

TransLink Quarterly Board Meeting

September 28, 2022



Opening Remarks

Lorraine Cunningham,
Board Chair





Public Delegations

TransLink Management Report

Kevin Quinn, CEO

September 28, 2022





Truth and Reconciliation Week

September 26 – 30



Our customers are continuing to come back to the system

System-wide journeys have reached

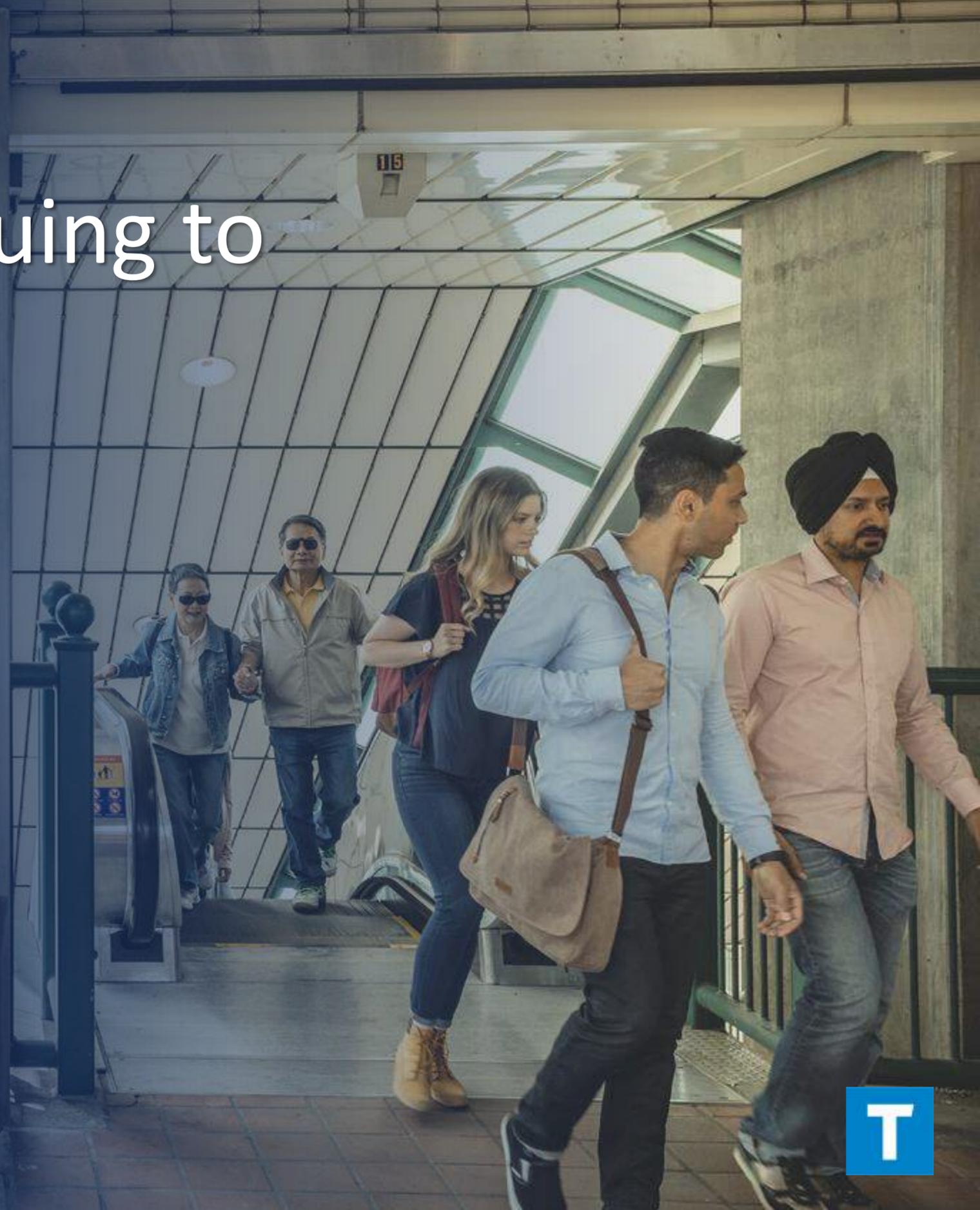
77%

of pre-pandemic levels.

The southeast subregion has reached

104%

of pre-pandemic levels.

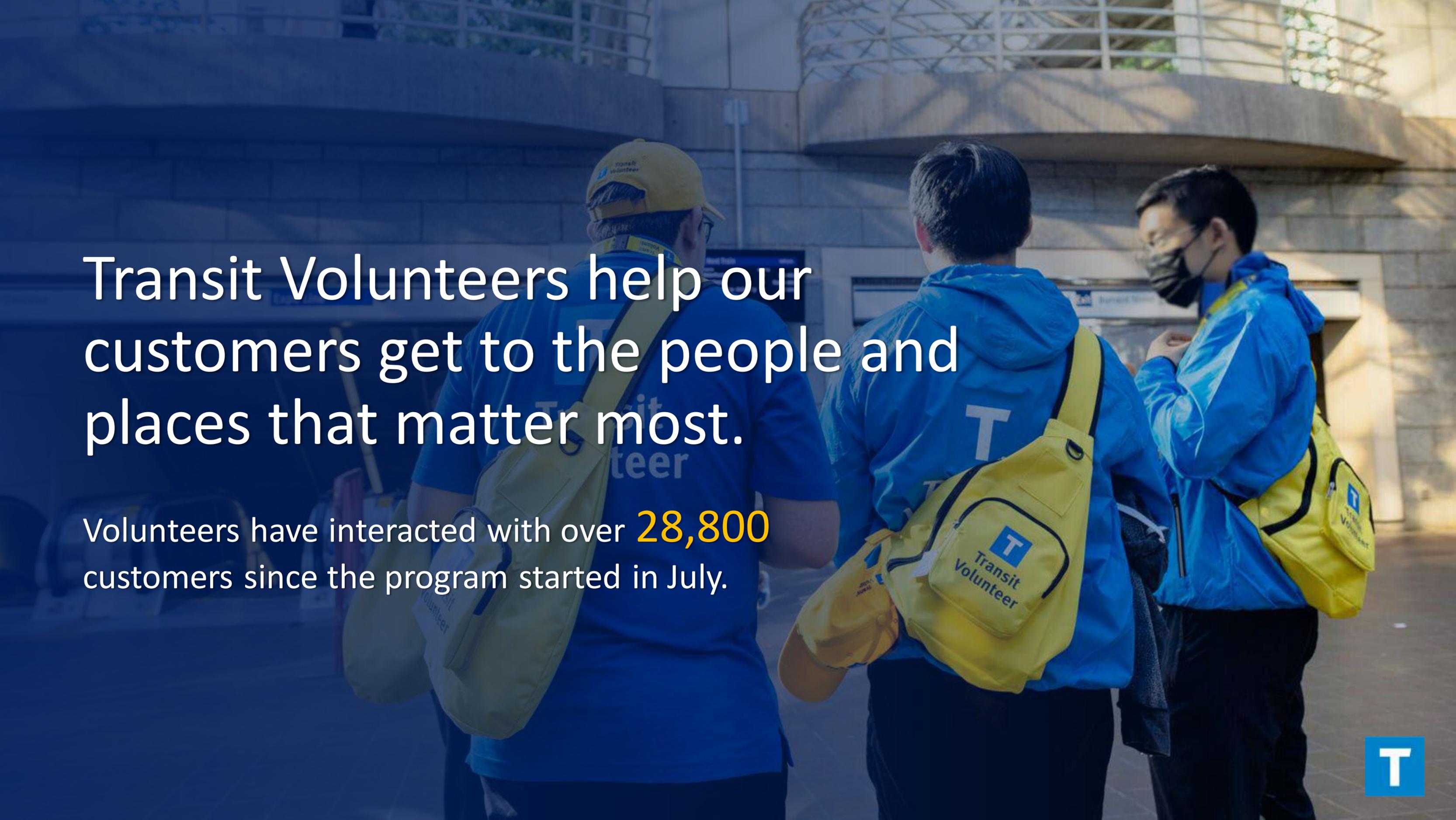


900 Bike Bus Pilot

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.



The image shows three transit volunteers from behind, standing in a transit station. They are wearing blue shirts and yellow messenger bags with the 'T' logo and 'Transit Volunteer' text. The volunteer on the left is wearing a yellow cap and glasses. The middle volunteer is wearing a blue jacket. The volunteer on the right is wearing a black face mask and glasses. The background shows a stone building with a curved walkway and a sign for 'Harvard Ave'.

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+

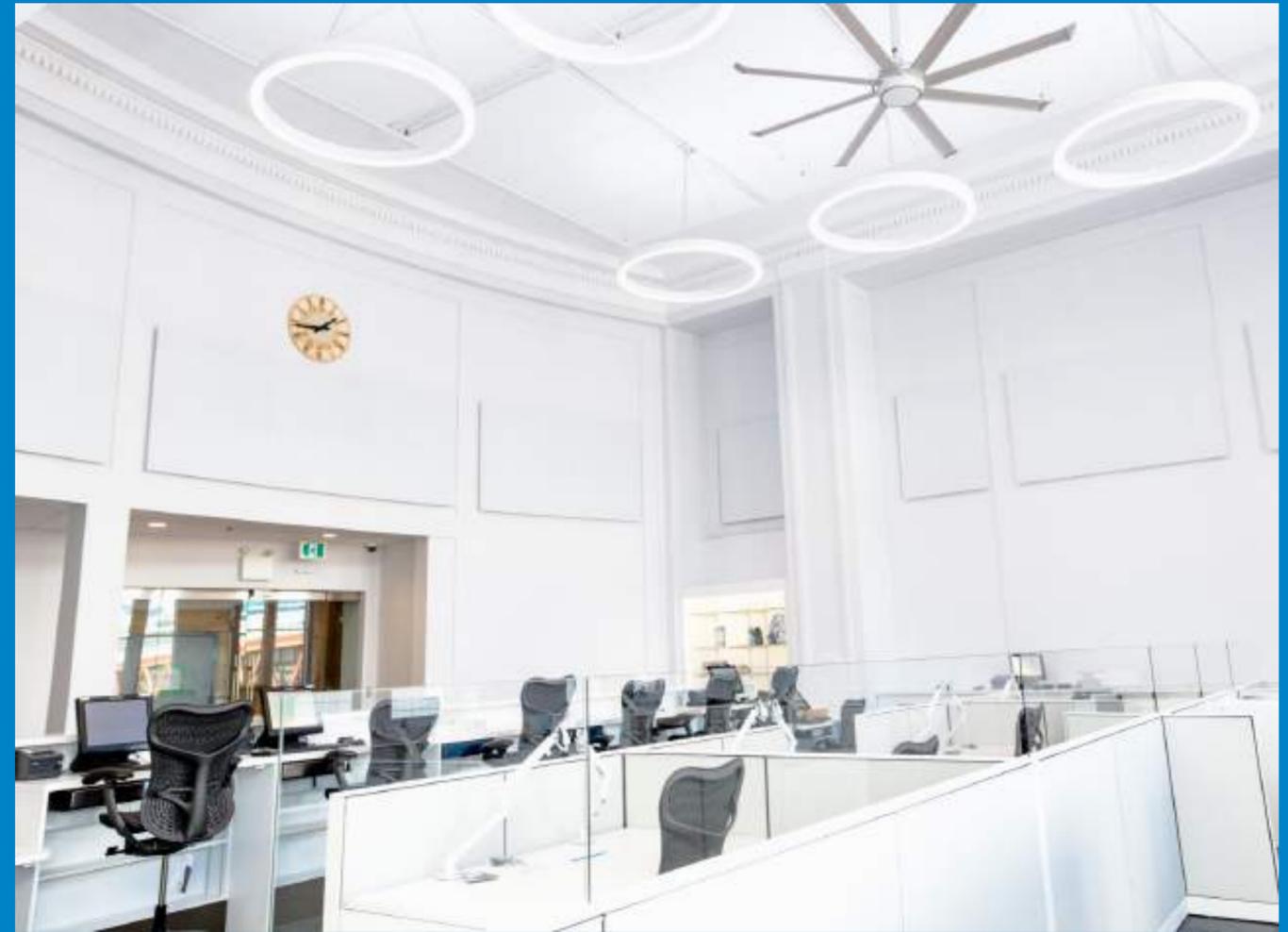
Car Free Pledges gathered

PLEDGE
WALL

CAR FREE DAY
Presented by TRANS LINK



NEW TransLink Customer Service Centre





**We're hiring!
Put your career
in motion.**

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 

BC Rapid Transit Company

Mike Richard, Acting President & General Manager



bcrtc An Integrated
Rapid Transit Company



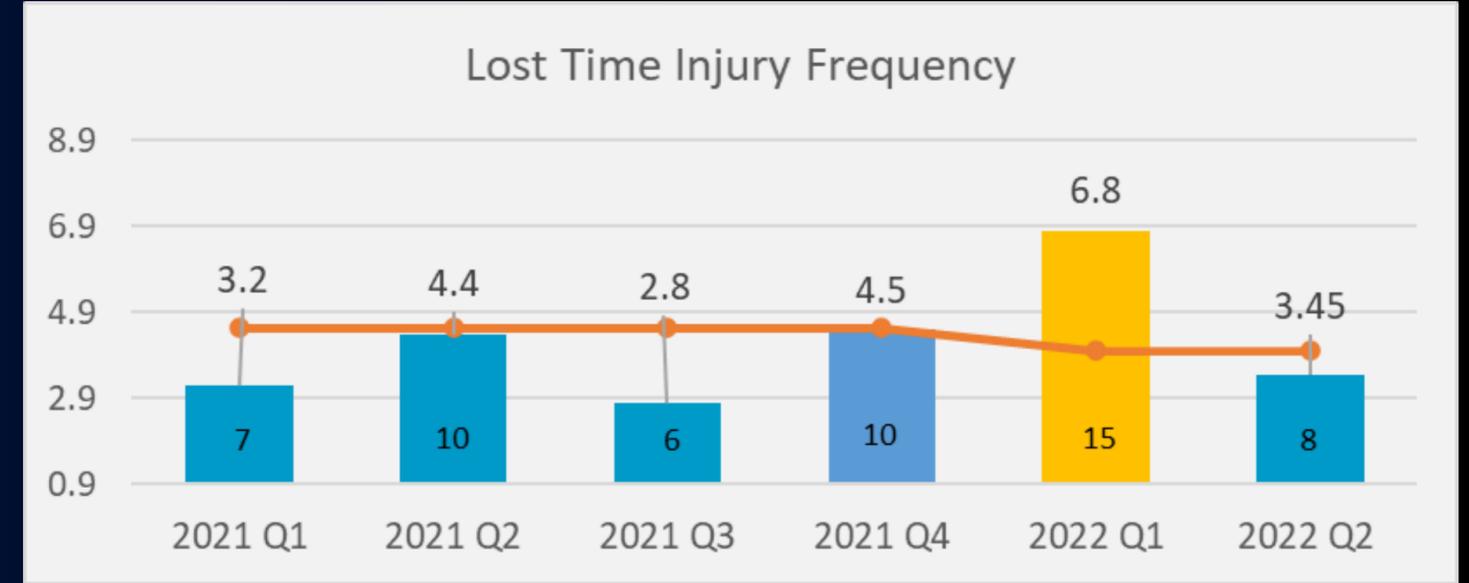
- **Safety**
- **On-time Performance**
- **Ridership**
- **Maintenance Update**
- **Capital & Major Projects**
- **SkyBridge Joint Replacement**
- **Employee Recognition**

**BCRTC 2022
Q2 Update**



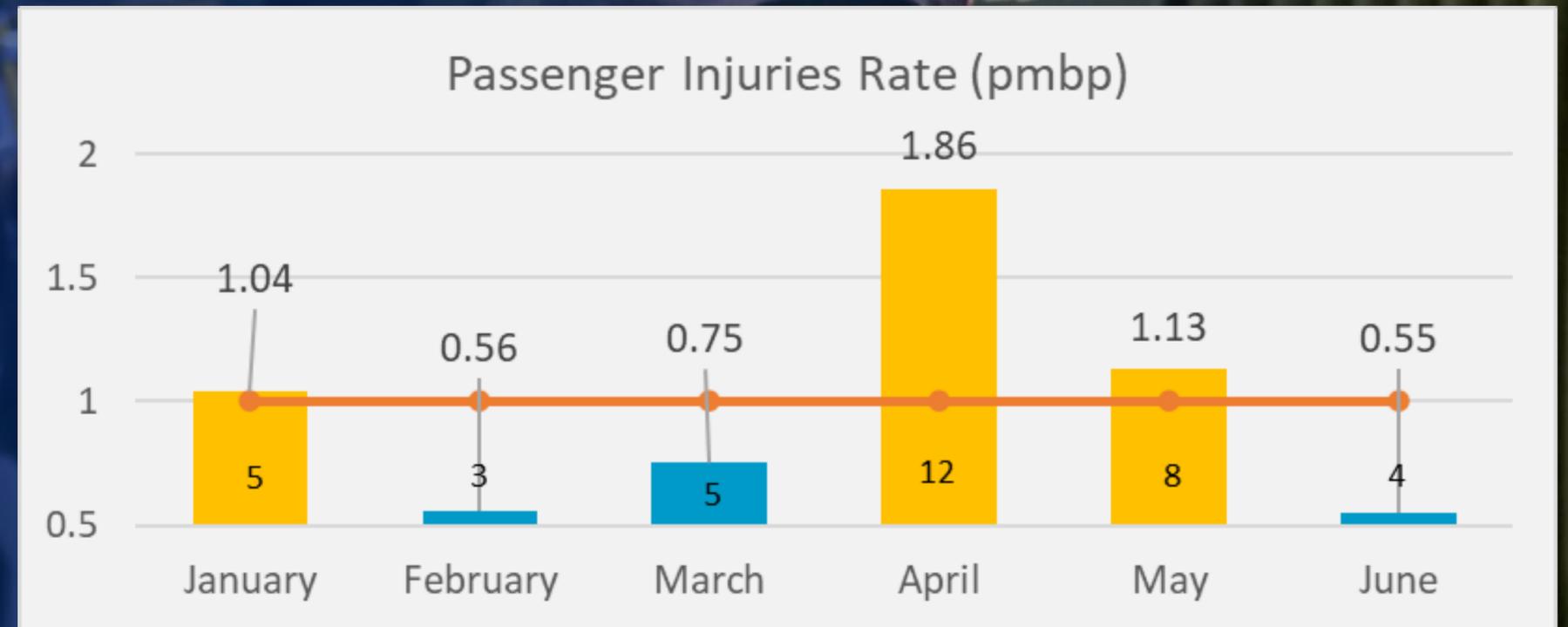
Safety – Lost time injuries

- 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

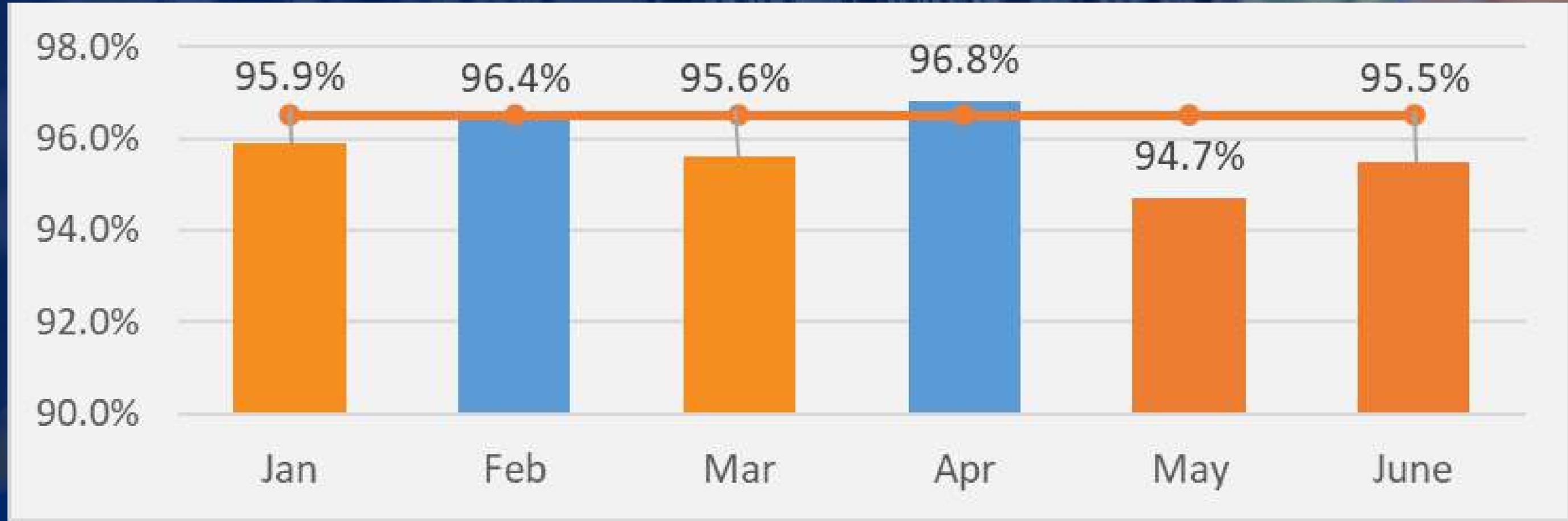


Safety – Passenger Injuries

- 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.



On-Time Performance

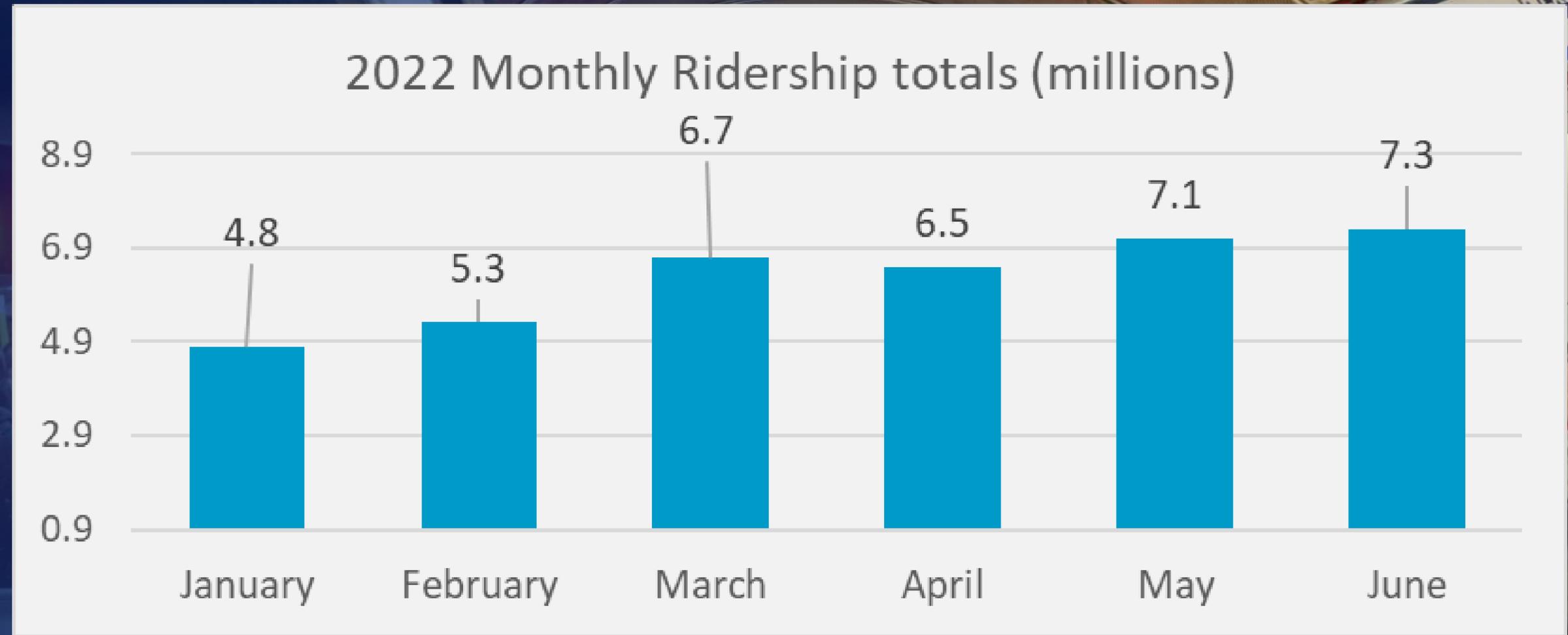


- Q2 OTP of 95.7% is below target of 96.5%
- OTP mainly affected by a train dislodgement at Scott Road, medical emergencies, train issues, track issues and several passenger caused incidents



Ridership

July and August – 15M boardings



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



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

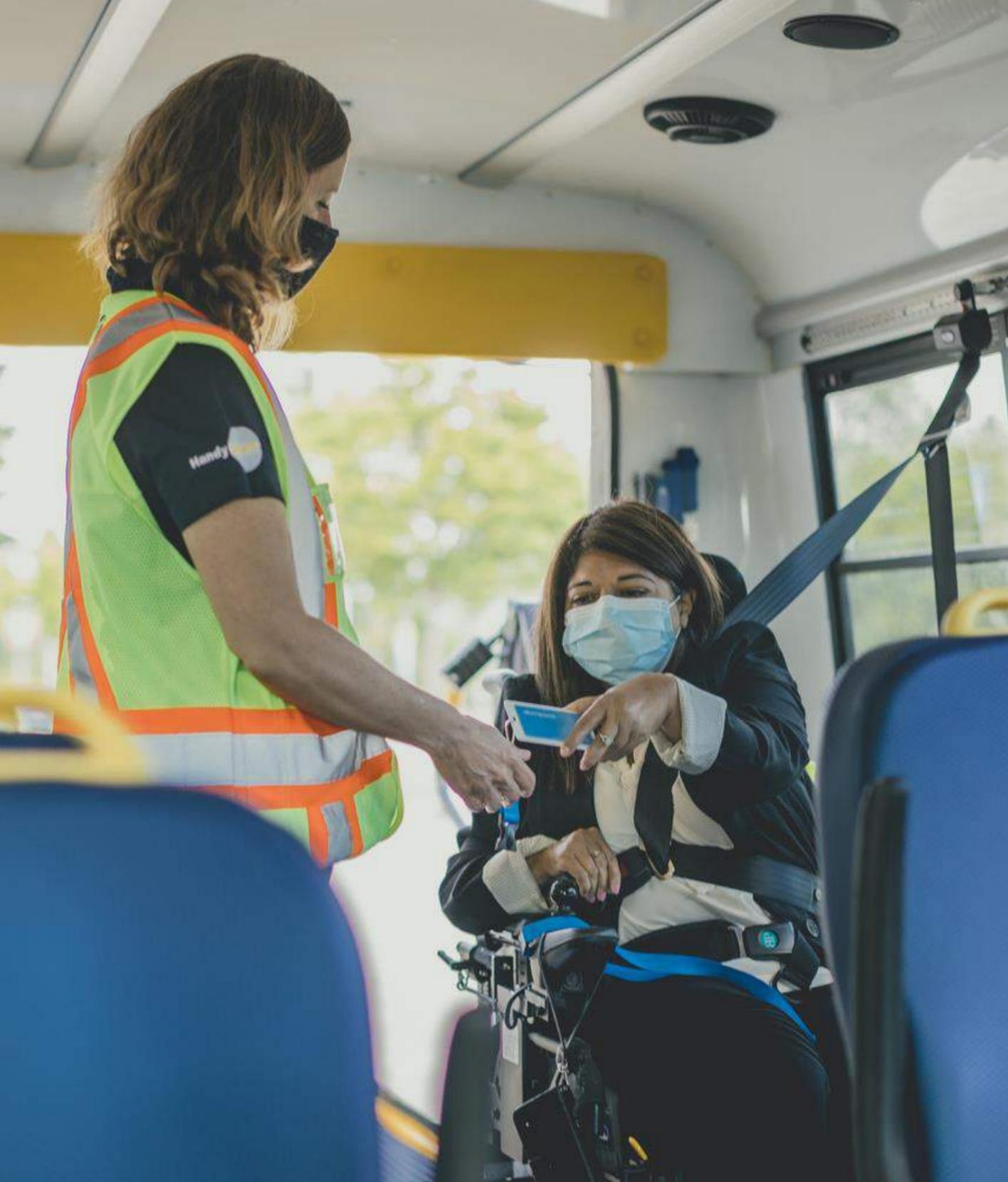
Identifying the hazards

- **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**



Together all the way



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



***SFU to Production Way –
Burnaby***



***UBC to Broadway –
Vancouver***



***Hastings to Commercial –
Vancouver***

New vehicles for Transit Security

Hybrid Ford Explorer patrol vehicles

- Arriving late this quarter

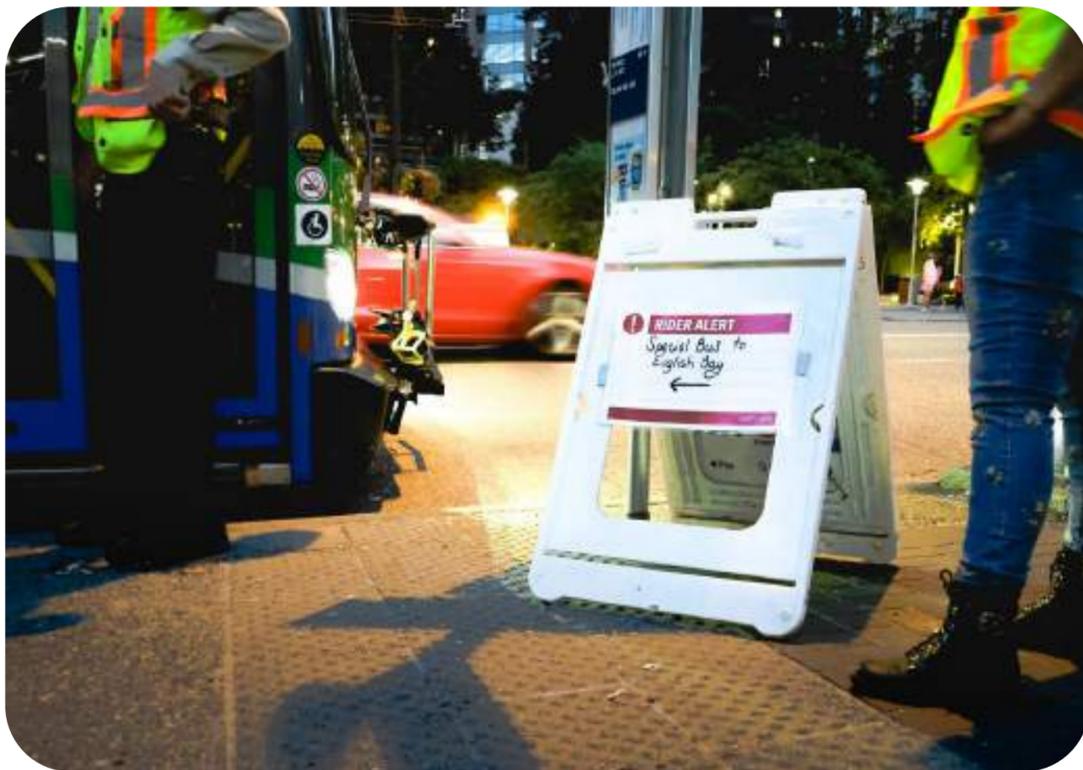
Vehicles will enable CMBC to:

- 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!



Together all the way





Focusing on our people

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

Raagini Appadurai, EDI Program Manager

**FIRST
FOCUS:**

EDI education → Leadership workshop series on developing an EDI lens

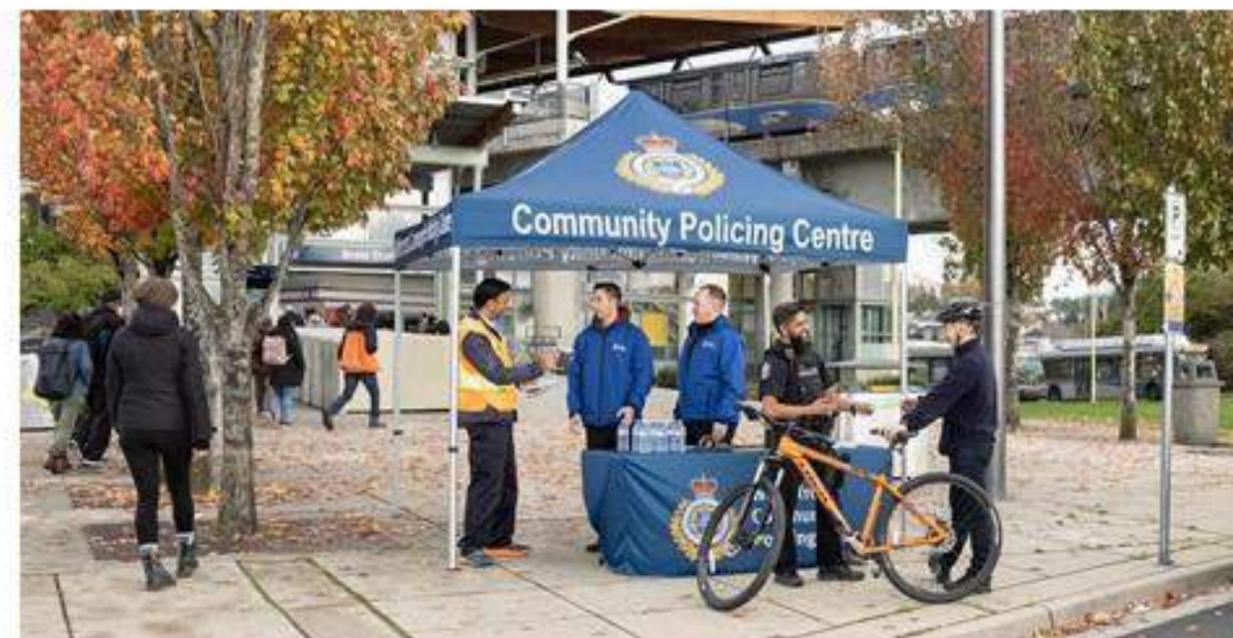
Katie Panesar, Manager, Psych. Health & Wellness

**FIRST
FOCUS:**

Raise awareness of supports → Brochure on return-to-work process for employees







Transit Police Update September 2022



METRO VANCOUVER
**TRANSIT
POLICE**

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%



MVTP Priority: Reducing Sex Offences



Metro Vancouver Transit Police ✓
@TransitPolice

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](#)

You have the right to feel safe.

If you witness or experience any type of sexual assault or harassment, unwanted touching or gestures, please report it.

Text the Metro Vancouver Transit Police at **87-77-77**, or phone us at **604.515.8300**. In an emergency call **911**.

transitpolice.ca

3:47 PM · Aug 16, 2022 · Twitter Media Studio



Metro Vancouver Transit Police ✓ @TransitPolice · 49s

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



Safety Education/Outreach

 City of Port Coquitlam 
@CityofPoCo

In partnership with @icbc, @TransitPolice, @TransLink & @cqrmp, 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

Metro Vancouver Transit Police Retweeted



[#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



julien Ponsioen and 8 others

11:57 AM · Sep 2, 2022 · Twitter Web App

Metro Vancouver Transit Police Retweeted



[#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



Metro Vancouver Transit Police and 9 others

1:04 PM · Sep 3, 2022 · Twitter for iPhone

Metro Vancouver Transit Police Retweeted



[#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



Metro Vancouver Transit Police and 9 others

1:18 PM · Sep 4, 2022 · Twitter Web App

Pulling Together Canoe Journey



International Association of Women in Policing Conference



International Conference on the Observation, Analysis and Prevention of Insecurity

7TH INTERNATIONAL CONFERENCE ON **OBSERVATION, ANALYSIS AND PREVENTION OF INSECURITY**

SAVE THE DATE
October 4 to 6,
2022

UIC
16 rue Jean Rey
75015 Paris, France

SECURITY IN MOBILITY



Communications Centre Recruitment



Metro Vancouver Transit Police Retweeted



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](#)



Metro Vancouver Transit Police and 9 others



Recruitment Info Sessions





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



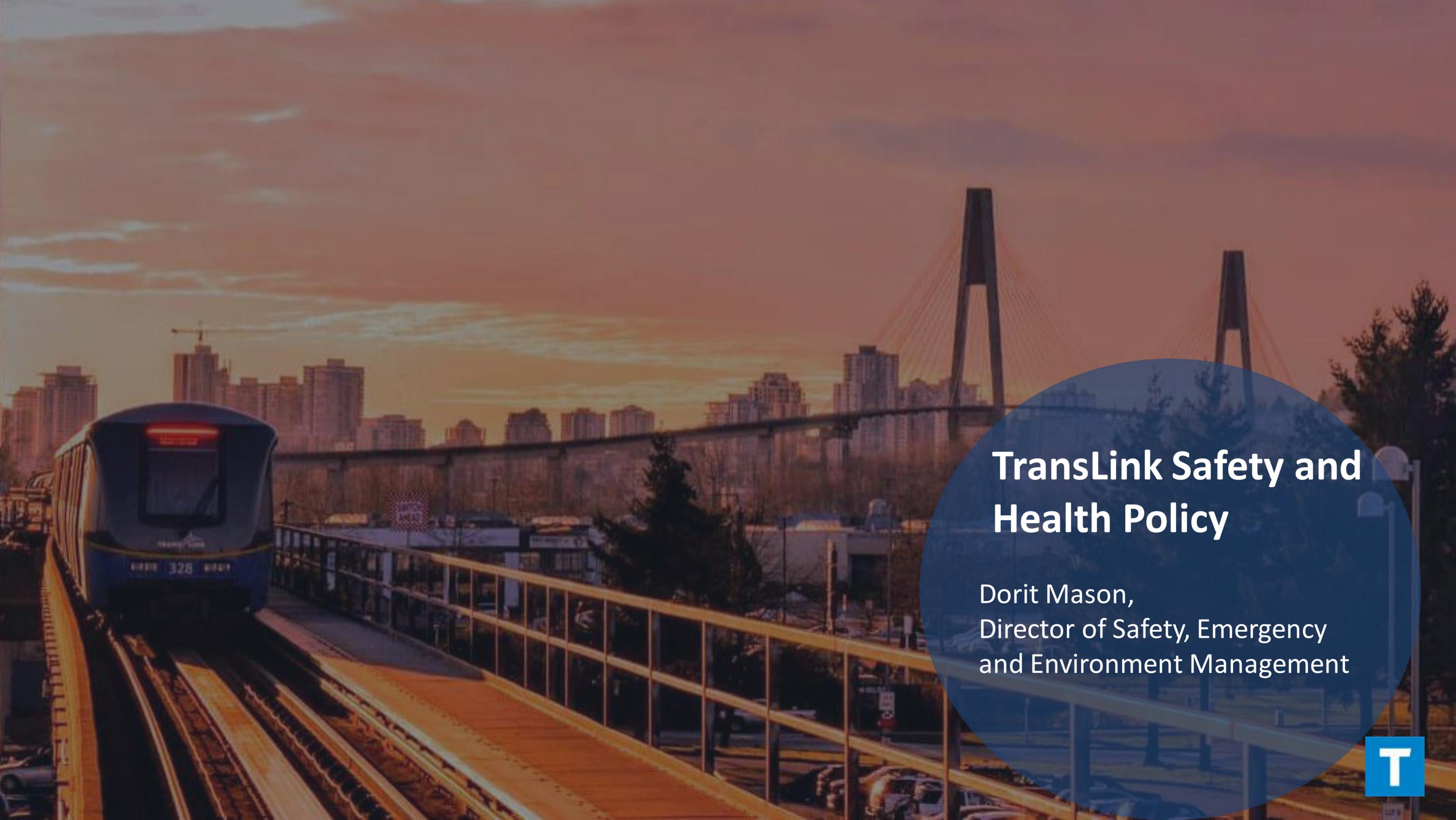
Planning, Communities and Communication Committee Chair Report

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 carrying a large black backpack. The background is a blurred, modern transit station with green and blue lighting. A blue circular graphic is overlaid on the left side of the image, containing white text.

Human Resources and Governance Committee Chair Report

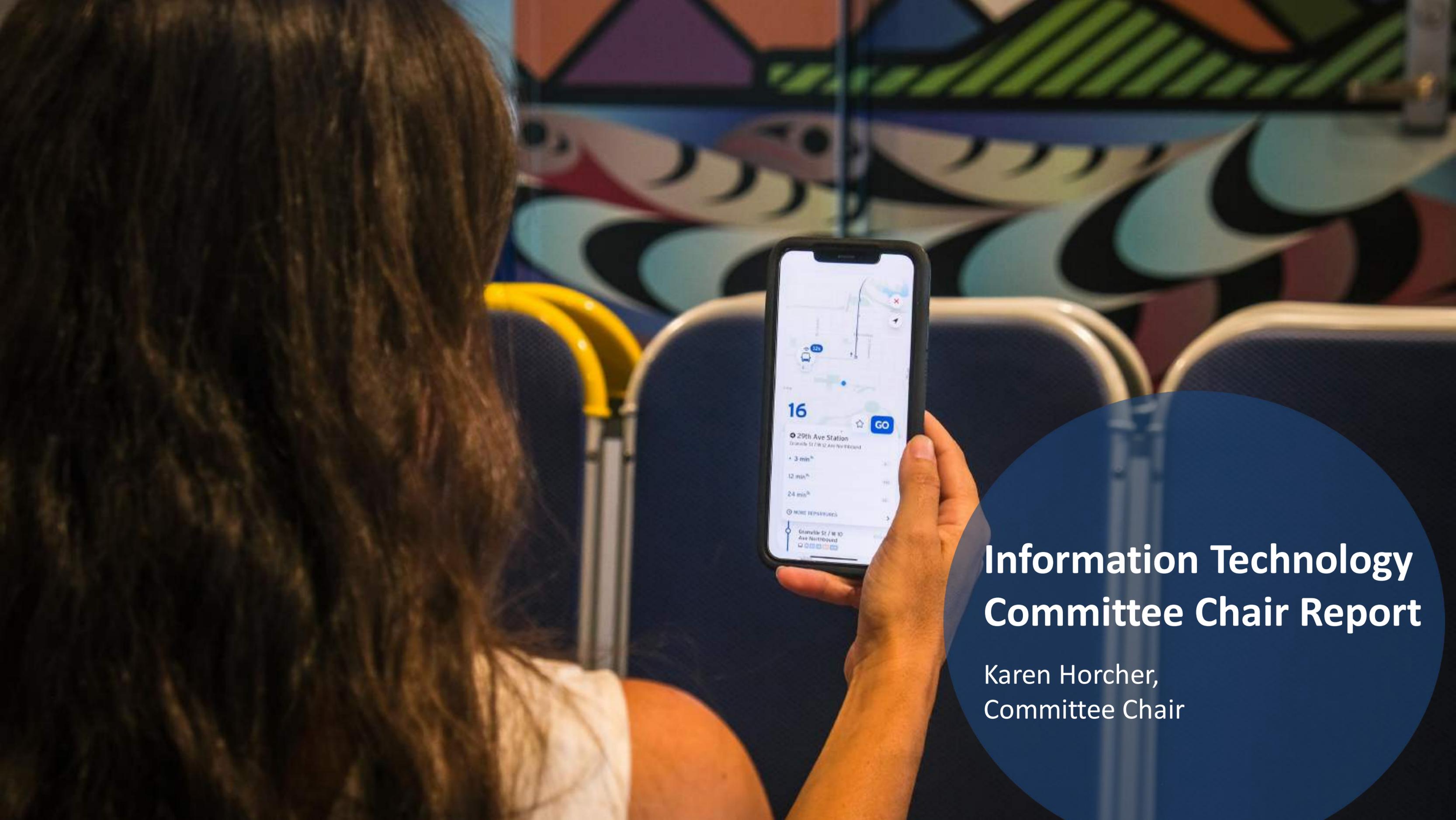
Marcella Szel,
Committee Chair

A TransLink train is shown from a rear perspective, traveling across a cable-stayed bridge. The scene is set during sunset, with a warm orange and pink sky. In the background, a city skyline with various high-rise buildings is visible. The bridge has two prominent pylons. The train is blue and white, with the number '328' visible on its rear. A blue circular graphic is overlaid on the right side of the image, containing the title and speaker information.

TransLink Safety and Health Policy

Dorit Mason,
Director of Safety, Emergency
and Environment Management





Information Technology Committee Chair Report

Karen Horcher,
Committee Chair

Ridership Update

September 28, 2022

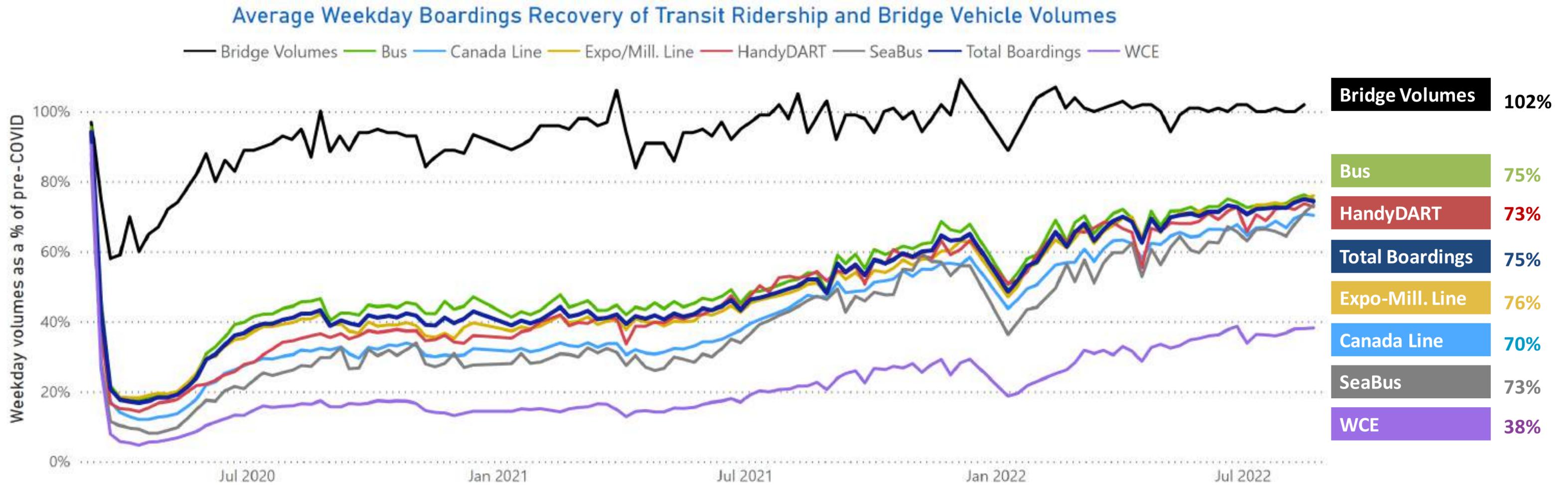
Board of Directors Meeting September 28, 2022



Together all the way



Transit ridership recovery continues trending upward week over week, now at 75% for average weekdays



Over 330,000 people are using transit daily

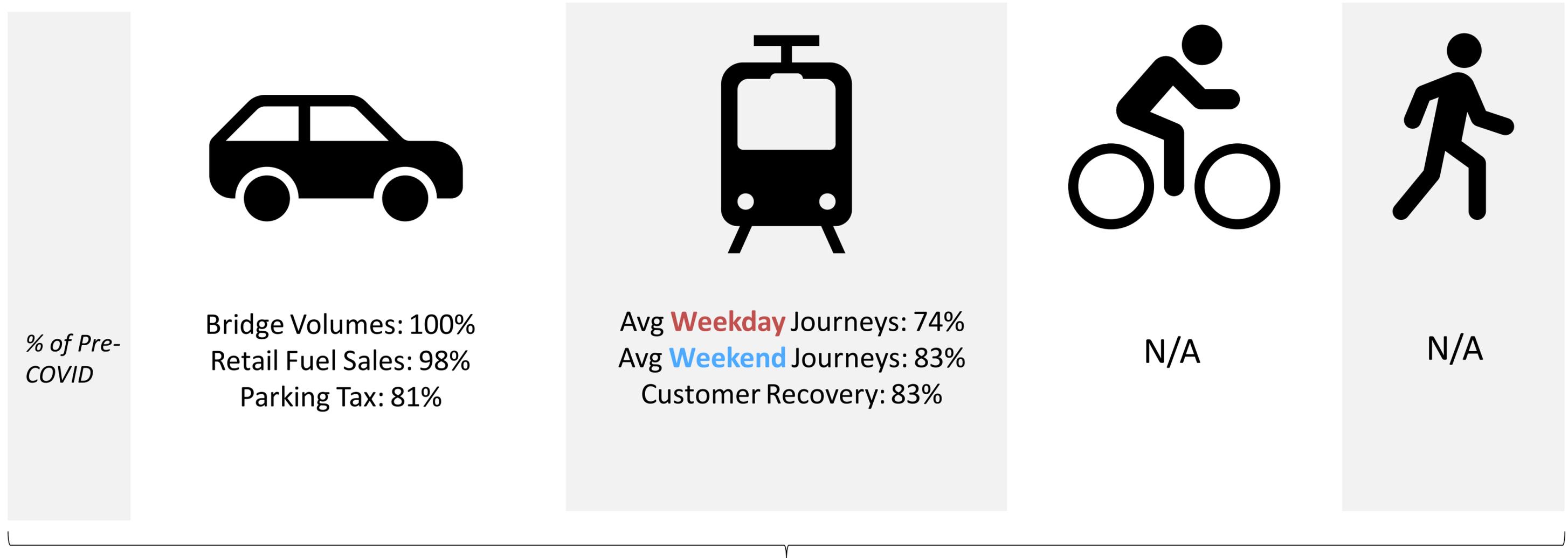
(+15,000 or 5% from last
update May 2022)



Together all the way

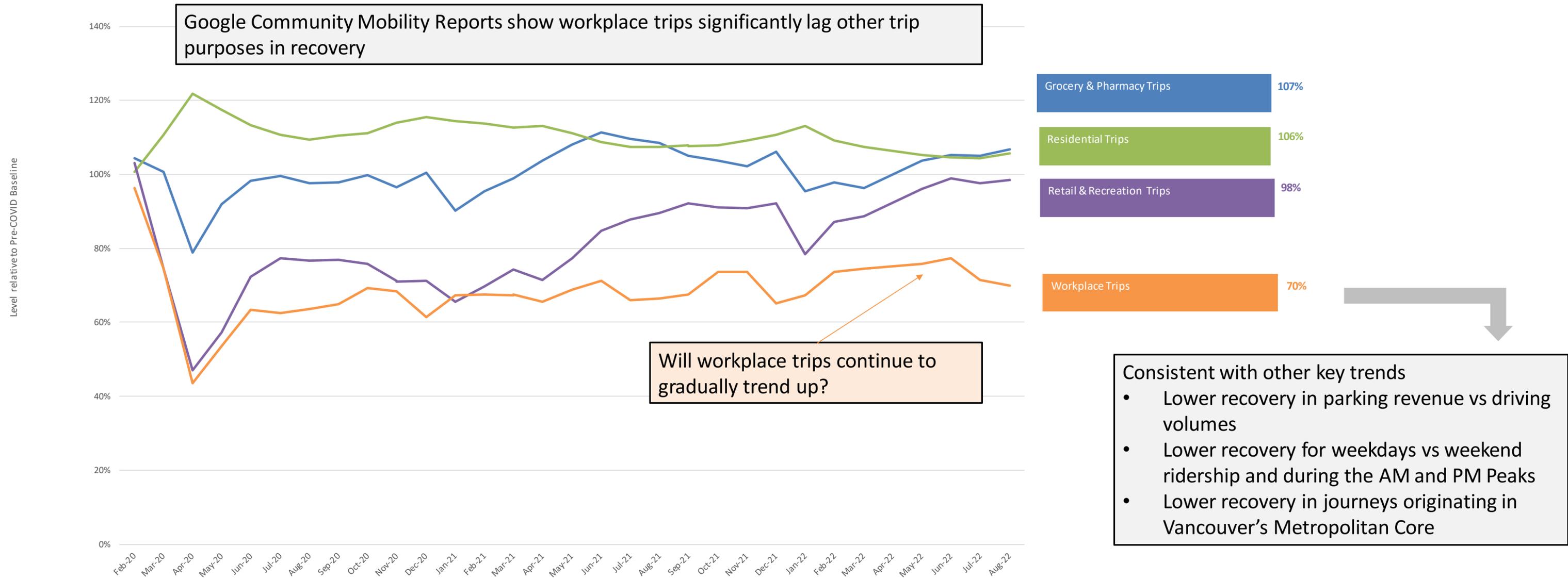


Travel Demand: The Big Picture



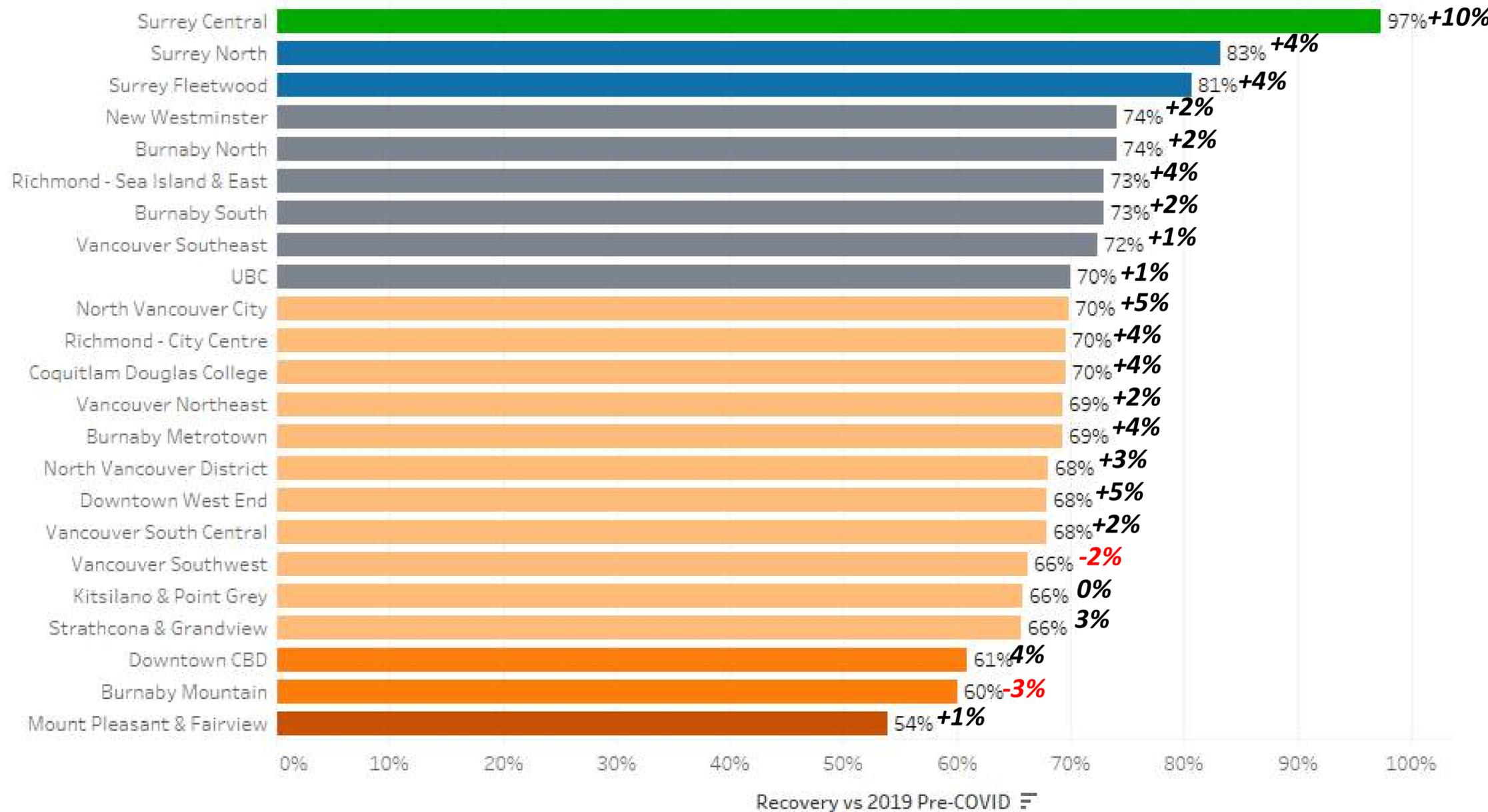
Overall demand for intra-region travel likely remains **LOWER** than Pre-COVID due to continued impact of work from home

Travel demand likely remains lower because of fewer office commute trips

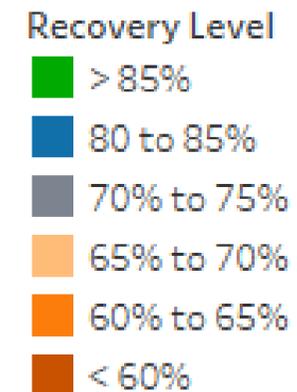


Ridership recovery remains low in Vancouver's Metropolitan Core

Average Weekday Journey Starts by Neighbourhood vs Pre-COVID



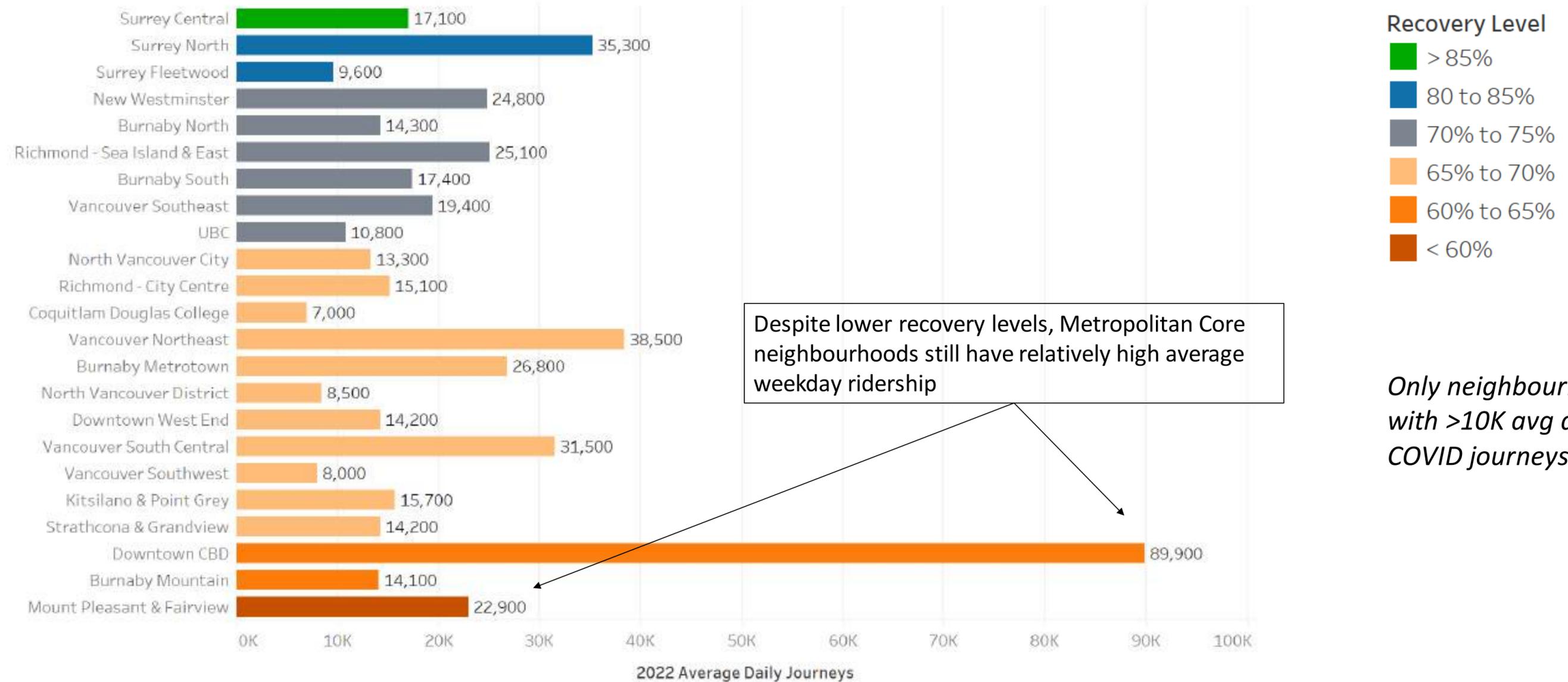
Change in recovery since last update May 2022 (pct point)



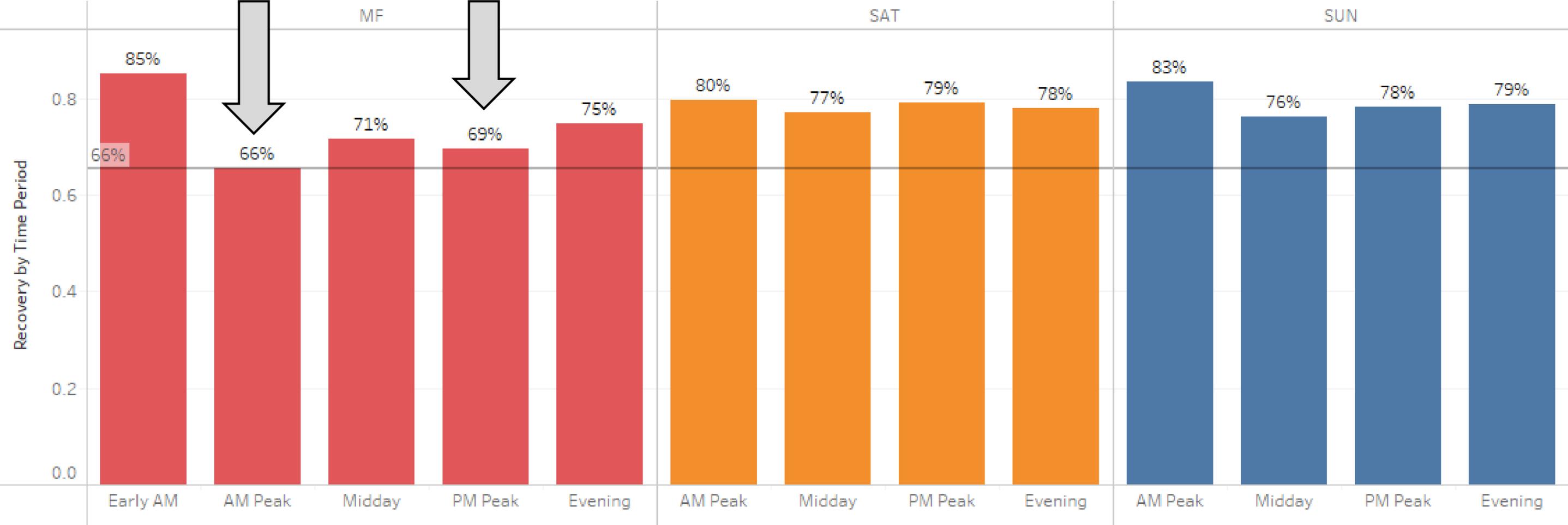
Only neighbourhoods with >10K avg daily pre-COVID journeys shown

Ridership still relatively high in lower recovery areas

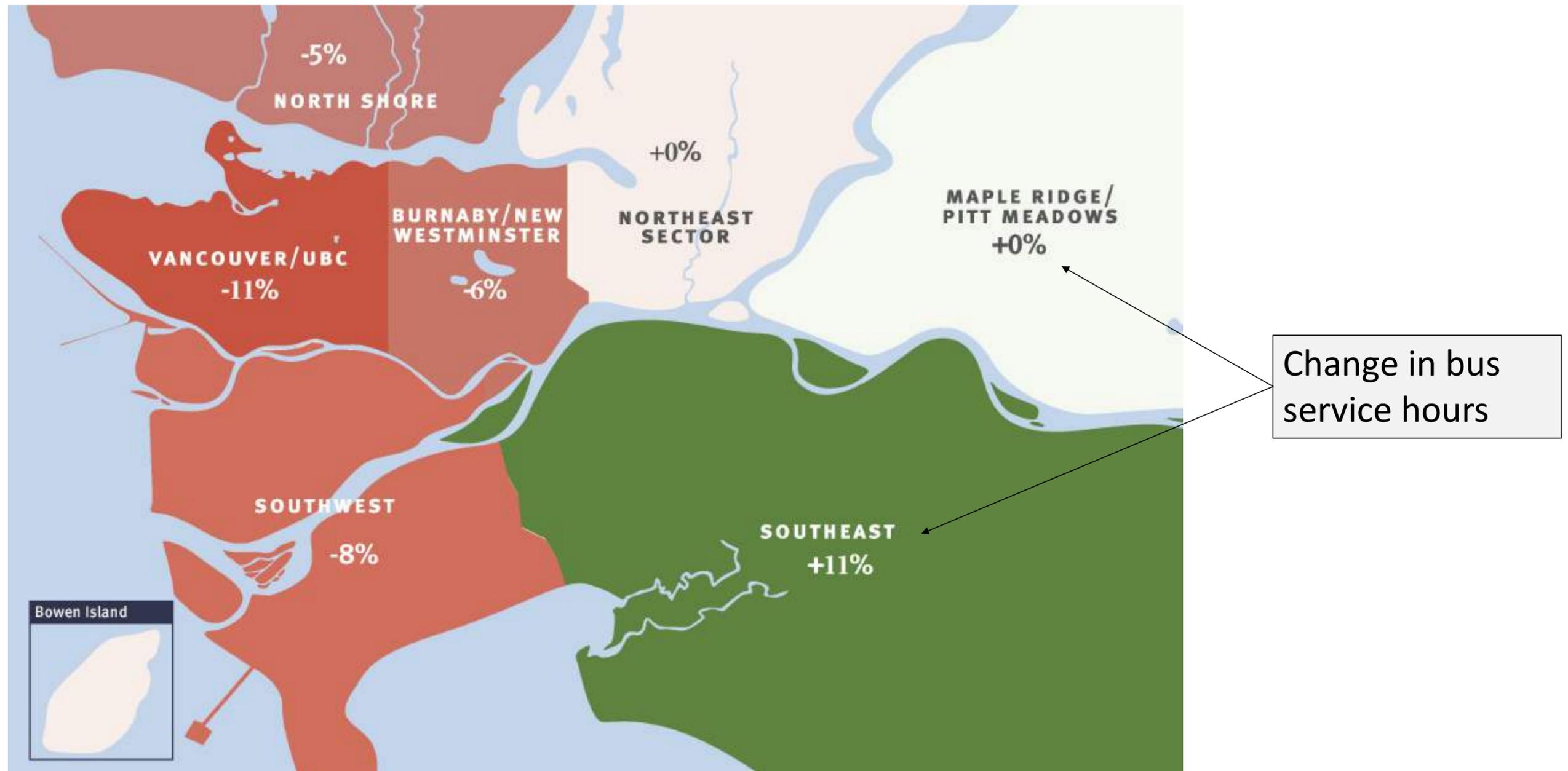
Average Weekday Journey Starts by Neighbourhood vs Pre-COVID



System-wide ridership recovery is lowest on weekdays during peak commute times

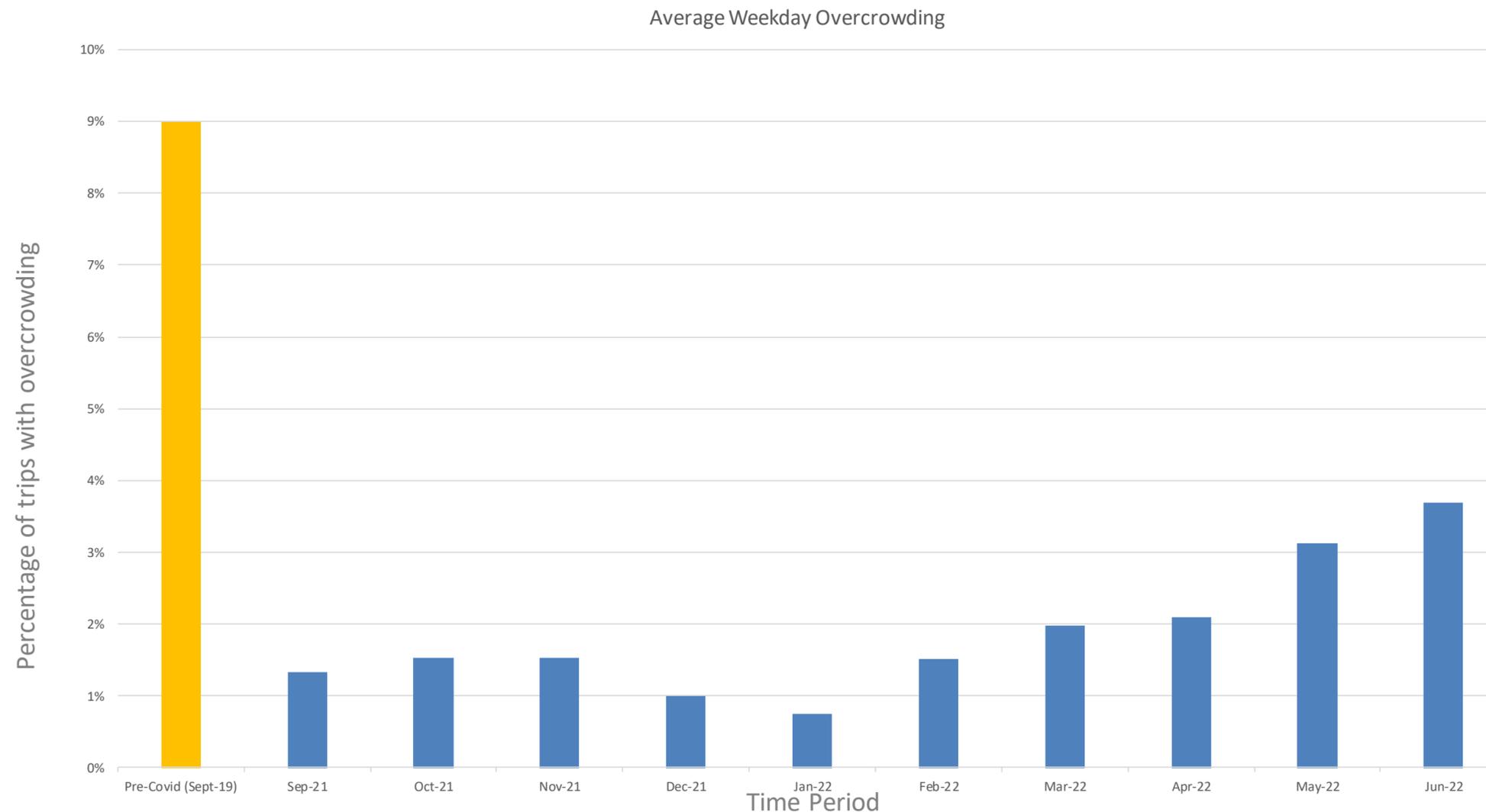


8% of total bus service hours have already been reallocated to reflect changes to transit demand



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

