Opening Remarks

Lorraine Cunningham,
Board Chair
Safety Minute
Public Delegations
TransLink Management Report

Kevin Quinn, CEO
June 22, 2023
TransLink’s Safety Campaign

Raising awareness of and encouraging customers to use Transit Police's text service.

Help when you need it.

Connect with Metro Vancouver Transit Police.

Text 87-777-77

604-515-8300 In an emergency, call 911
From June 17 to July 31, we're replacing two SkyTrain track switches near Gateway Station in Surrey.
The new Route 80 is an express bus route between the River District and Marine Drive Station.
Construction on the new R6 RapidBus corridor is underway and is expected to be in service by early 2024.
We're improving cycling infrastructure through the Municipal Funding Program.
Summer Service Changes will see increases on 11 bus routes.

Plus, starting June 30, the Bike Bus is back for the summer!
Car Free Days are back as part of our Ride & Shine Campaign.

Join us in New Westminster for the next Car Free Day!

**When:** Saturday, July 29 from 12:00 to 8:00 p.m.

**Where:** Columbia St., New Westminster
Our Community Roundtable Series builds important relationships with key communities.
Through the Commutifi Program, organizations can better understand and manage the way their employees commute.
TransLink’s new podcast covers popular transit and transportation topics in Metro Vancouver.

Listen and subscribe wherever you get your podcasts! Visit translink.ca/podcast.
Thank you
BC Rapid Transit Company

Sany Zein
President & General Manager
• Deliver Excellent Service
• Achieve Future Readiness
• People & Culture
Deliver Excellent Service

Q1 Service

- Service Delivery: 99.6%
- On-time performance: 96%
- Customer Experience Rating: 8.6
Deliver Excellent Service

Gateway Switch Replacement

- Over 30 years old
- Critical to system resiliency
- Improves maintenance
- 45 days of single tracking
Deliver Excellent Service

Annual Grinding Program

• Critical maintenance to reduce noise levels, address rail wear, and enhance ride quality

• Started in April - annual program covers 120 kms of rail

• Focused on hot spots identified through inspections and rider/resident feedback

• Completed 80 kms of grinding to date
Deliver Excellent Service

Safety

- Increased frontline staff presence on the system
- Commemorating Day of Mourning
- Deep dive into lost time incident statistics
Achieve Future Readiness

OMC1

Burnaby Operations Control Centre

OMC4

Facilities
Achieve Future Readiness

Fleet

MK 5

WCE
People & Culture

New VP, Maintenance & Engineering

- Introducing Matt Doyle
- Over 15 years’ experience in transit
- More than a decade with BCRTC Maintenance
- Effectively delivered maintenance and capital projects
People & Culture

Employee Engagement

Show up and Follow up

Safety

Workplace and tools
People & Culture

Showing Our Pride

- Our commitment to Equity, Diversity and Inclusion
- Company culture that celebrates and welcomes everyone
- Installation of Pride Crosswalk and gender-inclusive washroom signage
Thank you
Coast Mountain Bus Company

Michael McDaniel
President and General Manager
Agenda

• Bus and HandyDART Service Update
• Investing in our People
• Customer / Public Safety
  o Naloxone in action
  o Safety and security on the system
• Our Safety Plans at Work
  o Operator Protection Barriers
  o Heat Exposure Control Plan
  o SeaBus security exercise
Service update

Conventional bus system:
– 98% of service operated
– 85% of pre-COVID ridership

HandyDART:
– 98% of requested trips delivered
– 22% of trips delivered by taxi
– 92% On-Time Performance
Investing in our people

Supporting our employees throughout their career journey with CMBC.

<table>
<thead>
<tr>
<th>Program</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit Operator grads</td>
<td>198</td>
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<tr>
<td>Operator Refresher Training</td>
<td>324</td>
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<tr>
<td>Operator “Safe Driving Tune-up”</td>
<td>379</td>
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<tr>
<td>Incident Command System Training</td>
<td>100</td>
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<tr>
<td>Apprentice Program grads</td>
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<td>EDI workshop participants</td>
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<td>EDI e-learning completions</td>
<td>514</td>
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<td>UBC Leadership Program grads</td>
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</table>
Naloxone in action

– Within the first week of being equipped with a Naloxone kit, TSO Stephen Lebrechthausen put his training to the test

– Administered Naloxone to a member of the public and successfully revived them following an overdose
Safety & security

– 5 incidents in April prompted a full review of safety across the system

– **Quick response measures - Transit Security:**
  • Increased presence/visibility
  • Refocused activities
  • Provided safety info to customers

– **New measures for bus and SeaBus:**
  • Pre-recorded safety message
  • Decals to increase awareness of 87-77-77
Operator Protection Barriers

- Design finalized for perm. barriers for 431 conventional buses with temp. barriers

- **Timeline:**
  - 93.5% of fleet barrier-equipped by year-end
  - 100% of fleet barrier-equipped by 2025
Heat Exposure Control Plan

- Plan includes various mitigation strategies to keep employees on the road safe:

  • Safety Bulletins
  • TComm text messages to vehicles
  • Transit Supervisors hand out water bottles and stock crew rooms
  • Maximize a/c buses

- Installed Operator-facing fans on trolley bus fleet (no a/c)
Marine operational exercise – SeaBus

- In March, operational exercise occurred on *Burrard Otter II*

- Participants:
  - RCMP
  - CMBC teams
  - Transit Police

- Goal: train & assess emergency response procedures
Transit Police Report
June 2023
Community Safety Officer Recruitment
Community Safety Officer Recruitment

First Class
• 17 Weeks Training Commencing in late June

Second Class
• NOW HIRING
New CLA and Refresher Training
### Crime and Safety Stats – Q1 2023

<table>
<thead>
<tr>
<th>Category</th>
<th>Change</th>
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<tbody>
<tr>
<td>Boarded Passengers</td>
<td>Up by 37%</td>
</tr>
<tr>
<td>Volume of Crimes Against Persons</td>
<td>Down by 6%</td>
</tr>
<tr>
<td>Volume of Crimes Against Property</td>
<td>Down by 18%</td>
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High Visibility Deployments
Multi-Jurisdictional Investigation
Finance and Audit Committee Chair Report
Tracy Redies, Committee Chair
Planning, Communities and Communication Committee Chair Report

Andrea Reimer
Committee Director
Human Resources and Governance Committee Chair Report

Andy Ross, Committee Chair