Opening Remarks

Lorraine Cunningham, Board Chair
TransLink continues to lead ridership recovery among Canada and USA peer regions

*Based on regions and systems with available data*
Transit Alerts

Customers can now receive email or text notifications about closures to elevators, escalators, or station entrances on TransLink’s system in real time.

This upgrade is part of TransLink’s Customer Experience Action Plan.
TransLink plays an important role in supporting reconciliation.

Three new murals on the Canada Line pedestrian-bicycle bridge reflect the past, present, and future of the region, through the lens of colonialism and reconciliation.
Burrard Station Escalator Replacement

This project is part of the rescoped Burrard Station upgrade work. Construction is ongoing with estimated completion by **Spring 2024**.

Once open, the new escalators will allow for improved accessibility for maintenance, minimizing downtime and keeping customers moving.
We’re recognizing employers who are making travel easy, affordable, and climate friendly for employees.
Transit Friendly Employer's Early Adopters

Intel

LUSH Fresh Handmade Cosmetics

Provincial Health Services Authority

YVR Vancouver Airport Authority
TransLink’s Climate Action Plan

Details the specific actions we'll take over the next three years to achieve our climate goals:

• 45% reduction in GHG emissions by 2030
• Net-zero GHG emissions by 2050

The Climate Action Plan relies on low and zero-carbon fuels and technologies to deliver the next generation of transit.
Thank you
BC Rapid Transit Company
Sany Zein, President & General Manager
• First 60 days
• Safety
• On-time Performance
• New Rotary Grinders
• Facility Expansion
• Mark V Progress
• Critical Rail Maintenance
• Recruitment Event
• Take Our Kids to Work

BCRTC 2022 Q3 Update
Objectives

• Deliver Excellent Service
  Safe – Reliable – Modern – Clean – Green

• Achieve Future Readiness
  Requirements – Readiness – Maturity

First 60 days

• Listen, learn, lead
All employee and passenger safety KPIs better than target
Q3 OTP of 96.4% was just below target of 96.5%
Monthly trend shows improvement with OTP
New Rotary Grinders

• Arrival January 2023

• Ready to use after testing and commissioning

• Priority will be targeting hot spots
Facility Expansion
Mark V progress

• First car in Kingston for interior build
• Cars 2, 3, 4 under construction
Critical Rail Maintenance
Recruitment Open House

- First ever hiring event
- Hosted >400 applicants
- 80% passed screening
Thank you
Coast Mountain Bus Company

Michael McDaniel
President and General Manager
Agenda

- Winter Conditions
- HandyDART
  - Service update
- Safety
  - Days Lost Reduction Plan
- Operations
  - New battery-electric buses
- People
  - Safe Driving Tune-Up
  - EDI workshops
Winter Conditions

Challenging Conditions
- SeaBus service was not interrupted
- Bus service faced many challenges
- Fully recovered
- Continuing to work closely with our municipal partners to ensure transit routes are cleared as quickly as possible

Pilot: Snow melting heated mats
- Employee-focused pilot aimed at helping to prevent slips/trips in inclement weather

Snow Melting Heated Mats
HandyDART

Winter Conditions
- Operated at Essential Service levels and doubled staff on each vehicle

Service update
- Based on requests for trips, 73% of budgeted trips delivered in Sept. 2022
- 23% of trips delivered by taxi
- 90% On-Time Performance
Reducing employee days lost

Days Lost Reduction Plan
– Working group focused on reducing number of employee days lost to workplace injuries

First output: incident investigation updates
– To prevent injuries, Safety team updated:
  • Incident investigation protocols
  • Training for supervisors and managers
– Goal of investigations is to determine injury root cause and implement corrective action
Battery-electric buses: the next generation

Goal: Fully electrify Route 100

– Based off successful trial of 4 battery-electric buses, 15 additional buses were ordered

– Once in service, these 19 buses will fully electrify the 22nd Street/Marpole Loop route

Progress:

– Lead bus arrived in Vancouver in Nov. and is expected to go in service in Jan. 2023

– Remaining 14 scheduled to arrive in Dec. 2023
Safe Driving Tune-Up

– New refresher training for Transit Operators

– Course covers topics such as:
  • Pedestrian & cyclist safety
  • Distracted driving
  • Driving in bad weather

– All Operators must complete by Dec. 31, 2023
Advancing our EDI goals

Equity, Diversity & Inclusion Policy

- **Q3:** Shared the new policy with all employees via multiple channels

Workshops

- **Q3/Q4:** EDI Program Manager delivered workshops to support employees in their learning
- Participating groups include Directors & above, Operations Managers, Customer Information, Fleet Technical Services, etc.
Transit Police Update
December 2022
Targeted Mobile Enforcement Team

2022 Activities

• Participated in joint initiatives with 16 different police agency partners.

• Also partner with other agencies such as ICBC for pedestrian safety and safety enforcement around transit hubs.

213 Police Files 43 Warrant Arrests
48 IRPs Issued 2248 Violation Tickets
2907 Fare Infraction Notices
System Resiliency and Emergency Response

Emergency Response Process Established

- Immediate guideway safety shutdown
- Local closures in area to assist with response
- Work with local police partners on crisis intervention
- Assist with bus bridges as required
General Investigations Unit

Alleged machete attack at Tri-City transit station leads to assault charges for Port Moody teens

The victim needed multiple staples to close his head after incident at Burquitlam station.

Kyle Balzer
Mar 31, 2022 10:27 AM

Man sentenced in random transit attacks on South Asian men in Burnaby, Vancouver, New West

Rainier Jesse Azucena, 35, has been sentenced to a conditional discharge and three years of probation after pleading guilty to a series of transit attacks on strangers.

Cornelia Naylor
Nov 8, 2022 10:43 AM
PSA: Replica Weapons on Transit

• Carrying a visible weapon on transit, even if it’s a replica, necessitates a significant police response.

• Many replica weapons that are seized look identical to the real thing, and passengers reporting the item cannot distinguish the difference.
Pedestrian Safety Awareness
Project 529 – Bike Safety

Bike theft is an issue across Metro Vancouver.

Transit Police continues to educate transit users to:

• Register their bike with Project 529
• Use a high quality lock(s) to secure the bike.
• Use bike racks and parkades for short daily use, not for long term storage.

An alert passenger sees an individual with a bike. It looks like one they saw listed as "stolen" on Facebook so they call @TransitPolice. Officers launch investigation and confirm it was stolen 4 years ago! Thanks to @Project529BC, the owner is located & the bike returned.
Waterfront CPC Appreciation
Expanded Female Officer Locker Room

As Transit Police is continuing to hire more female officers, it was identified that a new, larger change/locker room was needed to accommodate current and future growth.
Equity, Diversity and Inclusion

- EDI Policy Approval and Distribution (Oct 14)
- Enterprise EDI Training (for all employees by Nov 30)
- GBA+ Training for all Leadership
- Bi-weekly employee newsletter
Funeral for Cst. Yang
Finance and Audit Committee Chair Report

Sarah Clark, Committee Chair
Planning, Communities and Communication Committee Chair Report

Andrea Reimer
Committee Director
Human Resources and Governance Committee Chair Report

Andy Ross, on behalf of Committee Chair Marcella Szel
Information Technology Committee Chair Report

Karen Horcher,
Committee Chair
2023 Business Plan & Budget

December 1, 2022

Christine Dacre, Chief Financial Officer
Olga Kuznetsova, Vice President Financial Services
Having safely stewarded the region’s transportation network through COVID-19, in 2023 TransLink will be charting the course through the pandemic’s lasting socio-economic effects

- Unprecedented cost pressures have emerged, such as rapidly rising inflation and fuel prices, as well as acute resourcing challenges and strained global supply chain

- Lasting working and commuter preferences are crystallizing, revealing a shift towards remote and hybrid work practices

- Economic outlook is far from certain

- Ridership and transit revenues are expected to be lower than 2022 Investment Plan
2022 AND 2023 RIDERSHIP OUTLOOK

Key events of 2022
- Jan: Omicron variant leads to drop in travel
- Feb: most restrictions removed, return to in-class post-secondary
- Mar: offices begin transition to higher levels of in-person work
- Jun: final travel restrictions dropped, cruise ships return
- Aug & Sep: ridership actuals surpass Q2 forecast, reaching 78% of pre-COVID in September
- Oct: end of all COVID border requirements for travellers entering Canada

Metro Vancouver Ridership Recovery and Forecast (Journeys as % of Pre-COVID)

Actuals

2022 Q3 Forecast

Range of previous scenarios

2022 Budget

2023 Budget

2022 Q3 Forecast

0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

Jan-21
Mar-21
May-21
Jul-21
Sep-21
Nov-21
Jan-22
Mar-22
May-22
Jul-22
Sep-22
Nov-22
Jan-23
Mar-23
May-23
Jul-23
Sep-23
Nov-23

2022 Budget & Inv Plan

2022 Fare Revenues $459.2 M
2023 Fare Revenues $461.5 M
2022 Ridership as % of pre-COVID 77.7%
2023 Ridership as % of pre-COVID 80.8%

Range of previous scenarios

Budgeted
2023 will be the first year of “new normal” travel patterns for the region

- Ridership ‘recovery’, as it relates to the pre-pandemic norm, will conclude in 2022:

<table>
<thead>
<tr>
<th>Ridership as % of Pre-COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 Actual</td>
</tr>
<tr>
<td>46.7%</td>
</tr>
</tbody>
</table>

- The primary drivers of ridership growth will return to ‘evergreen’ factors (population growth, employment levels, service expansion)
- Transit revenues are not projected to reach 2022 Investment Plan levels in 2023, due to lower than anticipated ridership recovery and product mix being different than our previous forecasts
  - Students on discounted passes make up proportionately more of our ridership, commuters are no longer in office 5-days/ 9-5, but are enjoying the flexibility of hybrid work, resulting in fewer monthly passes and lower peak time travel
TransLink in 2023: Challenges and Risks

• Socio-economic changes catalyzed by the pandemic pose continued challenges and risks:
  o Our current and planned service and funding models may become structurally misaligned due to the new commuter needs/preferences and an inability to close the revenue gap
  o Inflationary cost pressures and resource capacity constrains may impair our ability to fulfil service commitments and deliver construction projects
  o Labour market forces pose a risk to our goal of attracting and retaining the skilled and resilient workforce

• Resiliency of people and infrastructure to adequately support business processes
• BCRTC: state of good repair and capacity to absorb expansion projects
2023 Strategic Priorities

Our priorities remain focused on supporting the region in the post-pandemic landscape:

1. Rebuild customer ridership
2. Foster a safe, skilled and resilient workforce
3. Deliver a reliable transportation system in a state of good repair
4. Achieve financial sustainability

- Service levels ensure service accessibility and quality
- 2023 Budget reflects delivery of these services and spend on absolutely critical priorities
- Work with the Mayors and the Province on sustainable revenue sources is ongoing
At a time of economic uncertainty, TransLink’s commitment to our region is a constant

- Service levels will increase slightly compared to 2022 to maintain frequency as road congestion returns, with our focus on accessibility and delivering services tailored to the needs of the region
- Capital Program is focused on state of good repair and key expansion projects (BSP, SLS)
- Support functions are resourced to strengthen our workforce and the corporate systems they rely upon to safely, affordably and reliably move the people of Metro Vancouver around the region
- Unprecedented inflationary cost pressures across the Enterprise are being managed by a continuing effort to achieve cost savings and a focus on absolutely essential areas of investment
2023 Budget – Consolidated Revenues ($m)

Total revenue increase of $209.7M (10.6%) from the 2022 Budget:

- **Taxation** - up $55.4M (5.9%), including:
  - Property Tax - up $25.8M (5.7%)
  - Parking Rights Tax - up $24.3M (38.8%)
- **Transit** - up $10.7M (1.7%)
- **Other** – up $143.7M (33.5%) primarily due to investment income
2023 Budget – Consolidated Expenses by Segment ($m)

Total expenses increase of $157.7M (7.8%) from the 2022 Budget, largely due to inflationary pressures:

- **Bus** – up $70.2M (8.1%)
- **Rail** – up $33.6M (9.0%)
- **Transit Police** – up $6.4M (13.8%)
- **Corporate** – up $11.4M (9.1%)
- **Roads & Bridges** – up $12.2M (8.4%)
- **Amortization** – up $10.2M (4.0%)
- **Interest** – up $8.6M (4.8%)
- **Corporate One-Time** – up $5.2M (15.6%)
2023 Enterprise Key Programs

In 2023, TransLink is investing an additional $6.3M across the Enterprise in the following key areas:

<table>
<thead>
<tr>
<th>Key Corporate Initiatives - 2022 to 2023 Budget</th>
<th>Net Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology Program</td>
<td>2,092</td>
</tr>
<tr>
<td>Major Studies</td>
<td>1,883</td>
</tr>
<tr>
<td>Talent Acquisition</td>
<td>475</td>
</tr>
<tr>
<td>Indigenous Relations</td>
<td>588</td>
</tr>
<tr>
<td>Equity, Diversity and Inclusion</td>
<td>730</td>
</tr>
<tr>
<td>Ridership Recovery</td>
<td>500</td>
</tr>
<tr>
<td><strong>Total Key Corporate Initiatives</strong></td>
<td><strong>6,268</strong></td>
</tr>
</tbody>
</table>
## 2023 Capital Program ($M)

### Allocation by Key Projects

- **OMC 5 - Project Development**, $42, 3%
- **Ensure State of Good Repair**, $192, 16%
- **Bus Fleet Replacements - Conventional**, $492, 40%
- **Surrey Langley SkyTrain**, $352, 29%
- **Other**, $46, 4%
- **Municipal Cost-Share/Contribution Programs**, $93, 8%

### Key Project Highlights

#### Bus Fleet Replacements
- 188 40' end of life Trolley Bus replacements
- 84 40' end of life Compressed Natural Gas Buses (RNG Fueled)
- 90%+ of costs recoverable through Federal Gas Tax fund

#### Surrey Langley SkyTrain
- TL integration and support services to SLS Project delivered by the Province

#### Municipal Contribution/Cost Share Programs
- Cost share programs and contribution programs with the local municipalities
- Major Road networks, walking and Bicycle infrastructure

#### Operations Maintenance Centre 5 – Project Development
- Business Case development

#### Ensure State of Good Repair and other projects
- End of life asset replacement projects and miscellaneous upgrade project
2023 Capital Program Cash Flow Forecast
Active to Program Year 2031
Net of Funding ($M)
2023 Capital Program - Cash Flow Forecast
Comparison to 2022 IP
Net of Funding ($M)
### Affordability and Financial Indicators: Budget 2023

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Debt Borrowing &lt; $6.8B Policy</td>
<td>$4.07 Billion</td>
</tr>
<tr>
<td>Net Debt / Capita &lt; $2,000</td>
<td>$1,452</td>
</tr>
<tr>
<td>Net Debt / Operating Rev &lt; 300%</td>
<td>251%</td>
</tr>
<tr>
<td>Gross Interest / Operating Rev &lt;20%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Accumulated Funding resources (AFR)</td>
<td>$597 million</td>
</tr>
<tr>
<td>Excess (Shortfall) from minimum</td>
<td>$298 million</td>
</tr>
<tr>
<td>AFR % of Total OPEX and Debt Service Cost</td>
<td>30.0%</td>
</tr>
</tbody>
</table>

AFR is equal to TransLink’s unrestricted cash and investments

- AFR Policy: AFR may not be lower than 15% of total ongoing operating expenditures plus ongoing debt service costs

* at December 31, 2023
Summary

TransLink will manage unprecedented emergent cost pressures and navigate resourcing challenges linked to the strained global supply chain while laying the groundwork for the future through investing in business resilience and advancing the region’s priorities.

- Service levels increase slightly from 2022;
- 2023 fare increase is limited to an average of 2.3% to keep our services affordable for our customers;
- Unrestricted cash and investments are expected to increase by $114.8 million
- Capital program is focused on state of good repair and key expansion projects

The 2023 Budget reflects our region’s priorities for Metro Vancouver’s transportation network as we all look to move forward from the pandemic while still negotiating its lasting impacts.
Questions?
Seven Strategies

1. Implement Low Carbon Fleet Strategy (LCFS)
2. Develop Net Zero Facilities Strategy (NZFS)
3. Develop Climate Change Adaptation and Resiliency Roadmap
4. Support a More Climate-Resilient Region and Low Carbon Economy
5. Develop and Implement Supporting Climate Policies, Plans, and Processes
6. Enhance Climate Education and Communication
7. Secure Funding for Net Zero and Climate Resilience
Climate Action Plan - Scope

The Strategy (Jan. 2022)

The Plan (Dec. 2022)

- Supplements the Strategy
- Actions prioritized by Year 1, 2, 3+
- More adaptation actions
- Discloses known risks and key assets
- Importance of connecting Emergency Management, Seismic Resilience, and Climate Adaptation
Adaptation Spheres of Influence

- Risk, Hazard and Vulnerability Studies and Service Response Strategies
- Design Guidelines
- Municipal Funding Programs
- Customer Cooling and Tree Canopy Program
Adaptation Risks and Issues

- Known unknowns
- Capital costs yet to be defined
- Funding and resources
- Climate change projections are evolving
Reducing Emissions

• Continued Electrification
• Renewable Diesel Pilot
• Zero-Emissions Fleet Transition Plan (2023)
Accountability and Reporting

• Action(s) and costs integrated into department/division annual budgets and business plans
• Department/divisions provide semi-annual and annual status reports to TransLink (Enterprise Sustainability)
• TransLink (Enterprise Sustainability) reports progress to the Board (semi-annual, annual) and through Accountability Report
Ridership Update

Board of Directors Meeting December 1, 2022
Transit ridership continues trending upward week over week: 4.1 M Journeys and 7.0 M Boardings

Average Weekday Boardings Recovery of Transit Ridership and Bridge Vehicle Volumes

- Bridge Volumes
- Bus
- Canada Line
- Expo/Mill. Line
- HandyDART
- SeaBus
- Total Boardings
- WCE

Data Notes:
- Average weekday ridership does not include any holidays.
- Bridge volumes is based on data from 3 bridges: Knight Street, Pattullo, and Golden Ears.
- Transit ridership is based on final ridership data for 2019, 2020, and 2021. It is based on preliminary ridership data for 2022.
- Data is removed for Week 52, 53, 1, and 2 due to the Christmas holiday season causing irregularities in the data.
- Data is removed for Week 7 (the second week of February) due to severe weather in 2019 causing irregularities.
380,000 people are using transit daily in early October
(+50,000 or 15% compared to the end of August)
Growth since the start of 2022 has been significant. Compared to historical, current ridership is equivalent to 2014. Total annual ridership for 2022 will fall short because of Omicron wave in January.

% of Pre-COVID

100% 2019
85% 2016
80% Oct 2022
70% May 2022
60% Dec 2021
50% 2000

Historical Ridership Level

TransLink System-Wide Annual Conventional Boardings

Average fall weekly ridership is here (annual equivalent of current monthly ridership levels)

2022 Q3 Forecast

Together all the way

78
TransLink is leading Ridership Recovery Among Peer Regions in Canada and the USA

- Metro Vancouver now ranks 5th in the USA and Canada for transit boardings and 24th for population
- Metro Vancouver transit boardings are 60% higher than Seattle and Portland combined
- Metro Vancouver transit boardings are now more than the entire Chicago area, an urban region with 3 times more population

*Based on regions and systems with available data
Metric to watch: Average Daily Ridership and Growth

<table>
<thead>
<tr>
<th>System-wide Averages</th>
<th>Time period</th>
<th>Current Level</th>
<th>2022 YoY Growth (vs 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Weekday Journeys</td>
<td>Fall to date</td>
<td>706,000</td>
<td>38%</td>
</tr>
<tr>
<td>Avg Weekend Journeys</td>
<td>Fall to date</td>
<td>477,000</td>
<td>49%</td>
</tr>
</tbody>
</table>

- Excellent metric to measure seasonal and annual changes in ridership
- Not distorted by holidays or changes in the number of working days like weekly and monthly ridership totals
- Year over year growth expected to moderate in 2023 and 2024
Travel demand likely remains lower because of fewer office commute trips; potential growth remains

Google Community Mobility Reports show workplace trips significantly lag other trip purposes in recovery

Consistent with other key trends
- Lower recovery in parking revenue vs driving volumes
- Lower recovery for weekdays vs weekend ridership and during the AM and PM Peaks
- Lower recovery in journeys originating in Vancouver’s Metropolitan Core

Will workplace trips continue to gradually trend up?
Ridership recovery remains low in Vancouver’s Metropolitan Core

Average Weekday Journey Starts by Neighbourhood vs Pre-COVID

<table>
<thead>
<tr>
<th>Neighbourhood</th>
<th>Recovery</th>
<th>Change in Recovery since last update Sept 2022 (pct point)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surrey Central</td>
<td>73%</td>
<td>+3%</td>
</tr>
<tr>
<td>Surrey North</td>
<td>73%</td>
<td>+2%</td>
</tr>
<tr>
<td>Surrey Fleetwood</td>
<td>73%</td>
<td>+3%</td>
</tr>
<tr>
<td>UBC</td>
<td>74%</td>
<td>+9%</td>
</tr>
<tr>
<td>Richmond - Sea Island &amp; East</td>
<td>77%</td>
<td>+1%</td>
</tr>
<tr>
<td>New Westminster</td>
<td>77%</td>
<td>+1%</td>
</tr>
<tr>
<td>Vancouver Southeast</td>
<td>75%</td>
<td>+1%</td>
</tr>
<tr>
<td>Burnaby North</td>
<td>75%</td>
<td>+1%</td>
</tr>
<tr>
<td>Coquitlam Douglas College</td>
<td>76%</td>
<td>+2%</td>
</tr>
<tr>
<td>Burnaby Metrotown</td>
<td>75%</td>
<td>+4%</td>
</tr>
<tr>
<td>Burnaby South</td>
<td>75%</td>
<td>+3%</td>
</tr>
<tr>
<td>Richmond - City Centre</td>
<td>74%</td>
<td>+1%</td>
</tr>
<tr>
<td>Vancouver Southwest</td>
<td>74%</td>
<td>+5%</td>
</tr>
<tr>
<td>North Vancouver District</td>
<td>74%</td>
<td>+5%</td>
</tr>
<tr>
<td>North Vancouver City</td>
<td>74%</td>
<td>+1%</td>
</tr>
<tr>
<td>Vancouver South Central</td>
<td>73%</td>
<td>+1%</td>
</tr>
<tr>
<td>Vancouver Northeast</td>
<td>73%</td>
<td>+4%</td>
</tr>
<tr>
<td>Downtown West End</td>
<td>72%</td>
<td>+2%</td>
</tr>
<tr>
<td>Strathcona &amp; Grandview</td>
<td>72%</td>
<td>+1%</td>
</tr>
<tr>
<td>Kirkland &amp; Point Grey</td>
<td>72%</td>
<td>0%</td>
</tr>
<tr>
<td>Downtown CBD</td>
<td>68%</td>
<td>1%</td>
</tr>
<tr>
<td>Burnaby Mountain</td>
<td>64%</td>
<td>2%</td>
</tr>
<tr>
<td>Mount Pleasant &amp; Fairview</td>
<td>56%</td>
<td>+1%</td>
</tr>
</tbody>
</table>

Change in recovery since last update Sept 2022 (pct point)

<table>
<thead>
<tr>
<th>Recovery Level</th>
<th>Colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; 85%</td>
<td>Green</td>
</tr>
<tr>
<td>75 to 80%</td>
<td>Blue</td>
</tr>
<tr>
<td>80 to 85%</td>
<td>Purple</td>
</tr>
<tr>
<td>70 to 75%</td>
<td>Grey</td>
</tr>
<tr>
<td>65 to 70%</td>
<td>Orange</td>
</tr>
<tr>
<td>60 to 65%</td>
<td>Brown</td>
</tr>
<tr>
<td>&lt; 60%</td>
<td>Red</td>
</tr>
</tbody>
</table>

Only neighbourhoods with >10K avg daily pre-COVID journeys shown
Ridership still relatively high in lower recovery areas

Despite lower recovery levels, Metropolitan Core neighbourhoods still have relatively high average weekday ridership.
Bus ridership recovery varies across the region

- Highest recovery in Southeast
- Weekends outpacing weekdays
- Outperforming Canadian peers
Percentage of September 2022 bus trips with overcrowding is nearing 2019 level

*Includes holidays on Sep. 19 and 30, which reduced the average; regular weekdays ranged from 6.8% to 10.0%