Opening Remarks

Lorraine Cunningham, Board Chair
Truth and Reconciliation Week
September 26 – 30
Our customers are continuing to come back to the system

System-wide journeys have reached 77% of pre-pandemic levels.

The southeast subregion has reached 104% of pre-pandemic levels.
900 Bike Bus Pilot

Overall, **1323 bikes** and **3089 passengers** were recorded on the bus through the pilot period.

The top weekend was Canada Day with 172 bikes carried.
Transit Volunteers help our customers get to the people and places that matter most.

Volunteers have interacted with over 28,800 customers since the program started in July.
Promoting a car-free summer

385,000+ attendees at Car Free Days across Metro Vancouver

7,000+ Car Free Pledges gathered
NEW TransLink Customer Service Centre
We’re hiring top talent to meet the needs of our growing region.

With hundreds of positions available, we’re connecting with qualified candidates to share what it’s like to work at one of B.C.’s Top Employers.

- Marketing campaign across digital media, radio, and print started Sept 20.
- Engaging with candidates at all TransLink outreach events this fall.
- Throughout September and October, we will be participating in various WorkBC webinars which will target specific jobs within the organization.
- We’re hosting open houses – at BCRTC for skilled trades positions and at CMBC for Transit Operators.
Thank you
• Safety
• On-time Performance
• Ridership
• Maintenance Update
• Capital & Major Projects
• SkyBridge Joint Replacement
• Employee Recognition
Safety – Lost time injuries

• Q2 better than target with eight injury claims and a 3.45 rate

• Guideway and Railborne Equipment reached 350 days with no LTIs

• Zero injuries in April best month since January 2019
Safety – Passenger Injuries

- Passenger injuries rate (1.15) slightly above target (1.0) for Q2
- 24 total injuries for the quarter
- 75% of injuries were slips/trips/falls on elevating devices and platforms
- Passenger injury taskforce expanded to include Elevating Devices Director.
Q2 OTP of 95.7% is below target of 96.5%
OTP mainly affected by a train dislodgement at Scott Road, medical emergencies, train issues, track issues and several passenger caused incidents
Ridership

- Q2 ridership saw steady monthly increase
- ~21M boardings this quarter
- SkyTrain at 72% pre-covid levels

July and August – 15M boardings

2022 Monthly Ridership totals (millions)

<table>
<thead>
<tr>
<th>Month</th>
<th>Ridership (millions)</th>
</tr>
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<tbody>
<tr>
<td>January</td>
<td>4.8</td>
</tr>
<tr>
<td>February</td>
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<td>March</td>
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<td>April</td>
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<td>May</td>
<td>7.1</td>
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<td>June</td>
<td>7.3</td>
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Maintenance update

• In Q2 we finished heavy-duty grinding on the Expo and Millennium Lines
• LORAM performed 106 km of rail grinding over 12 weeks

Q2 highlights

• Escalator availability was better than target
• Replaced 10 switch machines
• Two full turnouts and three partial replacements
• 80% of noise dampers installed on the Expo Line
Capital & Major Projects

**OCC2**
- Utility work completed
- Foundation forms being built

**Mark V**
- Successful water testing on first car
- Car 2, 3, & 4 production in progress
- Production of the trucks have commenced
- Car 1 to Kingston for interior work

**Expo Line Escalator Replacement**
- Scott Road was completed in August
- This phase of the project is complete

**OMC1**
- Exterior cladding install continues
- Interior work has begun
SkyBridge Joint Replacement Phase 2

• Work focused on the New Westminster side of the SkyBridge.
• Nearly 400 anchor bolts cored out as part of the entire project
• Comprehensive communications strategy to keep our customers informed during work period.
Employee recognition

Todd Granger
Facilities Serviceperson
Thank you
Coast Mountain Bus Company

Michael McDaniel
President and General Manager
Agenda

• Safety
  • Climate change resilience & adaptation

• HandyDART
  • Service and contract updates

• Operations
  • Corridor Deployment Project
  • Transit Security vehicles
  • Celebration of Light

• People
  • Focus on EDI and Psychological Health & Safety
Climate change resilience & adaptation

Identifying the hazards

- **Temperature**: extreme heat
- **Precipitation**: heavy rain, flooding, landslides
- **Extreme events**: storm surge, high winds, extreme snow/ice, rising sea levels

Developing the plan

- Ensure our infrastructure and operations adapt as climate changes
- Focus on business continuity and safety
HandyDART

Service update

– Based on requests for trips, delivered 67% of budgeted trips in July 2022
  • 17% delivered by taxi
– 91% On-Time Performance

Contract update

– First Transit continues as HandyDART provider
– Agreement valid until June 30, 2024
Corridor Deployment Project

The pilot:
– Real-time service adjustments to improve service reliability and customer experience

Preliminary findings:
– Transit Supervisors monitored headways, keeping buses closer to the posted schedule
– Increased service reliability and improvements to customer experience
New vehicles for Transit Security

Hybrid Ford Explorer patrol vehicles
– Arriving late this quarter

Vehicles will enable CMBC to:
– Maintain state of good repair
– Minimize environmental impact
– Clarify distinction between Transit Security, Transit Supervisor, and Transit Police vehicles
Celebration of Light

- Spread over three nights, CMBC dedicated **294 buses** to help transport fireworks-goers
- Moved more than **210,000 customers**
- **Thank you** to all involved!
Focusing on our people

Created and filled two new positions that focus directly on improving the CMBC employee experience:

Raagini Appadurai, EDI Program Manager

EDI education → Leadership workshop series on developing an EDI lens

Katie Panesar, Manager, Psych. Health & Wellness

Raise awareness of supports → Brochure on return-to-work process for employees
Transit Police Update
September 2022
Rates of Crime per 100K Passengers

As transit passenger volumes increase, rates of reported crime per 100k boarded passengers are returning to their pre-pandemic levels.

• Rate of Crime Against Persons – Down by 29%
• Rate of Crime Against Property – Down by 39%
If you experience or witness any unwanted sexual contact while on transit, please report it to Transit Police. We will take your report seriously and we will investigate fully. Call 604.515.8300 or text 87.77.77 (always call 911 in an emergency)
#SeeSomethingSaySomething

Reducing sexual offending on transit is a Transit Police priority. If you experience or witness an act of unwanted touching, please report it. Call 604.515.8300 or text 87.77.77 (always call 911 in an emergency)
#SeeSomethingSaySomething
Emergency Operation Centre (Events)
Top Detection Dog Team in Canada
In partnership with @icbc, @TransitPolice, @TransLink & @cqrcmp, we are conducting an Older Adult & Senior Community Mobility Safety Survey as a first step in helping older adults feel safer as they move around the community.

Take the survey now → portcoquitlam.ca/seniormobility.
Back to School Safety Messaging

#BackToSchool #TransitSafetyTips Tip #1: Know how to call for help – save @TransitPolice numbers in your phone: 604.515.8300 for calls, and 87.77.77 for texts. Transit Police, SkyTrain Attendants and Canada Line Attendants can be found near ticket machines or on platforms. ^CC

#BackToSchool #TransitSafetyTips Tip #2: Be confident about where you’re going – plan your route. Leave early so you’re not rushed. Have another route ready as a backup in case there’s a delay on your primary route. Sign up for Transit Alerts. ^SM

#BackToSchool #TransitSafetyTips Tip #3: Keep your personal belongings safe – take your backpack off and put it at your feet. Keep any valuables securely hidden in your bag. Be careful with your phone and other devices, especially when standing near transit vehicle doors. ^CC
Pulling Together Canoe Journey
International Association of Women in Policing Conference
International Conference on the Observation, Analysis and Prevention of Insecurity

SAVE THE DATE
October 4 to 6, 2022

UIC
16 rue Jean Rey
75015 Paris, France
Communications Centre Recruitment

Our #WaterfrontCPC volunteers and @TransitPolice dispatchers are attending #DPD Police Day today in front of Tsawwassen Mills mall!

Come by and say hi 🙋 and grab some #Transit swag while you’re at it! We are here until 6pm. *SM

#communitypolicing
Recruitment Info Sessions
Finance and Audit Committee Chair Report
Sarah Clark, Committee Chair
Human Resources and Governance Committee Chair Report

Marcella Szel, Committee Chair
TransLink Safety and Health Policy

Dorit Mason,
Director of Safety, Emergency and Environment Management
Ridership Update

September 28, 2022
Board of Directors Meeting September 28, 2022
Transit ridership recovery continues trending upward week over week, now at 75% for average weekdays.
Over 330,000 people are using transit daily
(+15,000 or 5% from last update May 2022)
Travel Demand: The Big Picture

Overall demand for intra-region travel likely remains **LOWER** than Pre-COVID due to continued impact of work from home
Travel demand likely remains lower because of fewer office commute trips

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

Will workplace trips continue to gradually trend up?

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
Ridership recovery remains low in Vancouver’s Metropolitan Core

Average Weekday Journey Starts by Neighbourhood vs Pre-COVID

- Change in recovery since last update May 2022 (pct point)
- Only neighbourhoods with >10K avg daily pre-COVID journeys shown

Recovery Level
- > 85%
- 80 to 85%
- 70% to 75%
- 65% to 70%
- 60% to 65%
- < 60%

Source: TransLink
Ridership still relatively high in lower recovery areas

Despite lower recovery levels, Metropolitan Core neighbourhoods still have relatively high average weekday ridership.
System-wide ridership recovery is lowest on weekdays during peak commute times.
8% of total bus service hours have already been reallocated to reflect changes to transit demand
We will be reallocating additional bus hours in September 2022 and January 2023 to address bus overcrowding. Overcrowding on the bus system is significantly lower than pre-COVID BUT has been increasing as ridership returns.
If ridership recovery levels remain stable going forward, we expect that 2023 ridership will be well-matched with 2023 service.