcoming work will have various interfaces with SkyTrain infrastructure and the existing Pattullo Bridge. TransLink and BCRTC will continue to work with Fraser Crossing Partners as required to ensure impacts on assets, infrastructure and customers are proactively managed.

Financial Impact

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

TO: Board of Directors

FROM: Jeffrey Busby, Acting Vice President, Infrastructure Management and Engineering
Geoff Cross, Vice President, Transportation Planning and Policy

DATE: May 25, 2021

SUBJECT: Surrey Langley SkyTrain Project Update

EXECUTIVE SUMMARY

In January 2020 the Board and the Mayors' Council endorsed a draft business case for a SkyTrain extension along Fraser Highway. The draft business case describes the scope and benefits of a Surrey to Langley project, and recommends construction in stages consistent with available funding. Starting in December 2020, Management has been working to facilitate transition project delivery to the Province, a process expected to be completed by Fall of 2021. The Province is exploring opportunities to deliver both stages of the project to Langley City.

PURPOSE

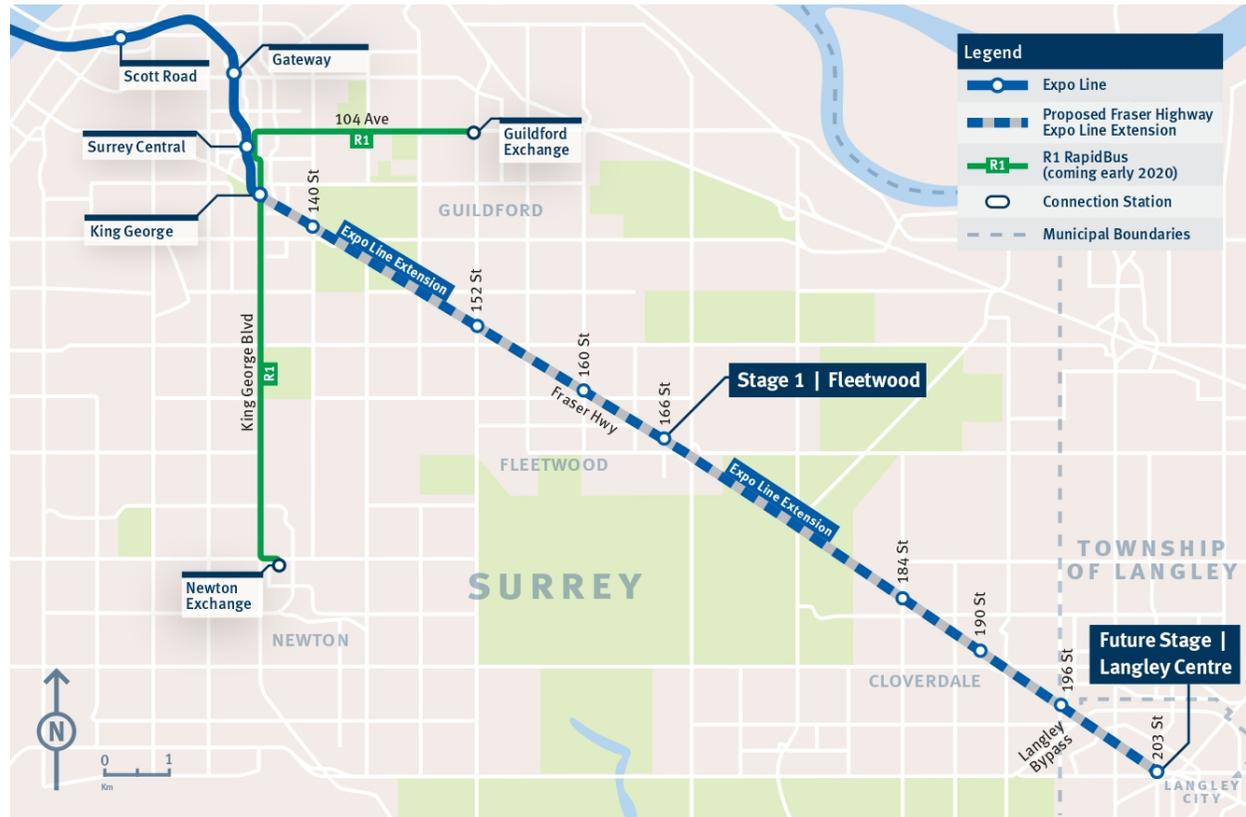
This report is for information and provides an update on the Surrey Langley SkyTrain (SLS) Project.

BACKGROUND

In December 2018, the Mayors' Council and Board requested that Management proceed with development of the Surrey Langley SkyTrain project, and to initiate a planning process to refresh the overall South of Fraser Rapid Transit Plan. A budget of \$30 million was approved for this purpose in January 2019.

The outcomes of the project development phase were documented in a draft project business case. In January 2020, the Board and the Mayors' Council endorsed the final draft Business Case and directed Management to submit it to senior government for approval. The draft Business Case describes the full Surrey to Langley project, and recommends construction in stages consistent with available funding. Stage 1 extends SkyTrain approximately 7 kilometers from King George to Fleetwood with four new stations at a cost of \$1.63 billion to be delivered using a Design Build Finance (DBF) procurement model.

Figure 1 – Proposed extensions with stages and station locations



Further to the October 2020 provincial election and mandate letters to new ministers, Management is working to transition responsibility for project delivery to the Province. Meetings with provincial colleagues are focussing on technical knowledge transfer related to the status of Stage 1, Stage 2, and procurement readiness, with an emphasis on scope definition, project agreements and risks. Management anticipates the project transition to be generally complete by Fall of 2021.

DISCUSSION

Activities completed since the previous reporting period include:

- Confirmation of fleet, facilities, and other requirements for a potential second stage of the SLS project;
- Coordination with provincial staff on advanced works, especially upgrades to enable the project on the existing Expo and Millennium Lines;
- Coordination with parallel projects being delivered in the Expo and Millennium Line Upgrade Program (EMUP) and the Broadway Subway Project; and
- Scoping meetings for Supportive Policies Agreements with the Township and City of Langley.

Approval Status

The *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) requires that major capital projects over \$50 million be identified in a fully-funded Investment Plan. At the outset of the project development phase, it was anticipated that the SLS Stage 1 could be approved under a “Phase Two Update” Investment Plan to, amongst other items, replace the suspended Surrey Newton Guildford LRT

project with SLS. This update, originally targeted for approval in July 2020, was interrupted by financial, ridership and other uncertainties associated with the COVID-19 pandemic.

TO: Planning and Stakeholder Relations Committee

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: May 18, 2021

SUBJECT: TransLink Participation in Partner Agency Plans

EXECUTIVE SUMMARY

This report provides an update on TransLink's involvement in partner agency plans and initiatives that have implications for the regional transportation system. TransLink is mandated both by legislation and policy to provide input to such plans, and in particular to support and uphold Metro Vancouver's Regional Growth Strategy.

TransLink's mandate for integrated and collaborative planning has been further advanced through work on the Supportive Policies Agreements (SPAs) for major projects, including the implementation and monitoring of both the Broadway Subway and the Surrey Langley SkyTrain SPAs. Upcoming work to develop new Surrey Langley SkyTrain SPAs with Langley City and Township will continue to advance that collaborative approach, and will build on the learnings from the Vancouver and Surrey SPAs.

PURPOSE

The purpose of this information report is to update the Committee on those partner agency plans and initiatives that TransLink staff have participated in since the last update to the Committee in June 2020, including through the development and implementation of Supportive Policies Agreements, and to highlight key outcomes of that participation.

BACKGROUND

This report is provided as a continuation of ongoing annual updates to the Committee regarding how TransLink is meeting its mandate to provide input to partner agency plans in the region. This mandate for our involvement is legislated as well as policy based, the rationale being that the advancement of transportation objectives relies to a high degree on supportive land use planning.

Legislated and policy mandates to provide input to partner agency plans

Under the *South Coast British Columbia Transportation Authority Act*, TransLink is legislated to review the following partner agency plans and advise on their implications for the regional transportation system:

- Regional Growth Strategy updates and amendments;
- Official Community Plan (OCP) updates and amendments;
- Major development proposals; and
- Provincial highway infrastructure plans.

This mandate for partner plans involvement is further established in TransLink policy:

- One of the levers identified in the *Regional Transportation Strategy* (RTS) for advancing TransLink's goals is to 'partner' with other agencies toward aligned transportation and land use planning in the region, in particular via our support of Metro Vancouver's *Regional Growth Strategy* (RGS) regional land use objectives; and
- The *10-Year Vision for Metro Vancouver Transportation* calls for TransLink to enter into 'Project Partnership Agreements' with host municipalities prior to funding approval for a major project such as a rapid transit extension. A key component of those agreements is the Supportive Policies Agreement (SPA), which commits TransLink and the municipality to undertake land use plans and other initiatives that are outside the major project's direct scope but have a significant influence on its success.

Scope of TransLink's input to partner plans

The majority of partner plans TransLink reviews are land use and development related, with a key focus of our input on transportation and land use alignment. We also review a broader range of partner agency plans and initiatives with implications for the transportation system, such as municipal transportation plans, highway infrastructure studies, and climate action plans. When we provide input to partner plans, consideration is given to all potential impacts to the existing and future regional transportation system, including transit service, operations, infrastructure, network capacity, property rights, the Major Road Network, goods movement, walking and cycling, and potential cost-share funding opportunities.

DISCUSSION

Partnering through the Supportive Policies Agreements (SPAs)

Over the past year work done on existing and upcoming SPAs as well as through participation in partner agency plans has advanced TransLink's mandate for integrated and collaborative planning. For the Broadway Subway SPA, signed between TransLink and City of Vancouver in mid-2018, the first ever SPA 'Annual Report' was released in the fall of 2020 to the Board, Mayors' Council, City Council and senior Provincial officials. The report documents progress on SPA commitments and establishes baseline performance metrics to monitor progress on corridor land use and transportation outcomes, setting the foundation for SPA monitoring for years to come. Through the SPA process, TransLink collaborated with the City, the Province and Metro Vancouver on Broadway corridor planning, including work to shape land use and housing policy in the Broadway Plan, as well as on other SPA commitments.

Work was also advanced in the last year on the Surrey Langley SkyTrain (SLS) SPA signed in early 2020 with the City of Surrey. This work has focused on TransLink, Surrey, the Province and Metro Vancouver engaging on the City's in-progress Fleetwood Plan, as well as participating on the City's Project Advisory Committee for their Housing Needs Report. The formal monitoring process committed to in the SPA has also been launched with the creation of the Subcommittee to support a senior staff SPA Monitoring Committee. Also for the SLS corridor, TransLink recently provided input to the City of Langley on their draft Official Community Plan (OCP) update, providing our comments in light of the upcoming development of SLS SPAs with both Langley City and Township (targeted for completion by early 2022).

Partner agency plans involvement

TransLink staff have many different touchpoints with partner agency staff; the list in Attachment 1 is specific to the approximately 60 plans, developments, and other initiatives which meet our legislated and

policy mandates, and with which TransLink has been actively involved since June 2020. During this past pandemic year, Enterprise priorities and the region's record high volume of development applications have required that our participation focus on those partner plans and initiatives with the most strategic importance to achieving regional goals and objectives. This approach requires that we provide either a less customized response or in some cases no response to those plans with less significant opportunity and risk for TransLink.

Examples of a range of some of the more regionally impactful plans and developments noted in Attachment 1, as well as highlights of key outcomes of TransLink involvement in these plans, include:

Metro 2050 Regional Growth Strategy

- Close coordination between TransLink and Metro Vancouver staff on the development of draft content for Metro 2050 has shaped the development of both Transport 2050 and the RGS update, so that each aligns with the other to the greatest extent possible. TransLink input has in particular shaped the proposed RGS growth framework update, with TransLink staff joining Metro Vancouver led meetings with some municipalities to discuss elements of this framework.

Provincial Highway Plans, Projects and Studies (Ministry of Transportation and Infrastructure)

- TransLink's participation in a wide range of MoTI work this past year (see Attachment 1 for detailed list) has elevated the need for a strong focus on transit, active transport, and long-term regional transport alignment within those plans, projects and studies.
- The **George Massey Crossing Project** in particular highlights the importance of TransLink's input on the future-proofing of the project's long-term solution, for the consideration of the Province and the Metro Vancouver Task Force. Our participation on the interim solutions and design concept optimize regional transportation interests around transit priority, active transportation, and alignment with long-term transportation plans.

Langley City Official Community Plan (OCP)

- TransLink's preliminary input to the draft OCP update prior to the City's formal referral provided an early opportunity to emphasize the need for rapid transit supportive densities around future stations, a discussion to be explored further with the upcoming SLS SPA development with the City. Our preliminary input also provided an opportunity to involve future SPA partners in reviewing the early draft.

Surrey Transportation Plan

- TransLink is working with the City of Surrey on the development of their new Transportation Plan, aimed at identifying a long-term transportation vision for the City.
- Key to this work is ensuring that the Plan is aligned with emerging direction in Transport 2050, including the vision for the region's long-term transit network.

Burnaby Bainbridge Village Area Plan

- TransLink's early involvement with planning for the Sperling Station neighbourhood provided an important opportunity to facilitate multiple TransLink interests, including transit and exchange operations, real estate development, and Major Road Network impacts, all within the context of creating a transit-oriented community. This plan has been one of the first to consider transit exchange design in light of TransLink development interests, making internal coordination key.

Master Plan Developments - Coquitlam, Port Moody

- Several recent major developments in Coquitlam and Port Moody, located adjacent to Evergreen extension stations, have proposed pedestrian/cyclist overpasses spanning highways and major roadways. Through our involvement in these developments TransLink has highlighted questions around the long-term vision for these overpass crossings in a transit-oriented Urban Centre environment, and the need at a minimum to design such overpasses for integration with a future at-grade road network.

Conclusion

In accordance with legislated and policy mandates, TransLink staff continue to work with partner agency staff to coordinate on all planning activities relevant to the regional transportation system, in a manner that advances regional goals and results in the most beneficial outcomes from regional transportation investments. Staff will continue to update the Committee of these activities on an on-going basis.

Additional information regarding partner agency plans involvement and/or work on the SPAs can be provided if members of the Committee are interested in the specifics of any of the listed initiatives in Attachment 1, including TransLink's input.

ATTACHMENT

Attachment 1 – TransLink Participation in Partner Agency Plans, June 2020 – May 2021

TransLink Participation in Partner Agency Plans, June 2020 – May 2021

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
BC HOUSING		
Riverview Lands redevelopment	BC Housing is working with the Kwikwetlem First Nation to redevelop the Riverview lands. The process is in the early phases of engagement.	Have connected with BC Housing and Coquitlam staff on this file and awaiting next steps of engagement.
BC MINISTRY OF TRANSPORTATION & INFRASTRUCTURE (MoTI)		
George Massey Crossing Project	MoTI is developing both a business case for a new crossing and interim measures to support improved mobility on the Highway 99 corridor.	Provided input on transit priority, road safety, active transportation, and alignment with long-term transportation plans.
Highway 1 Widening Project (264 St – Whatcom Rd)	MoTI is undertaking planning work to support the continued expansion of Highway 1 between 264 Street and Whatcom Road.	Participating in the Technical Working Group, providing input related to key project scope elements including lane designations, active transportation, transit/mobility hubs, and goods movement/trade/truck parking.
Highway 1 Upper Levels Study	MoTI is undertaking a planning study for the Upper Levels highway to identify potential concepts for improving safety and mobility.	Together with other municipal stakeholders, provided input on transit considerations, active transportation connections, and road safety.
Highway 7B - Mary Hill Bypass Corridor Study	MoTI is undergoing a study of the Mary Hill Bypass Corridor to improve multi-modal corridor connections, safety of the corridor and to develop multi-modal improvements along the corridor.	TransLink provided input on the study scope and performance metrics to highlight biggest concerns within the corridor.
Active Transportation Projects	MoTI is undergoing four active transportation projects including: two on the North Shore at Capilano Road/Hwy 1 and Lynn Valley Road/Hwy 1 interchanges, one along NW Marine Drive and one along the Mary Hill Bypass.	Provided input on the active transportation projects regarding considerations for bus movement, a potential floating bus stops and active transportation connections.
Additional MoTI Planning/Project Studies	Including ongoing studies related to Harris Road and Lougheed Highway intersection, Lougheed Highway east, and Highway 1 and Brunette.	Providing input on transit, road safety, active transport, and long-term regional transport.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
BURNABY		
Burnaby Transportation Plan	A Plan to identify will identify a long-term transportation vision for the city beyond 2050, including the climate crisis, safety, for transit priority corridors and pedestrian and cycling networks integration. The Plan is currently in the second phase of the City's process.	Provided input on broadening the City's street network to identify mode prioritization and classification of multi-modal streets, road space reallocation to improve bus speed and reliability, the pedestrian and cycling networks, and future transit expansion.
Bainbridge Urban Village Area Plan (and Sperling site master plan development)	Plan for the area located between Brentwood Municipal Town Centre and Lougheed Municipal Town Centre, along Lougheed Highway and encompassing Sperling Station. Proposes a mixed-used, high density transit-oriented community.	Provided input on transit-oriented community design, affordable housing, active transportation, and transportation demand management. Continuing discussions with City and developer regarding various TransLink interests, including property development and bus exchange design options.
Burnaby Housing Needs Report	Intended to identify current and future housing needs within the City of Burnaby.	Provided input on the draft report regarding coordinated land use and transportation, Metro Vancouver's Housing and Transportation Cost Burden Study and the Transit-Oriented Affordable Housing study.
Grosvenor Brentwood development	A rezoning proposal located within Brentwood Town Centre geography to create a mixed-use development.	Provided input on the proposed road geometrics. Further engagement with the City to come for this proposal.
Edmonds-Kingsway development	Rezoning application to permit the construction of a 7.9 ha mixed-use development.	Provided input on key TransLink interests, particularly related to Bus Speed and Priority and Major Road Network changes.
Lochdale Urban Village Community Plan	An update to the existing Urban Village Plan that will include new land use direction and a broad range of policies.	Ongoing participation with input related to improving active transportation connections and the implementation of road dedications for RapidBus, to improve Bus Speed and Reliability along the Hastings Corridor.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
COQUITLAM		
Sheffield Avenue development	OCP Amendment and rezoning application to permit 120 low-density residential units in the form of duplexes and townhomes in the Burke Mountain Area.	Provided input on the provision of increased density in more transit-supportive locations, and the importance of active transportation infrastructure to support shared regional goals.
Burquitlam Plaza development	Master planned transit-oriented mixed-use centre within the Burquitlam Frequent Transit Development Area, adjacent to Burquitlam Station.	Ongoing input related to transit-oriented community design, transit-oriented affordable housing, active transportation, transportation demand management, transit facilities and the future transit network.
Coquitlam City Centre Plan	A transit-oriented community plan, the area for which includes three SkyTrain stations, a West Coast Express Station and bus exchange.	Provided input on transit-oriented community design, transit-oriented affordable housing, active transportation, transportation demand management, transit facilities and the future transit network. Also discussed input in light of TransLink property development interests for the area.
Coquitlam Central/Christmas Way/Lougheed Highway development	Six phase master plan rezoning for a mixed-use development within the Coquitlam City Centre. A pedestrian overpass is proposed to span Highway 7 to connect the site to Coquitlam Central Station area, located directly to the west of the site.	Provided input on transit-oriented community design, transit-oriented affordable housing, active transportation, transportation demand management, transit facilities and the future transit network. Ongoing discussion with City and developer on overpass location and design to protect for transit operations and future TransLink development.
DELTA		
70 Avenue development	Rezoning and Development Permit application for a six-storey, mixed-use building (commercial and residential) with total of 84 one- and two-bedroom apartments.	Provided input on transportation and land use alignment. Also advised on key issues including potential impacts to the MRN, goods movement and the opportunity for the proposal to advance efforts related to transit-oriented affordable housing.
75A Avenue / Scott Road development	Official Community Plan Amendment, Rezoning, and Development Permit application for two six-storey apartment buildings (155 units) and 10 townhomes.	Advised on MRN and goods movement impacts and the opportunity for transit-oriented affordable housing. Working with City to ensure alignment between the proposed frontage improvements and the emerging R6 Scott Road RapidBus design concepts.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
LANGLEY (CITY)		
OCP Update & Nicomekl River District Neighbourhood Plan	The OCP update will include new land use direction and policies to guide growth shaped around new investments in rapid transit, public gathering spaces, and the downtown core. Currently in Phase 4 of the City's process.	Provided input on rapid transit supportive growth levels, transit-oriented community design, transit-oriented affordable housing, active transportation, transportation demand management, transit facilities and the future transit network.
Eastleigh Crescent development	OCP amendment, Rezoning, and Development Permit application to incorporate provisions for six-storey (88-unit) apartment development.	Provided input on transit-oriented community design, transit-oriented affordable housing and transportation demand management.
207 Street development	OCP amendment, Rezoning, and Development Permit application for six-storey (68-unit) apartment development.	Provided input on transit-oriented community design, active transportation, transit-oriented affordable housing and transportation demand management.
Fraser Highway development	OCP amendment for a six-storey mixed-use development (98 residential units) and 390 m ² of commercial space.	Recent and ongoing participation in this proposal.
LANGLEY (TOWNSHIP)		
Climate Action Strategy	A strategy to tackle the causes of climate change through actions to cut carbon pollution and to prepare the community to adapt to changing climate into the future. Adopted by Council in January 2021.	Provided input on the Strategy's transportation-related Priority Areas including active transportation and transit, transportation demand management, shared mobility and electric vehicles as well as streets and street network.
MAPLE RIDGE		
Kingston Avenue development	OCP Amendment and rezoning application for a 41-acre industrial park.	Provided input on the proposed transportation-related priority areas including active transportation and transit, transportation demand management, and shared mobility and electric vehicles.
Town Centre Area Plan	A new plan to guide the development of the town centre over the next 30 years.	Recent and ongoing participation in this proposal.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
METRO VANCOUVER		
Metro 2050	Metro Vancouver is updating the content within Metro 2040 (the Regional Growth Strategy).	Continuing to work closely with Metro Vancouver on the proposed updated goals and growth framework, to ensure alignment with emerging Transport 2050 policy and network directions.
NEW WESTMINSTER		
Agnes Greenway Project	A new 1.2-kilometre greenway along Agnes Street to support walking, wheeling and cycling.	Provided input regarding considerations to transit operations, active transportation connections, and integration with New Westminister SkyTrain Station.
Sapperton Green development	Proposed mixed-use master-planned community surrounding Braid Station.	Provided input on the Transportation Study Terms of Reference. This application is still in process and TransLink staff continue to have ongoing participation in this request.
CITY OF NORTH VANCOUVER		
Mobility Strategy	A new Mobility Strategy to identify a long-term and near-term transportation vision for the City for the next 10-15 years. Currently in the first phase of the planning process.	Working with the City to ensure the Strategy is as aligned as possible with emerging Transport 2050 directions.
PORT OF VANCOUVER		
Port of Vancouver Land Use Plan	A Land Use Plan update to accommodate future trade growth in a socially, environmentally, and economically responsible way. The Plan provides a framework to guide existing and future development of the lands and waters managed by the Authority for the next 15-20 years.	Provided input regarding considerations related to goods movement, transportation demand management, and transit.
Pitt Meadows Underpass	The Port of Vancouver is constructing an underpass at Harris Road in Pitt Meadows to improve the movement of goods along this corridor.	This project is still in process and TransLink staff continue to have ongoing participation with the Port and Pitt Meadows regarding the relocation of bus stops and the existing Park and Ride.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
PITT MEADOWS		
OCP Update	Includes an update to the City's land uses and policies to guide growth that is shaped around existing investments in rapid transit, public gathering spaces, parks and trails, and the town centre.	Provided input to ensure the alignment of the City's transportation network with the Maple Ridge-Pitt Meadows Area Transport Plan and regarding permitted land uses within the proposed Frequent Transit Development Area.
North Lougheed Area development	OCP amendment to redevelop 50.5 ha of land on the north side of Lougheed Highway. The Plan looks to establish a mix of land uses, including medium and high density residential, light industrial and employment space and to capitalize on the RapidBus investment.	Provided input related to RapidBus, the Maple Ridge-Pitt Meadows Area Transport Plan, the Major Road and Truck Route Networks, active transportation, the proposed North Lougheed Connector Road, and the pedestrian overpass proposed to connect the area with Pitt Meadows' town centre.
PORT MOODY		
OCP Update (targeted)	A targeted OCP update for four neighbourhoods: Seaview, Moody Centre Transit-Oriented Development Area, Oceanfront District, and Murray Street.	Recent and ongoing participation in this proposal.
Charles Street development	Rezoning application to construct 190 apartment units.	Provided input regarding transit-oriented affordable housing, active transportation connections, and requirements for Real Estate's Adjacent and Integrated Development (AID) program.
Coronation Park development	OCP Amendment for a mixed-used development for six towers for a total of 2875 units (2700 market units and 175 below market units) and 22,000 ft ² of commercial space, and a proposed pedestrian overpass.	Provided input on transit-oriented community design, transit-oriented affordable housing, active transportation, transportation demand management, the Major Road Network the future street network. Requested to further discuss the proposed pedestrian overpass.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
Woodlands Park development (Cecile Drive)	OCP Amendment and rezoning for a seven-phase development with 325 affordable rental units, 132 market rental units, 1400 market units, a childcare facility, neighbourhood retail and park space. BC Housing partnering with the developer given their existing 200 affordable rental units on site.	Recent and ongoing participation in this proposal.
Moody Centre TOD Area Plan update	OCP Amendment to include expanded employment and affordable housing opportunities, increased building heights (26 storeys to 36 storeys) for buildings closest to the station, and an expanded Area Plan (Frequent Transit Development Area) boundary.	Recent and ongoing participation in this proposal.
Murray Street development	Rezoning application for one six-storey mixed-use building with 215 residential units and approximately 30,000 ft ² of commercial space.	Provided input regarding considerations to TransLink's AID program, active transportation, and transit oriented affordable housing.
PORT COQUITLAM		
Transportation Plan	A new Transportation Plan to identify a long-term transportation vision for the city.	Working with the City toward alignment between the City's Transportation Plan and emerging Transport 2050 directions.
RICHMOND		
Duck Island development	Rezoning of ~15 ha in the Bridgeport Village area for a mix of public and commercial uses including 430,038 m ² commercial (retail, entertainment, hotel and office), 2.27 ha of park, and 2.84 ha of public open space.	Recent and ongoing participation in this proposal.
SURREY		
Surrey Transportation Plan	A new Transportation Plan to identify a long-term transportation vision for the City, focused on addressing the climate crisis, prioritizing safety, balancing equity, and leveraging new technology. Currently in the third phase of the planning process.	Working together with the City to ensure the Plan is as aligned as possible with emerging Transport 2050 direction, including a vision for the long-term transit network.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
Fleetwood Plan	A new community plan to guide growth, infrastructure, and other amenities in the Fleetwood area, as SkyTrain extends along Fraser Highway. Currently in the third phase of the planning process.	Collaborating with Surrey as well as other Surrey Langley SkyTrain Supportive Policies Agreement (SPA) partners, i.e. Province and Metro Vancouver, to shape policy and ensure plans for rapid transit supportive growth.
Newton Town Centre Plan	A new plan to guide the development of the town centre with a focus on compact and transit-oriented growth over the next 30 years. The updated Plan was adopted by Council on July 13, 2020.	Provided input on existing transit, future rapid transit, the bus exchange, TransLink real estate/rights, the Major Road Network and goods movement.
South Westminster Neighbourhood Concept Plan (NCP)	The City is scoping a future review of this Plan with the intent to refresh the long-term vision and land use plan for the area.	Discussion initiated with the City regarding the long-term future of the Scott Road Station area and the NCP.
Surrey Housing Needs Report	The Housing Needs Report is intended to help better understand current and future housing needs in the City.	Ongoing participation in the City's Project Advisory Committee, with consideration given to the housing related commitments in the Surrey Langley SkyTrain Supportive Policies Agreement.
166 Street development	Rezoning for the phased development of three six-storey apartment buildings (with a total of 381 units) along Fraser Highway and across from the proposed future 166 Street SkyTrain station.	Advised on key issues such as potential TransLink reviews and approvals for Major Road Network alterations, noise mitigation measures, active transportation connections to the future SkyTrain station, and transportation demand management (parking supply).
City Parkway development (10493)	Rezoning and subdivision (consolidation) for two high-rise residential towers (978 units), townhomes (36 units) and four levels of underground parking.	Provided input on transportation and land use alignment, transit-oriented affordable housing considerations, transportation demand management (parking supply), active transportation and AID program requirements.
City Parkway development (10240)	Rezoning for one high-rise residential tower (383 units) with 6 levels of underground parking.	Advised on potential impacts to transit operations at Surrey Central Exchange, AID program requirements and transit-oriented affordable housing.
City Parkway development (10225)	Subdivision application to subdivide one City-owned parcel into three parcels and to dedicate 102A Avenue.	Provided input on potential implications for Surrey Central Exchange planning process, as well as requirements related to the AID program and Major Road Network alterations.
Fraser Highway development (18147)	Rezoning, Subdivision (consolidation), and Development Permit application for the construction of 71 townhouse units.	Recent and ongoing participation in this proposal.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
Fraser Highway development (19057 – 19127)	Rezoning, Subdivision (consolidation), and Development Permit for five, six-storey buildings containing a total of 280 apartment units and 4709.74m ² of commercial space.	Recent and ongoing participation in this proposal.
SQUAMISH NATION		
Señákw development	Proposed development by Squamish Nation on the Kitsilano Indian Reserve #6. Potentially to include approx. 6,000 residential units (primarily purpose-built rental), commercial/retail, and cultural space, with very little proposed parking.	Met with City of Vancouver and the developer (Westbank) to discuss the transit and transportation access study the developer is leading on behalf of the Squamish Nation. Will continue to be engaged on this study, providing input on alignment with regional plans and facilitating the use of data.
VANCOUVER		
Vancouver Plan	A long-term strategic plan to guide community recovery and long-term planning on a City-wide scale. Currently in the second phase of the planning process.	Working with the City to align the transportation and other Plan elements as much as possible with emerging Transport 2050 directions. Also participating in light of Plan related commitments in the Broadway Subway Supportive Policies Agreement (SPA).
Broadway Plan	A 30-year comprehensive plan for that part of Broadway between Clark and Vine, focusing on opportunities to integrate new housing, jobs, and amenities around Broadway Subway. Currently in the third phase of the planning process.	Collaborating with Vancouver and other Broadway Subway Supportive Policies Agreement (SPA) partners, i.e. Province and Metro Vancouver, to shape policy and ensure plans for rapid transit supportive growth. Participating in City-led transportation and housing workshops looking at ideas for policy changes, regulatory interventions, partnership opportunities and funding strategies.
Climate Emergency Action Plan	An action plan focused on reducing carbon emissions from vehicles and buildings. Aim to reduce the City's carbon pollution by 50% by 2030. Approved by Council in November 2020.	Provided input regarding the transportation-related 'Big Moves' including walking priorities and cycling network expansion, transit priority, transport pricing, parking minimums and zero emissions vehicles.
West Cordova development	Development Permit application for a proposed 26-storey office building located adjacent to Waterfront Station. Currently paused at applicant's request.	Have been working with the City to identify opportunities and potential impacts for TransLink, given the regional significance of the Waterfront Station intermodal hub. Working to protect for key future opportunities, e.g. long-term rail extensions.

PARTNER PLAN/ INITIATIVE	SUMMARY	TRANSLINK PARTICIPATION
DISTRICT OF WEST VANCOUVER		
Horseshoe Bay Local Area Plan	New plan to guide the area development with a focus on increasing residential and employment opportunities over the next 20-30 years.	Provided input regarding considerations related to land use and transportation integration and transit service (existing and future rapid transit).
CITY OF WHITE ROCK		
OCP amendment (building heights and densities)	OCP amendment to implement direction from the City's OCP Review, proposing to reduce the scale of new buildings in the Town Centre and reduce heights and density in the adjacent Town Centre Transition area, Waterfront Village area, and East Side Large Lot Infill area.	Recent and ongoing participation in this proposal.