

TransLink Quarterly Board Meeting

June 23, 2022



Opening Remarks

Lorraine Cunningham,
Board Chair





Public Delegations



TransLink Management Report

CEO Kevin Quinn

June 23, 2022



Welcoming back our customers

Weekend journeys have reached

80.1%

of pre-pandemic levels.





83% of respondents strongly support or support Transport 2050: 10-Year Priorities and 2022 Investment Plan.



Customer Experience

- Enhancing arts and culture on the system
- Launched TransLink Community Volunteer Program



We're making progress on capital projects



T

King Edward Station

Thank you



A scenic view of a cable-stayed bridge and a high-speed train at sunset. The bridge, with its tall pylons and numerous stay cables, spans across a body of water. A high-speed train is traveling on an elevated track in the foreground, curving towards the left. The sky is filled with soft, golden light from the setting sun, creating a hazy atmosphere. The overall scene is a blend of modern infrastructure and natural beauty.

BC Rapid Transit Company

Mike Richard, Acting President & General Manager

- 
- **Safety**
 - **On-time Performance**
 - **Maintenance Update**
 - **Capital & Major Projects**
 - **APTA Gold Safety Award**
 - **Triple Crown Challenge**

**BCRTC 2022
Q1 Update**



bcrtc An Integrated
Rapid Transit Company

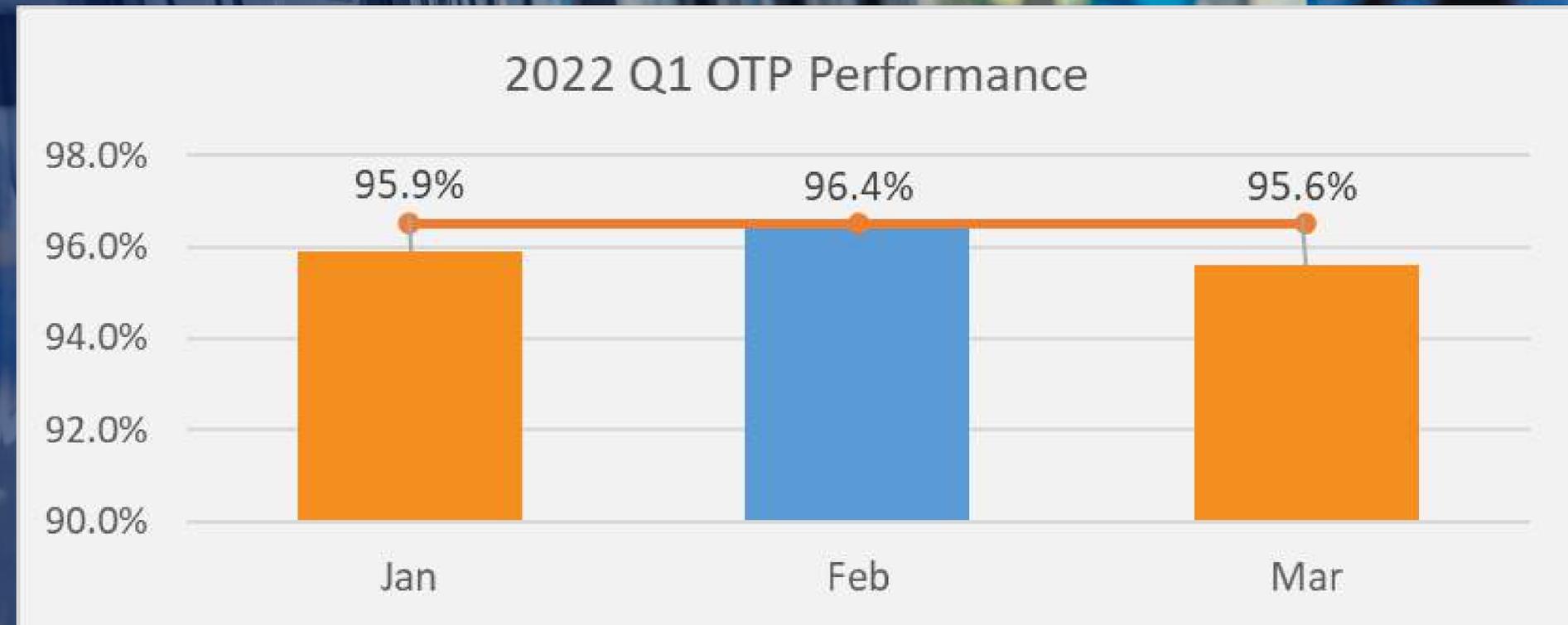
Safety

- Passenger injury rate was better than target in Q1
- Key initiatives include:
 - Winter readiness campaign
 - STAs refresher training on QPR
 - New radio code to quickly mobilize staff
- Passenger Injury Taskforce continues to meet and review issues quarterly



On-Time Performance

- Q1 OTP of 95.9% is below target of 96.5%
- OTP mainly affected by weather, VOBC and switch issues, and passenger-caused incidents
- Continue to debrief after major delays and implement lessons learned



Maintenance update

- Heavy duty rail grinding has begun for Expo and Millennium Lines
- LORAM scheduled to grind a record 80 km of track in 2022

Q1 highlights

- Escalator availability was better than target
- 7 of 15 floors replaced on MK1 trains
- Replaced 3 switch machines
- 2 full and 1 partial switch replacements
- Rail replacement activities Main Street to Nanaimo



Capital & Major Projects

OMC 1

- Steel beams and floors are being installed



OMC 4

- Site demo finished
- Existing structures cleared
- Early works for site services



Mark V

- Assembly line at Alstom's Quebec plant initiated
- First article inspections have begun (e.g. roof, doors, windshield)



APTA Gold Safety Award

- The American Public Transportation Association awarded BCRTC with their Gold award for safety excellence
- Recognized for our Zero Harm safety initiatives and communications campaign
- Three years of Zero Harm has seen reductions departmental safety KPIs



Performance Week - Triple Crown Challenge

- Goal: 100/100/100
- Theme: Reconnecting



Service
Delivery



On-time
Performance



Zero
Harm

RESULT

- SkyTrain & WCE achieve 100% Zero Harm every day
- West Coast Express had four 100/100/100 days
- SkyTrain had two days with over 99% SD and OTP

Thank
you



Coast Mountain Bus Company

Michael McDaniel
President and General Manager



Agenda

- **Safety**
 - Emergency prep at SeaBus
 - Heat Exposure Control Plan
- **HandyDART**
 - Service and technology updates
- **Low Carbon Fleet**
 - Route 100 full electrification
- **Our People**
 - Recruitment
 - Transit Tuesdays



Emergency prep at SeaBus

Testing security procedures

- Collaboration between Emergency Management and SeaBus
- Drills optimize future security response

Drills completed

- Incident Command Post
- Life raft deployment
- Person overboard



Together all the way



Heat Exposure Control Plan

Triggers calculated by:

- Consideration of air temperature and relative humidity → *Humidex Value*

Based on triggers, supports include:

- Optimize A/C buses
- Provide Transit Operators with cool water and ice packs
- Encourage Transit Operators to wear “neck cooling wraps”





HandyDART

Service update

- Based on requests for trips, delivered **65%** of budgeted trips as of Feb. 2022
 - **80%** of budgeted service hours
 - **10%** delivered by taxi
- **94%** On-Time Performance

Technology update

- Trapeze PASS transportation management platform upgraded



Together all the way



Low Carbon Fleet

CUTRIC pilot complete

- 2.5-year pilot with CUTRIC including 4 battery-electric buses finished in March
- Lessons learned:
 - Buses can meet system demands
 - Interoperability works

Full electrification of Route 100

- Planning for arrival of 15 additional buses to fully electrify the route



Together all the way



Recruitment

Actively recruiting for **162** positions

- **87** competitions
- Does not include Transit Operators

In 2021, averaged **70–90** positions

- 2022 has been double last year's volume despite hiring at an increased rate



Together all the way





Transit Tuesdays

Overview

- **CMBC EMT** out on the system as a group each Tuesday
- Approx. **6–10 a.m.**

Goals

- **Connect** with employees
- **Listen** to first-hand accounts of their experiences
- **Visit** relevant locations



Together all the way





Special thanks to our **Operations team** who kept customers moving on **May 31** with the **largest bus bridge** in recent memory.



Together all the way





Transit Police Update June 2022



METRO VANCOUVER
**TRANSIT
POLICE**

Explosive Detection Dog Teams



Seven dog teams regularly conduct security sweeps of transit physical infrastructure. In 2021, the dog teams conducted approximately 2400 proactive sweeps and calls for service.



Welcome Inspectors

Two Inspectors have joined Transit Police in 2022 on Secondment.



*Insp. Suzanne Muir
Vancouver Police Department*



*Insp. Chris Mullen
New West Police Department*

Recruitment – CPC Hires



Several Waterfront Community Policing Centre volunteers have recently been hired on as police officers. Congratulations!



Joint Initiatives with JPDs

2021 saw a 84% year-over-year increase in the number of partnership initiatives with jurisdictional police departments. Leveraging these partnerships to increase safety on transit is a strategic pillar within the 2022-2026 Transit Police Strategic Plan.

EXAMPLES

1. Joint patrols at busy transit hubs
2. Secondments to inter-agency teams
3. Enforcement around transit stations and bus loops
4. Boost and bust initiatives near Stations/Malls
5. Large events, crowd control (Whitecaps, concerts, etc.)



Section 28 Mental Health Apprehensions

2021 Stats: Up 24% year-over-year (from 181 to 224)

2022: Stats: Q1 2022 was 59% higher than Q1 2021 (from 46 to 73)



Transit Police in the Community



As festivals, celebrations, meetings and other large gatherings are returning in Metro Vancouver, requests for assistance and presentations from Transit Police reps are picking up as well.



Special Event Planning



July (select events)

- Canada Day
- Golden Spike Days
- FVDED in the Park
- Celebration of Light



*Julien Ponsioen
Sergeant, Operational Events*

Special Olympics LETR Events

2022 marks the return of several Law Enforcement Torch Run fundraising events that were impacted by the pandemic in recent years.



Thank You to DCO Barry Kross





METRO VANCOUVER
**TRANSIT
POLICE**

Finance and Audit Committee Chair Report

Sarah Clark,
Committee Chair

Exact
coin fare
please

Operators do not
carry change

Transit fares

TAP YOUR COMPASS CARD HERE



Compass

TRANS LINK



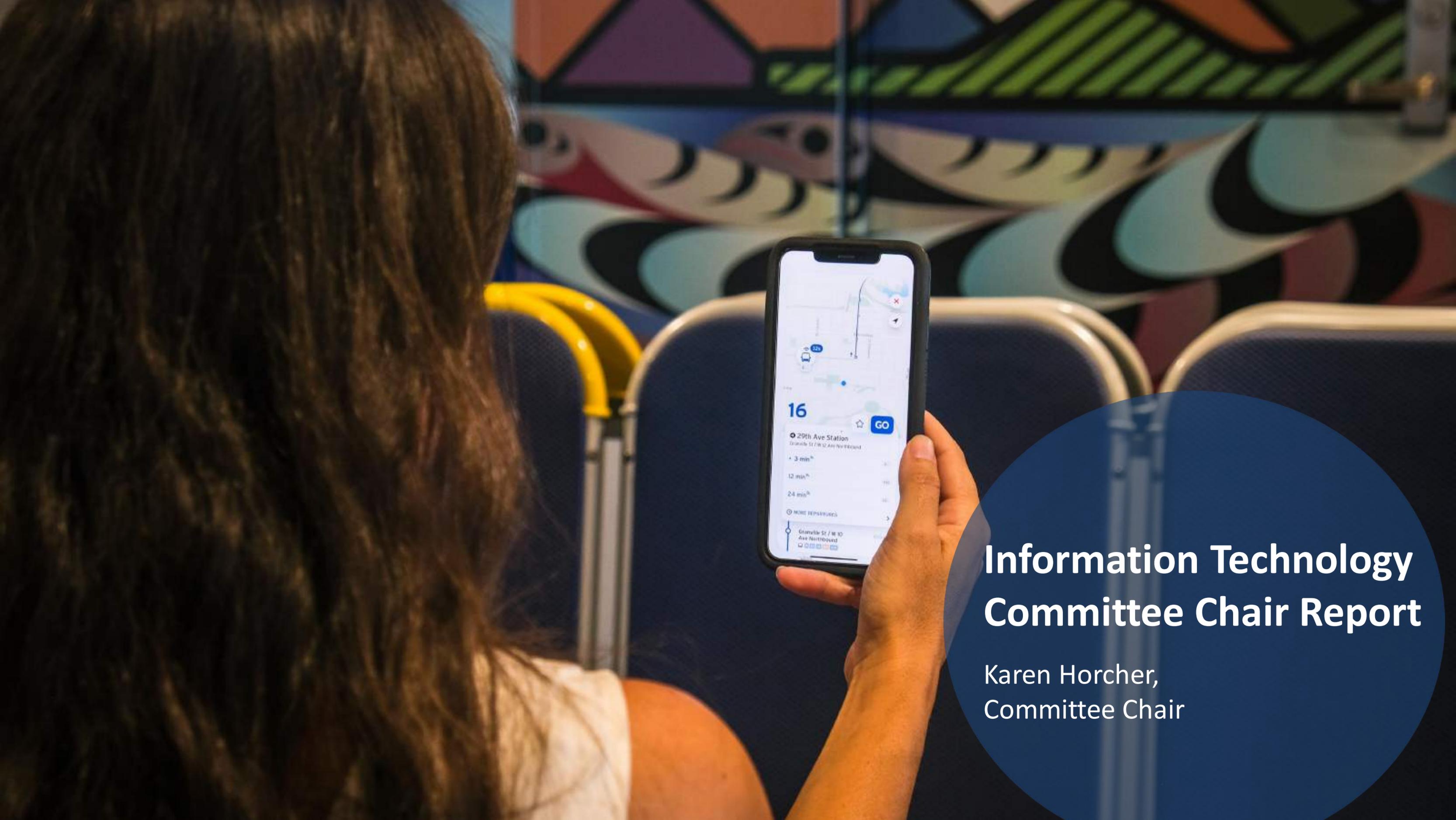
Planning and Stakeholder Committee Chair Report

Mayor Jonathan Coté,
Committee Chair

A person with dark hair, wearing a tan coat and a dark scarf, stands with their back to the camera. They are wearing a large black backpack. The background is a blurred, brightly lit transit station with green and blue light trails, suggesting motion. A blue circular graphic is overlaid on the left side of the image, containing the title and author information.

Human Resources and Governance Committee Chair Report

Marcella Szel,
Committee Chair



Information Technology Committee Chair Report

Karen Horcher,
Committee Chair



**INDIGENOUS RELATIONS
National Day of Truth and
Reconciliation**

June 23, 2022

Background | National Day of Truth and Reconciliation

- June 2015 – Recommendation for a Statutory Holiday within the Truth & Reconciliation Commission Calls to Action
- May 2021 – Tk'emlúps te Secwépemc findings of 215 unmarked graves
- June 2021 – Canadian statutory holiday for federal employees
- August 2021 – Province of BC announced recognition of Day for provincial employees; work with Nations to appropriately address



Transit Tariff Amendment Proposal

Purpose to recognize National Day for Truth & Reconciliation as a Statutory Holiday within the Transit Tariff

- TransLink sought and received approval for Enterprise staff to recognize the day, to reflect on the importance of reconciliation with Indigenous Peoples
- Addition to the List of Statutory Holidays within the Tariff will enable off-peak fares for Indigenous and non-Indigenous ridership to attend events in the region, and honours residential school survivors and their families



PROPOSED RESOLUTIONS

That the TransLink Board of Directors:

1. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Tariff **Bylaw Number 147-2022***, attached to this report as Attachment 1, effective September 1, 2022; and
2. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff **Bylaw Number 147-2022***





Questions?



Equity, Diversity, Inclusion Policy

Gigi Chen-Kuo,
COO

Review of Board Governance and Articles

Jennifer Breeze,
General Counsel and Corporate
Secretary



