

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

AGENDA

October 1, 2025

9:00 – 11:15 am

Virtual Meeting by Zoom

1. Call to Order
2. Public Delegations
3. CEO Report
4. BC Rapid Transit Company Report
5. Coast Mountain Bus Company Report
6. Transit Police Report
7. Finance and Audit Committee Chair Report
8. Planning, Communities and Communication Committee Chair Report
9. Human Resources and Governance Committee Chair Report
10. IT Committee Chair Report
11. Transit-Friendly Employer Program Update
12. Consent Agenda
 - 12.1. Annual Update of TransLink Corporate Safety and Health Policy
 - 12.2. Response to Public Delegations
 - 12.3. TransLink Bridges – Operations, Maintenance and Rehabilitation Report
13. Conclusion of the Public Board Meeting



TO: Board of Directors

FROM: Kevin Quinn, CEO

DATE: October 1, 2025

SUBJECT: Q3 2025 CEO Report

The purpose of this report is to provide a summary of TransLink's key activities from the past quarter.

TRANSLINK STRATEGIC PRIORITY: DELIVER TODAY

Mark V Train enters passenger service

On July 10, the first new Mark V train entered passenger service, marking an exciting milestone in SkyTrain's transformation to better serve Metro Vancouver's growing region. The five-car Mark V offers 25 per cent more capacity than existing trains, providing customers with a more spacious and comfortable ride.

To celebrate the launch, the Minister of Housing and Infrastructure, Gregor Robertson, representatives from Alstom, the TransLink Board, members of the Mayors' Council, and other dignitaries, including the artists whose Indigenous artwork is featured on the new vehicles participated in a ribbon-cutting ceremony. Following the ceremony, hundreds of customers gathered at Waterfront Station for an open house, where they toured the train, and received commemorative certificates and exclusive giveaways.



The design of the Mark V trains was shaped by feedback from a 2019 public consultation, resulting in more standing room and improved space for mobility devices, strollers, bicycles, and luggage. Among several new features, customers can also walk the full length of the train through its five connected cars without exiting.

The Mark V fleet is central to SkyTrain's future expansion, supporting the Province-built Broadway Subway and Surrey Langley SkyTrain extensions. By 2029, all 47 trains in this order will be in service on the Expo and Millennium Lines. These new vehicles will not only increase capacity across the network but also enable the gradual retirement of the original Mark I trains, many of which have been serving the region for nearly 40 years.

Fall Service Changes



On Monday, September 1, TransLink increased service frequency on 53 routes across Metro Vancouver as part of Fall Service Changes. This represents the beginning of the largest expansion of bus service since 2018, made possible through the 2025 Investment Plan. These increases add capacity on the region's busiest and most overcrowded routes while improving access to post-secondary institutions and industrial areas. Seasonal adjustments also reallocated service from summer destinations to schools and employment hubs to better match travel demand.

Nearly one-quarter of the total bus service expansion funded through the 2025 Investment Plan were introduced in September, with additional improvements scheduled on a quarterly basis.

Customer washroom opens at Metrotown Station

On September 22, TransLink opened a customer-facing washroom at Metrotown SkyTrain Station, following through on the number one requested amenity from our Customer Experience Action Plan engagement in 2022. As part of the 2022 Investment Plan, TransLink allocated funds to install, operate, and maintain customer washrooms at up to six key transit hubs.

Metrotown Station was identified as an ideal starting point because of its central location and cost efficiency of using a largely constructed facility. The washroom includes a dedicated Washroom Attendant to support cleanliness, comfort, and security, and features artwork by local artist Sandeep Johal.

Feedback from the Metrotown Customer Washroom will inform possible future washrooms, as well as the addition of Washroom Attendants at the two existing SeaBus customer washrooms.



PATTISON Outdoor becomes primary advertising provider across the transit system



On August 1, PATTISON Outdoor became TransLink's primary provider for advertising across the entire transit system, including buses, SkyTrain, SeaBus, and West Coast Express. As part of this agreement, new digital tools and dynamic advertising are also being introduced to improve how we share service alerts, emergency messaging, and customer updates in real time.

These upgrades support our efforts to improve efficiency and reduce operating costs. With more digital advertising and fewer paper ads, there will be less need for physical replacements, allowing transit staff to focus on other

key priorities across the system.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOMORROW

Expo Line elevator replacements



As part of TransLink's Maintenance and Upgrade Program, work is now underway to replace the original elevators on the Expo Line, building on the successful replacement of 37 original escalators. Many of these elevators have been in service for nearly 40 years.

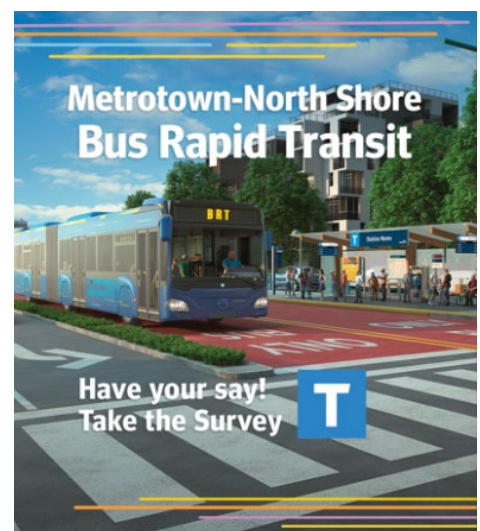
The new elevators provide 20 per cent more space, improving access for customers using mobility devices, strollers, bicycles, and luggage, and helping passengers move through stations more efficiently. They are also designed for greater reliability, featuring cooling systems to prevent overheating in hot weather and requiring less downtime for maintenance, reducing impacts for customers and staff.

Each replacement takes approximately four months to complete. Elevator upgrades are already in progress at Nanaimo and 22nd Street stations, with additional stations scheduled in the coming months.

Metrotown-North Shore Bus Rapid Transit public engagement

Between August 25 and September 21, TransLink conducted public engagement on the Metrotown to North Shore Bus Rapid Transit (BRT) corridor. The public consultation focused on improvements to the existing R2 service on the North Shore, public feedback on route options in Burnaby and Vancouver, and public priorities for station amenities.

The public engagement process included stakeholder briefings, as well as hosting five public open houses, 10 community events, engagement with bus operators, and a full suite of digital and physical materials to households across the corridor. Later this year, TransLink will release a "What We Heard" report prior to making a preferred alignment recommendation.





TRANSLINK STRATEGIC PRIORITY: DELIVER TOGETHER

Summer 2025 wrap-up

Throughout the summer, TransLink strengthened community connections, encouraged transit and active transportation use, and celebrated the role of transit in the region.



From June 25 to September 30, the Next Stop: Summer ridership campaign featured more than 50 self-guided, transit-friendly tours. Customers collected stamps in a branded Transit Passport for a chance to win a year of free transit, with passports available at the Waterfront Customer Service Centre and community events. TransLink also partnered with local businesses to offer discounts to participants.

TransLink also presented 10 Car Free Day Festivals across the region, including new events in Burnaby and Gastown. These vibrant street festivals drew an estimated 750,000 attendees and encouraged people to experience their communities by walking, cycling, and taking transit.

In August, more than 100 employees, family, and friends joined the PrideBus in the 47th annual Vancouver Pride Parade in support of 2SLGBTQIA+ communities. Decorated with colourful 16-bit unicorns and transit modes, the PrideBus entered regular service after the parade, extending the celebration throughout the summer. To support travel on parade day, Expo and Millennium Line service was increased.



TransLink also partnered with the PNE Fair from August 16 to September 1, offering discounted admissions on select days for transit users. The Fair featured a TransLink exhibit with this summer's outreach bus, a double-decker bus tour, a vintage 1957 bus, and a Next Stop: Summer interactive map wall. TransLink also supported the PNE Express Mini Train, branded with summer ridership campaign decals, and provided express bus service to improve connections to

the Fair.

TransLink releases limited-edition collectable trading cards

On August 8, TransLink launched its first-ever series of limited-edition collectible trading cards to engage riders, spark conversation about transit, and build community connections. The launch event at Waterfront Station drew hundreds of people, some arriving as early as 5:30 a.m., and saw 800 starter packs distributed, with trading activity immediately taking place in the station concourse.





The inaugural set features five unique transit vehicles, including rare cards such as the Mark I SkyTrain and West Coast Express locomotive. Cards were distributed at summer events such as Car Free Days and the PNE, through frontline staff, and via social media giveaways, including hidden “transit passport” and trading card packs placed across the system for customers to discover.

The initiative has generated an overwhelmingly positive response from both customers and staff, with strong enthusiasm and numerous suggestions for future card designs and potential game concepts.

Transit Friendly Employer reaches 50+ employers



TransLink’s Transit-Friendly Employer (TFE) program now includes more than 50 organizations, representing nearly 15,000 employees receiving subsidized transit passes. The program recognizes Metro Vancouver employers who are leading the way in building a more sustainable, connected, and climate-friendly region. By offering transit as a workplace benefit, TFE employers provide their teams with a smarter, greener, and more affordable way to get to work.

Launched in late 2022, TFE was the first program of its kind in Canada to officially certify companies for their commitment to sustainable commuting. Certified employers can display the Transit-Friendly Employer stamp on websites and job postings—helping them attract talent while showcasing their dedication to a cleaner environment. The program brings together organizations of all sizes and sectors, from those with just a handful of staff to those with more than 26,000 employees. Participants include well-known organizations such as YVR Airport Authority, Lush Handmade Cosmetics, Vancouver Coastal Health, Rivian Automotive, Herschel Supply Co. Canada, and Grouse Mountain.

I am pleased to provide this BCRTC update report to the TransLink Board of Directors.

The first half of 2025 has seen our teams achieve several key milestones on the capital and maintenance side. Many important customer-facing and infrastructure work have progressed as we continue to ensure we build on our strong foundations to continue delivering excellent rail services to our customers every day. As the end of the quarter neared, the teams involved with Mark 5 testing were excited to finally welcome passengers on board as they completed the train's final testing phases. The introduction of this Mark 5 is transformative for our business, our customers and our future service delivery.

BCRTC Objective: Deliver Excellent Service

Service

SkyTrain service on the Expo and Millennium lines remains frequent, reliable, and safe. In Q2, our service delivery continued to perform above expectations while improvements to our on-time performance (OTP) score continues to move it closer to target. In Q2, trains were on-time 94.5% of the time and delivered 99.7% of our scheduled service. Optimization of on-train operations training procedures introduced in Q1 to minimize customer impacts continued this quarter. Utilization of the new training platform at OMC3 has improved OTP times due to removing portions of required manual driving exercises for STA training and hostler evaluations away from the mainline track. This initiative also helps provide additional capacity to deliver more required training for this group of employees.

In Q2, West Coast Express ridership grew an impressive 4.5% from the previous quarter with 445,000 boarding from April to June. SkyTrain ridership was 26.6M (up 4.1%) on the Expo and Millennium Lines and 10.1M (up 2.5%) on the Canada Line compared to Q1.

The SkyTrain customer satisfaction survey score in Q2 was better than target (8.2) with a score of 8.4. There were improvements shown in several categories with the largest improvements in "Not Overcrowded", "Delays Announced" and "Helpful Staff".

Passenger injuries continued to be better than target (1.0), maintaining our positive results from the previous quarter. In Q2, the passenger injury rate was 0.8 incidents per million boarded passengers, with most incidents occurring as a result of falls on escalators and stairs. With the wetter weather expected in the later months of the year, work by enterprise teams has begun on a winter safety campaign for our customers. SkyTrain Attendants continue to be vigilant, supporting customers experiencing physical and mental health issues by leaning into their first aid and situational awareness training on platforms as required.

Escalator availability scores this quarter remained above 94.5%. While this is a strong performance, it remained below the target of 95.3% for two quarters. Elevator availability continues to perform well with 99.5% availability compared to the target of 98.5%. The Elevating Devices team continues to be proactive in addressing the root cause of issues with focus this quarter on faults on devices at Surrey Central Station.

State of Good Repair

Our rail grinding program completed 54 km of rail maintenance work in Q2, to mitigate noise emissions. The focus this quarter is on the Millennium Line. The systemwide average noise level has reduced from approximately 85dB in

Q1 to 83dB in Q2. We also replaced 300 metres of rail, completed a full switch replacement, and began work replacing power rail in the Scott Road to King George area.

The SkyTrain Station re-coating project wrapped up work at 22nd Street, Surrey Central, and Edmonds stations. The focus of the program now moves to Holdom Station.

The Expo Line escalator project was completed with the opening of the Commercial-Broadway escalator at the end of June. This project fully replaced all 39 escalators on the Expo Line – the oldest and most used on our system. Focus now shifts to replacing Expo Line elevators at 15 stations, and work has already begun at Nanaimo and 22nd Street Stations. Once complete, all original Expo Line elevators will have been replaced. The new elevators will be:

- More spacious with extra room for customers with mobility devices, strollers, bikes, and luggage
- More reliable due to reduced downtime required for maintenance
- More weather-resilient in warm weather

BCRTC Objectives: A Healthy, Motivated, and Fulfilled Team

Employee Safety

In Q2, the physical lost time injury frequency rate of 3.5 was better than the company's target of 3.9 injuries for every 200,000 hours worked, continuing the positive trend from the previous two quarters. Ergonomic-related injuries (muscle and joint strains) remain the main cause of injuries. The mental health claim rate was 0.3 for the quarter, which was also lower than the Q1 2025 rate.

The Safety department continues to conduct deep dives into injury trends and implement prevention plans. For mental health claims, staff continue to be supported through our benefits program in addition to our Critical Incident Support team, which provides employees with emotional and psychological support and outreach resources.

People and Culture

We are proudly maintaining high attraction and retention rates, and low retirement rates (from among those eligible), confirming that BCRTC remains a preferred employer. Our People Services team continues to work with TransLink to ensure we are prominent in the marketplace ahead of our readiness in 2026 to fill our expansion, maintenance, and operations staffing requirements.

Upgrading leadership skills is a key focus of our people and culture initiatives as we continue to grow ahead of system expansion. During the first half of 2025, 56 supervisors and managers have completed leadership training. A further 100 more leaders will complete the program during the second half of this year.

BCRTC Objective: Achieve Future Readiness

BCRTC continues to plan, support, and help deliver the rail system's major expansion program. This includes supporting the Broadway Subway and Surrey-Langley SkyTrain (SLS) projects, plus the new Operations Control Centre (OCC2), the new Operations and Maintenance Centre (OMC4), the new Mark V trains, and upgrades at OMC1. BCRTC's focus is on requirements-setting, design reviews, system integration, quality management, operational readiness, and testing/commissioning. Our team is continuously reviewing resourcing requirements in all departments to support system growth and to inform TransLink's annual budget and Investment Plan processes. Some highlights from the past quarter include:

Vehicle Maintenance Shop 3 (VMS3)

This project is located at our main Operations and Maintenance Centre (OMC1) and is being delivered by TransLink. VMS3 is scheduled to open by late 2025. The construction of the building structure is nearing completion. Work inside the building in Q2 consisted of floor and maintenance pit completions, installation of industrial and fixed (vacuum

system, podium, crane) equipment, and the start of interior and exteriors track work. The project team has also conducted tours with our Rolling Stock team, who will eventually occupy the building.

New Maintenance and Storage Yard (OMC4) in Coquitlam

This project is being delivered by TransLink. Construction activity on site has ramped up significantly over the past few months. Concrete columns for the flyover structure that will connect the existing guideway to the new facility have been poured adjacent to the TransCanada Pocket (TCP) guideway. TCP work is also progressing with contractors installing new running rail, linear induction motor (LIM) rails, power rail, and Switch 169. Preparations are now underway for the construction of the Maintenance Shop 3 foundations, marking another key milestone in the project. The BCRTC team is tracking changes to the project schedule and updating the timing of our operational readiness plans accordingly.

Mark 5 Trains

The first of 47 new Mark V trains entered revenue service in early July, marking the start of a new era at SkyTrain. As of early September, three Mark V trains have entered revenue service, and three more trains are in various stages of testing at our OMC1 facility. Moving forward, we anticipate one new MK5 train to enter revenue service every month.

New Operations Control Centre (OCC2)

This project is being delivered by TransLink. As the Buildings team approaches substantial completion, the Systems team is ramping up its activities. Fiber optic links between the servers at OMC1 and OCC2 have been completed. All equipment in the control room and data centre is now in place, and we're beginning the extensive sequence of testing, verification, and validation.

Hitachi is progressing with their Automatic Train Control site acceptance tests, supported by our Signalling and Telecommunication, Engineering, and Operations teams. The Display Management System is also nearing completion and will help optimize and streamline workflows for Control Operators. Formal walkthroughs for our teams are occurring to ensure readiness ahead of the opening of the facility.

Broadway Subway Project (BSP)

This 5.7km Millennium Line extension project (VCC to Arbutus) is being delivered by the Province, and is scheduled to open in 2027. BCRTC continues to provide support and update operational readiness as construction progresses and system design components are designed. Construction on six new stations remains the focus, along with the installation of elevated guideway tracks. The Great Northern Way — Emily Carr (GNW) is the first station to have fully enclosed roof sections for the underground station, concourse and headhouse levels. This major milestone marks a significant step in the station's structural completion and allows interior work to progress. With the roofs now in place, teams can continue installing mechanical and electrical systems, architectural finishes, and other critical infrastructure.

Track fasteners, switches and rail continue to be installed along the elevated guideway west of VCC-Clark Station heading towards Great Northern Way. These components are essential for ensuring a smooth, safe, and stable ride for trains once the system is operational.

Surrey Langley SkyTrain (SLS)

This 16km Expo Line extension project (King George to Langley) is also being delivered by the Province, and remains on schedule to open in 2029. BCRTC continues to provide support as major construction activities kick-off.

In 2025, construction efforts are focused on building foundations for approximately 200 guideway piers and columns. Crews have started work to cast more than 4,400 concrete segments to form the SLS guideway. Piling for Green

Timbers station headhouse structure is scheduled for completion by the end of June 2025, with underground mechanical work set to begin in July 2025. The stations that saw the most progress this quarter are Bakerview—166 Street, Hillcrest—184 Street Station and Green Timbers Station.

The steel frame building for the concrete precast plant was completed this quarter. This plant is designed to support the large-scale production of guideway segments along the SLS route.

Station Access and Safety Program (SASP)

To accommodate the increased length of the Mark 5 trains, modifications to Expo and Millenium Line stations are required. The gap filler portion of this project at 38 Expo and Millennium Line stations was completed ahead of MK5 stage 3 testing. This project reduced the horizontal gaps between the train and platform at either end of station platforms. Now that the trains are in service, our teams continue to monitor horizontal and vertical gaps along the platforms, in order to identify, quantify, and mitigate any accessibility issues. Our SkyTrain attendants are also on alert to assist customers with mobility challenges as needed. Other initiatives within the SASP including upgrades to emergency egress stairs, hardening gates, and alarm relocations are at various stages of progress.

Q2 Key Performance Indicators – SkyTrain

Key Performance Indicators – as of June 30, 2025	SkyTrain (Expo-Millennium Line)						
	Q2 Target	Q2 Actual	Q2 Last Year		YTD Target	YTD Actual	YTD Last Year
Deliver Excellent Service							
Customer Service Performance Survey Results	8.2	8.4	8.1		8.2	8.3	8.1
Boarded Passengers (in thousands)	27,870	26,561	27,010		54,514	52,075	52,361
Major Passenger Injuries (per million boarded passengers)	1	0.8	1.5		1	0.9	1.4
On-Time Performance (OTP)	95.2%	94.5%	93.6%		95.2%	94.3%	93.6%
Percentage of Scheduled Service Delivered	99.6%	99.7%	99.7%		99.6%	99.7%	99.4%
Controllable Delay Events: Response Time 16 – 30 Minutes	12	15	14		24	37	30
Beyond Control Delay Events: Response Time 16-30 Minutes	-	3	10		-	7	14
Controllable Delay Events: Response Time over 30 Minutes	9	9	14		18	17	24
Beyond Control Delay Events: Response Time over 30 Minutes	-	6	5		-	14	21
Elevator availability	98.5%	99.5%	99.3%		98.5%	99.5%	99.3%
Escalator availability	95.3%	94.7%	96.0%		95.3%	94.4%	96.4%
Customer Complaints (per million boarded passengers)	14.5	13.7	15.3		14.5	12.5	13.8
A Healthy, Fulfilled and Motivated Workforce							
Employee Physical Lost Time Frequency (per 200,000 hours worked)	3.9	3.5	4.5		3.9	3.7	3.4
Employee Mental Lost Time Frequency (per 200,000 hours worked)	-	0.3	2.8		-	0.7	2.8
Physical Assaults (per 200,000 hours worked)	1.5	1.0	2.1		1.5	0.9	1.8
Retention Rate (rolling 12 months)*	95.0%	94.6%	-		95.0%	94.6%	-
Finance							
Operating Cost per Service Hour (8)	\$258.59	\$234.99	\$239.02		\$254.85	\$236.51	\$234.20
Operating Cost per Capacity km (8)	\$0.07	\$0.06	\$0.07		\$0.07	\$0.06	\$0.06

* Retention Rate related data only available from January 2024.

Q2 Key Performance Indicators – West Coast Express

Key Performance Indicators – as of June 30, 2025	West Coast Express					
	Q2 Target	Q2 Actual	Q2 Last Year	YTD Target	YTD Actual	YTD Last Year
Deliver Excellent Service						
Customer Service Performance Survey Results	-	-	-	8.7	9.00	8.80
Boarded Passengers (in thousands)	385	445	407	740	871	780
Major Passenger Injuries (per million boarded passengers)	0.00	0.00	0.00	0.00	0.00	0.00
On-Time Performance (OTP)	97.8%	96.10%	96.50%	97.80%	95.80%	94.10%
Percentage of Scheduled Service Delivered	99.9%	99.00%	100.00%	99.90%	98.90%	99.80%
Customer Complaints (per million boarded passengers)	82.00	80.90	76.20	82.00	85.00	100.00
A Healthy, Fulfilled and Motivated Workforce						
Employee Lost Time Frequency (per 200,000 hours worked)	0.0	0.0	0.0	0.0	0.0	0.0
Physical Assaults (per 200,000 hours worked)	0.0	0.0	0.0	0.0	0.0	0.0
Finance						
Operating Cost per Service Hour (5)	\$703.87	\$662.71	\$604.42	\$701.58	\$684.76	\$658.34
Operating Cost per Capacity km (5)	\$0.13	\$0.12	\$0.11	\$0.13	\$0.12	\$0.12

Q2 Key Performance Indicators – Canada Line

Key Performance Indicators Based on Canada Line 28 Day Report Year 16 Period 10, 11, 12 (3 periods) April 2, 2025 ~ June 24, 2025		Canada Line			
		Q2 Target	Q2 Actual	YTD Target	YTD Actual
Safety					
Major Passenger Injuries (per million boarded passengers) (Serious and Fatal)		-	0.1	-	0.1
Lost Time Accidents		-	1	-	1
Physical Assaults/Threats		-	0	-	0
Total Reportable Incidents		-	6	-	11
Service Performance					
System Availability		98.00%	99.91%	98.00%	99.71%
Vehicle Availability		96.90%	99.91%	96.90%	99.71%
Station Availability		100.00%	100.00%	100.00%	100.00%
Operations					
Incidents with duration 16 – 30 Minutes		-	1	-	8
Incidents with duration over 30 Minutes		-	4	-	7
Escalator Availability		95.00%	99.13%	95.00%	99.14%
Elevator Availability		95.00%	99.11%	95.00%	98.55%
Customer Experience					
Customer Satisfaction Service Score (Based on TransLink Customer Service Performance Report)		-	8.6	-	8.5
Customer Complaints (Based on monthly Customer Information Data)		-	6.3	-	6
Ridership (in million)		7.20	10.9	17.40	20.8

CMBC Strategic Priority: CUSTOMER JOURNEY AND SERVICE

Build on service reliability, ensure customers are informed, safe, and comfortable, prior to, during, and after bus service. Focus on customer needs within service design to drive ridership while balancing customization with operational efficiency.

Vancouver Pride Parade

- On August 3, CMBC and other enterprise employees marched alongside our Pride Bus in the 47th Annual Vancouver Pride Parade in celebration of 2SLGBTQIA+ communities.

Celebration of Light

- Vancouver's annual Celebration of Light took place over three evenings in July, drawing over 1.2 million attendees in total, with each night attracting crowds exceeding 300,000. To meet the demand on transit, CMBC deployed up to 88 additional shuttles each night, moving between 15,000 and 20,000 passengers to and from Burrard Station alone before and after each event, in addition to our regular scheduled service.
- CMBC maintained strong service reliability with 8 minutes being the longest reported wait time for passengers. The Celebration of Light was a significant operational success with Transit Operators, Transit Supervisors, Transit Security Officers, Customer Information Agents, and others across CMBC coming together to manage this major event efficiently and effectively.

FIFA 2026

- Significant planning is already in the works for the FIFA World Cup soccer tournament that will include 39 days of festivities in Vancouver between June 11 and July 17, 2026. CMBC is in the process of reviewing various scenarios and developing contingency plans that focus on delivering service to the fans while maintaining safety and minimizing impact on regular transit service.

Transit Service Changes

- CMBC implemented Fall Service Changes on September 1, 2025. This marked the start of the implementation of 2025 Investment Plan commitments that were approved in April 2025.
- CMBC introduced more than 65,000 service hours to improve 53 routes across Metro Vancouver, addressing overcrowding, improving convenience and connectivity, and extending hours of service. In addition to these changes, summer seasonal service improvements were discontinued, and resources were redirected to support fall/winter travel patterns to locations such as schools, universities, and workplaces.
- Two service changes of note include:
 - Route 388 (22nd Street Station/Carvolth Exchange) has received midday service for the first time providing a critical east-west connection in Surrey and Langley.
 - Route 335 (Surrey Central Station) has been added to the Frequent Transit Network.

Customer Information Call Centre

- In Q2 2025, Customer Information Agents received 136,160 calls. This is a 16% increase compared to Q1 2025 and a 4% decrease compared to Q2 2024. The quarter-to-quarter

increase in calls is consistent with patterns seen in 2022 and 2023 (the exception was in 2024 due to labour action).

- Lost Property received 10,547 calls in Q2 2025 which is a 4% decrease compared to Q2 2024. The team received 10,046 lost items in Q2 2025 which is a 1% increase compared to Q2 2024. The return rate was 31% and is consistent with previous quarters.

Access Transit Service Delivery

- In Q2 2025, ridership increased by 3% compared to Q2 2024. Regarding requested trips, 98% of trips were delivered using a combination of HandyDART vehicles and taxi service. This excludes client cancellations and is flat with Q1 2025. In addition, on-time performance was 90% year-to-date which is also flat with Q1 2025.
- CMBC's Access Transit Service Delivery team continues to collaborate closely with the service provider, Transdev, to manage operations and advance pilot initiatives aimed at improving productivity. In Q2 2025, the pilot showed ongoing positive results. Access Transit Service Delivery and Transdev will continue working together to determine the next steps for the pilot, including extended service hours and maintaining enforcement of the cancellation policy.

Wheelchair-accessible Bus Stops

- As of July 29, CMBC had 7,086 accessible bus stops out of 8,245 total. Each year, CMBC aims for a 2% increase in wheelchair-accessible bus stops which will amount to the transformation of about 150 bus stops in 2025. This initiative is a collaboration between the municipalities who own and maintain bus stops and CMBC.

CMBC Strategic Priority: OPERATIONAL EXCELLENCE

Drive excellence and operational leadership in current modes while maintaining flexibility to link to future mobility.

Bus Fleet Update

- In Q3 2025, bus deliveries are as follows:
 - 40 of the order of 84 compressed natural gas (CNG) buses have arrived and 29 are now in revenue service.
 - 54 Community Shuttle buses were ordered and all have arrived. We expect all 54 to be in revenue service by the end of November.
 - All 7 of the order of 7 battery-electric buses have arrived. All of the buses are expected to be in service by the end of October/early November. This will bring the total number of battery-electric buses at Hamilton Transit Centre to 26, fully utilizing the charging receptacles on site and will mark the completion of the first phase of bus electrification at a CMBC facility.

Satellite Parking Pilot Project

- The Satellite Parking Pilot Project is aimed at addressing the fact that all transit centres are either at or over capacity. In June, CMBC began a pilot program in which some R1 and R6 buses "sleep" at a satellite facility at the Newton layover in Surrey instead of returning to their home depot at the end of their service day.
- This initiative is a key strategic project that will help CMBC understand the impacts of operating a satellite depot, which will in turn facilitate other projects that address capacity and adaptability.

Fare Revenue

- For Q2 2025, total currency processed in bills was \$9.4M, down from \$11.1M compared to Q2 2024. Total coin processed was \$4.7M, down from \$5.4M collected in Q2 2024. The rolling 12-month total currency counted continues to decline slowly year-over-year.

Financial Results

- For the second quarter ended June 30, 2025, CMBC costs, excluding allocated costs and including recoveries, are \$17.2M or 3.3% favourable to budget. All areas, other than contracted services, are favourable. The key drivers of this favourability include:
 - **Favourable:**
 - **Benefits:** \$2.9M (3.5%) favourable. This favourability is related to statutory benefits due to vacancies and new hires starting later than budgeted.
 - **Fuel:** \$6.6M (15.4%) favourable due to lower cost per litre and lower kilometres versus budget for diesel, gas, and DC power. Further favourability in diesel and gas is attributed to the elimination of the carbon tax.
 - **Access Transit:** \$2.1M (4.9%) favourable due to timing of late-night service.
 - **Unfavourable:**
 - **Vacation expenses:** \$3.0M (16.8%) unfavourable attributable to unused vacation time which is common in Q2 but is being monitored.
 - **Other Contracted Services:** \$842K (5.2%) unfavourable due to items such as higher labour and maintenance costs. This is offset by lower fuel costs and vacancies.

CMBC Strategic Priority: SAFETY AND SECURITY

Build on service reliability, ensure customers are informed, safe, and comfortable, prior to, during, and after bus service. Focus on customer needs within service design to drive ridership while balancing customization with operational efficiency.

My Health, Safety and Environment (MyHSE)

- MyHSE, the TransLink Enterprise's new Health and Safety software launched on July 22 for CMBC and TransLink.
- Overall, reception has been positive at CMBC. Notably, Transit Supervisors have experienced a significant drop in required paperwork. Challenges include minor workflow and form changes, and access to specific modules for particular employee groups. Sustainment and revision of MyHSE will be ongoing to ensure the best experience for all employees.
- CMBC Occupational Health plans to start using the system in November when final changes to their processes are complete.

Customer Injury Prevention Focus

- To help raise awareness of passenger onboard injuries with Transit Operators, a targeted internal safety campaign took place during the May Operator Sign-up. It focused on reducing injuries related to changing bus speed. A poster, specific to this topic emphasizing principles of defensive driving and timely adjustment to traffic conditions was created and posted in all depots. During the Sign-up period, Training Instructors shared information on onboard incident prevention at all depots and interacted with Transit Operators.

- There were 464 passenger onboard injury incidents during the first six months of 2025, a slight increase from 421 incidents in 2024. There is currently no clear trend indicating concern. CMBC will continue to monitor the situation and continue promoting safety for our customers.

Occupational Recover at Work program showing success

- In 2023 and 2024, CMBC implemented several changes to our Recover at Work program. Changes included an updated policy, more actively offering alternate/modified duties, expanding the alternate duties options, and improving communication with WorkSafeBC.
- Since that time, CMBC has experienced a steady downward trend in days lost due to workplace injury. For the second quarter year-to-date, our Lost Time Claims Severity is down 20% from 2024 and down 30% from the peak in 2024.
- With WorkSafeBC premiums steadily rising, these improvements are projected to allow CMBC to avoid additional costs of \$1M to \$2.2M in the 2026 through 2028 period.
- CMBC currently employs two Recover at Work Specialists and is budgeting to add a third position to support current workload and carefully expand the program to include psychological injuries where a safe, timely, and sustainable return to work is possible.

Employee Workplace Injuries / Accepted Lost Time Claims

- During the first two quarters in 2025, CMBC recorded 167 accepted Lost Time claims at a rate of 6.9 per 200,000 hours worked which is an improvement compared to the same period last year with 170 claims and a rate of 7.4. *Motor Vehicle Collisions* are the leading incident type (representing 18% of all claims), followed by *Falls on the Same Level* and *Other Bodily Motion* (both 11%).

Transit Operator Assaults

- For the second quarter year-to-date, there were 30 Transit Operator assaults at a rate of 0.25 assaults per 1 million boarded passengers and 10.6 assaults per 1 million service hours. This is a slight increase from last year with 28 assaults and rates of 0.23 and 10.4, respectively.
- CMBC continues to focus on prevention of assaults, working together with the unions who represent our employees, Transit Security, and Transit Police to keep Operators safe.

CMBC Strategic Priority: ENVIRONMENTAL SUSTAINABILITY

Focus on leadership in sustainable service delivery and building organizational resiliency and adaptability to climate events.

Fuel Cell Charge-type Bus

- In Q2 2025, CMBC tested a 40-foot New Flyer Xcelsior fuel cell bus. Throughout the week-long test, the bus completed 10 different routes and covered 540 kilometres of non-revenue service. A "Show & Shine" event was held internally at Burnaby Transit Centre with over 100 employees in attendance. Feedback was gathered and was generally positive.

Environmental Spills

- Buses contain various fluids that can be released into the environment due to accidents or equipment failures. In Q2 2025, CMBC reported 1.48 spills per million kilometers (spills/Mkm) compared with 1.23 spills/Mkm in Q1 2025. CMBC continues its long-term focus on investigating systemic causes of spills and leaks with the goal of addressing mechanical issues that lead to spills.

- In Q1 and Q2 2025, seven spills were reported to the Ministry of Emergency Management and Climate Readiness. None are expected to result in liability or environmental damage.

CMBC Strategic Priority: EMPLOYEES

Tailor approaches for different employee groups and focus on development and growth.

Transit Operator Recruitment

- To maintain staffing levels and plan for future expansion, in 2025, CMBC's target is to hire 732 new Transit Operators (624 Conventional and 108 Community Shuttle). Five hiring events have been held so far in 2025. We have hired 511 Transit Operators (427 Conventional and 84 Shuttle) which is 70% of our goal.

Mechanic Tradespersons Recruitment

- To maintain staffing levels and plan for future expansion, in 2025, CMBC's target is to hire 29 Mechanic roles in 2025. As of July 2025, we have hired 25 which is 86% of our goal.
- Recruiting activities included collaborations with:
 - A social influencer who is connected to local businesses with mass followers.
 - TransLink's "What's the T?" podcast.
 - Scheduled visits at universities located in the Fraser Valley and Okanagan.
- Q2 and Q3 2025 recruitment activities:
 - Fleet Overhaul organized shadowing opportunities with various rebuild and repair teams and hosted a secondary school student for one week.
 - Fleet Overhaul Managers toured secondary students through Burnaby Transit Centre's south garage and Fleet Overhaul which included a presentation from Maintenance Training as well as HR teams from TL and CMBC.
 - Maintenance Managers participated in a career fair at BCIT's Annacis Island campus.

CMBC Apprenticeship Program

- In the CMBC Apprenticeship Program, there are currently nine Apprentices on track to graduate in 2025 as fully qualified and experienced Commercial Transport Mechanics with 16 more slated to graduate in 2026. It is common practice for all (or nearly all) Apprentice graduates to be hired directly into CMBC Mechanic roles.
- The semi-annual job posting for Pre-Apprentice Commercial Transport Mechanic roles was recently released with the goal of hiring nine individuals.

Maintenance Training

- **Battery-electric bus training launch:** A pilot for new Nova Bus LFSe+ battery-electric bus maintenance training has been successfully launched. Developed by CMBC's Maintenance Training Instructional Designers and Field Services trainers, the five-day program includes classroom theory and on-bus activities such as high-voltage disconnects and reconnects, software navigation, component replacements, and schematic interpretation. The training will launch at Hamilton Transit Centre in Q3 2025. In addition, as Port Coquitlam Transit Centre will be CMBC's second transit centre to operate and maintain battery-electric buses, Maintenance employees there will be trained prior to the anticipated arrival of the second-generation Nova Bus LFSe+ buses in 2027.
- **Solaris trolley bus training preparation:** CMBC's Maintenance Training team is actively preparing for the arrival of the Solaris trolley bus order. Direct engagement with the Solaris

team has allowed for opportunities to assess 'train-the-trainer' scenarios and the quality of content provided. The aim is to begin development of foundational training upon immediate arrival of the pilot buses in Q3 2026. With significant differences in design and componentry of CMBC's current trolleys, robust staff training is critical for a successful launch and sustainment of efficient and effective trolley service.

Equity, Diversity, and Inclusion (EDI)

- The second round of EDI e-learning modules with three new topics done in collaboration with TransLink has been completed and was rolled out to CMBC employees in May 2025. Topics include cross-cultural awareness, intersectionality, gender and 2SLGBTQIA+ inclusion, and have been recommended to employees to help build their EDI knowledge and provide opportunities for self-reflection.
- CMBC's EDI Program Manager developed and delivered a virtual EDI Workshop on Anti-Racism and Cross-Cultural Awareness for CMBC exempt employees. The workshop was piloted on July 9 and had 243 participants. It will continue to be delivered on a quarterly basis and will act as Part 2 to the in-person Introductory EDI Workshop that has been delivered to exempt teams across CMBC over the last two years.
- All Maintenance teams are preparing to complete the first round of EDI e-learning modules with the goal of all Unifor 2200 bargaining unit employees completing the training by the end of Q2 2026. This initiative will begin in Q4 2025 and start incrementally with a select group of Tradespersons piloting the process. Then, it will move to each garage in turn, beginning with Richmond Transit Centre.

Collective Bargaining

- Between the end of this year and spring 2026, all the Collective Agreements between CMBC and the three unions that represent our bargaining unit employees will come up for renewal:
 - The Collective Agreement between CMBC and CUPE local 4500 expires on December 31, 2025. CUPE local 4500 represents approximately 197 Maintenance Supervisors, Transit Supervisors, and TComm Supervisors.
 - The Collective Agreement between CMBC and Unifor expires on March 31, 2026. Unifor local 111 represents approximately 4,289 Transit Operators and Unifor local 2200 represents approx. 1,076 Maintenance and SeaBus employees.
 - The Collective Agreement between CMBC and MoveUP expires on March 31, 2026. MoveUP (COPE local 378) represents approximately 449 office, support, and security staff.
 - Although none of the unions have yet indicated when they would like to begin collective bargaining, CMBC anticipates it will take place in early 2026.

CMBC Strategic Priority: TECHNOLOGY

Prioritize technology enabling improvements to internal operations.

SeaBus Passenger Counting System Pilot

- At SeaBus, a pilot was conducted from mid-Q2 to early Q3 2025 to validate a new passenger counting system. Data will be compared from the proposed technology against the existing turnstile system to ensure the system meets Transport Canada requirements.
- Next steps include exploring barrier deployment options to prevent passengers from boarding once the vessel is at full capacity.

Enterprise Resource Planning – Enterprise Asset Management Project

- CMBC's Enterprise Asset Management (EAM) project includes the development of a software system for tracking financial and physical assets (e.g. buses, infrastructure items). Once complete, it's expected to have more than 51,516 assets and over 24,308 distinct parts.
- The designed approach to this project includes two distinct streams (cloud migration and four waves of key improvements). System and business improvements began delivery starting in Q1 2025 and will continue through Q3 2026.
- Q2 2025 experienced a successful Wave 1 implementation of key improvements for the EAM system including the digitization of processes for the Maintenance area of SeaBus, Inventory Control, and the HVAC department.
- To finalize Wave 1's key improvements, mobile devices will be deployed in Q3 2025 for the Trolley Overhead department with work orders and checklist processes moving from paper to digital tracking.

KEY PERFORMANCE INDICATORS AS OF JUNE 30, 2025

KEY PERFORMANCE INDICATORS ¹	2025 ANNUAL TARGET/ TREND*	2025 YTD TARGET/ TREND*	2025 YTD ACTUAL	2024 YTD ACTUAL
TransLink Customer Survey – Bus service overall ²	8.0	8.0	7.9	7.7
Scheduled Revenue Service Delivered	99.0	99.0	99.2	98.5
Customer complaints per million boarded passengers	82.0	82.0	79.0	77.2
Validated HandyDART complaints per 1,000 trip requests	0.5	0.5	0.5	0.5
On-time Performance				
Bus Regularity – frequent service	80.0%	80.0%	79.2%	78.7%
Bus Punctuality – infrequent service	80.0%	80.0%	80.8%	80.3%
On-time Performance – HandyDART	90.0%	90.0%	89.9%	90.9%
Preventable collisions per million Km ³	11.6	11.6	10.0	12.1
Operator assaults (CUTA 1-4) per million boarded passengers ⁴	0.2	0.2	0.2	0.2
WorkSafe BC Accepted Lost Time Claims per 200,000 hours worked	7.7	7.7	6.9	7.4
Pedestrian incidents per million service hours	14.5	14.5	13.1	14.9
Cyclist incidents per million service hours ⁵	3.3	3.3	5.0	1.9
Injury claims – Passengers per million boarded passengers	3.6	3.6	4.0	3.4
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling	1,320	1,320	1,309	1,314
CMBC operating cost per service hour	\$159.95	\$160.21	\$156.43	\$151.44
Access Transit operating cost per trip ⁶	\$58.16	\$58.77	\$62.04	\$55.34
Access Transit trips provided (thousands)				
HandyDART	1,297	643	488	494
Supplemental taxi service	152	75	159	140
Total Trips ⁷	1,449	718	647	634

*CMBC always strives to continuously improve. The target represents the historical trend, taking into consideration initiatives aimed at lowering the trend.

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus and exclude contracted conventional transit and contracted Community Shuttle as of June 30, 2025, unless otherwise stated.

² The TransLink Customer Survey is conducted every quarter. The 2025 and 2024 YTD Actuals represent the average results of the first two quarters. The 2025 results for each quarter are as follows: first quarter (7.8), second quarter (7.9).

³ The 2025 YTD Actual data is subject to change due to the timing of adjudications.

⁴ CMBC recorded 30 Transit Operator assaults in the first two quarters of 2025 which is slightly higher than the same period last year with 28. Through the dedicated efforts of the Violence in the Workplace Prevention Committee, along with strong collaboration with Transit Security and Transit Police, CMBC continues to prioritize the safety of Transit Operators. Recent key initiatives include the installation of permanent plexiglass barriers across the entire bus fleet, the launch of refresher training for Transit Operators on effective conflict resolution strategies, and the proactive deployment of Transit Security and Transit Police to areas with higher rates of criminal activity throughout the transit system.

⁵ There were 14 incidents with cyclists in the first two quarters of 2025, compared to 5 during the same period last year. Of the 14 incidents in 2025, 10 were adjudicated as unpreventable.

⁶ Operating cost per trip in 2025 is higher than budget mainly due to lower-than-expected demand.

⁷ The number of Access Transit trips provided in the first two quarters in 2025 were lower than the 2025 budget due to lower than anticipated demand. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance. As such, budgeted 2025 service levels are aligned with the Investment Plan. The Investment Plan service level was established to ensure that customers can continue to complete trips on this critical service as demand grows.



METRO VANCOUVER TRANSIT POLICE REPORT FOR OCTOBER 2025 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **Presentation on 'Policing the Moving City'**– On August 16, 2025, in Victoria, BC, over 200 police governance members (civilians) and police leaders met for the Canadian Association of Police Governance annual conference. Transit Police was honoured to be selected to deliver a session on 'Policing the Moving City' in Metro Vancouver. The session covered the unique Transit Police model and governance structure, legislative mandate, scope of crime prevention and investigations conducted, and partnerships and value for TransLink, the community, and municipal police. The presentation was delivered by Chief Officer Suzanne Muir and Police Board Chair Marnie Larson, supported by additional panel members – Transit Police Director of Risk, Analytics &



Emergency Planning Pat Koch and Senior Policy & Planning Advisor Beth Nielsen. This was an excellent opportunity to share the Transit Police story and development since its rollout in 2005, and to encourage similar models to be implemented elsewhere in Canada.

- **Targeting Bus Lane Violators on the North Shore** – In July 2025, Transit Police, North Vancouver RCMP, and West Vancouver Police Department coordinated a joint response to community concerns brought forward regarding drivers illegally using bus lanes. The project was designed to crack down on drivers attempting to bypass afternoon rush hour traffic by using designated bus lanes, which also impacts bus operations and causes public safety concerns. Organized by the Transit Police Targeted Mobile Enforcement Team ("TMET"), the project saw 55 drivers fined for driving in the bus lane at two separate locations on or near the Lions Gate Bridge (West Vancouver) in a three-hour period on Thursday, July 31st. Another 68 Violation Tickets were issued for secondary offences, such as distracted driving, driving without a license, speeding, and impaired driving. The involved police agencies regularly hear from drivers how aggravating it is for them to be following the rules of the road, only to have other drivers sail past them in the bus lane. Enforcing these and other motor vehicle infractions keeps the streets safer for all users.
- **Explosive Detection Dog Unit Accredited** – The Transit Police Explosive Detection Dog Unit has been recognized with formal accreditation from the Canine Law Enforcement Accreditation Registry ("CLEAR"). This is a formal program developed and administered by the Canadian Police Canine Association to provide standardized nationally recognized accreditation for police K9 units across Canada. The registry plays a vital role in ensuring operational integrity, profession excellence and public trust in the deployment of working police service dogs. The registry establishes and maintains consistent, objective and measurable standards for Canadian police canine units. This achievement makes the Transit Police Dog Team one of the few K9 units in Canada who have achieved this accomplishment.

This designation is a formal recognition of the high standards, consistency, and accountability to which the Unit is held, and reflects the Transit Police specialty team's continued commitment to operational excellence, legal readiness, and public trust.

On July 23, 2025, the TransLink Board did a tour of Transit Police headquarters, which included seeing in action Cst. Shillito and Police Service Dog Scout demonstrate a search and confirmed presence of an explosive type substance. Transit Police dogs are trained for explosive substances, including explosive odours as well as firearms and ammunition.



Critical Incident Threat – On Aug. 31, 2025, a person called Coquitlam RCMP with a variety of threats to the public, including alleged explosive devices placed at Coquitlam Central SkyTrain Station. The person also mentioned consuming illicit drugs and that they had stabbed someone at the location they were calling from. These calls are always treated as real until proven otherwise. Accordingly, police protocols were followed for a coordinated police response to major incident with potential deadly threat, mass casualties, and infrastructure damage. Coquitlam RCMP and Transit Police quickly responded to the station and its affiliated bus loop, which were then closed and evacuated. Transit Police Dog Teams responded and conducted an extensive search of the station, surrounding areas, and affiliated bus loop, with no explosive threats located. The work of the Transit Police dog teams enabled the SkyTrain and bus services to resume normal operations. As a result of a collaborative police investigation, a suspect has been identified and believed to be involved in prior “swatting” calls. The investigation is on-going.

TransLink Strategic Priority: State of Good Repair

- **Performance Measurement Culture**

Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools, including reports on the Transit Police website. The following is a snapshot of key statistics for 2025 Q1-Q2 as compared to 2024 Q1-Q2.

In 2025 Q1-Q2, Transit Police had a total of 6,563 Police Files, which is a 4% decrease from 2024 Q1-Q2 (6,863).

Metro Vancouver Transit Police Crime and Safety Statistics	2024 Q1-Q2	2025 Q1-Q2	% Change	Positive Monitoring Needs Action
Rate of Crimes Against Persons/100,000 Boarded Passengers	.36	.38	3%	
<i>Actual Number of Crimes Against Persons (Includes assists)</i>	722	741	3%	
Rate of Crimes Against Property/100,000 Boarded Passengers	.38	.35	-7%	
<i>Actual Number of Crimes Against Property (Includes assists)</i>	752	691	-8%	
Other Criminal Code Violations/100,000 Boarded Passengers¹	.20	.20	0%	
<i>Actual Number of Criminal Code Violations (Includes assists)</i>	406	388	-4%	
Provincial Violation Tickets ("VTs")	4,105	4,662	14%	
Arrests - Warrants Executed (All)	560	415	-26%	
Arrests - New Charges²	259	245	-5%	
Breaches <i>(Includes secondary offences and assists)</i>	219	215	-2%	
Total S. 28 Mental Health Act Apprehension Files	124	105	-15%	
<i># of S.28 MHA individuals committed, held, voluntary admitted</i>	82%	81%	-1% points	
Rate of Sexual Offences/100,000 Boarded Passengers	0.04	0.03	-25%	
<i>Actual Number of Sexual Offences (Includes assists)</i>	84	62	-26%	
Fare Infraction Notices	6,200	2,921	-53%	
Number of Unique SMS Text Conversations	3,377	5,484	62%	
Number of Police Files Generated from SMS Texts Conversations	1137	1271	12%	
Transit Conduct & Safety Regulation³	4,742	5,314	12%	

¹ Other Criminal Code Violations: Includes such offences as weapons, disturbing the peace, child pornography, obstruct peace officer, possess break and enter instruments, intimidation and threats, breach/bail violations, indecent acts/exposing, and counterfeiting.

² Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

³ Under the *Greater Vancouver Transit Conduct and Safety Regulation* (a Provincial regulation), this count reflects actions taken and fines issued related to such areas as: proof of payment not transferrable; requirement to obey signs and rules; restrictions on access to transit property; public safety, order and convenience and protection of property; and dealing with fare officers. Misuse of fare gates is section 8(4) of this regulation.

- Ridership Boarded Passenger levels decreased 1% when comparing 2025 Q1-Q2 to 2024 Q1-Q2 (199,136,802 compared to 197,585,050). The 2025 Q1-Q2 results showed a small increase in the rate of Crimes Against Persons (up 3%) per 100,000 Boarded Passengers compared to the same period in 2024, but still within the normal range. The actual count of crimes against persons was also up 3%. The rate of Crimes Against Property per 100,000 Boarded Passengers was down 7% in 2025 Q1-Q2 when compared to same period in 2024. Further, actual count of crimes against property were down 8%.

Youth Robberies – In August 2025, charges were approved against two teenage youth arrested by Transit Police following three separate robberies and an assault on the transit system in Port Moody, Burnaby and Coquitlam. Detectives from Transit Police's General Investigation Unit were able to link the robberies and assault that took place on board trains and in stations over the course of about six weeks earlier (March and April) this year. The crimes targeted other teens on the transit system. Incidents included alleged threats to murder a youth, assault, and theft of youths' mobile phones and wallets. Three charges of Robbery, two charges of Uttering Threats and one charge of Assault were approved for each of the two youth suspects. Both youth were released from custody with a multitude of court ordered conditions, including; a "no-go" to SkyTrain property unless in the immediate company of a guardian, not to possess weapons as defined by the *Criminal Code*, and 24-hour house arrest.

- The number of sexual offence files for 2025 Q1-Q2 was down 26% when compared to 2024 Q1-Q2. There also was a decrease of 25% in the rate of sex offences per 100,000 Boarded Passengers for the comparative periods. Transit Police takes reports of sex offences seriously and investigates thoroughly. Transit Police recognizes there may be under-reporting of incidents and promotes reporting through a variety of initiatives, including texting 87 77 77 and ongoing anti-sex offending campaigns with community partners. The Transit Police website has a section dedicated to promoting reporting of sexual assaults and to help inform victims of the investigation process and victim supports available.

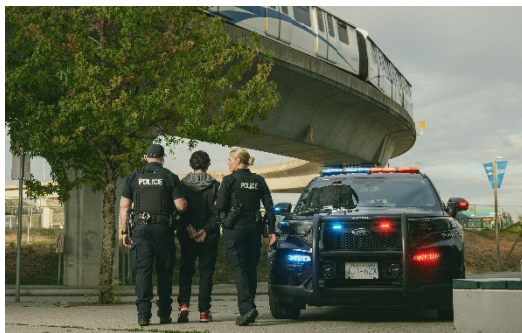
Repeat Sex Offenders – Thanks to the active role members of the public took in transit safety, in August 2025, Transit Police were able to arrest two repeat sexual assault suspects, and will be recommending multiple charges to be laid to the BC Prosecution Service. One suspect committed their alleged crimes in Vancouver in July 2025 and the other in Surrey between April and July of this year.

- SMS text 87 77 77 continues to be promoted as a way for transit riders to discreetly contact Transit Police when issues of concern arise while on transit. There was a 62% increase in unique SMS Text conversations with the Transit Police's Operations Communication Centre ("OCC") when comparing 2025 Q1-Q2 to 2024 Q1-Q2, which is partly attributed to the impact from the expansive text/safety campaign over the past couple of years. In 2025 Q1-Q2, 23% of conversations were converted to police files – lower than the 34% in 2024 Q1-Q2. This may reflect that transit users find the text service easy to use for non-police concerns. The calls are triaged by the OCC and many

of the other conversations redirected to transit customer service or other service providers.

- When comparing 2025 Q1-Q2 to 2024 Q1-Q2, Transit Police had a 15% decrease in apprehensions of persons under Section 28 of the *Mental Health Act*, where a person was deemed to be a danger to themselves or others. These individuals were taken to hospital for assessment by a medical practitioner and 81% were certified, held, or voluntarily admitted once at hospital. (This high percentages speaks, in part, to the level of training provided to Transit Police Officers and Community Safety Officers in recognizing persons in crisis and the priority to provide support and ensure safety of these individuals.) Transit Police refer some individuals/clients to the Transit Police's Mental Health Liaison Officers, who work with the client and partner agencies to seek appropriate support services and resources for the client moving forward, while also mitigating future issues on transit.
- There was a 14% increase in Provincial Violation Tickets ("VTs") and 12% increase in actions taken under the *Greater Vancouver Transit Conduct and Safety Regulation* ("GVTCSR") for 2025 Q1-Q2 as compared to 2024 Q1-Q2. About 21% of the VTs are associated with application of the GVTCSR. The increases are mostly attributed to the ongoing work by the CSOs and Targeted Mobile Enforcement Team, whose duties include enforcement of the GVTCSR and Fare Infraction Notices ("FINs"). There was a 53% decrease in the number of FINs for the comparative periods. This drop is attributed to a variety of factors occurring in Q2, including reduced number of CSOs due to: some CSOs transferring to become a police recruit, TMET officer vacancies, focus on complex/serious crime investigations, crime suppression projects, targeted safety initiatives, and scheduled leave.
- In 2025 Q1-Q2, Transit Police Officers made 415 arrests for outstanding criminal warrants⁴ (includes RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere). This is 26% lower than in 2024 Q1-Q2. New charge arrests and breach

files⁵ also decreased by 5% and 2% respectively. Many warrants relate to crimes that occurred off the transit system. Arrests on the warrants can arise from Transit Police Officers patrols in and around the transit system, and officer enforcement of transit conduct and safety regulations, such as a person pushing through a fare gate. Warrant arrests help ensure that individuals who have



⁴ Warrant arrests and breaches may arise from on-view work of police officer, calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (i.e., misuse of a fare gates). Officers also familiarize themselves with criminals of concern or offenders wanted through law enforcement intelligence sharing, regional BOLFs (Be On Lookout For) and the Transit Police Offender Monitoring.

⁵ Total breach files now include assists. These numbers are limited to the files that are reported to Transit Police; there may be other breach files on/near the transit system not brought to the attention of Transit Police.

committed crimes and are unlawfully at large are removed from the transit system and the broader community.

Warrant Arrest – In July 2025, Transit Police Officers were checking fares within the Fare Paid Zone at Main Street–Science World SkyTrain Station, when they engaged a man. As a result, multiple outstanding warrants were discovered, as well as a loaded handgun, ammunition, and what was believed to be controlled substance in their possession. The person remains in custody pending their court appearance in September. The person has been charged with Possession of a firearm or ammunition contrary to prohibition order, Fail to comply with probation order, Possession of a prohibited or restricted firearm with ammunition, Carrying concealed weapon, and Fail to comply with a condition of a release order.

TO: TransLink Board of Directors

FROM: Steve Vanagas, Vice President, Customer Communications & Public Affairs
Tyler Garrison, Manager, New Market Development

DATE: September 8, 2025

SUBJECT: Transit-Friendly Employer Program Update

EXECUTIVE SUMMARY

The Transit-Friendly Employer (TFE) program provides organizations with the opportunity to provide subsidized transit passes to employees as a benefit of employment, while being recognized with a TFE certification. The program was launched to rebuild ridership coming out of the pandemic by engaging businesses as advocates for transit ridership.

Since its launch in November 2022, the program has grown to 54 certified TFEs, providing subsidized transit passes to over 15,000 employees in the region.

In June 2025, we introduced Transit-Friendly Stays (TFS) – the next evolution of Transit-Friendly subsidy programs. Transit-Friendly Stays supports the hotel sector and provides hotels the opportunity to provide subsidized day-passes to guests visiting the region.

PURPOSE

To provide an update on the Transit-Friendly Employer (TFE) program, including an overview of the program, achievements, and planned action for the future, and introduce the new Transit-Friendly Stays program launched in 2025.

BACKGROUND

The Transit-Friendly Employer program was developed as a ridership development strategy aimed at ridership recovery. The goal was to promote transit ridership through large employers who could provide subsidized transit passes to employees to encourage them to use transit for their commute.

TFE builds on the legacy Employer Pass program, which offered employers a 15 percent discount on employee transit passes and ran until the implementation of the Compass system in 2015, when the program could no longer be technologically supported.

As the TFE program continues to grow, we have looked at ways to enhance the offer, both for the employer and for their employees. In doing so, we have developed a pilot program that will offer loyalty points to employees of the TFE program. The aim will be to test the behaviour change implications of incentives, such as time shifting travel schedules, while simultaneously building the program to be more attractive to a wider array of employers in the region.

DISCUSSION

Transit-Friendly Employer Program Overview

The TFE program makes transit passes more accessible and affordable for end-users by providing an opportunity to share the cost of passes between employers and employees.

Employers who join the program agree to provide a specified level of subsidy (generally 50%¹) on passes for employees, based on the size of their company². They then gather the Compass Serial Numbers (CSN) of passes from employees who will be receiving the benefit and send them to TransLink who will link the cards to the employer and prepare an invoice for the full cost of the passes to be sent to the employer. Once payment is received, the passes are loaded, and employees can begin to take trips³. Employers are responsible for deducting the non-subsidized portion of the pass from their employees.

As a benefit of becoming a certified TFE, TransLink provides employers with a digital stamp that can be used on company marketing material, and recognition through TransLink communication channels, creating awareness of their choice to promote sustainable transportation.



Achievements to Date

Since launching in November 2022, the program has grown to 54 certified TFEs providing subsidized transit passes to over 15,000 employees in the region.

Total revenue from fare products linked to the program since launch is over \$32 million, growing from \$6.5 million from November 2022 to December 2023 to a projected \$19.8 million in 2025. In September 2025, the program eclipsed total 2024 revenue. In Q3 2025, the program also delivered its crossed \$5 million in quarterly revenue for the first time.

¹ Study: 50% subsidy the threshold that changes behaviour (<https://www.sciencedirect.com/science/article/pii/S2667091721000066>)

² See Appendix 1 for detailed TFE qualification criterion.

³ See Appendix 2 for signup process map.

TFE Rewards Pilot

Despite continued growth in the TFE program throughout the last two years, there are still opportunities to expand the program through enhancements and new product offerings. One key opportunity we have identified through direct engagement with prospective employers is the introduction of a rewards program. The rewards program offers the benefit of boosting the perceived value of the program to employers, which increases organizational enrollment, while providing TransLink the opportunity to test the effectiveness of rider incentives on travel behaviour and ridership in a real-world environment. The goal of the pilot is to boost the number of certified TFEs in the program, and accompanying fare revenue, while simultaneously informing future functionality for the evolution of Compass.

In Q4 2024, work began on the delivery of the pilot program. We are using existing third-party technologies to deliver rewards points to riders within a select number of TFEs. After months of work, the program launched at the end of Q3 2025. In the coming months, we will be closely monitoring preliminary results for the program to better understand the impacts of incentives and plan for expanding the availability of TFE Rewards to more TFEs.

Transit-Friendly Stays Program

In June 2025, we introduced the Transit-Friendly Stays (TFS) program as a new fare subsidy program targeting the tourism and visitors market through hotels. We identified tourists and visitors as a strong new market to target based on their typical off-peak travel patterns and the improbability that they are already TransLink riders or Compass pass holders. This means we are building ridership during times that the system has excess capacity and generating net-new fare revenue.

The TFS program works with local hotels to provide day passes that they can distribute to their guests, along with a travel guide to help them navigate the system to explore the region. We are piloting the program with 4 hotels through Q3, where we will evaluate the success of the program based on feedback from hotels and ridership patterns, and prepare to launch the program at full scale. The goal will be to add another Transit-Friendly program to the mix that will continue to drive revenue and ridership, particularly at times that do not contribute to additional system crowding.

So far, feedback from both hotels and guests alike have been overwhelmingly positive. Guests have commented on the usefulness of the travel guide with the day pass and have seen it as a strong value add to their stay. Each of the participating hotels have already distributed all 200 of their day passes to guests and have engaged our team for additional passes, while expressing strong interest in continuing with the program.

APPENDICES

Appendix 1 – TFE Qualification Criteria

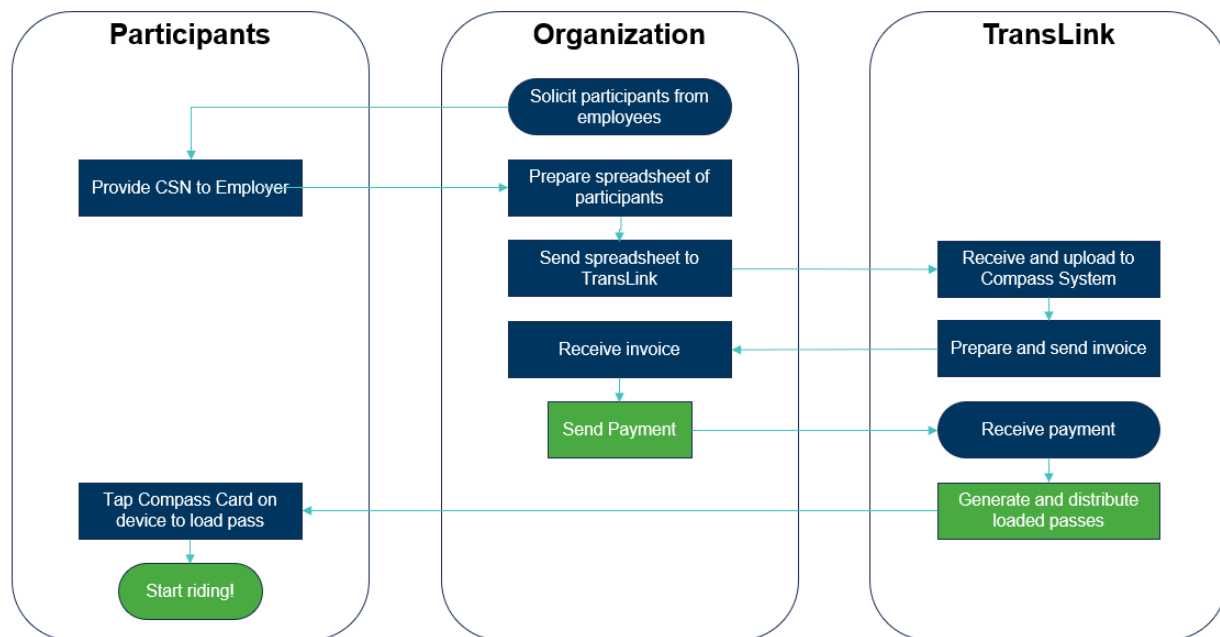
To be eligible for certification, organizations must meet these requirements:

- Employer provides a transit subsidy of at least 50%* (with the employee responsible for the remainder).
- For large employers (200+ employees): 10% of staff must register (minimum six-month time commitment).
- For small employers: 25% of staff must sign up.

**Annual audit applies.*

Stored value products qualify, given they are offered at a \$50 monthly minimum value.

Appendix 2 – TFE Signup Process Map



TO: TransLink Board of Directors

FROM: Kevin Quinn, CEO
Dorit Mason, Director, Safety, Environment, Emergency Management & Enterprise Security

DATE: August 14, 2025

SUBJECT: Annual Update of TransLink Corporate Safety and Health Policy

PROPOSED RESOLUTION

That the TransLink Board of Directors approves the amendments to the TransLink Corporate Safety and Health Policy as attached as Attachment 2 to the report dated August 14, 2025, titled "Annual Update of TransLink Corporate Safety and Health Policy".

EXECUTIVE SUMMARY

TransLink and its Operating Companies are committed to a resilient and safe transportation system for our customers and employees. Safety of employees is a legal obligation under the *Workers' Compensation Act* and *Occupational Health and Safety Regulation*, and both the employer and employee have responsibilities to act safely.

In 2021, the TransLink Board adopted a TransLink Corporate Safety and Health Policy which has been updated every year to ensure alignment with the enterprise safety commitment and changing legislation. This year there are no substantive changes other than formatting changes to align with the new TransLink policy format. The policy is reviewed annually and Management is recommending that the updated TransLink Corporate Safety and Health Policy be approved by the Board of Directors.

PURPOSE

This report provides the background on the requirement for safety policies and seeks Board approval to adopt the amended TransLink Corporate Safety and Health Policy, which has been updated to follow the new policy format. There are no substantive changes to the policy itself.

BACKGROUND

TransLink and its Operating Companies are committed to the safety of customers, employees and the public. Safety of employees is legislated under the BC *Workers' Compensation Act* and *Occupational Health and Safety Regulation* and employers, as well as employees, have legal obligations to ensure physical and psychological safety in the workplace.

The TransLink Enterprise is composed of the TransLink parent company (TransLink Corporate) and its operating subsidiaries, including British Columbia Rapid Transit Company Ltd. (BCRTC) and Coast Mountain Bus Company Ltd. (CMBC). In March 2020, the TransLink Board endorsed an Enterprise safety commitment which established the guiding principles for safety throughout the TransLink enterprise (see [Attachment 1](#)). BCRTC, CMBC and TransLink Corporate each have operating company

specific safety policies that further identify their roles and responsibilities in creating a physically and psychologically safe working environment. TransLink Corporate's policy was initially adopted by the Board in October 2021 and has been subsequently reviewed and updated annually.

DISCUSSION

TransLink Corporate's operations are largely administrative in nature. The Enterprise has adopted a clear safety commitment, and a formal TransLink Corporate Safety and Health Policy was adopted by the Board in October 2021 and thereafter updated annually. This formal Corporate Safety and Health Policy defines TransLink's commitment to a physically and psychologically safe and healthy workplace and establishes the roles and responsibilities of the employer, supervisors and employees. It can be used by managers and supervisors to communicate with employees around the requirements for a physically and psychologically safe workplace.

It is a best practice to review and update the TransLink Corporate Safety and Health Policy on an annual basis and the Board requested that updates be brought forward for consideration. The 2025 proposed changes are to format the Policy into the new TransLink policy template released earlier this year. There are no changes in policy wording, the content is moved into the new template heading areas, there is addition of one document in the reference section (TransLink Recover at Work Policy), the Board is now the approving body, and the required signature has changed from CEO to Corporate Secretary. The proposed amendments to the Policy are set out in [Attachment 2](#) to this report. Due to the significant formatting changes a redline version is not included, instead, the 2024 policy is included in [Attachment 3](#) as a reference to show that the content has not been changed.

ATTACHMENTS

Attachment 1 – TransLink Enterprise Safety Commitment

Attachment 2 – 2025 TransLink Corporate Safety and Health Policy – updated format

Attachment 3 – 2024 TransLink Corporate Safety and Health Policy – old format

Attachment 1. TransLink Enterprise Safety Commitment



TransLink Enterprise Safety Commitment

TransLink operates on a foundation that includes *Safety, Sustainability and Resiliency*. These pillars are fundamental to everything we do.

To demonstrate our dedication to safety, we have developed the TransLink Enterprise Safety Commitment.

Our Enterprise Safety Commitment applies to all employees of TransLink, its subsidiaries, and service contractors. It includes safety-related policies and practices for our customers, employees, vehicles and infrastructure.

SETTING GOALS

Our Enterprise Safety Commitment includes three guiding principles:

- **Eliminate injuries** to both our customers and employees
- **Empower employees** and hold them accountable to work safely
- **Influence others** to improve safety for people across Metro Vancouver

THE PATH FORWARD

Establishing our Enterprise Safety Commitment is the first step in a journey.

As we embark on this journey, we will take the following steps to achieve our safety goals.

To **eliminate injuries**, we will:

- Set ambitious safety objectives and annual targets that are industry-leading
- Use data and identify root causes of injuries to proactively reduce safety risks
- Prioritize safety, security and resiliency when building infrastructure or expanding our fleet

To **empower employees**, we will:

- Increase training opportunities for staff across the enterprise
- Introduce accountability measures to ensure safe transit operations
- Cultivate strong partnerships with our employees and unions in the pursuit of safety

To **influence others**, we will:

- Work with the communities we serve to improve safety
- Conduct customer safety campaigns to promote hazard awareness
- Establish industry-leading benchmarks and influence new safety technology



Attachment 2. 2025 Safety and Health TransLink Policy - Update new format

SAFETY AND HEALTH - DRAFT

TransLink Policy

Issued by: Safety, Environment, Emergency Management & Enterprise Security

Approved by: TransLink Board

Meeting Date: October 1, 2025

Effective Date: October 1, 2025

Corporate Secretary Signature: _____

1. Purpose & Context

By establishing basic principles and responsibilities in the area of physical and psychological safety and health, this policy outlines TransLink's commitment to the safety and health of our employees and customers, and to comply with the BC Workers Compensation Act and all other legislation, rules, regulations, codes, guidelines and standards that may apply to TransLink's operations.

2. Scope

Consistent with the TransLink (TL) Enterprise Safety Commitment, TL's Safety and Health Policy applies to our employees and service contractors and may influence other safety-related policies and practices for our customers, employees, and infrastructure.

3. Policy Objectives

Every person who is employed by TL has the right to a physically and psychologically safe and healthy workplace.

TransLink will maintain a Safety Management System to identify, quantify and mitigate safety risks in the workplace for our employees and customers, to meet regulatory requirements, and to support the journey towards achieving the TransLink Enterprise Safety Commitment. Officially documented programs, procedures, training and safety communications established as part of the SMS will be considered de facto safety policy.

Every person who is employed or contracted by TL has a duty to work safely and to promote safe working conditions, safe work practices and positive attitudes towards incident prevention.

4. Policy

SAFETY AND HEALTH RESPONSIBILITIES

- Every *Employer* is accountable to maintain the standards that are required to meet these basic principles. Managers at all levels are responsible for preventing occupational accidents, physical/psychological injuries and diseases. They shall ensure investigations are conducted, training is provided, procedures are developed and implemented, and all facilities and equipment are maintained.

developed and implemented, and all facilities and equipment are maintained.

- Every *Supervisor*, as defined in the OH&S Regulation (see section 5) is responsible for ensuring that employees receive training, follow safe work practices and comply with pertinent regulations. They will actively support physical and psychological safety initiatives and prevention of incidents by conducting regular inspections, incident investigations and hands-on instruction.
- Every *employee* is responsible for knowing how to work safely and shall work safely. Employees will actively participate in the Safety Management System and contribute to the achievement of a safe and healthy workplace. Employees are expected to report unsafe conditions and point out unsafe behaviour. Everyone is expected to work positively and co-operatively towards a physically and psychologically safe and healthy workplace.
- Employees are urged to join senior TL management in a personal commitment to make our Safety Management System and organization an industry leader and work together towards continual improvement.
- TL will annually identify hazards and perform a risk assessment, and set health and safety objectives and targets to prioritize and mitigate risks.

5. Definitions

Supervisor means a person who instructs, directs and controls workers in the performance of their duties (from BC Occupational Health and Safety Regulation).

For clarity, the term “Supervisor” is independent of the title “Supervisor”. Within the policy, as well as legislation, a supervisor is a person who is directly overseeing the work of another employee. Examples include: a director is the supervisor of directly reporting managers; a manager is the supervisor of directly reporting persons with the title supervisor; a unionized employee who is providing another new unionized employee with a job site orientation is the new employee’s supervisor while providing the orientation, and within the limits of the ability to control the new employee’s actions. Supervisors are in the best position to ensure the safety of directly reporting employees and accordingly, under legislation, are assigned the greatest responsibility for ensuring the safety of employees.

Employer includes every person having in their service under a contract of hiring or apprenticeship, written or oral, express or implied, a person engaged in work in or about an industry.

Safety Commitment refers to the TransLink Enterprise Safety Commitment adopted by the TransLink Board of Directors in March 2020 and subsequent revisions thereof including the following three key elements:

To eliminate injuries, we will:

- Set ambitious safety objectives and annual targets that are industry-leading
- Use data and identify root causes of injuries to proactively reduce safety risks
- Prioritize safety, security and resiliency when building infrastructure or expanding our fleet

To empower employees, we will:

- Increase training opportunities for staff across the enterprise
- Introduce accountability measures to ensure safe transit operations
- Cultivate strong partnerships with our employees and unions in the pursuit of safety

To influence others, we will:

- Work with the communities we serve to improve safety
- Conduct customer safety campaigns to promote hazard awareness
- Establish industry-leading benchmarks and influence new safety technology

Safety Management System is a series of defined and standardized, organization-wide processes that provide for effective risk-based management of health and safety.

6. Monitoring & Review

This policy will be reviewed annually by the TransLink Board.

7. References

TransLink Enterprise Safety Commitment
Psychological Health and Safety Policy – Enterprise Policy
TransLink Recover at Work Policy
BC Workers' Compensation Act
BC Occupational Health and Safety Regulation
International Safety Management Code
ISO 45001: 2018 Occupational Health and Safety Management Systems

Last Revised: 14-08-2025

Attachment 3. 2024 TransLink Corporate Safety and Health Policy



SAFETY AND HEALTH - TRANSLINK CORPORATE POLICY -

Issued By:	Safety, Environment and Emergency Management Department
Approved By:	Executive Committee
Initial Signature Date:	October 8 th , 2021
Annual Review Date:	September 28 th , 2024
CEO Signature:	

1. SCOPE

Consistent with the TransLink Enterprise Safety Commitment, TransLink's (TL) Safety Policy applies to our employees and service contractors and may influence other safety-related policies and practices for our customers, employees, and infrastructure.

2. PURPOSE

By establishing basic principles and responsibilities in the area of physical and psychological safety and health, this policy outlines TransLink's (TL) commitment to the safety and health of our employees and customers, and to comply with the *BC Workers Compensation Act* and all other legislation, rules, regulations, codes, guidelines and standards that may apply to TL's operations.

3. POLICY

Every person who is employed by TL has the right to a physically and psychologically safe and healthy workplace.

TransLink will maintain a *Safety Management System* to identify, quantify and mitigate safety risks in the workplace for our employees and customers, to meet regulatory requirements, and to support the journey towards achieving the TransLink Enterprise Safety Commitment. Officially documented programs, procedures, training and safety communications established as part of the SMS will be considered de facto safety policy.

Every person who is employed or contracted by TL has a duty to work safely and to promote safe working conditions, safe work practices and positive attitudes towards incident prevention.





4. APPLICATION

SAFETY AND HEALTH RESPONSIBILITIES


- Every *Employer* is accountable to maintain the standards that are required to meet these basic principles. Managers at all levels are responsible for preventing occupational accidents, physical/psychological injuries and diseases. They shall ensure investigations are conducted, training is provided, procedures are developed and implemented, and all facilities and equipment are maintained.
- Every *supervisor*, as defined in the OH&S Regulation (see section 5) is responsible for ensuring that employees receive training, follow safe work practices and comply with pertinent regulations. They will actively support physical and psychological safety initiatives and prevention of incidents by conducting regular inspections, incident investigations and hands-on instruction.
- Every *employee* is responsible for knowing how to work safely and shall work safely. Employees will actively participate in the Safety Management System, and contribute to the achievement of a safe and healthy workplace. Employees are expected to report unsafe conditions and point out unsafe behaviour. Everyone is expected to work positively and co-operatively towards a physically and psychologically safe and healthy workplace.
- Employees are urged to join senior TL management in a personal commitment to make our Safety Management System and organization an industry leader and work together towards continual improvement.
- TL will annually identify hazards and perform a risk assessment, and set health and safety objectives and targets to prioritize and mitigate risks.

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"Supervisor" means a person who instructs, directs and controls workers in the performance of their duties (from *BC Occupational Health and Safety Regulation*).

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best position to ensure the safety of directly reporting employees and accordingly, under legislation, are assigned the greatest responsibility for ensuring the safety of employees.

"Employer" includes every person having in their service under a contract of hiring or apprenticeship, written or oral, express or implied, a person engaged in work in or about an industry.

"Safety Commitment" refers to the TransLink Enterprise Safety Commitment adopted by the TransLink Board of Directors in March 2020 and subsequent revisions thereof including the following three key elements:

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"Safety Management System" is a series of defined and standardized, organization-wide processes that provide for effective risk-based management of health and safety.

6. REFERENCES

TransLink Enterprise Safety Commitment
Psychological Health and Safety Policy – Enterprise Policy
BC Workers' Compensation Act
BC Occupational Health and Safety Regulation
International Safety Management Code
ISO 45001: 2018 Occupational Health and Safety Management Systems



TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: July 4, 2025

SUBJECT: Public Delegations at the June 25, 2025 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received two public delegations at its June 25, 2025 public Board meeting.

Two public delegations were received by the Board at the June 25, 2025 public Board meeting on the following topics:

- **Fare Evasion**
 - A public delegate spoke to the Board of Directors in support of TransLink's fare enforcement program and recommended using more Transit Police to carry out fare inspections given their enhanced policing powers, and also to increase fare infraction fines.
 - Management wrote to the public delegate to share information on the current fare enforcement program and the efforts to also ensure customers are informed of the correct fare and possess the appropriate proof of payment while travelling on transit. Information was also shared about the current fare infraction amounts which are set in provincial legislation.
- **Transit Fares**
 - The Board received a public delegate who advocated for TransLink to engage Statistics Canada to provide an independent comparison report on transit fares across Canada.
 - The public delegate received a response from Management noting TransLink's consideration of the delegate's recommendation by the Management team and appreciation of their input on this issue.

TO: TransLink Board of Directors

FROM: Shezana Hassko, Vice President, Engineering

DATE: September 15, 2025

SUBJECT: TransLink Bridges – Operations, Maintenance, and Rehabilitation Report

EXECUTIVE SUMMARY

This report provides information on operations, maintenance, and rehabilitation activities on TransLink's bridges between Q2 2025 and Q3 2025. Routine inspection and rehabilitation works are planned on the Pattullo, Knight Street, Westham Island, and Golden Ears Bridges which will require periodic closures to traffic. TransLink coordinates closely with contractors and stakeholders to minimize disruptions and effectively communicates these closures to the traveling public. Overall, the bridge network remains in safe operational condition, with targeted rehabilitation and upgrades underway to address aging infrastructure and safety concerns.

PURPOSE

This report is to provide information on operations, maintenance, and rehabilitation activities on TransLink's bridges with potential for public impacts.

BACKGROUND

TransLink is responsible for the regional transportation system of Metro Vancouver, which includes ownership, operation, and maintenance of the following five bridges used by vehicles, cyclists and pedestrians:

1. Pattullo Bridge;
2. Knight Street Bridge;
3. Westham Island Bridge;
4. Golden Ears Bridge; and
5. Canada Line Bike and Pedestrian Bridge.

Except for the Golden Ears Bridge, which is operated and maintained by the Golden Crossing General Partnership under a Concession Agreement, TransLink oversees routine maintenance, repairs and rehabilitation works on these bridges. This report focuses on inspection, maintenance and rehabilitation activities which have impacts on the public.

DISCUSSION

The table below provides a summary of the anticipated inspection schedule for each TransLink maintained bridge.

Bridge	Last Inspection	Next Inspection
Pattullo Bridge	October 2024	October 2025
Knight Street Bridge	July 2024	November 2025
Westham Island Bridge	September 2024	December 2025
Golden Ears Bridge	November 2024	October 2025
Canada Line Bike and Pedestrian Bridge	August 2024	September 2025

The activities that occurred between Q2 2025 and Q3 2025 are summarized by bridge below:

1) Pattullo Bridge

The Pattullo Bridge connects the cities of New Westminster and Surrey and is 87 years old. Most of the bridge's structural components have exceeded their predicted design life, with some nearing the end of their useful lives. The Province is delivering the Pattullo Bridge Replacement Project, which will replace the existing bridge with a new crossing. Fraser Crossing Partners (FCP) is contracted for construction of the new bridge.

TransLink was not anticipating operating the existing Pattullo Bridge beyond December 31, 2023. However, as construction of the new crossing has not been completed, the existing Pattullo Bridge needs to remain operational until it is replaced. To offset the costs of operating the Pattullo Bridge, the Province has reimbursed TransLink for all costs incurred for the operations, maintenance, and rehabilitation of the Pattullo Bridge since January 1, 2024.

To ensure the existing Pattullo Bridge is operational until it is replaced, TransLink regularly monitors and inspects the condition of the bridge. Activities of note that have occurred since Q2 2025 include:

a) Motor Vehicle Incidents – Railing Repairs

Several major vehicle incidents occurred on the Pattullo Bridge between Q4 2024 and Q1 2025. The collisions resulted in three areas of railing damage as follows:

- Two areas of damage were identified on the west railing; and,
- One area of damage was identified on the east railing.

Immediately following the incident, temporary repairs were made to restore service and to prevent further damage. In June 2025, directional closures were implemented in the northbound and southbound directions to repair the east and west railings respectively. While two areas were successfully repaired, the third location had to be redesigned due to unforeseen site conditions. Following further site inspection, design, fabrication, and securing rope access (specialty resources), the third railing location was repaired in August 2025.

b) Hydraulic Monitoring

TransLink conducts bi-annual hydraulic surveys of the Pattullo Bridge and the adjacent SkyBridge to assess the riverbed conditions and scour risks. These include:

- A winter survey is conducted in January of each year to monitor the impacts due to low river discharge; and
- A freshet survey is conducted in May or June of each year to monitor the impacts during high river discharges.

Due to the proximity of the bridges in the area, which includes the SkyBridge, the New Westminster Rail Bridge, the existing Pattullo Bridge, and the future replacement bridge, impacts of one on the other are interlinked.

c) Pattullo Replacement Project Interface

The Province is delivering the Pattullo Bridge Replacement Project with construction activities occurring close to the Pattullo Bridge, the SkyBridge and other SkyTrain infrastructure. The

Province works closely with TransLink and BCRTC staff to proactively manage impacts on TransLink's infrastructure and customers.

Varying levels of temporary closures are necessary to enable the work on the replacement bridge. Depending on the proximity of the work to the Pattullo Bridge, lane closures and directional closures on weekends and evening hours will continue as required. Certain works may also require longer duration closures of the entire bridge.

As the project nears completion, additional closures will be required to connect the new bridge.

2) Knight Street Bridge

The Knight Street Bridge connects the Cities of Vancouver and Richmond and is one of the busiest crossings in the Lower Mainland. The bridge opened to traffic in 1974 and is 50 years old. It was designed for a service life of 75 years and most of its components are in generally good condition.

The Knight Street Bridge is comprised of three structures as follows:

- South Bridge – the bridge structure that connects the City of Richmond and Mitchell Island;
- North Bridge – the bridge structure that connects Mitchell Island and the City of Vancouver; and,
- Marine Drive Overpass – the bridge structure that crosses Southeast Marine Drive in the City of Vancouver.

Several key projects are currently underway to maintain and improve the bridge's infrastructure, including:

a) Fencing Under Knight Street Bridge

An area below the South Bridge of the Knight Street Bridge in Richmond had become a reoccurring site for illegal dumping and encampments. Work to clean the site was labour intensive and required resources from Transit Police and speciality contractors due to potential hazardous materials.

To address this, TransLink has worked with Mainroad to install fencing from Pier S26 to Pier S31 to close off the entire site. The area is approximately from Vulcan Way to the south abutment of the structure.

b) Fortis Gas Main Inspection

A natural gas pipeline, owned by Fortis, is located below the South Bridge of the Knight Street Bridge. In May 2025, Fortis informed TransLink that an inspection was required. In Q3 2025, TransLink reviewed and coordinated with Mainroad to facilitate the access. The inspection was completed in August 2025. All inspection activities took place from the catwalk. As lane closures were not required, the works were carried out with no impacts to the public.

c) BC Hydro Power Cable Replacement

BC Hydro operates power cables in trays under the North Bridge that provide service to Mitchell Island.

In Q1 2025, BC Hydro completed works to repair the cable trays and to install new cables. In Q3 2025, TransLink was informed that the new cables had been vandalized and that BC Hydro would need to replace the cables. TransLink is currently reviewing and coordinating the works with BC Hydro. It is expected that BC Hydro will perform the replacement prior to the end of Q3 2025.

To minimize impacts on the public, any lane closures required for the works will be limited to overnight hours between 9:30 PM and 5:00 AM, and BC Hydro will be required to maintain one lane in each direction at all times.

3) Westham Island Bridge

The Westham Island Bridge is in the City of Delta and is the only connection between Ladner and Westham Island. The bridge opened in 1910 and is 115 years old. Most of the bridge's components have exceeded their intended service life, and the bridge requires ongoing investment to remain operational.

a) Westham Island Bridge Rehabilitation

Since the 2016 Rehabilitation Plan, multiple phases of major work have been completed on the Westham Island Bridge, including urgent structural repairs, scour protection upgrades, and swing span rehabilitation. These efforts highlight the ongoing maintenance required to keep the aging structure in service.

The recent annual inspection (completed in September 2024) identified that additional repair and rehabilitation will need to occur in 2025 to ensure the bridge is operational. It is expected that most of the work will occur above water which will streamline environmental permitting. The construction will be scheduled at night during low tides to minimize traffic disruption and environmental impacts. Subject to permit approvals, construction is anticipated to begin in late Q4 2025 or early Q1 2026.

Given the age of the Bridge, Management expects increasing efforts will be required to monitor, assess, and rehabilitate the bridge. To proactively manage the bridge, Management has initiated an update to the 10-year Rehabilitation Plan, which will outline anticipated rehabilitation items from 2025 to 2035.

b) Bridge Replacement (Conceptual and Detailed Design)

The Westham Island Bridge is 115 years old but was only designed to have a service life of 60 years. While the bridge has remained operational due to the efforts of ongoing maintenance and rehabilitation, the bridge has functional limitations as compared to a newly designed bridge, such as limited clearances, and limited pedestrian and cyclist facilities, that cannot be addressed through structural rehabilitation alone.

TransLink has worked collaboratively with the City of Delta to establish relationships and to align the communication strategies for engaging with their residents. With acceptance from the City of Delta, the Request for Proposal (RFP) for Concept Design for a new replacement bridge was issued on July 29, 2025, and will close in September 2025.

As it is expected that the Project will generate interest amongst the local community TransLink proactively issued notification letters in advance of the release of the RFP to First Nations, Westham Island local and adjacent residents, businesses and the Delta Farmers' Institute.

Once the RFP closes and the Concept Design contract is awarded to a consultant, work can commence on the following:

- evaluating alignment options;
- determining permitting and archaeological requirements;
- identifying design requirements, including geometric, navigation, and active mode requirements; and
- determining property and utility impacts.

4) Golden Ears Bridge

The Golden Ears Bridge opened to traffic in 2009 and connects the Cities of Surrey and Langley with Maple Ridge and Pitt Meadows. The bridge was constructed as part of the Golden Ears Bridge Project, which also includes Golden Ears Way that connects the bridge to the surrounding road network. The bridge and approach roads are operated and maintained by the Golden Crossing General Partnership (GCGP) under a 32-year Concession Agreement.

The GCGP, the consortium that designed, built, and financed the Golden Ears Bridge Project, was led by Bilfinger Berger Global Infrastructure (BBGI). In early 2025, BBGI announced they had received an acquisition offer from British Columbia Investment Management Corporation ("BCI"). The transaction was concluded on June 23, 2025. TransLink confirmed with BBGI that they do not expect that the transaction will bring any changes to the existing Lending Agreements or Partnership Agreements, or any changes in terms of TransLink's day to day dealings on the project.

At the end of the Concession term in 2041, the project assets will be handed back to TransLink in a condition that does not require further rehabilitation works for a minimum period of five years. Each year, the GCGP updates the Asset Management Plan based on the most recent inspections to identify required preventative maintenance and rehabilitation work.

In addition to operations, maintenance, and rehabilitation activities, Management also supports third party developments and requests on TransLink's lands in proximity to Golden Ears Way and Golden Ears Bridge.

Key initiatives that occurred in Q3 2025 include:

a) Asset Condition Report – Corrosion Repairs

The Concessionaire is required to provide an Asset Condition Report annually to summarize the condition of all the assets as part of the Golden Ears Bridge Project. This includes all the structures, road surfaces (pavement), drainage structures, and electrical systems.

The 2024 Asset Condition Report confirmed that the overall structure remains in excellent condition.

5) Canada Line Bike and Pedestrian Bridge

The Canada Line Pedestrian Bridge opened in 2009 and is attached to the North Arm Bridge, which carries the Canada Line over the Fraser River, between the City of Vancouver and the City of Richmond.

Generally, maintenance activities are routine in nature with no significant repairs required. Key initiatives that occurred in Q3 2025 include:

a) Joint Rehabilitation

One of the expansion joints located at the southern end of the Canada Line Bike and Pedestrian Bridge (CLPB), referred to as joint SAW 3, has been identified as having an uneven profile. Based on inspections carried out in 2024, the elevation difference between the bridge span and the bridge approach has created a bump. In Q3 2025, detailed design for joint rehabilitation is planned to smooth the joint's profile, improving user safety and comfort.

To increase awareness of the bump, warning signs were installed to encourage cyclists to reduce speed and be aware of the gap (particularly on the downhill approach heading into Richmond). Rubber strips were also installed at the joint to bridge the elevation difference between the bridge structure and its approach.