PUBLIC MEETING AGENDA

Version: December 5, 2025

Thursday, December 11, 2025, 9:00AM to 10:20AM

Metro Vancouver Boardroom, 28th Floor, Metrotower III, 4515 Central Boulevard, Burnaby, BC and via Videoconference[1] (live streamed to the Mayors' Council YouTube Channel)

Chair: Mayor Brad West **Vice-Chair:** Mayor Malcolm Brodie

Note that times for each agenda item are estimates only. This meeting will be livestreamed and available afterwards at the Mayors' Council YouTube Channel.

Note 1: Members may participate in-person or via Zoom videoconferencing (connection details sent separately via e-mail). Members of the public are welcome to observe via the live stream on the Mayors' Council YouTube Channel or in-person. Public Delegates will be required to appear in person to present at this meeting.

MEETING OF THE MAYORS' COUNCIL ON REGIONAL TRANSPORTATION
DRAFT PUBLIC MEETING MINUTES

Minutes of the Public Meeting of the Mayors' Council on Regional Transportation (Mayors' Council) held October 2, 2025 in the Metro Vancouver Boardroom, 28th Floor, Metrotower III, 4515 Central Boulevard, Burnaby, BC, and via videoconference.

PRESENT:

Mayor Brad West, Port Coquitlam, Chair
Mayor Malcolm Brodie, Richmond, Vice-Chair
Councillor Brent Asmundson, Coquitlam (alternate)
Mayor Ken Berry, Lions Bay
Mayor Linda Buchanan, North Vancouver City
Mayor George Harvie, Delta
Mayor Patrick Johnstone, New Westminster
Councillor Joe Keithly, Burnaby (alternate)
Councillor Sarah Kirby-Yung (alternate)
Mayor Megan Knight, White Rock
Mayor Andrew Leonard, Bowen Island
Mayor Mike Little, North Vancouver District
Mayor Brenda Locke, Surrey
Mayor Nicole MacDonald, Pitt Meadows
Director Jen McCutcheon, Electoral Area A
Mayor John McEwen, Anmore
Mayor Jamie Ross, Belcarra
Mayor Dan Ruimy, Maple Ridge
Mayor Mark Sager, West Vancouver
Councillor Bryce Williams, Tsawwassen First Nation (alternate)
Mayor Eric Woodward, Langley Township

REGRETS:

Mayor Meghan Lahti, Port Moody
Mayor Nathan Pachal, Langley City

ALSO PRESENT:

Michael Buda, Executive Director, Mayors' Council on Regional Transportation Secretariat
Kevin Quinn, Chief Executive Officer, TransLink

PREPARATION OF MINUTES:

Carol Lee, Mosaic Writing Group

CALL TO ORDER

Chair Brad West declared that a quorum was present and called the meeting to order at 9:01 a.m.

The Chair acknowledged, with respect and celebration, that the meeting is taking place on the traditional and unceded territories of the Indigenous people upon which we are fortunate to live, work and operate.

1. PRELIMINARY MATTERS

1.1. Adoption of the Agenda

Draft agenda for the October 2, 2025 Public Meeting of the Mayors' Council on Regional Transportation, version dated September 29, 2025, was provided with the agenda material.

It was MOVED and SECONDED

That the agenda of the October 2, 2025 Public Meeting of the Mayors' Council on Regional Transportation be adopted, as presented.

CARRIED

1.2. Approval of Minutes (June 26, 2025)

Draft minutes of the June 26, 2025 Public Meeting of the Mayors' Council on Regional Transportation was provided with the agenda material.

It was MOVED and SECONDED

That the minutes of the June 26, 2025 Public Meeting of the Mayors' Council on Regional Transportation be adopted, as presented.

CARRIED

2. PUBLIC DELEGATIONS

There were no items to consider.

3. REPORT OF TRANSLINK MANAGEMENT

Kevin Quinn, Chief Executive Officer (CEO), TransLink, reviewed the presentation titled "TransLink Management Report" and highlighted:

- Approval of the 2025 Investment Plan
- Progress on the Bus Rapid Transit (BRT) program
- Local government funding programs to support walking and road infrastructure investments
- New five-car Mark V Skytrain cars placed into service
- Eleven Car-Free Day events were held over the summer 2025,

It was MOVED and SECONDED

That the Mayors' Council on Regional Transportation receive this report.

CARRIED

4. REPORT OF THE CHAIR

Chair West commented on the need to:

- Return TransLink to financial stability by 2027 to avoid future service cuts
- Obtain new federal and provincial funding for the Access for Everyone (AfE) Phase 1 capital projects that were approved by the Mayors' Council in November 2024.

It was MOVED and SECONDED

That the Mayors' Council on Regional Transportation receive this report.

CARRIED

5. REPORT OF THE EXECUTIVE DIRECTOR

5.1. Report on Mayors' Council Submission to 2026/27 Federal Pre-Budget Consultations

Report titled "ITEM 5.1 – Submission to 2025–26 Federal Pre-Budget Consultations", dated September 25, 2025, was provided with the agenda material.

Michael Buda, Executive Director, Mayors' Council on Regional Transportation Secretariat, reviewed the report provided with the agenda material and highlighted:

- Major capital projects approved for AfE Phase 1
- $30 billion Canadian Public Transit Fund (CPTF) was funded in the 2021 federal budget:
    - The TransLink allocation was $2.1 billion, which is less than 15% of the AfE Phase 1 capital projects and less than 7% of the total AfE

- 2026 federal budget “asks”:
  - Double the CPTF in the near terms
  - Increase federal cost-share
  - Prioritize CPTF funding to regions with projects that ready to go
  - Increase CPTF over the long-term to ensure funding meets needs.

During discussion, the ED reported that the Province has not responded to TransLink’s “asks” for capital funding to support the AfE Phase 1 capital projects.

It was MOVED and SECONDED
That the Mayors’ Council on Regional Transportation receive this report.

CARRIED

6. OTHER BUSINESS

6.1. Next Meeting

The next Public Meeting of the Mayors’ Council will be held on November 27, 2025 at 9:00 a.m. in the Metro Vancouver Boardroom and via videoconference.

7. ADJOURNMENT

There being no further business, the October 2, 2025 Public Meeting of the Mayors’ Council on Regional Transportation was adjourned to a Closed Session at 9:22 a.m.

Certified Correct:

Mayor Brad West, Chair

Carol Lee, Recording Secretary
Mosaic Writing Group

TO: Mayors' Council on Regional Transportation

FROM: Mike Buda, Executive Director, Mayors' Council Secretariat

DATE: December 4, 2025

SUBJECT: **ITEM 2 – Election of the 2025 Chair, Vice-Chair and Board Designates**

RECOMMENDATIONS:

That the Mayors' Council on Regional Transportation receive this report.

PURPOSE:

To review the rules and process for electing the 2025 Chair and Vice-Chair of the Mayors' Council and the three Mayors' Council Designates to the TransLink Board of Directors

BACKGROUND:

Section 2 of the Mayors' Council's *Rules of Procedure for the Conduct of Meetings* applies to the election of Chair, Vice-Chair and Mayors' Council Designates to the TransLink Board ("Board Designates"):

2. ELECTION OF CHAIR, VICE-CHAIR AND BOARD DESIGNATE

2.1 The Chair, Vice-Chair & Board Designates are elected at the last Mayors' Council meeting of the year

2.2 Any Council Member may be nominated for the positions of Chair, Vice-Chair and Board Designates at the Mayors' Council meeting where the election of the Chair, Vice-Chair and Board Designates is to be considered. The nomination must be seconded by another Council Member and must be accepted by the Council Member so nominated.

2.3 If more than one person is nominated for the position of Chair or Vice-Chair, a vote by secret ballot will be taken to determine the outcome at the meeting when the nominations are made. The person who receives the most votes, as determined by the Executive Director and Corporate Secretary, will be the Chair or Vice-Chair.

2.4 If more than three people are nominated for the position of Board Designates, a vote by secret ballot will be taken to determine the outcome at the meeting when the nominations are made, using the following voting procedure:

(a) Each Mayors' Council member will be requested to cast votes for three nominees; and

(b) To be considered valid, all ballots must show votes for three nominees; and

(c) The three nominees who receive the most votes, as determined by the Executive Director and Corporate Secretary, will be the Mayors' Council Board Designates.

2.5 The election of Chair, Vice-Chair and Board Designates will be determined on the basis of one (1) vote per Council Member and Delegate present at the meeting.

2.6 The Chair, Vice-Chair and Board Designates will hold office for a one (1) year term, commencing on January 1 and ending on December 31 of the ensuing year.

2.7 The Chair, Vice-Chair and Board Designates should declare their intention to seek re-election by notifying the Council Members by email no later than November 15.

2.8 If the office of the Chair or Vice-Chair or Board Designates becomes vacant, the Mayors' Council will elect a new Chair or Vice-Chair or Board Designate(s) at its next meeting, to hold office until December 31.

The Mayors' Council elected Mayor Brad West and Mayor Malcome Brodie at its 2025 Chair and Vice Chair respectively at its November 28, 2024 meeting. Mayors Buchanan, MacDonald and Woodwood were elected as Board Designates at the June 26, 2026 meeting of the Mayors' Council for terms ending on December 31, 2025.

DISCUSSION

On November 10, 2025, via emails sent to all members, the current Chair and Vice-Chair, and Board Designates Mayor MacDonald and Mayor Woodword declared their intention to seek re-election to their current positions, as per Section 2.6.

At the will of the body, the election of Chair is typically chaired by the Executive Director or the Recording Secretary, and the election of Vice-Chair and Board Designates are typically chaired by the newly elected Chair or the Recording Secretary. Nominations are accepted from the floor during this item in the agenda, as per Section 2.2. As per Section 2.3, if more than one person is nominated for the position of Chair or Vice-Chair, and As per Section 2.4, if more than three people are nominated for the positions of Board Designates, a vote by secret ballot will be taken, and will follow the process outlined in Sections 2.3 and 2.4 respectively and in *Robert's Rules of Order.*

Since the election of the 2025 Chair and Vice-Chair will occur at a hybrid meeting, with some members participating via videoconferencing, the secret ballot voting procedure adopted by the Mayors' Council in 2020 will be used to accommodate "virtual" balloting:

> **Secret Ballot Voting Procedure using the Zoom Polling Feature**
>
> The polling feature in Zoom is a simple, straightforward way to manage secret ballots elections. The results will be kept secret by changing the Zoom account settings to make the poll anonymous, which will keep the votes anonymous in the meeting and in any subsequent polling reports that are available to the Zoom account holder (for example if a report is requested by a scrutineer).
>
> The Zoom polling feature will be created and launched by the Recording Secretary during the meeting to accommodate all those nominated for each election. The Recording Secretary can see the progress of the responses and will close the poll after all responses are received. The poll results will be calculated immediately, and the outcome shared with meeting participants by the Recording Secretary announcing the name of the person(s) who received the majority of the votes.

This process is simple to use for members but allows for secret balloting for those participating by videoconference, is limited to Mayors' Council members, and can be audited by candidates' scrutineers. For those members participating in-person, paper ballots will be distributed by the Recording Secretary, and collected and counted by the Executive Director and Recording Secretary. The results of the paper ballots will then be combined with results from the Zoom polling to determine the final outcomes.

TO: Mayors' Council on Regional Transportation

FROM: Gemma Lawrence, Coordinator, Mayors' Council Secretariat

DATE: December 4, 2025

SUBJECT: **ITEM 3 – Public Delegate Presentations**

RECOMMENDATION:

That the Mayors' Council on Regional Transportation receive this report.

PURPOSE:

To introduce the objectives and process for hearing from public delegates.

BACKGROUND:

Public participation at meetings is valued by the Mayors' Council, and 30 minutes is set aside at each open meeting to receive public delegations. The Mayors' Council will only receive public delegations who intend to speak on matters that are within the authority of the Mayors' Council.

Individuals can apply to be a delegate by completing the online Application Form up until 8:00AM, two business days prior to the meeting. In situations where there isn't enough time to hear from everyone wishing to speak, the Mayors' Council encourages written submissions be sent to mayorscouncil@translink.ca.

The webpage for public delegates includes a Protocol for Public Delegates that notes:

- the Mayors' Council Chair will exercise discretion in maintaining a reasonable level of order and decorum;
- delegates and all meeting participants are reminded that different points of view are respected, and discussions are kept above the level of personal confrontation, disruptive behaviour and profanity.

DISCUSSION:

The deadline to apply to speak to the Mayors' Council is 8:00am two days prior to the meeting. At the time of this report, not all prospective speakers will have had a chance to complete applications. Accordingly, the **list of approved speakers, as well as any written submissions or presentations, will be provided on table**. Any presentations provided by delegates will also be provided to Mayors' Council members only, on table (up to 10-pages maximum). Each delegation will be given a maximum of three minutes to address the Mayors' Council. As a general rule, there are no questions or discussion between Council and delegates. The policy governing Public Delegates can be found online.

TO: Mayors' Council on Regional Transportation

FROM: Sarah Ross, VP Transportation Planning and Policy
Andrew McCurran, Director, Strategic Planning and Policy

DATE: November 4, 2025

SUBJECT: **ITEM 6.1 - Metro Vancouver 2025 Housing and Transportation Cost Burden Study**

RECOMMENDATION:

The Joint Planning Committee recommends that the Mayors' Council on Regional Transportation receive this report.

DISCUSSION

On September 11, 2025, Metro Vancouver staff presented the findings of their 2025 Housing and Transport Cost Burden Study to the Metro Vancouver Regional District Regional Planning Committee. This study is an update to a similar study conducted in 2015, with updated data and methodologies.

Metro Vancouver Staff will present the findings of the study to the Joint Planning Committee of the TransLink Board and Mayors' Council at the November 13th, 2025 meeting.

Key findings of the report include:

- Households in the region are spending an average of $41,000 annually on combined housing and transportation costs
    - Auto costs comprise 98% of total transportation costs. Households with two or more vehicles spend, on average, $30,815 annually on transportation; single-vehicle households spend an average of $13,798; and households with no vehicles spend an average of $2,530. This suggests that enabling more households to own fewer vehicles (e.g. good transit service and transit transit-oriented development) can have an impact on overall household costs.
- Households with secure rental tenure and good access to frequent transit tend to have the least cost burden.
- Areas with the lowest combined housing and transport costs are prioritized in *Transport 2050* and *Metro 2050* for growth, particularly those with strong transit connections, such as Urban Centres, Frequent Transit Development Areas and Major Transit Growth Corridors.

The report highlights the importance of public transit as a vital part of making the region more affordable. Transportation costs are mainly driven by the expenses of owning a vehicle, and for households with two or three cars, the impact is substantial. Supporting transit-oriented development can reduce household expenditures and increase accessibility to jobs and daily needs.

Although the report focused on the affordability benefits of around the existing rapid transit network, we anticipate similar benefits to accompany Bus Rapid Transit (BRT). Frequent and reliable transit service enables households to rely on transit more often, thus reducing the need for costly private vehicles.

ATTACHMENTS

Attachment 1: Final Staff Report H + T 2025
Attachment 2: Metro Vancouver Transportation Cost Estimates and Technical Report

metrovancouver
SERVICES AND SOLUTIONS FOR A LIVABLE REGION

To: Regional Planning Committee

From: Mark Seinen, Senior Planner and Charles Pan, Senior Policy and Planning Analyst, Regional Planning and Housing Services

Date: August 19, 2025 Meeting Date: September 11, 2025

Subject: **Housing and Transportation Cost Burden Study Update**

RECOMMENDATION

That the MVRD Board:

a) receive for information the report dated August 19, 2025, titled "Housing and Transportation Cost Burden Study Update";
b) request that the Board Chair forward a copy of the report dated August 19, 2025 titled "Housing and Transportation Cost Burden Study Update" to Member Jurisdictions and TransLink with an offer of a presentation to Council upon request; and
c) request that the Board Chair forward a copy of the report dated August 19, 2025, titled "Housing and Transportation Cost Burden Study Update" to the Provincial Minister of Housing and Municipal Affairs and the Federal Minister of Housing and Infrastructure.

EXECUTIVE SUMMARY

This report updates Metro Vancouver's Housing and Transportation ("H+T") Cost Burden Study (Attachment 1), analyzing how combined housing and transportation expenses affect household affordability across the region. Combined household H+T costs average $41,000 per year, with wide variation in costs between jurisdictions and in the ratios of housing costs to transportation costs.

Key findings include:

- Transportation costs can rival, and sometimes exceed, housing costs;
- Centres and Corridors, especially those along the SkyTrain network, consistently demonstrate lower combined costs;
- Rental tenure greatly scales the affordability benefits of SkyTrain; and
- Population density alone does not materially affect H+T affordability.

The findings suggest that location and tenure matter; Small-Scale Multi-Unit Housing, for example, is unlikely to contribute to affordability if it does not offer transit proximity, rental tenure, and convenient access to jobs and services. Transit-Oriented Areas around SkyTrain, on the other hand, could enable greater levels of affordability if the housing is purpose-built rental.

These insights support policies that promote transit-oriented development (particularly affordable rental housing), strategic housing growth in affordable areas, investment in improved public transit and job creation in transit-accessible locations, all of which can improve regional affordability and guide future growth management.

PURPOSE
To inform the MVRD Board of the findings of the Housing and Transportation Cost Burden Study Update.

BACKGROUND
In 2015, Metro Vancouver released its first Housing and Transportation Cost Burden Study (Reference 1), which introduced a more comprehensive approach to understanding household affordability by examining the combined costs of housing and transportation, the two largest expenditures for most households. The study revealed that transportation costs, while often overlooked, can significantly impact household budgets, particularly for renters and lower-income families. It also demonstrated that proximity to transit can help households better manage high housing costs.

Building on these insights, *Metro 2050* incorporates a policy directive requiring Member Jurisdictions to adopt Regional Context Statements that promote the integration of land use and transportation planning. The goal is to enable households to reduce their combined housing and transportation costs through more strategic development patterns.

The 2025 Housing and Transportation Cost Burden Study Update supports the implementation of this *Metro 2050* direction by providing refreshed data and analysis. It offers a more detailed and current understanding of cost burdens across the region, reinforcing the importance of transit-oriented development and integrated planning in advancing regional affordability objectives.

METHODOLOGY
The Housing and Transportation Cost Burden Study Update analyzes the interplay among three key variables at the household level: housing costs, transportation costs and income. These are reported as averages across multiple geographic levels, including census tracts, Member Jurisdictions, subregions and the Meto Vancouver region, to identify patterns in household spending. Costs are described on an absolute basis (in dollars), while affordability is assessed using the concept of “cost burden,” defined as the percentage of gross income spent on housing and transportation.

Where data allows, results are disaggregated by housing tenure (owners vs. renters) and transportation mode (e.g., automobile, transit, cycling). Housing and income data are sourced from the 2021 Census, which includes shelter costs beyond rent or mortgage payment – for example, property taxes, utilities, and strata fees.

Transportation costs required a custom analysis based upon TransLink’s Trip Diary data. Travel patterns were assigned costs based on vehicle ownership, fuel prices, and transit fares, then annualized and averaged. Due to the complexity of this analysis, Metro Vancouver retained Steer to conduct the transportation cost research, the detailed results and methodology for which are contained in Attachment 2.

The 2025 study improves upon the 2015 methodology by:

- Incorporating costs for more transportation modes (e.g., bicycle, car share, taxi);
- Mapping housing cost and income data at the census tract level; and
- Conducting regression analysis to isolate the effect of various factors.

KEY FINDINGS

The Housing and Transportation Cost Burden Study Update features a number of exhibits (Reference 2)[1] that allow for deep analysis of household cost patterns in the Metro Vancouver region, revealing that:

- **There is significant variation in costs between Member Jurisdictions and subregions.** The North Shore subregion experiences the highest housing and transportation costs, at an average of $49,000 per household annually. The Burrard Peninsula has the lowest such costs, at $38,000 annually. New Westminster, Vancouver, Langley City, Burnaby and White Rock have average housing and transportation costs under $40,000 per household annually. West Vancouver, Anmore, Lions Bay, North Vancouver District and Belcarra have average housing and transportation costs exceeding $50,000 per household annually.

- **Transportation costs can rival, and sometimes exceed, housing costs.** Housing costs the average Metro Vancouver household $22,000 per year, while transportation costs $19,000. In several Member Jurisdictions, however – Maple Ridge, Langley Township, Langley City, Port Coquitlam and Delta – transportation costs exceed housing costs, on average.

- **Centres and Corridors are more affordable.** Many Urban Centres enjoy combined costs in the $30,000 to $40,000 per year range, including Langley, Maple Ridge, Guildford, New Westminster, Richmond, Lougheed, Coquitlam, and Lonsdale. In no Urban Centre do households average more than $50,000 in annual combined costs. Figure 3 shows that, on average, *Metro 2050*'s Centres and Corridors are more affordable than other General Urban areas outside of these overlays. Analysis indicates that this pattern is the result of multiple factors linked to greater levels of affordability, including: proximity to SkyTrain; availability of rental housing; and smaller unit sizes.

- **SkyTrain is linked to H+T affordability.** The map in Figure 2 reveals a high-cost perimeter around the region, circumscribing the relatively more affordable centre loosely represented by the SkyTrain system. The Metro Core, Metrotown, and Surrey Metro Centre, all along the Expo SkyTrain Line, stand out as having among the lowest combined H+T costs in the region, with large portions of these Urban Centres having combined costs below $30,000 per year, on average. Similar to the findings for Centres and Corridors, the relatively greater affordability for households living around SkyTrain is facilitated by the type and tenure of development (namely, rental housing and smaller units) available in those neighbourhoods, in addition to the influence of the SkyTrain service itself.

[1] The accompanying Appendix of Maps and Charts includes the complete suite of analytical exhibits that informed this study, including full-resolution versions of all maps.

- **Rental tenure greatly scales the affordability benefits of SkyTrain.** Rental tenure, and particularly non-market rental, consistently makes a more significant difference to both housing and transportation costs than transit service alone. However, rental housing tends to concentrate around SkyTrain, suggesting that SkyTrain plays a role in facilitating rental tenure. Promoting the two together – i.e. transit-oriented affordable housing – would yield the greatest benefit.

- **Population density alone does not materially affect H+T affordability**. Regression modelling found that population density had a statistically insignificant relationship with combined H+T costs. Density must be combined with other factors – such as proximity to SkyTrain, rental tenure, and access to jobs – to make an impact on affordability. One implication of this finding is that location and tenure matter; to the extent that it does not offer these attributes, Small-Scale Multi-Unit Housing is unlikely to contribute to combined H+T affordability. Transit-Oriented Areas around SkyTrain, on the other hand, could enable greater levels of affordability if the housing is purpose-built rental.

- **There is no clear relationship – inverse or otherwise – between housing costs and transportation costs.** Analysis found that there is a very weak relationship between housing costs and transportation costs, with the latter explaining only about four percent of the variation in the former (and vice versa). This finding suggests that housing and transportation costs behave independently of each other. Therefore, planning decisions should consider both types of costs together, rather than assuming one offsets the other.

- **Transportation costs are driven largely by vehicle ownership.** Across Metro Vancouver, auto costs comprise 98 per cent of total transportation costs. Households with two or more vehicles spend, on average, $30,815 annually on transportation; single-vehicle households spend an average of $13,798; and zero-vehicle households spend an average of $2,530. This suggests that public policy enabling more households to own fewer vehicles (e.g. transit-oriented development) can have an impact on overall household costs.

Figure 1 presents the average annual housing and transportation costs for households across Metro Vancouver's Member Jurisdictions and subregions. It highlights the wide variation in combined costs, with some areas exceeding $50,000 annually, while others remain below $40,000.

Figure 1: Average Annual Household H+T Costs ($ Thousands)

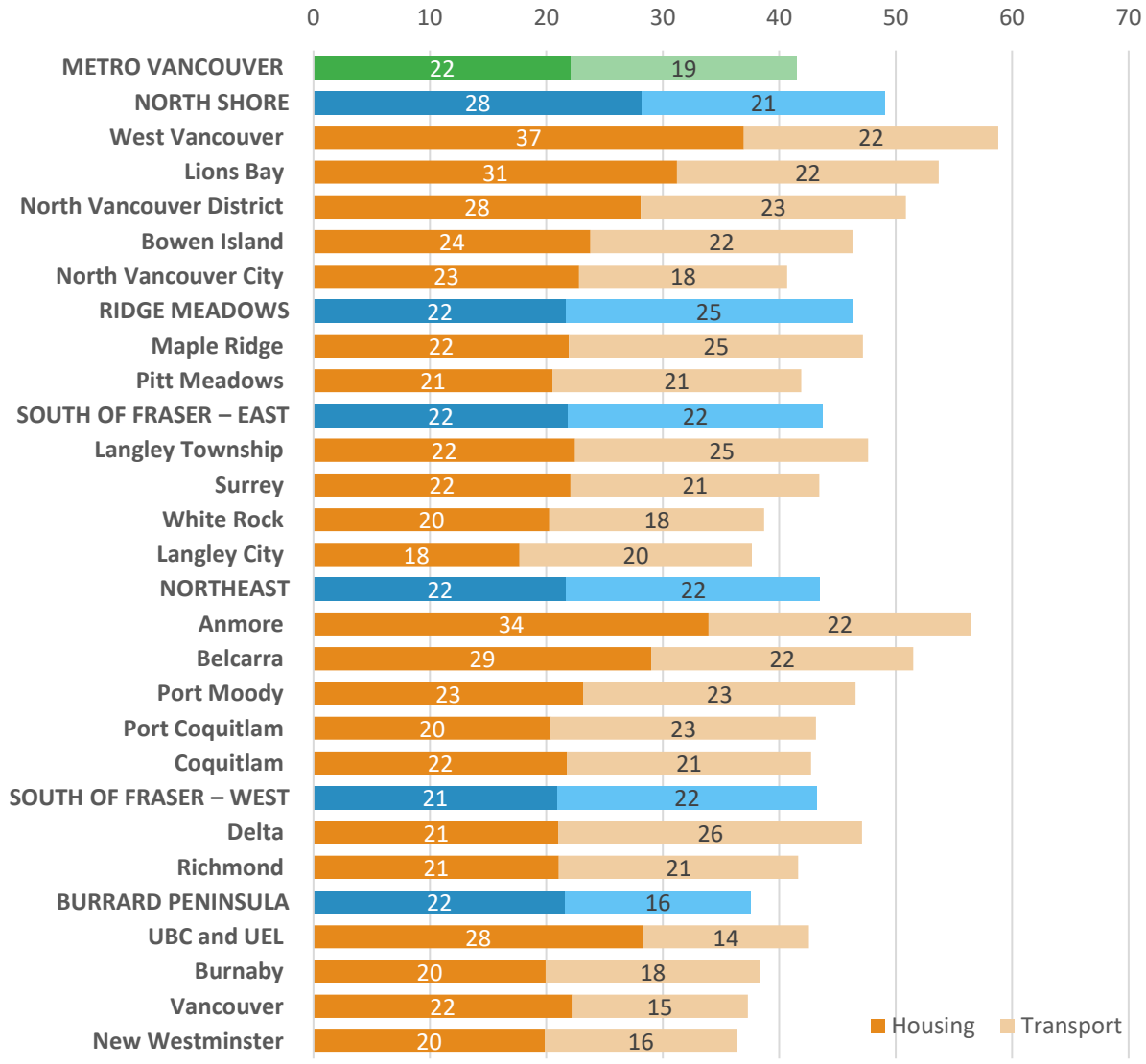


Figure 2 visualizes the spatial distribution of combined costs across the region. It reveals a high-cost perimeter surrounding the more affordable central areas served by the SkyTrain network. Urban Centres such as the Metro Core, Metrotown, and Surrey Metro Centre show the lowest combined costs, reinforcing the link between transit access and affordability.

Figure 2: Average Annual Household H+T Costs

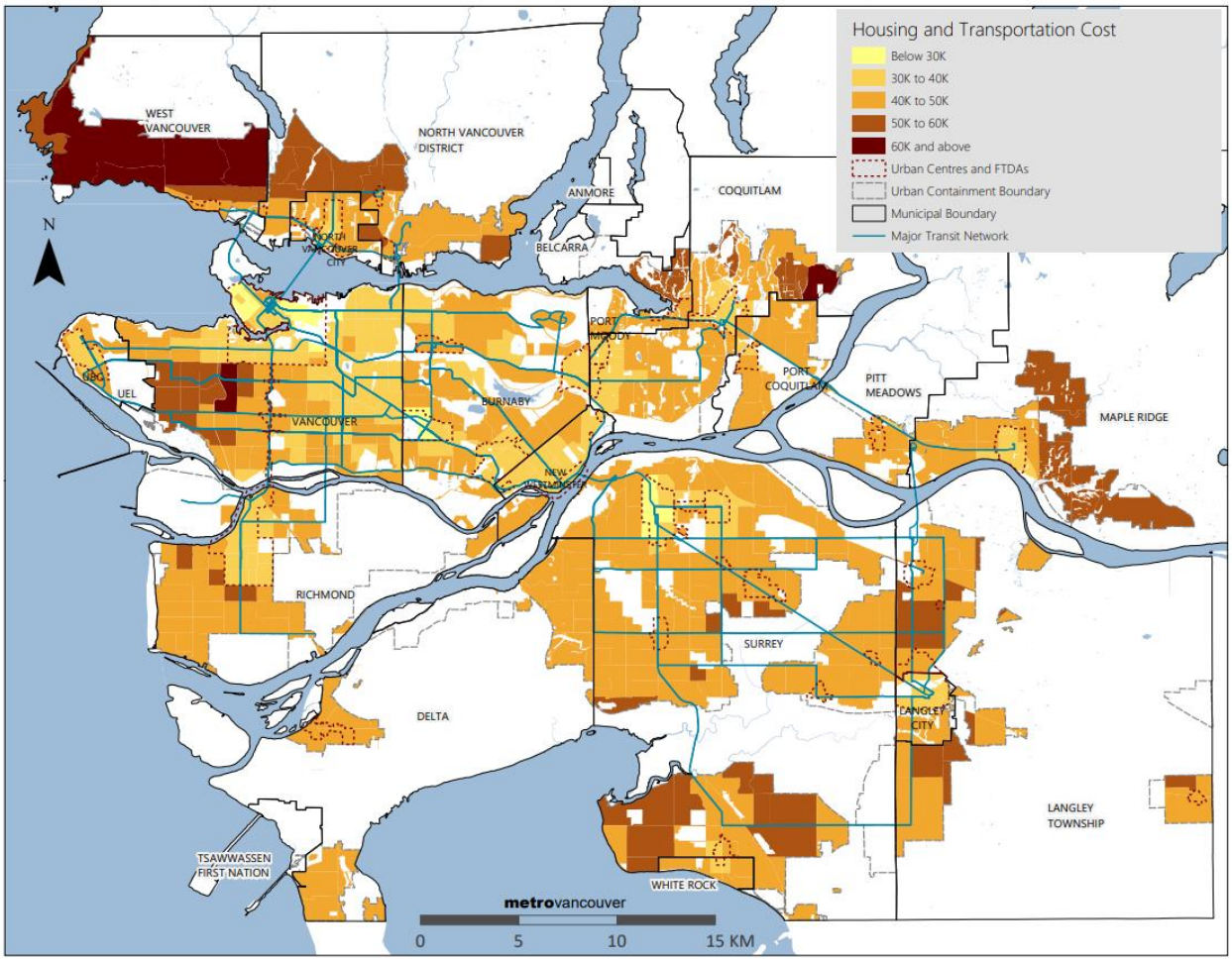
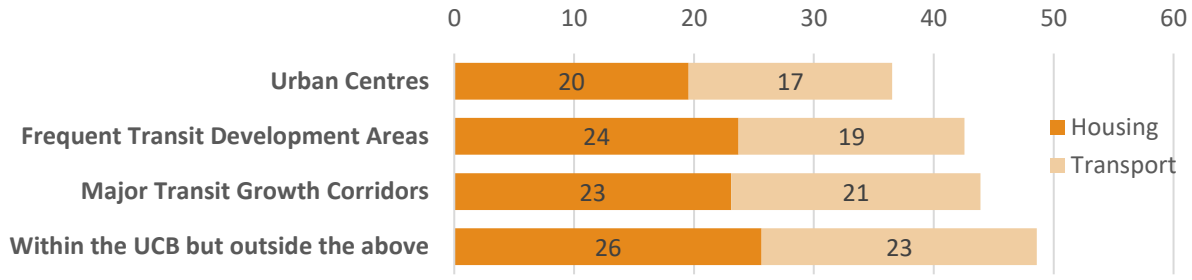


Figure 3 compares housing and transportation costs across different regional growth designations, including Urban Centres, Frequent Transit Development Areas, Major Transit Growth Corridors, and other areas within the Urban Containment Boundary. The data shows that areas prioritized in *Metro 2050* for growth, particularly those with strong transit connections, tend to have lower combined costs.

Figure 3: Average Annual Household Cost by Priority Growth Area ($ Thousands) [2]



IMPLICATIONS FOR REGIONAL GROWTH MANAGEMENT

The findings of the Housing and Transportation Cost Burden Study Update offer valuable insights for shaping regional growth strategies. Most notably, the data demonstrates that strategic investments in public transit can significantly improve household affordability, an important consideration for Metro Vancouver, where housing costs remain a major challenge.

Households in areas with strong transit access consistently experience lower combined housing and transportation costs. This underscores the importance of aligning land use planning with transit infrastructure to support more affordable living. Transit-oriented development can reduce reliance on costly personal vehicles and enable more efficient use of land for mid-rise, rental, and wood-frame housing forms.

To maximize these benefits, regional growth policies should continue to prioritize development in areas with existing or planned rapid transit service. In particular, the Major Transit Growth Corridor overlay presents an opportunity to strategically shape future growth areas that support affordability. While *Metro 2050* currently emphasizes Urban Centres and Frequent Transit Development Areas, expanding the use of the Major Transit Growth Corridor concept could help guide housing and employment growth toward locations where transit access and land economics align to deliver more affordable outcomes.

[2] UCB refers to the Urban Containment Boundary. The analysis is confined to General Urban lands only, as this is the regional land use designation associated with residential land uses.

Regional growth management should also prioritize rental tenure housing. The Housing and Transportation Cost Burden Study Update finds that population density alone has a statistically insignificant effect on H+T costs. *Metro 2050*'s first guiding principle – "put growth in the right places" – could be updated by incorporating the notion of "the right tenure." Recent provincial housing legislation encourages housing supply in both SkyTrain station areas and neighbourhoods zoned for single-detached housing.[3] Because it is agnostic to housing tenure, this legislation may have little impact on housing affordability unless supplemented by regional and local policy that encourages rental housing.

Additionally, increasing employment opportunities in transit-accessible areas can have a dual benefit: boosting household incomes while reducing commuting costs. This integrated approach to land use, transportation, and economic development can help Metro Vancouver advance its affordability goals.

Finally, the Housing and Transportation Cost Burden Study Update has implications for ongoing performance monitoring. This could include setting a benchmark for housing and transportation cost burden to track progress over time. Based on the distribution of housing and transportation costs in Metro Vancouver, along with local incomes, a threshold of 45 percent[4] could serve as an appropriate benchmark for the region.

ALTERNATIVES

1. That the MVRD Board:
   a) receive for information the report dated August 19, 2025, titled "Housing and Transportation Cost Burden Study Update – Final Report";
   b) request that the Board Chair forward a copy of the report dated August 19, 2025 titled "Housing and Transportation Cost Burden Study Update – Final Report" to Member Jurisdictions and TransLink with an offer of a presentation to Council upon request; and
   c) request that the Board Chair forward a copy of the report dated August 19, 2025 titled "Housing and Transportation Cost Burden Study Update – Final Report" to the Provincial Minister of Housing and Municipal Affairs and the Federal Minister of Housing and Infrastructure.

2. That the MVRD Board receive for information the report dated August 19, 2025, titled "Housing and Transportation Cost Burden Study Update – Final Report".

FINANCIAL IMPLICATIONS

This project was delivered as part of Regional Planning's regular work program and was included within the approved departmental budget. The transportation cost analysis was supported through consultant services in the amount of $50,000, while the housing and affordability components were completed by Metro Vancouver staff.

[3] Transit-Oriented Areas (TOAs) and Small-Scale Multi-Unit Housing (SSMUH), respectively.

[4] The 45 percent affordability benchmark (30 percent for housing and 15 percent for transportation) was originally developed by the Center for Neighborhood Technology, which pioneered the concept of an H+T index.

CONCLUSION

The Housing and Transportation Cost Burden Study Update provides a comprehensive analysis of the financial pressures facing households across Metro Vancouver. By examining the combined impact of housing and transportation costs, the study offers a more complete picture of regional affordability and highlights the critical role of transit accessibility in shaping household expenditures.

The findings reinforce the importance of integrated land use and transportation planning, particularly in a region facing persistent housing affordability challenges. This data-driven approach can support more strategic growth management decisions, helping to guide future investments, policy development, and planning initiatives that improve affordability outcomes for residents across the region.

ATTACHMENTS

1. Metro Vancouver 2025 Housing and Transportation Cost Burden Study Update.
2. Steer 2024 Transportation Cost Estimates and Technical Report.
3. Presentation re: Housing and Transportation Cost Burden Study Update.

REFERENCES

1. Metro Vancouver. (2015). *The Metro Vancouver Housing and Transportation Cost Burden Study.* Retrieved from https://metrovancouver.org/services/regional-planning/Documents/housing-and-transportation-cost-burden-report-2015.pdf
2. Metro Vancouver. 2025. Housing and Transportation Cost Burden Study Update – Appendix of Maps and Charts. Retrieved from https://metrovancouver.org/services/regional-planning/Documents/housing-transportation-cost-burden-study-update-appendix-maps-charts.pdf

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Technical Report
March 2024

Transportation Cost Estimates and Technical Report

Metro Vancouver
Our ref: 24366001

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Technical Report
March 2024

Transportation Cost Estimates and Technical Report

Prepared by:

Steer
Suite 1030 – 999 W Hastings Street
Vancouver, BC V6C 2W2
Canada

+1 (604) 629 2610
www.steergroup.com

Prepared for:

Metro Vancouver
Metrotower III, 4515 Central Boulevard,
Burnaby, BC, V5H 0C6
Canada

Our ref: 24366001

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Appendices

Executive summary

This report outlines a study to estimate updated household transportation costs across Metro Vancouver. This work is intended to be part of a larger Metro Vancouver study to understand the interplay between transportation and housing costs throughout the region. The estimated transportation costs described in this report will therefore be used in conjunction with a separate housing costs study to develop combined transportation and housing cost estimates.

For the purposes of this research, transportation-related costs were compiled and calculated by municipality and subarea. Trips considered in the analysis were for those made by residents of Metro Vancouver, which means that trips made into the region by those resident outside the region were excluded (for example residents of the Fraser Valley Regional District commuting into Metro Vancouver).

This study builds upon the 2015 Transportation and Housing Cost Burden Study. This previous report developed a general index of average housing plus transportation costs as a proportion of average household income. For this current study, in addition to updating the data utilized to estimate transportation costs, several additional estimates have been included to better reflect total transportation costs, including estimates for the cost of carshare, taxis and cycling. Additionally, the new analysis takes into account a shift towards more work-from-home days.

1 Introduction

The purpose of the Metro Vancouver Transportation Cost Burden Study is to provide an updated estimate of the household transportation costs across the region, based on available data. This will in turn form part of a wider study that considers housing costs as well, to develop an estimate of combined transportation and housing costs.

This technical report outlines the finding of this study, and is structured as follows:

- Chapter 2 describes the source data used for the study
- Chapter 3 outlines the results of the transportation cost estimates
- Chapter 4 discusses results by target groups
- Chapter 5 contains overall findings
- Appendix A includes further technical details on the methodology employed for this study

This report is also accompanied by the dataset used for the analysis presented here, which can potentially used for additional queries in the future.

2 Source data

A range of data sources was used for this study, with the main data source being the 2017 Trip Diary published by TransLink. The Regional Trip Diary is a survey of randomized households completed every five years to understand the travel patterns of households in Metro Vancouver and modes used to achieve their transportation needs. The types of data the Trip Diary presents includes the origins and destinations of Metro Vancouver survey respondents, the diversity of modes selected by the survey respondents, the average length of trip, and trip purposes.

The 2017 Trip Diary collected information on travel patterns on single fall weekdays for a sample of 28,000 households in the Lower Mainland. It compiles household data; person data; and trip data. As the survey primarily focuses on trip making behaviour, it was necessary to draw on various other data sources in order to use the trip data from the Trip Diary to estimate transportation costs. The main data sources used include:

- Auto costs: Canadian Automobile Association (CAA)'s Driving Cost Calculator
- Transit costs: 2022 TransLink fares
- Cycle-related costs: Victoria Transport Policy Institute estimates

Further details on data sources and assumptions are included in the methodology memo in Appendix A.

Geographies

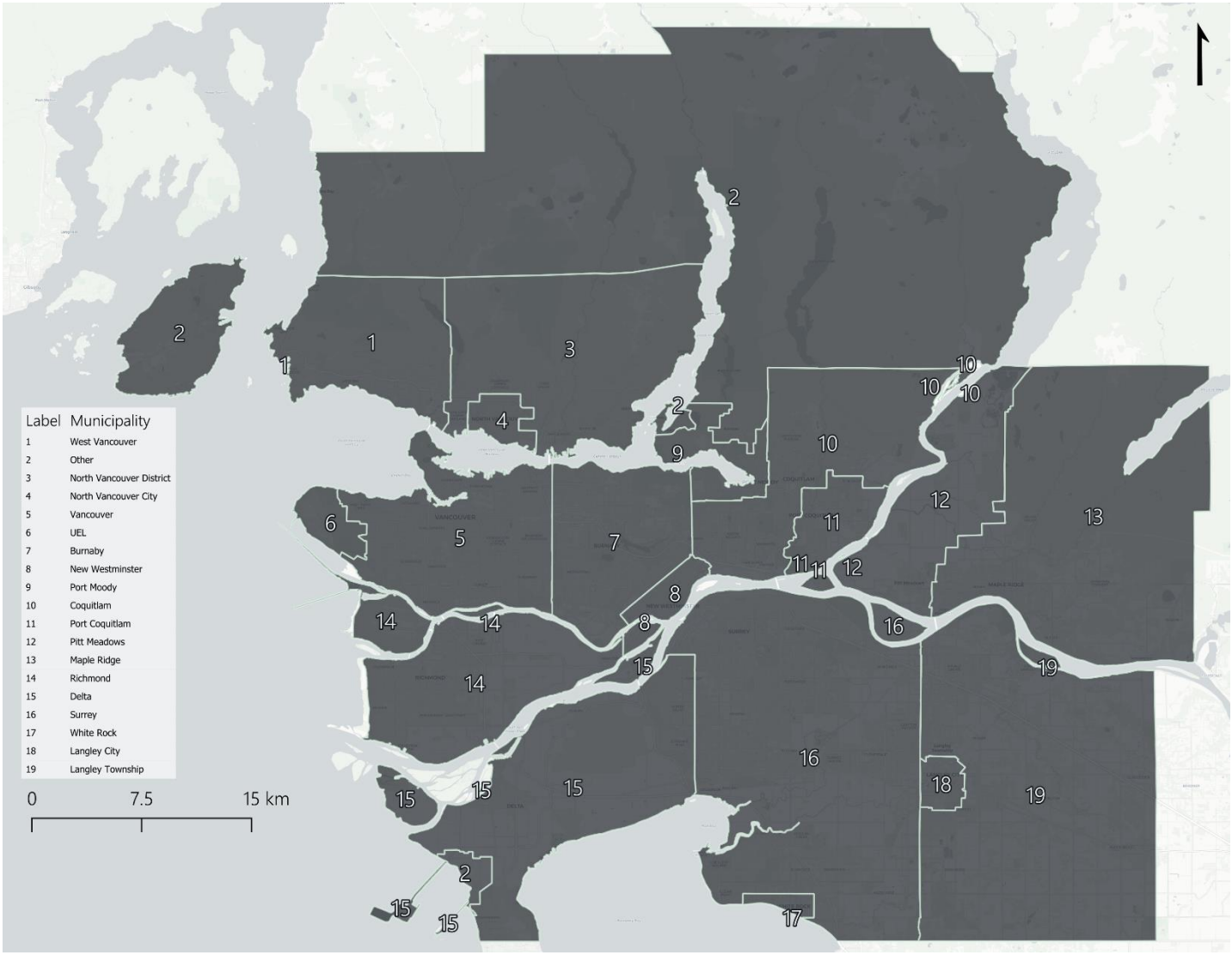
The results in this report are presented at three spatial scales, as defined by TransLink for the purpose of the 2017 Trip Diary:

- Metro Vancouver
- Municipality
- Subarea

A map of municipalities is included in Figure 2.1 below. Due to low sample sizes, certain municipalities were combined by TransLink, and coded as follows:

- UEL: Includes University Endowment Lands (UEL) and the University of British Columbia (UBC)
- Other: Includes Lions Bay, Electoral Area A North, Bowen Island, Belcarra, Anmore, and Tsawwassen First Nation

Figure 2.1: Municipalities as defined by TransLink for the purposes of the 2017 Trip Diary



The data from the 2017 Trip Diary was also disaggregated by TransLink into subareas. Defined (and named) by TransLink, these are generally subdivisions of municipalities, with each municipality containing between one and nine subareas. A map of these subareas is included in Figure 2.2 below, and they are also listed in Table 2.1 below.

Figure 2.2: Subareas as defined by TransLink for the purposes of the 2017 Trip Diary

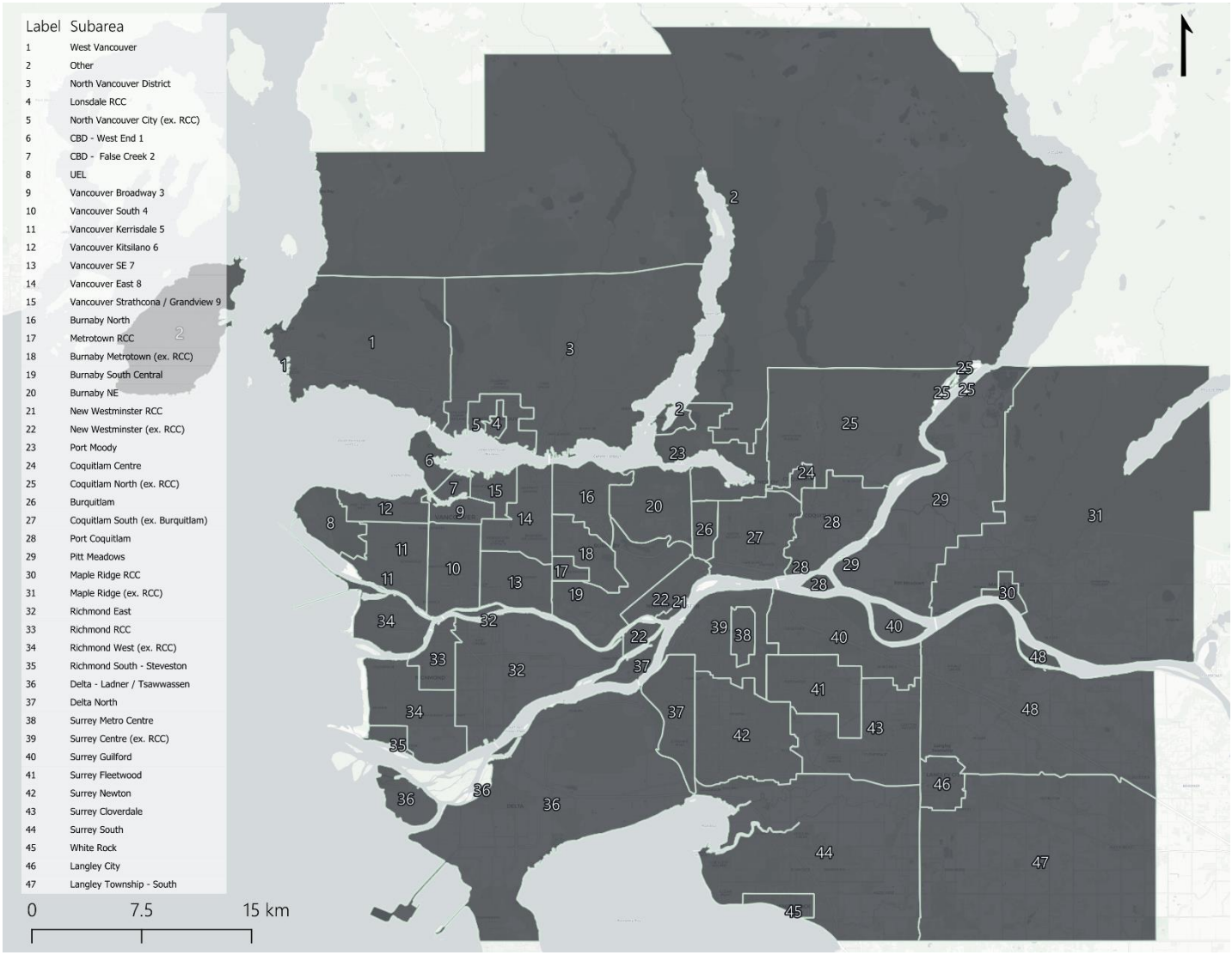


Table 2.1: List of municipalities and subareas

Municipality	Subarea
Burnaby	Burnaby North
	Metrotown RCC
	Burnaby Metrotown (ex. RCC)
	Burnaby South Central
	Burnaby NE
Coquitlam	Coquitlam Centre
	Coquitlam North (ex. RCC)
	Burquitlam
	Coquitlam South (ex. Burquitlam)
Delta	Delta - Ladner / Tsawwassen
	Delta North
Langley City	Langley City
Langley Township	Langley Township - South
	Langley Township - North
Maple Ridge	Maple Ridge RCC
	Maple Ridge (ex. RCC)
New Westminster	New Westminster RCC
	New Westminster (ex. RCC)
North Vancouver City	Lonsdale RCC
	North Vancouver City (ex. RCC)
North Vancouver District	North Vancouver District
Other	Other
Pitt Meadows	Pitt Meadows
Port Coquitlam	Port Coquitlam
Port Moody	Port Moody
Richmond	Richmond East
	Richmond RCC
	Richmond West (ex. RCC)
	Richmond South - Steveston

Municipality	Subarea
Surrey	Surrey Metro Centre
	Surrey Centre (ex. RCC)
	Surrey Guilford
	Surrey Fleetwood
	Surrey Newton
	Surrey Cloverdale
	Surrey South
UEL	UEL
Vancouver	CBD - West End 1
	CBD - False Creek 2
	Vancouver Broadway 3
	Vancouver South 4
	Vancouver Kerrisdale 5
	Vancouver Kitsilano 6
	Vancouver SE 7
	Vancouver East 8
	Vancouver Strathcona / Grandview 9
West Vancouver	West Vancouver
White Rock	White Rock

3 Results of transportation costs estimates

The outputs of the analysis describe the estimated annual transportation costs for households in different municipalities and subareas in the Metro Vancouver region. The outputs of the analysis are categorized by mode:

- Auto-related costs
- Transit-related costs
- Cycle-related costs

Additionally, combined transportation costs are calculated for the different municipalities and subareas. These combined costs are then segmented by different key household characteristics, to provide additional insight into how transportation costs change for different groups. These segmentation characteristics include:

- Household income
- Housing tenure
- Vehicle ownership

The following sections provide visual and quantitative descriptions of annual transportation costs and high-level discussion of results.

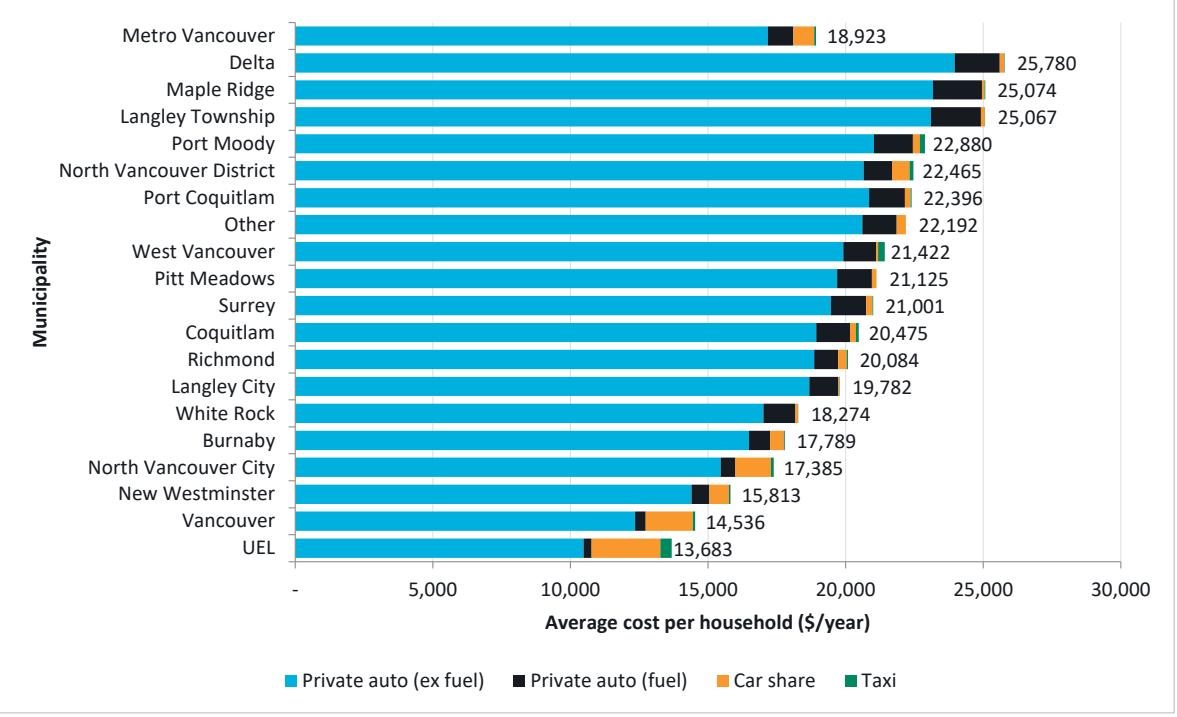
Annual auto-related costs

The majority of household transportation costs in the Metro Vancouver region come from car ownership and usage. Although auto costs vary significantly throughout the region, auto costs are several times higher than costs from transit and cycling combined. Annual auto-related costs combine non-fuel and fuel private auto costs, with additional costs from car share and taxi trips.

Auto costs by municipality

The estimated average annual household auto costs by municipality are shown in Figure 3.1.

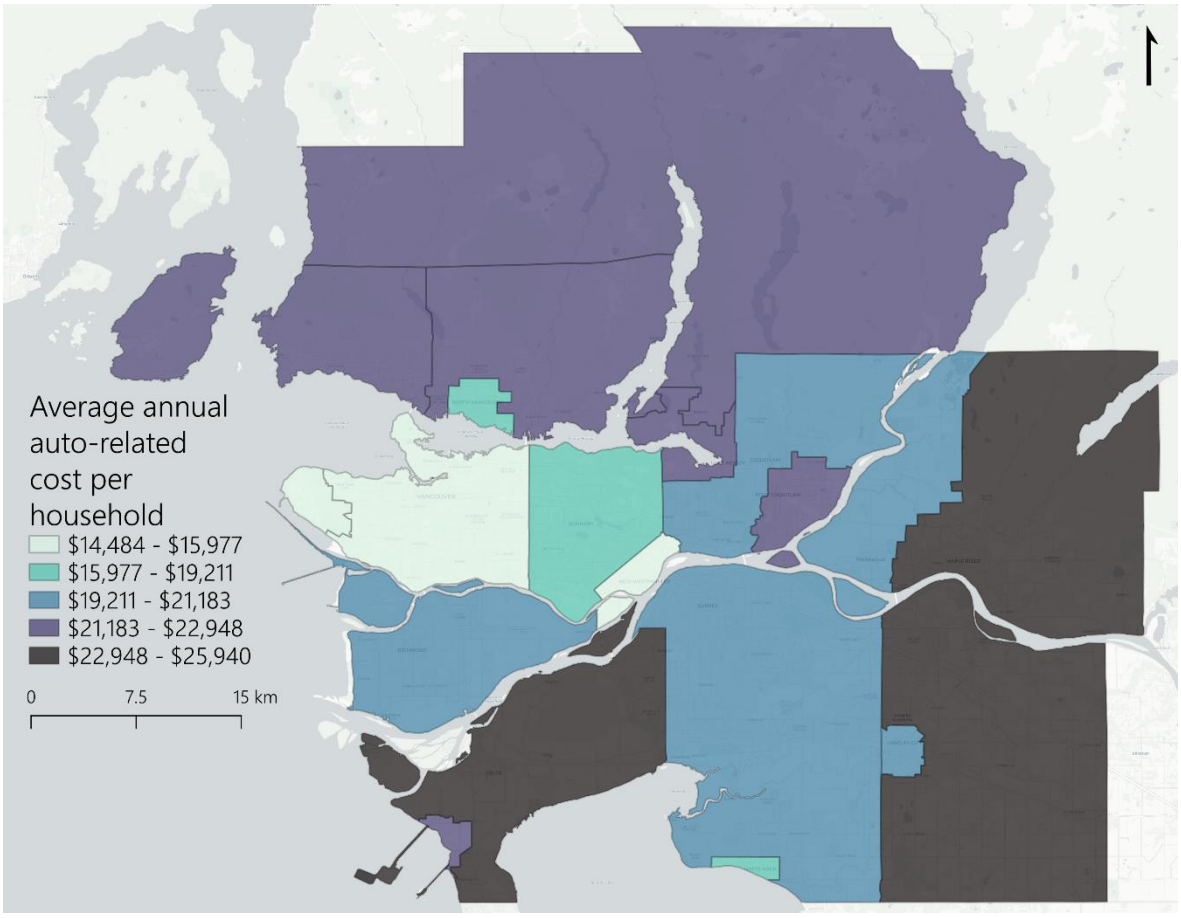
Figure 3.1: Average annual household auto costs by municipality



Note: Metro Vancouver indicates the average across the region; this value is slightly different from the value in the subareas graph due to the household weighting process.

The estimated average annual household auto costs by municipality are illustrated in Figure 3.2.

Figure 3.2: Map of average annual household auto costs by municipality



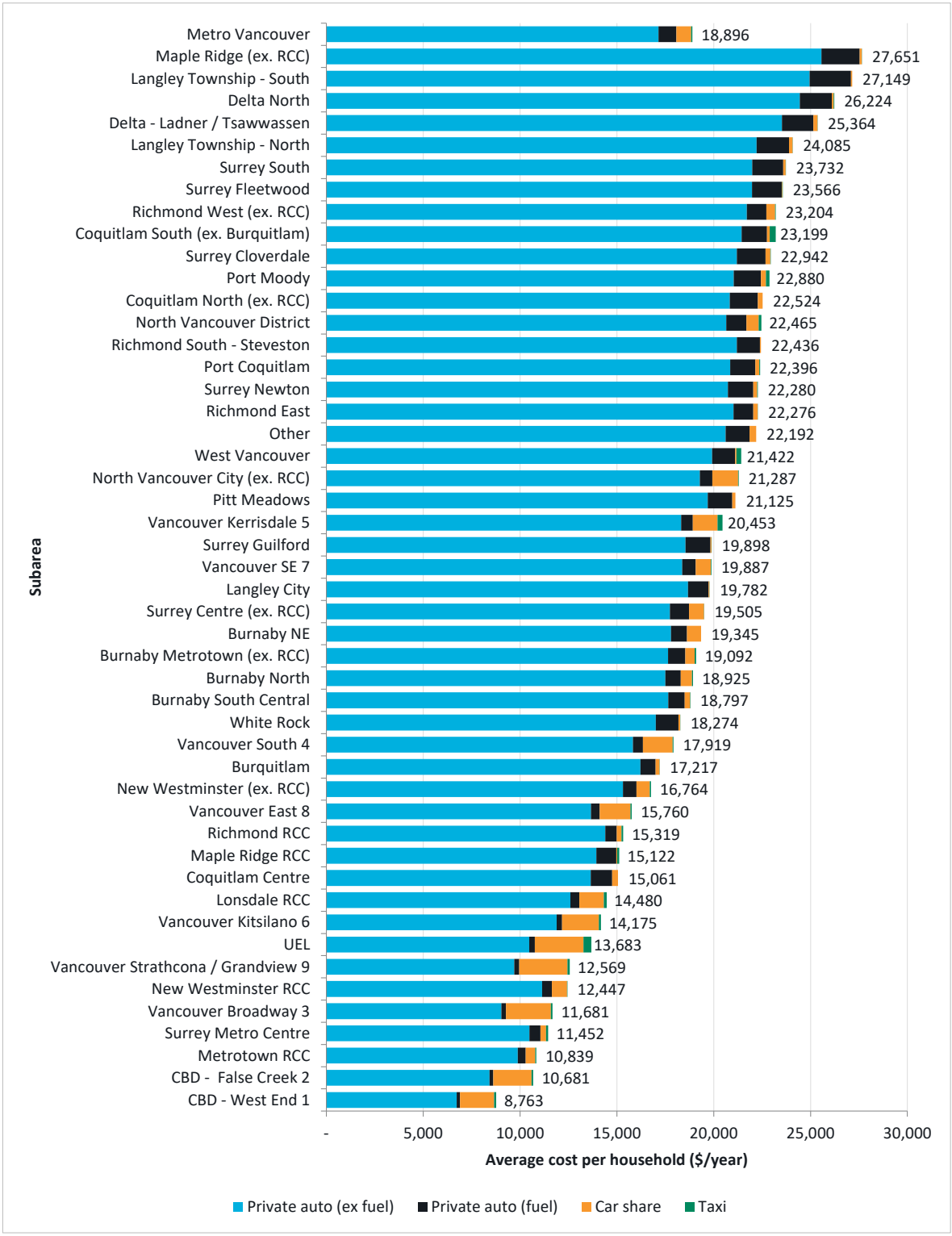
Average annual household auto costs very greatly across Metro Vancouver, with the highest costs in Delta, Maple Ridge, and Langley Township, and the lowest costs in UEL and Vancouver. In general, it appears that costs are lowest in central, urban areas which have higher population densities. In all cases, private auto (excluding fuel) costs are by far the largest component. However, there is variation in what the second largest component is: it is generally private auto (fuel) costs for municipalities with higher overall costs, whereas for those with lower overall costs it is generally car share costs. This is likely to reflect the geographical availability of car share services in 2017, as well as a positive correlation between car share use and lower private auto use and ownership. The only exception to this is for West Vancouver, where taxi costs are higher than car share costs. In all other municipalities, taxi costs are the smallest component.

More generally, higher density and centralized locations may enable households in these municipalities have access to more alternatives to travel by private autos, or that costs and constraints of driving in dense areas make alternatives more attractive. In contrast, the highest costs are in outer municipalities, where they are generally fewer alternative to travel by private autos.

Auto costs by subarea

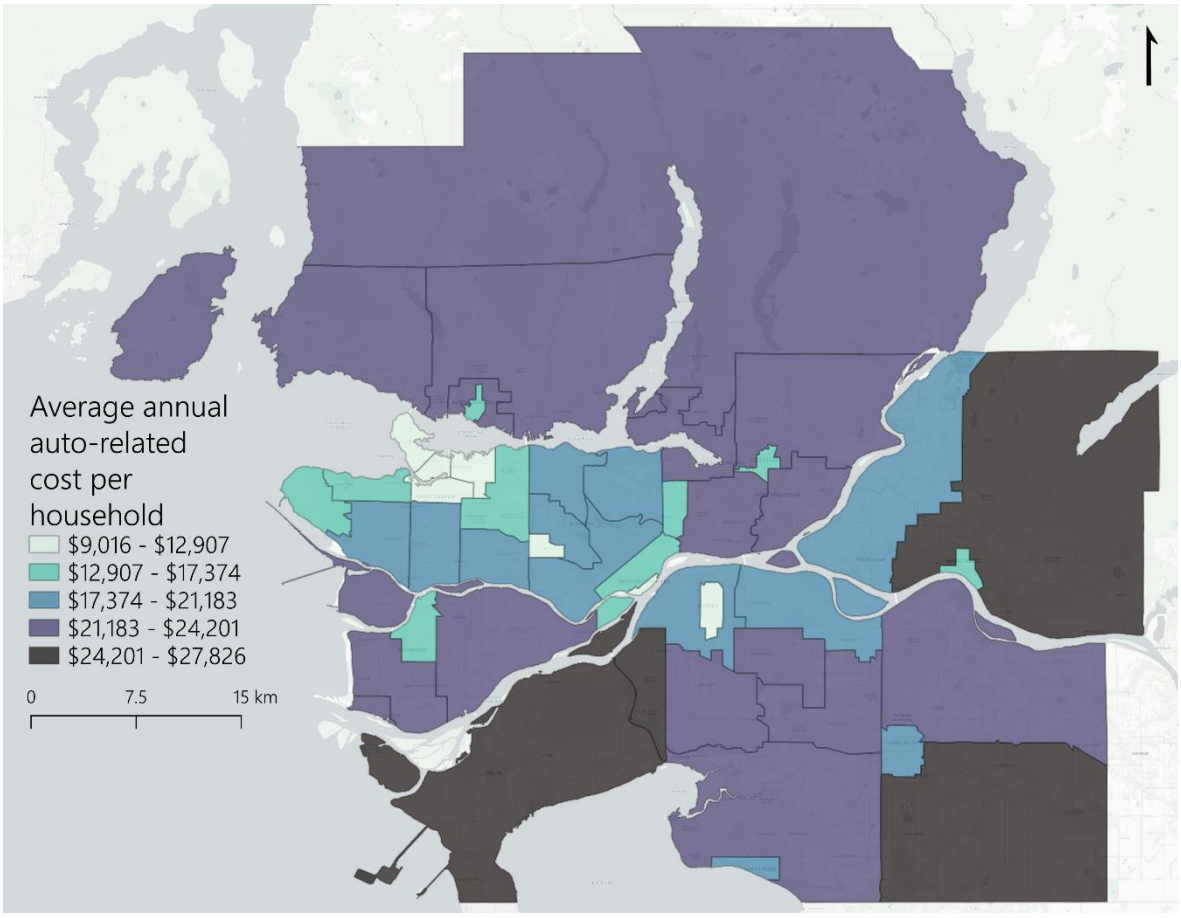
The estimated average annual household auto costs by subarea are shown in Figure 3.3 and Figure 3.4.

Figure 3.3: Average annual household auto costs by subarea



Note: Metro Vancouver indicates the average across the region; this value is slightly different from the value in the municipalities graph due to the household weighting process.

Figure 3.4: Map of average annual household auto costs by subarea



This analysis of average annual household auto costs by subarea shows the same general patterns as the analysis by municipality described above. However, the analysis by subarea reveals that there are noticeable differences between different subareas within a given municipality. In general, where then are subareas that are denser and more well-connected by transit, then these tend to have lower costs compared to other less dense subareas within the same municipality. This is most notable with costs in New Westminster RCC being lower than New Westminster (ex. RCC), Surrey Metro Centre being lower than other subareas in Surrey, or Metrotown RCC being lower than all other subareas in Burnaby. Apart from these, the central subareas of Vancouver (CBD - West End 1, CBD - False Creek 2 and Vancouver Broadway 3) are among the subareas with the lowest costs.

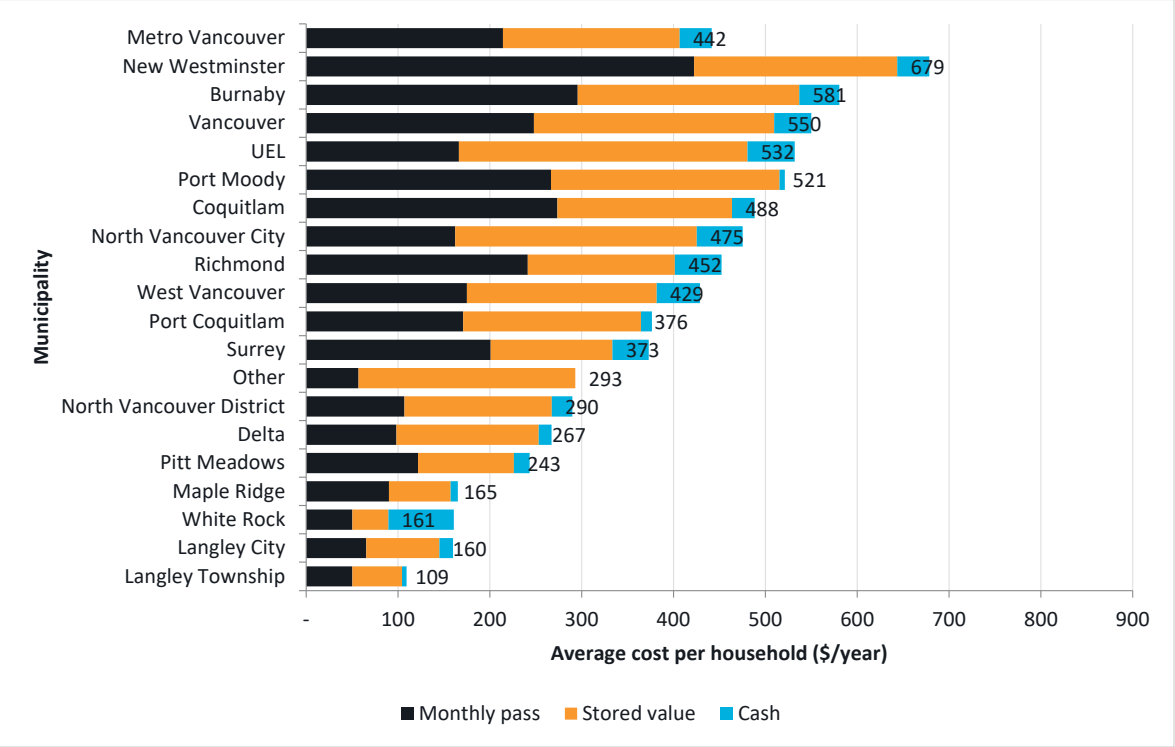
Annual transit-related costs

Annual transit costs combine data on people using monthly passes, stored value and cash. The results are summarised in the following section.

Transit-related costs by municipality

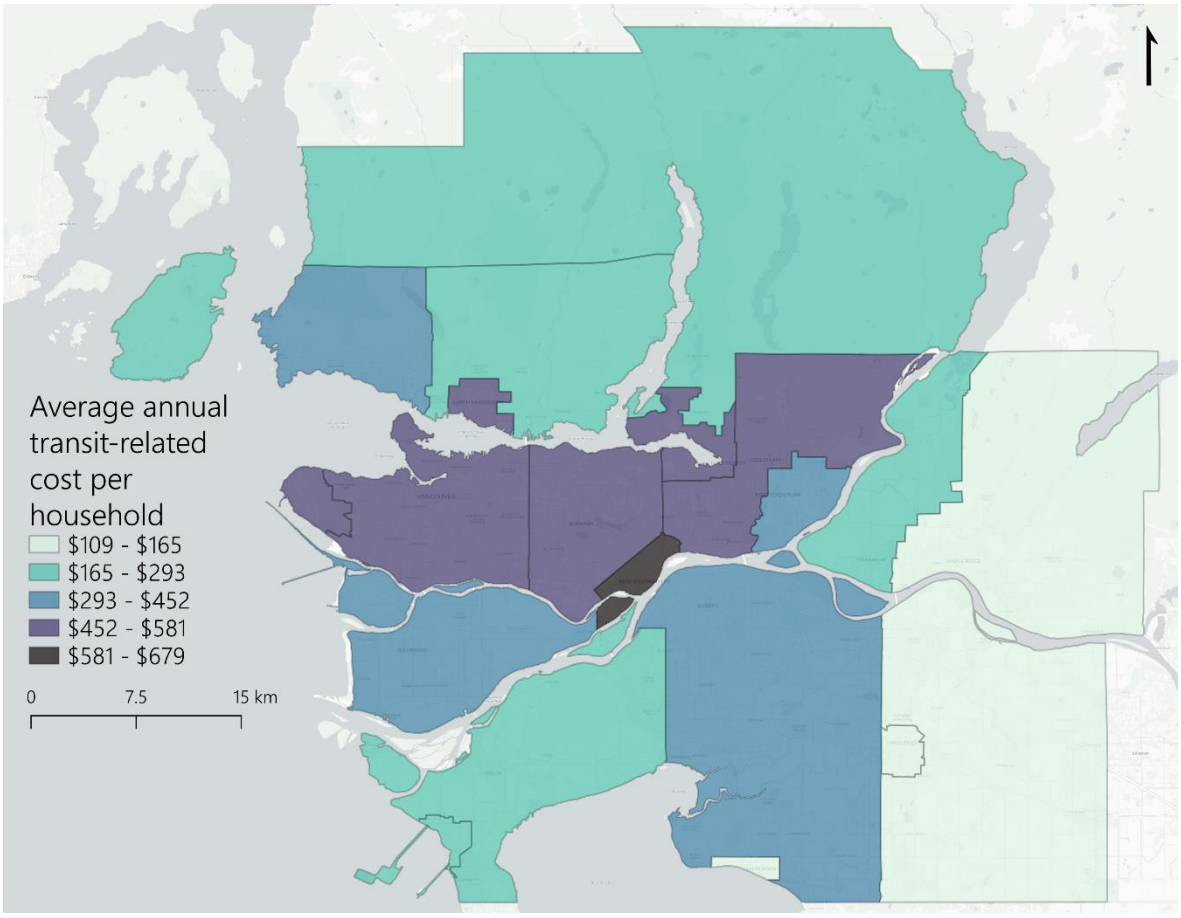
The estimated average annual household transit costs by municipality are shown in Figure 3.5 and Figure 3.6.

Figure 3.5: Average annual household transit costs by municipality



Note: Metro Vancouver indicates the average across the region.

Figure 3.6: Map of average annual household transit costs by municipality



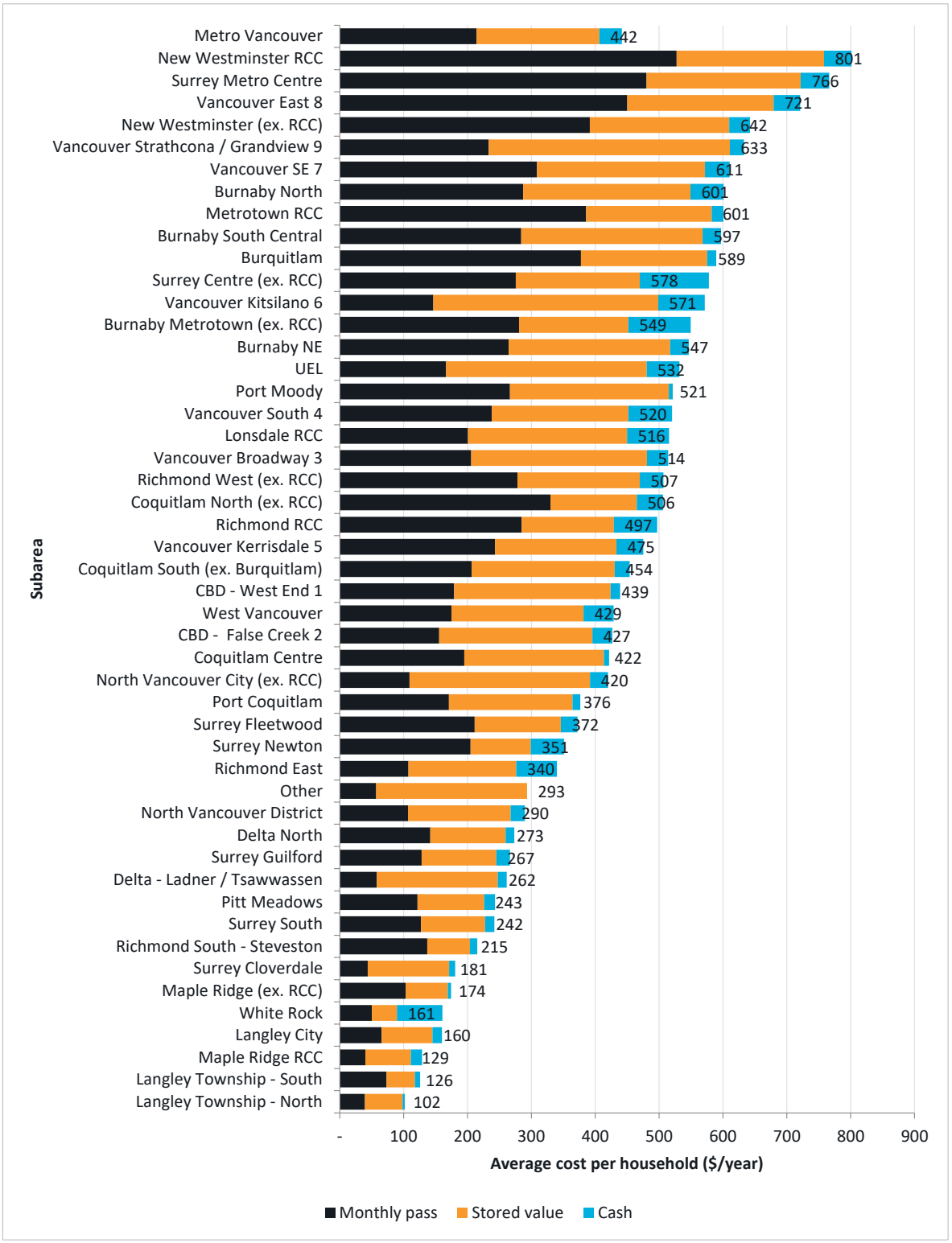
The geographic variation in average annual household transit costs by municipality is influenced by a combination of the availability and usage of transit in each municipality. In general, the highest costs are found in central, urban municipalities, with the top three being New Westminster, Burnaby and Vancouver. The lowest transit costs are found in more suburban areas, which could reflect more occasional use of transit by transit-using households in these municipalities.

Both at the Metro Vancouver level, and for almost all municipalities, the payment types with the highest amount by far are monthly passes and stored value, with a much lower amount paid for by cash. The exception to this is White Rock where cash is the payment type with the highest amount, although this is likely due to a low sample size in this municipality.

Transit-related costs by subarea

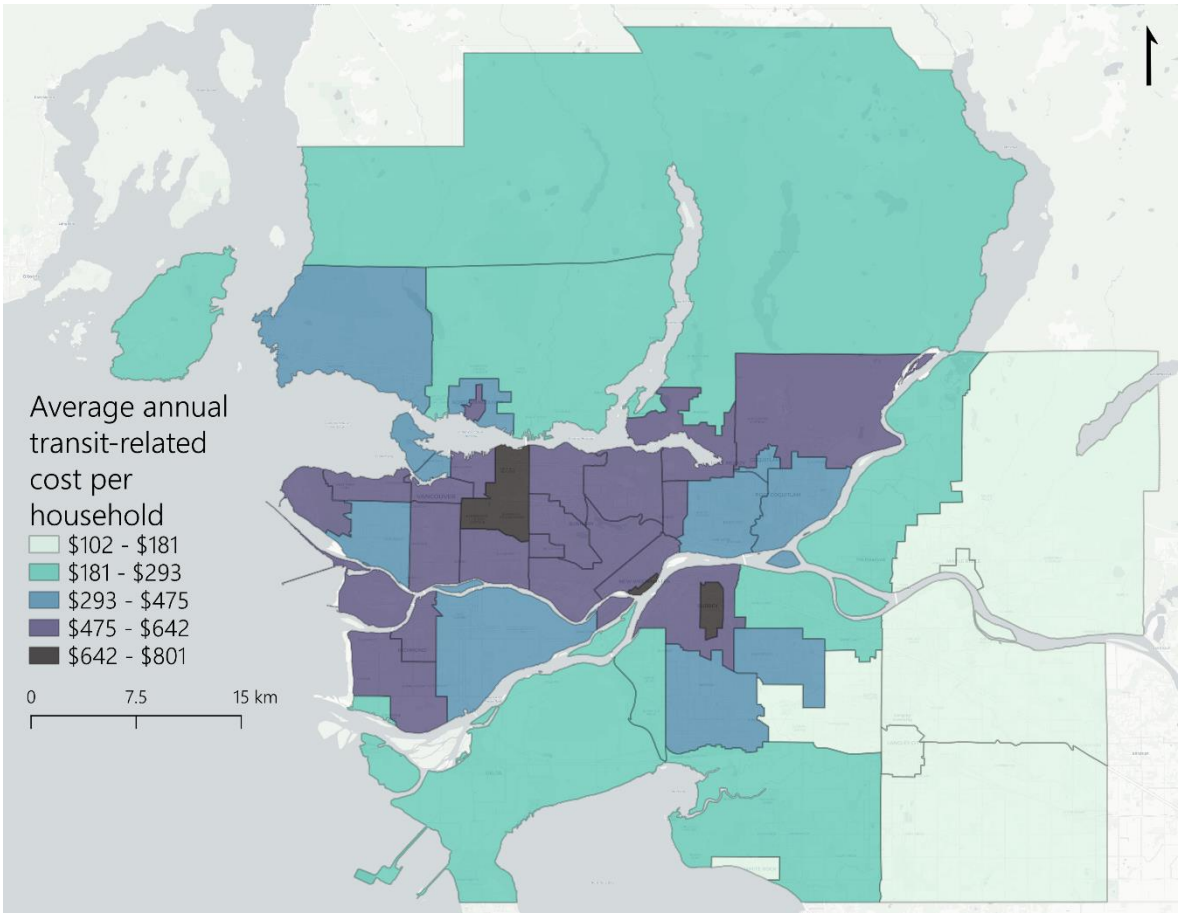
The estimated average annual household transit costs by subarea are shown in Figure 3.7 and Figure 3.8.

Figure 3.7: Average annual household transit costs by subarea



Note: Metro Vancouver indicates the average across the region.

Figure 3.8: Map of average annual household transit costs by subarea



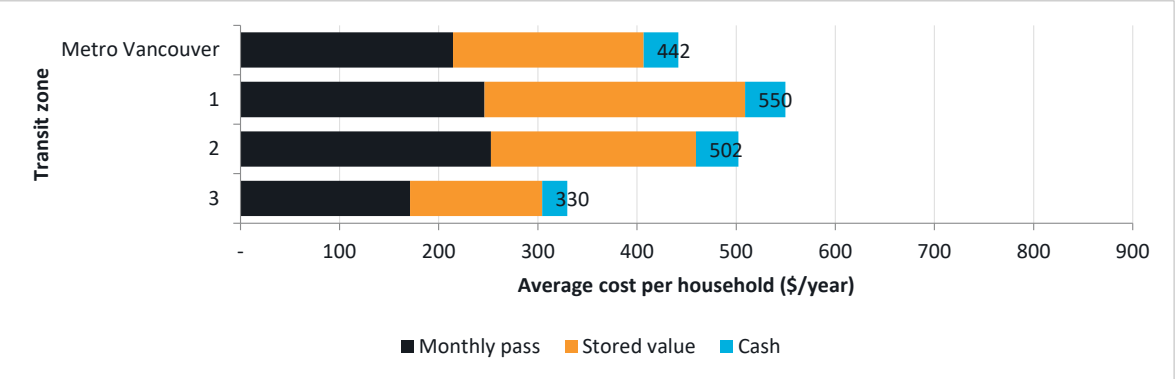
This subarea analysis gives more insight into variations in average annual household transit costs within municipalities. As with auto costs, the analysis by subarea reveals that there are noticeable differences between different subareas within a given municipality, but with the opposite pattern. In general, where there are subareas that are denser and more well-connected by transit, then these tend to have higher transit costs compared to other less dense subareas within the same municipality. This is most notable with transit costs in New Westminster RCC being higher than New Westminster (ex. RCC) and Surrey Metro Centre being higher than other subareas in Surrey. Metrotown RCC has higher transit costs than all other subareas in Burnaby except for Burnaby North.

However, the subareas within Vancouver show a different pattern, with the most central subareas of Vancouver (CBD - West End 1 and CBD - False Creek 2) showing the lowest transit costs; this may be due to their central location making travel by active modes possible for more trips. When examining all of the subareas, the lowest transit costs are again found in more suburban areas, which could reflect more occasional use of transit by transit-using households in these municipalities.

Transit-related costs by transit fare zone

The estimated average annual household transit costs by transit zone are shown in Figure 3.9.

Figure 3.9: Average annual household transit costs by transit fare zone



Note: Metro Vancouver indicates the average across the region.

Average annual household transit costs are highest in Zone 1 and slightly lower in Zone 2, while being noticeably lower in Zone 3. Zone 1 is mostly made up of Vancouver, and therefore reflects the transit costs for this municipality. Zone 2 contains many of the municipalities with the highest transit costs, reflecting the availability and usage of transit in them. Zone 3 includes many municipalities that are more suburban, and that generally have less access to transit.

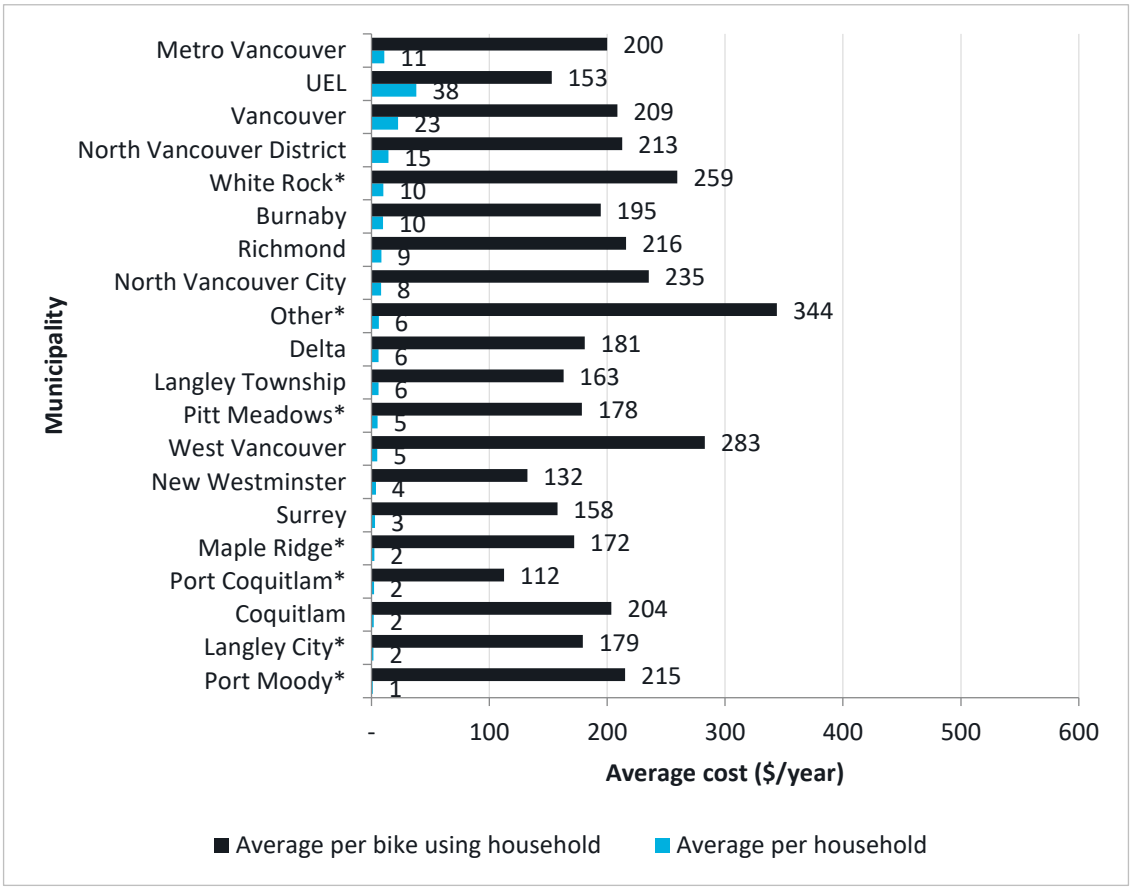
Annual cycle-related costs

Cycle-related costs were estimated based on a combined per kilometre cost.

Cycle-related costs by municipality

The estimated average annual household cycle-related costs by municipality are shown in Figure 3.10. These are shown for both the average annual cost for all households (for comparability with other modes), as well as the average annual cost per bike-using household (given that the values for all households are extremely low). It should be noted that the sample sizes for some municipalities (indicated with a star) were less than ten, which means that the costs for them should be treated with caution.

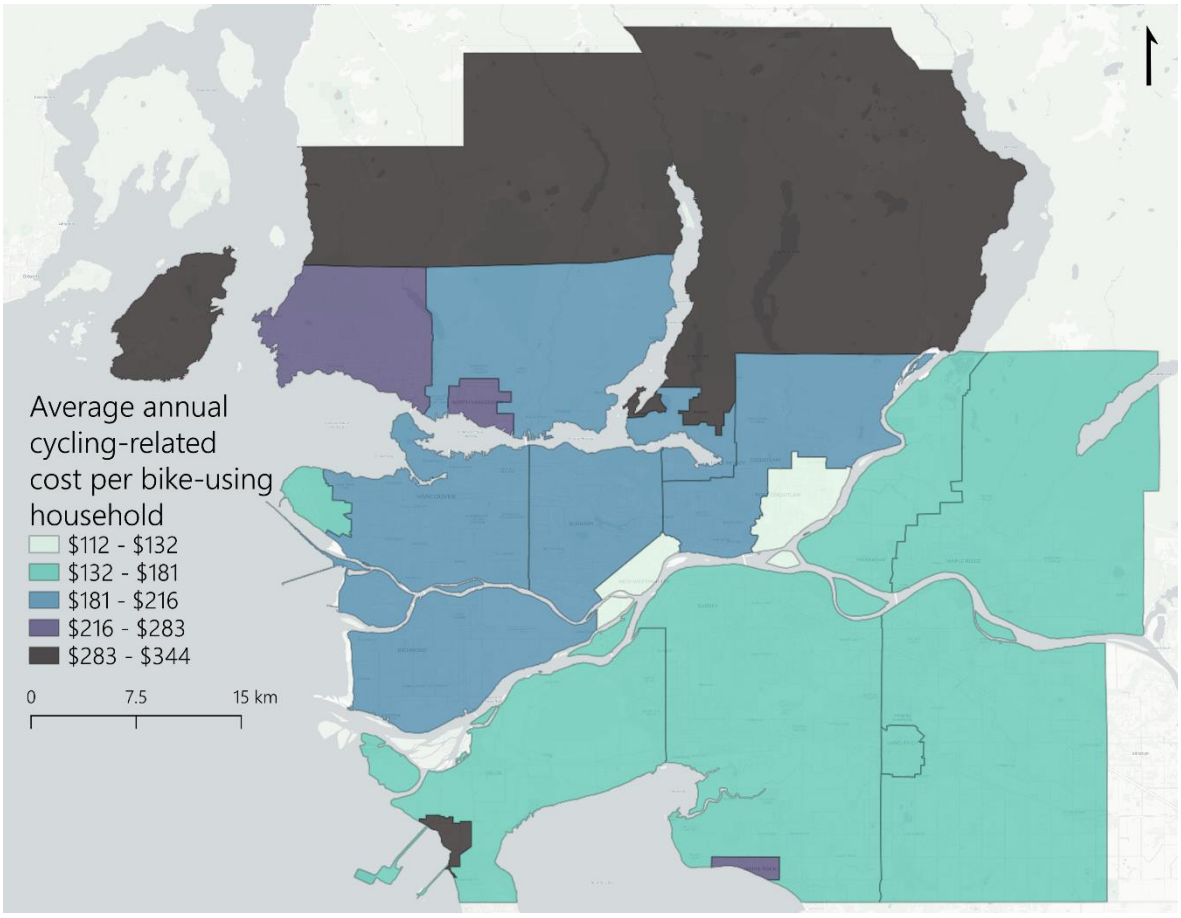
Figure 3.10: Average annual household cycle-related costs by municipality



Note: Metro Vancouver indicates the average across the region; this value is slightly different from the value in the subareas graph due to the household weighting process. * denotes a geography with a sample size <10.

The estimated average annual household cycle-related costs by municipality for bike-using households are illustrated in Figure 3.11.

Figure 3.11: Map of average annual household cycle-related costs by municipality

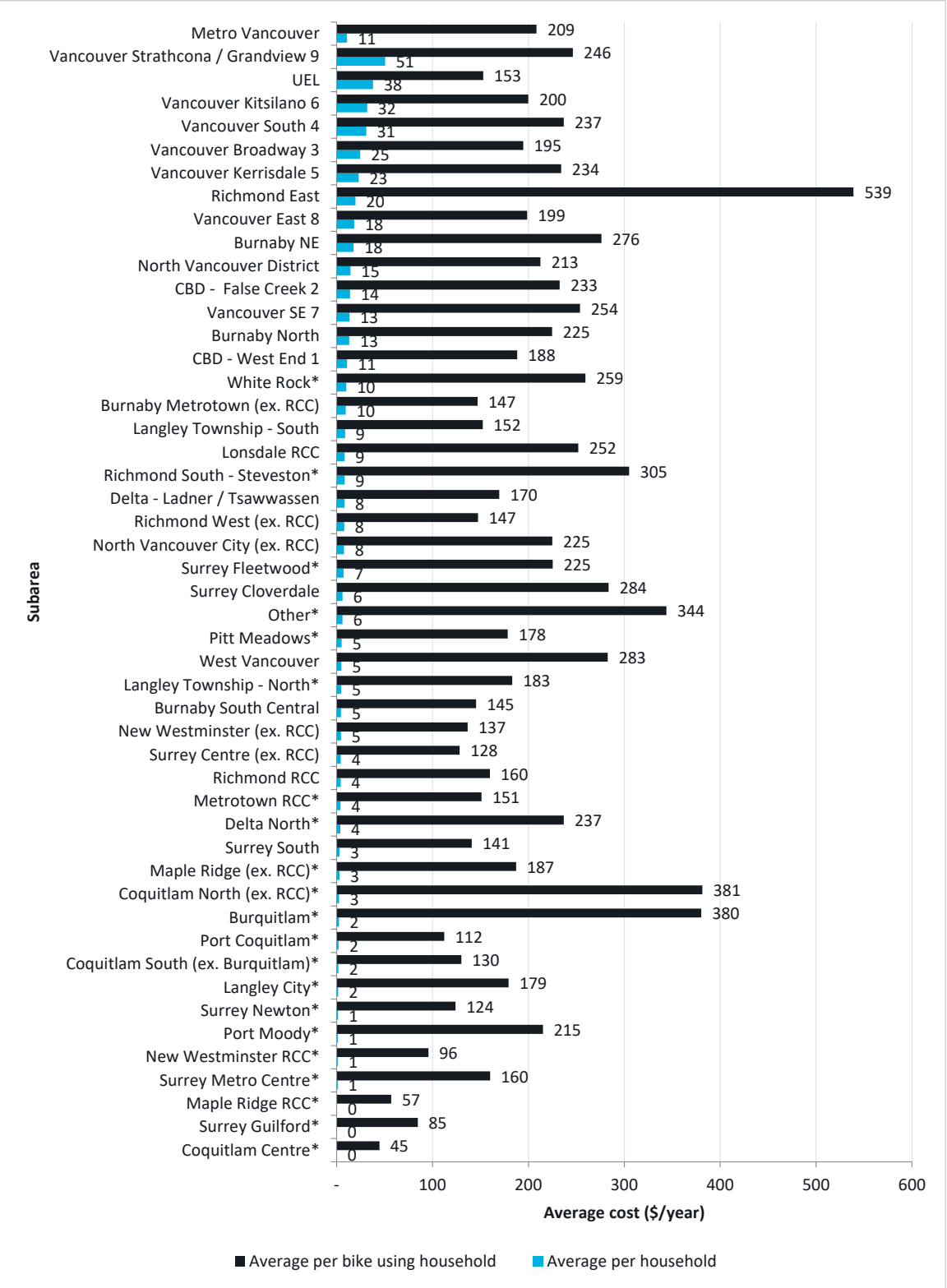


Although there are some variations, when considering all households, average annual household cycle-related costs are generally highest in Vancouver and UEL. This could be because there are more households that use cycling as a form of transport, given that distances to many key destinations (such as downtown Vancouver or UBC) are more likely to be within cycling distance, and also given the presence of a denser network of cycling infrastructure. The municipalities with the lowest cycling-related costs are generally more suburban. In general there is less variability in the relative range of cycling-costs when only considering bike-using households, with some of the outlying values likely to be caused by lower sample sizes.

Cycle-related costs by subarea

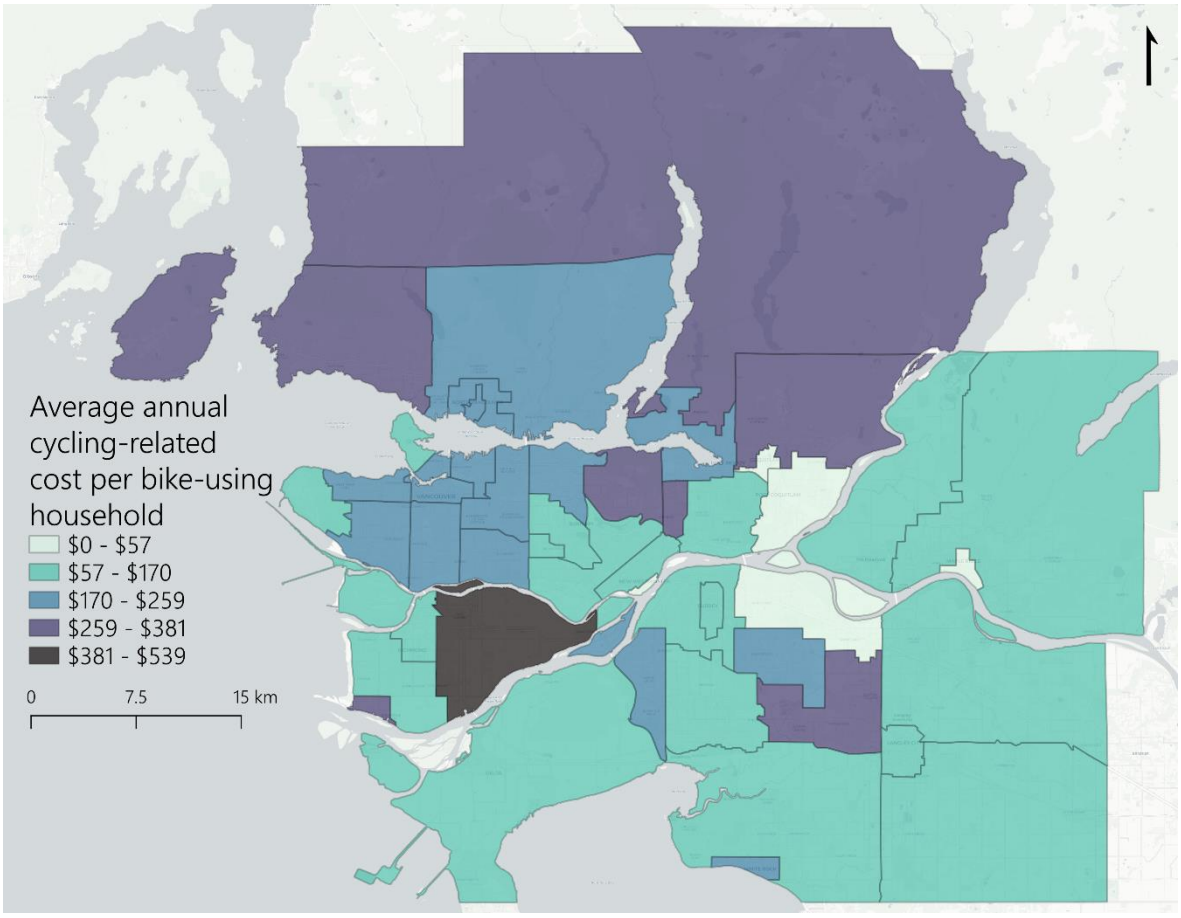
The estimated average annual household cycle-related costs by subarea are shown in Figure 3.12 and Figure 3.12. It should be noted that the sample sizes for many of the subareas (indicated with a star) were less than ten, which means that the costs for them should be treated with caution.

Figure 3.12: Average annual household cycle-related costs by subarea



Note: Metro Vancouver indicates the average across the region; this value is slightly different from the value in the municipalities graph due to the household weighting process. * denotes a geography with a sample size <10.

Figure 3.13: Map of average annual household cycle-related costs by subarea



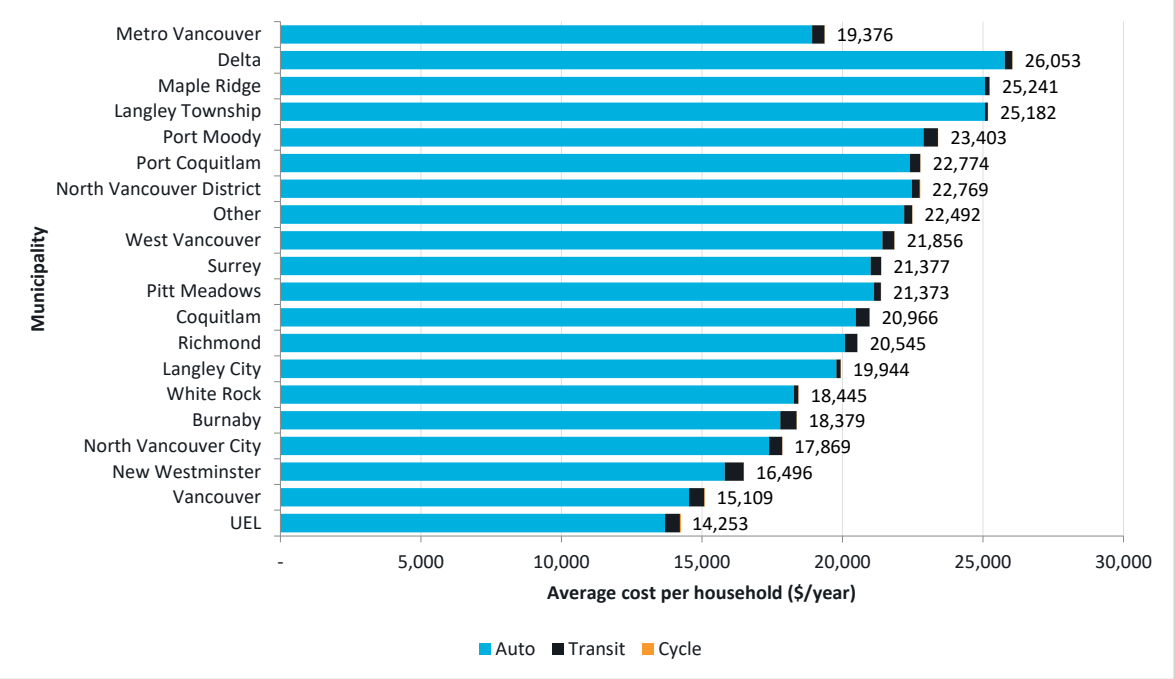
The overall variability in average annual household cycle-related costs across subareas appears to be similar to the data by municipality, although there is more variability. One notable finding is that when looking at all households in the Vancouver subareas, it tends to be the ring of subareas around downtown Vancouver that have the highest cycle-related costs, with those in the two most central subareas (CBD – West End 1 and CBD – False Creek 2) having lower cycle-related costs. However, these results should be interpreted with caution, due to low sample sizes in many of the subareas.

Combined transportation costs

Combined transportation costs by municipality

The estimated average annual household combined transportation costs by municipality by municipality are shown in Figure 3.14.

Figure 3.14: Average annual household combined transportation costs by municipality



Note: Metro Vancouver indicates the average across the region; this value is slightly different from the value in the subareas graph due to the household weighting process.

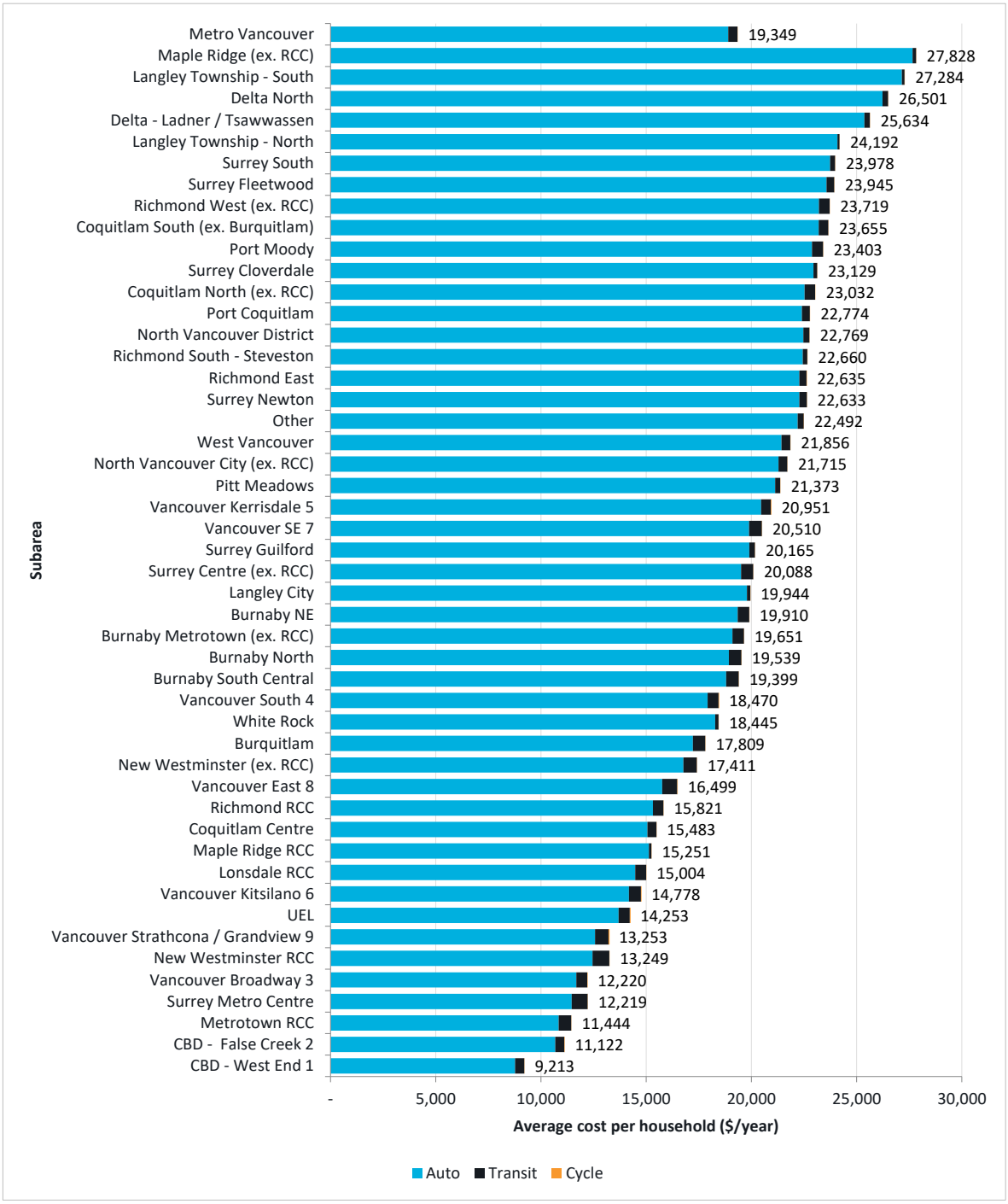
The overall pattern for average annual household combined transportation costs by municipality aligns with that for auto costs. This is not surprising, given that auto costs make up by far the largest proportion of combined transportation costs.

Across Metro Vancouver, auto costs make up 97.7% of combined transportation costs, with this figure varying from a low of 95.9% in New Westminster, to a maximum of 99.5% in Langley Township. Transit costs are the next largest component, forming 2.3% of combined transportation costs across Metro Vancouver, varying from a low of 0.4% in Langley Township, to a high of 4.1% in New Westminster. Cycling-related costs are almost negligible in comparison, forming 0.1% of combined transportation costs across Metro Vancouver. As such, the main interplay that can be observed is the proportion of combined transportation costs that are made up of auto costs vs transit costs, with more suburban municipalities that have lower level of transit access generally seeing the highest proportion of auto costs.

Combined transportation costs by subarea

The estimated average annual household combined transportation costs by subarea are shown in Figure 3.15.

Figure 3.15: Average annual household combined transportation costs by subarea



Note: Metro Vancouver indicates the average across the region; this value is slightly different from the value in the municipalities graph due to the household weighting process.

Again, the overall pattern for average annual household combined transportation costs by subarea aligns with that for auto costs, given that auto costs are by far the largest component. When examining the proportion of auto costs vs transit costs, a similar pattern emerges as for municipalities, with more nuance. For example, there are subareas in Surrey with among the highest proportion of transit costs, with Surrey Metro Centre (6.3%) having the highest proportion, and Metrotown RCC (5.2%) having the third highest proportion. As such, the subarea analysis highlights that for subareas that have better transit access, a greater proportion of combined transportation costs is made up of transit costs.

4 Results for target groups

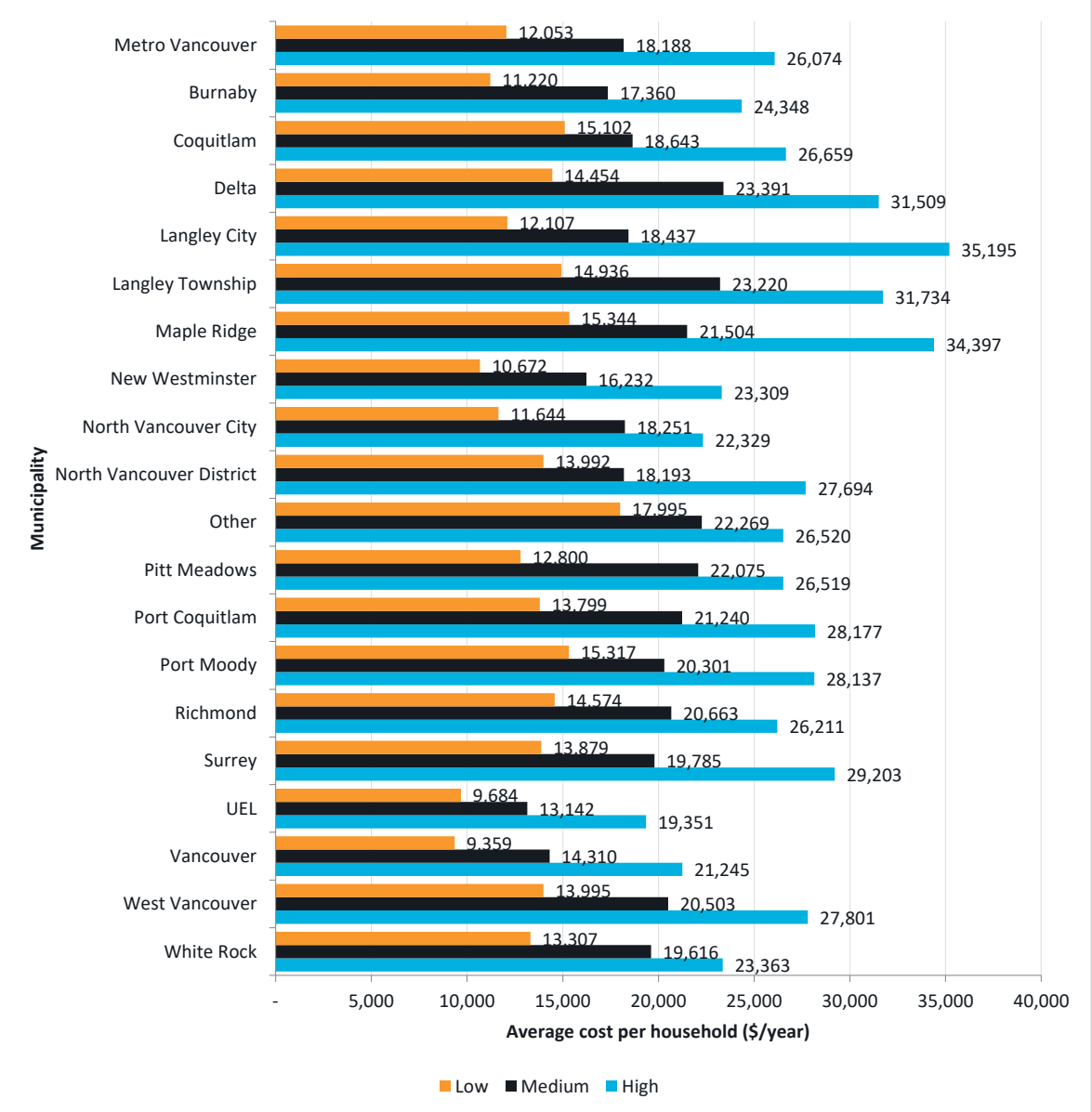
As transportation costs are a significant household expenditure, these costs can be quite impactful to households in Metro Vancouver. In order to contextualize these results in how these costs impact residents of the region differently, costs were segmented by key household characteristics. The selected characteristics of income, housing tenure and vehicle ownership were selected because they were coded in the 2017 Trip Diary data, and because these are all important factors that influence and are impacted by household transportation costs. The results are presented at the municipal level and reflect combined transportation costs.[1]

[1] Although results are available for auto, transit and cycle-related costs, and by subarea, presenting this data as average annual household combined transportation costs only at the municipal level helps mitigate increased margin of error due to variable sample sizes as data is further segmented.

Income

As transportation is a key household expense, it is important to look at transportation costs in relationship to income. Figure 4.1 shows average annual household combined transportation costs by municipality and income level[2].

Figure 4.1: Average annual household combined transportation costs by municipality and income level



Note: Metro Vancouver indicates the average across the region. Households that did not provide their household income are not included.

[2] Three income categories were used based on annual household income: low is less then $50,000; medium is $50,000 to less than $100,000; high is $100,000 or more.

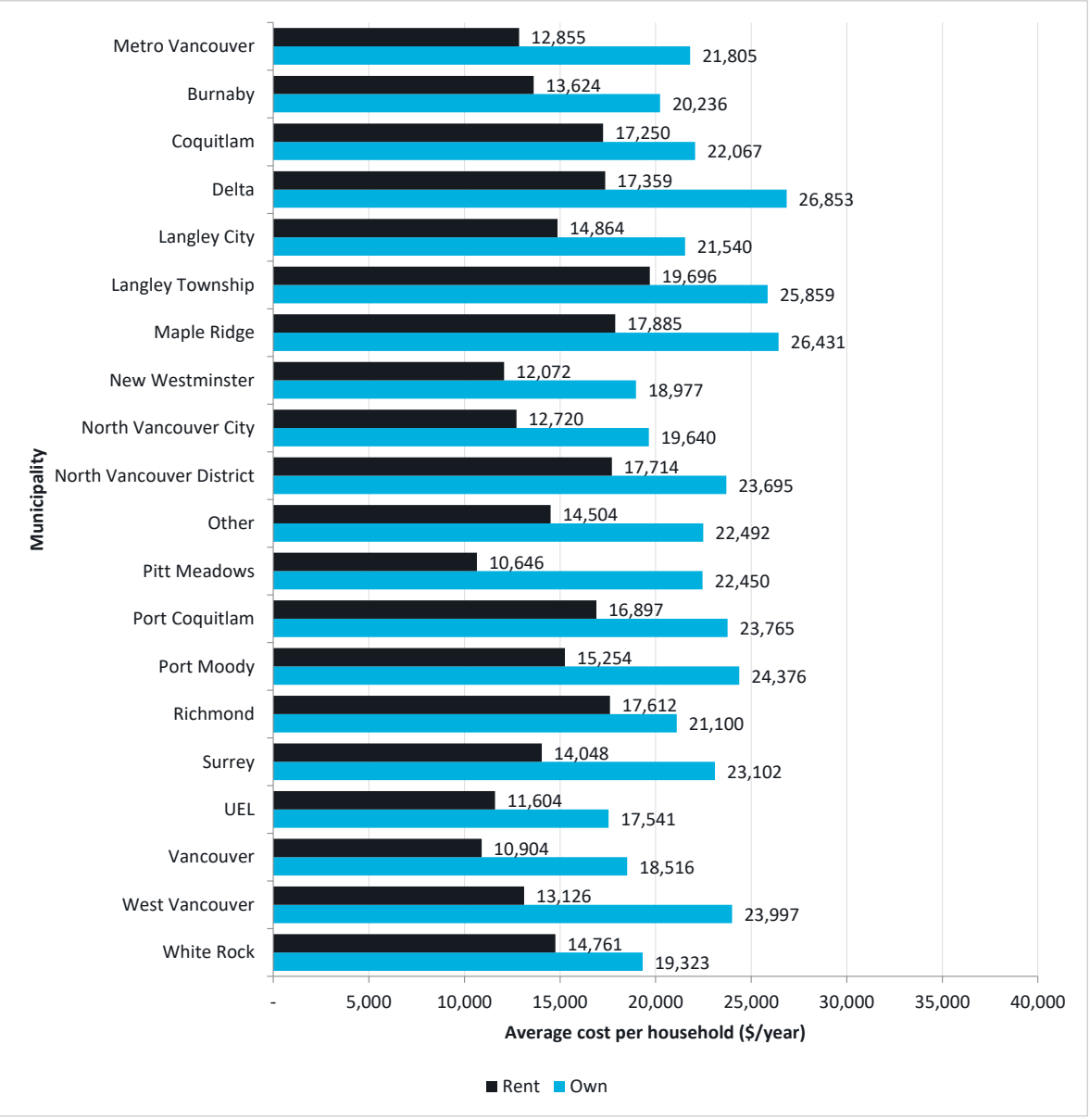
Average annual household combined transportation costs are highest for high-income households and the lowest for low-income households, reflecting that lower income households are less likely to own vehicles. For example, according to the 2017 Trip Diary data, for high-income households, 66% owned two or more vehicles, with only 4% not owning a vehicle. Conversely, for low-income households, 27% do not own a vehicle, with only 11% owning two or more vehicles. What this analysis does not capture is the proportion of income allocated for transportation costs by income level. While high-income households spend more on combined transportation costs, they may be spending less of their annual household income proportionally than lower income households. However, with the data available from the 2017 Trip Diary, it is not possible to calculate this proportion, given that household income was only reported in ranges.

Another interesting finding is that the difference between the combined transportation costs by low-income households and high-income households varies in size between different municipalities. For example, high-income households in Vancouver and UEL spend about the same or slight less on combined transportation costs than medium-income households in many other municipalities.

Tenure

There are interdependencies between housing and transportation costs; rental housing may be more prevalent in areas that have a correlation with the presence of various transportation alternatives. Figure 4.2 shows average annual household combined transportation costs by municipality and housing tenure.

Figure 4.2: Average annual household combined transportation costs by municipality and housing tenure



Note: Metro Vancouver indicates the average across the region. Households that did not answer this question or answers 'other' are not included.

Across all municipalities, average annual household combined transportation costs are higher for owner householders than renter householders. This is not surprising, given that homeowners

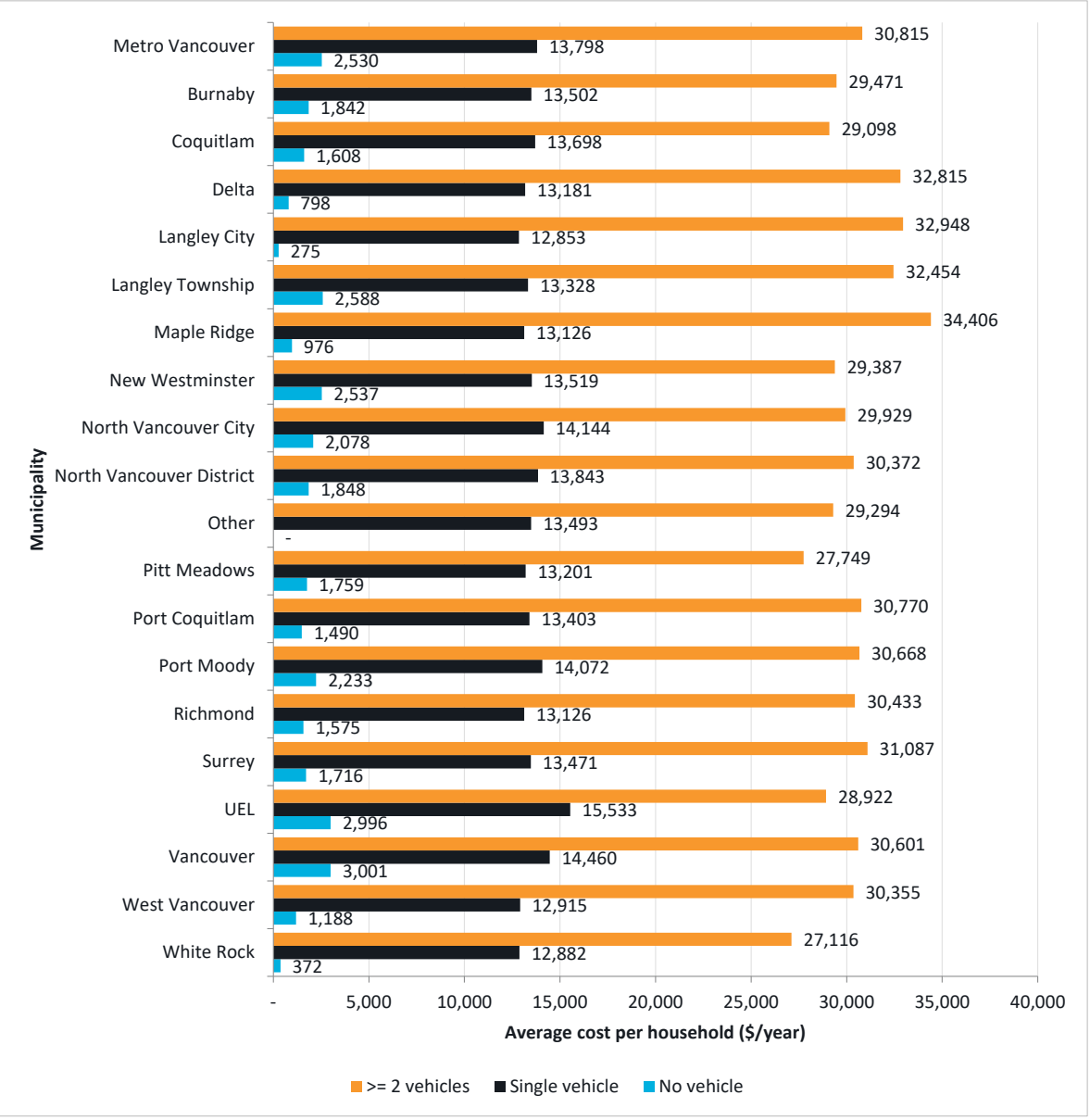
generally have higher car ownership than renters. For renter households across Metro Vancouver, the 2017 Trip Diary data indicates that 32% do not own a vehicle, with only 16% owning two or more vehicles. Conversely, for owner households, only 6% do not own a vehicle, with 51% owning two or more vehicles. Similarly, owner households are also more likely to have higher household incomes compared to renter households. According to the 2017 Trip Diary data, 41% of owner households across Metro Vancouver are high-income, with 21% being low-income. Conversely, for renter households 18% are high-income, with 47% being low-income.

There is wide variation in combined transportation costs by municipality, with costs for owner households in some municipalities being lower than or similar to costs for renter households in other municipalities. This is likely to reflect the greater range of transportation options in the former, with residents of the latter being more likely to have higher auto costs.

Vehicle ownership

As auto costs account for such a high proportion of average annual household combined transportation costs in Metro Vancouver, the number of vehicles owned per household is a significant driver of combined transportation costs. Estimated average annual household combined transportation costs by municipality and vehicle ownership are shown in Figure 4.3.

Figure 4.3: Average annual household combined transportation costs by municipality and vehicle ownership



Note: Metro Vancouver indicates the average across the region. Some of the value for 'no vehicle' for individual municipalities are affected by small sample sizes.

Combined transportation costs are significantly impacted by the number of vehicles in a household. Across Metro Vancouver, households with one vehicle spend greater than $10,000

more per year on annual combined transportation costs than those with no vehicle. In turn, households with two or more vehicles spend more than double on combined transportation costs compared to those with one vehicle.

This is generally consistent across all municipalities, although the combined transportation costs for households with no vehicle in individual municipalities need to be treated with caution due to low sample sizes. Notwithstanding this, a key finding is that the number of vehicles owned by a household has a very strong influence on that household's combined transportation costs.

5 Overall findings

Although more meaningful insights are likely to emerge once the transportation cost estimates in this report have been combined with the housing cost estimates that will be prepared separately, there are still a number of useful findings that have emerged. These include:

- Auto costs are by far biggest component of household transportation costs. These costs vary greatly across Metro Vancouver, generally being the lowest for municipalities closer to the core of the region that may have better access to non-car transportation options, and being highest for more peripheral municipalities.
- In addition to varying between municipalities, auto costs also vary noticeably between subareas within individual municipalities. Again, it generally appears that auto costs are lower in areas with better access to transit and active transportation infrastructure.
- Combined transportation costs are almost entirely driven by auto costs, which means that geographic variations in combined transportation costs largely follow the same patterns as for auto costs.
- Vehicle ownership has a very strong relationship with combined transportation costs. In all municipalities, households with more than two vehicles spend much more on transportation than households owning a single vehicle, with households not owning a vehicle spending very little in comparison.
- Annual household income levels show a strong relationship with combined transportation costs in all municipalities, with high-income households spending a larger amount on transportation than low-income households. However, geography also appears to play a key role, with high-income households in some municipalities (such as Vancouver and UEL) spending less or a similar amount on combined transportation costs than medium-income households in other municipalities. This appears to be driven by high-income households being much more likely to own a greater number of vehicles compared to low-income households.
- In all municipalities, owner households spend more on combined transportation costs than renter households. However, geographic factors also play a role, with homeowners in some municipalities spending around the same on transportation as renters in other municipalities. Again, this appears to be driven by owner households being more likely to own a greater number of vehicles, compared to renter households.

However, it is also important to keep in mind the limitations of this analysis. Further details are included in Appendix A, but some key limitations include:

- This study was undertaken using available data, primarily the 2017 Trip Diary conducted by TransLink. The key limitations of this data source are that it was undertaken before the COVID-19 pandemic, and also its limited sample size.

- Given that the available data sources did not directly observe how much households spend on transportation each year, a range of assumptions were necessary to convert the surveyed trip making behaviour to annual transportation costs.
- There may be confounding factors that this study has not been able to consider. For example, household size and household composition are factors that could also influence transportation costs, but it was not possible to take them into account for this study.

It is difficult to compare the results in this report to the previous 2015 study, as that study reported on transportation costs for working households, rather than all households. The 2015 study reported that average annual household combined transportation costs for these households was approximately $12,300, while this study has found that the same figure for all households is approximately $19,300. This difference may be due to a combination of inflation and methodological differences.

For future studies on transportation costs, it is recommended that further work on integrating additional and more up to date data sources be undertaken. For example, applying more sophisticated analytical techniques that could allow Trip Diary data to be combined with other data sources (such as census data) may yield more nuanced insights into the characteristics that drive variations in transportation costs, and how they vary at a more disaggregated spatial resolution. However, this is likely to be a much more resource intensive endeavour.

Control Information

Prepared by

Steer
Suite 1030 – 999 W Hastings Street
Vancouver, BC V6C 2W2
Canada
+1 (604) 629 2610
www.steergroup.com

Prepared for

Metro Vancouver
Metrotower III, 4515 Central Boulevard,
Burnaby, BC, V5H 0C6
Canada

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Author/originator

Sarah McMinimy

Reviewer/approver

David Sutanto

Other contributors

Distribution

Client: Metro Vancouver (Mark Seinen)
Steer: Project team

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Final	12 March 2024

Housing and Transportation Cost Burden Study

2025 UPDATE

Jonathan Cote, Deputy General Manager, Regional Planning and Housing Development

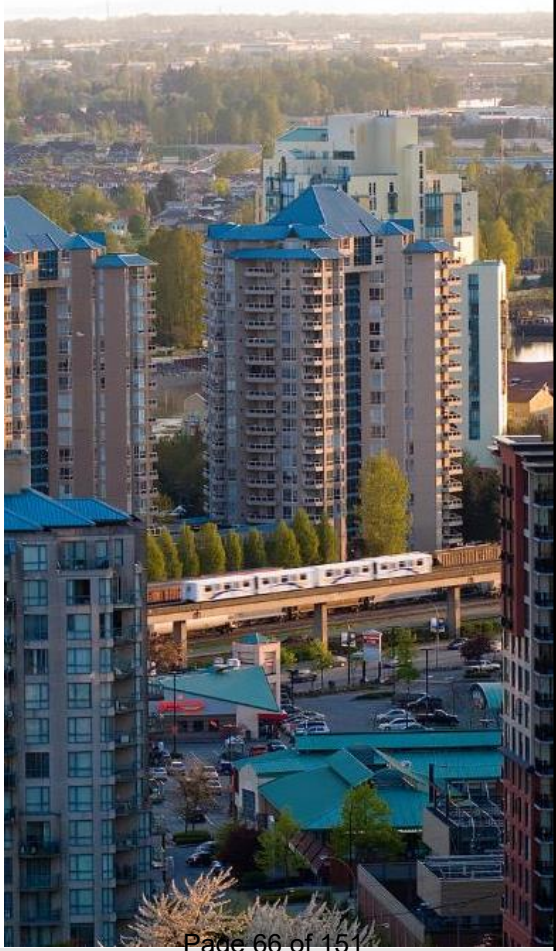
metrovancouver

WHAT IS H+T COST BURDEN?

- Conversations about housing affordability emphasize shelter costs
- But transportation costs are also driven by housing choices
- Transportation costs can rival housing costs
- Combining “H+T” yields a better estimate of affordability patterns

BACKGROUND

- 2015 H+T study examined combined costs
- Much has changed (e.g. housing market, remote work, new transportation modes)
- 2025 H+T study uses updated data, refines methods, and answers new questions
- Findings can guide regional growth management and local planning policies



HOUSING COSTS

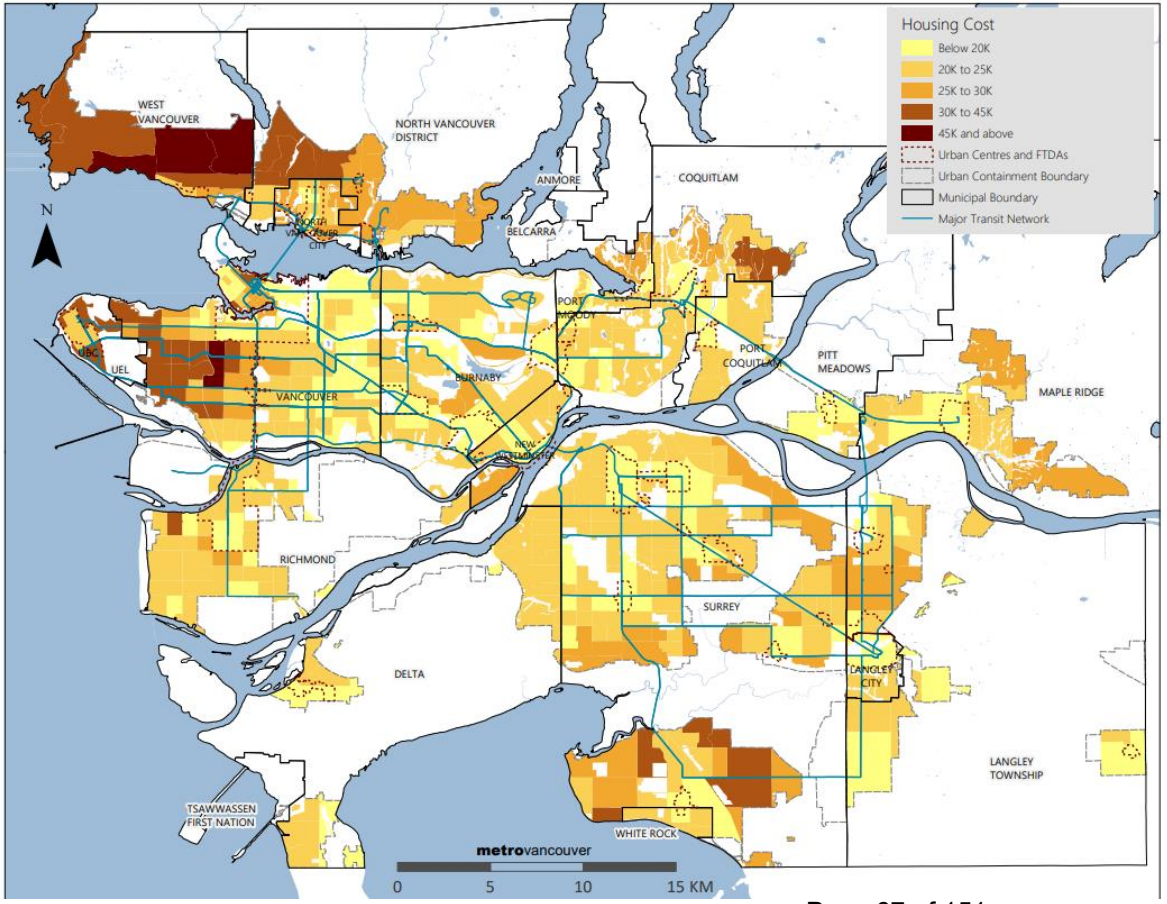
Metro Vancouver: $22k

North Shore: $28k

SoF West: $21k

Key factors:

- Housing tenure
- Unit size



TRANSPORTATION COSTS

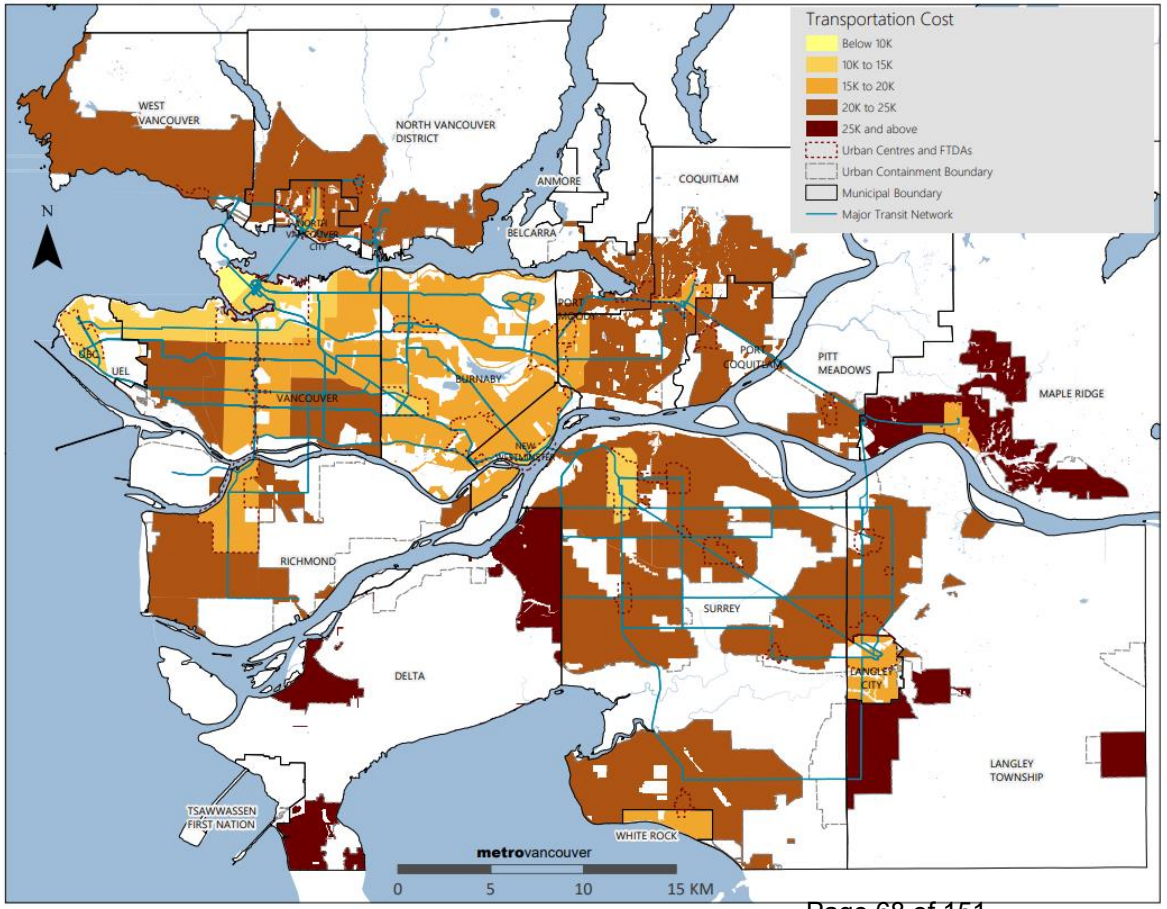
Metro Vancouver: $19k

Ridge Meadows: $25k

Burrard Peninsula: $16k

Key drivers:

- Vehicle ownership
- Commute distance
- Transit access



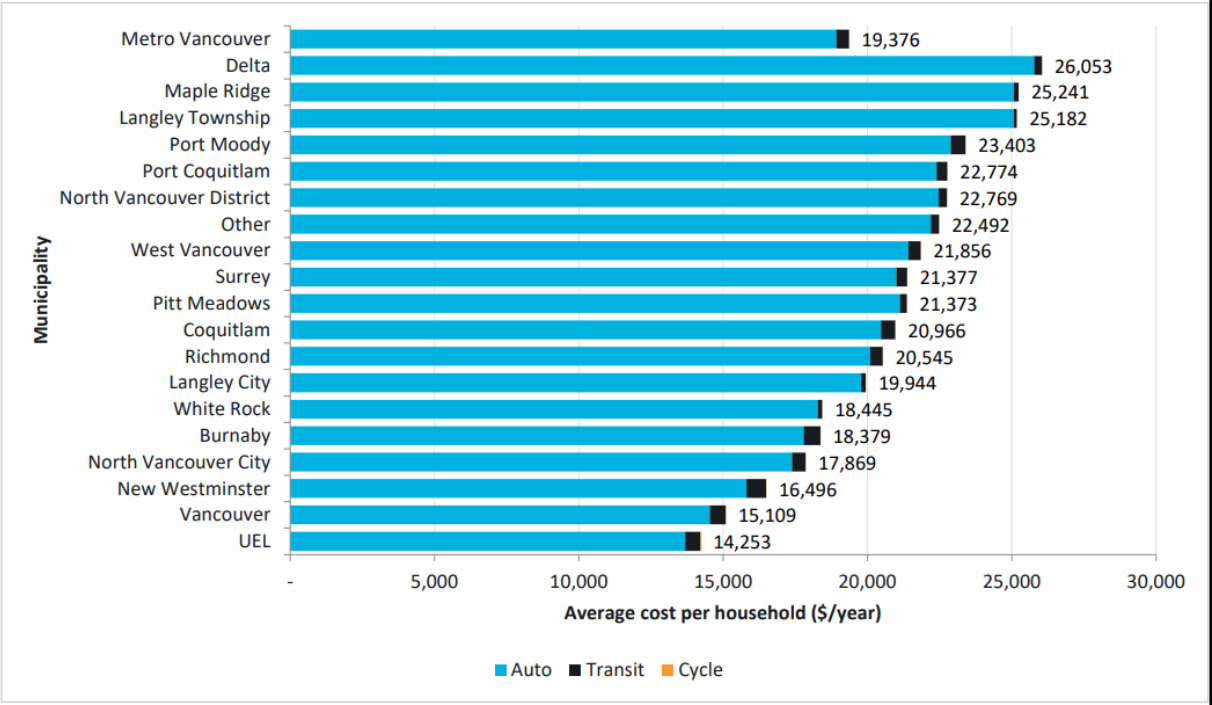
TRANSPORTATION COSTS

Large variation between member jurisdictions

Transit costs are a small part of overall transportation spending

Other costs (e.g. cycling) are insignificant

Figure 3.14: Average annual household combined transportation costs by municipality



H+T COSTS

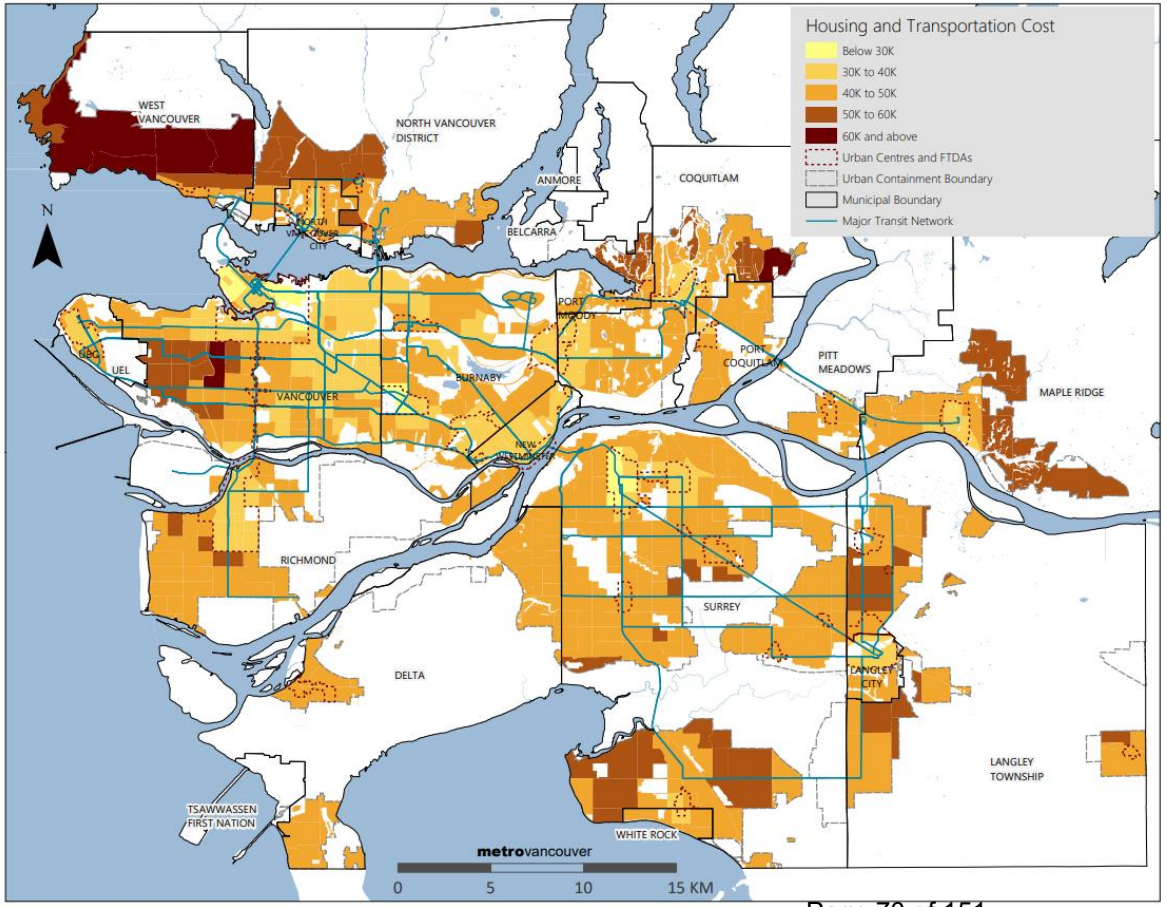
Metro Vancouver: $41k

North Shore: $49k

Burrard Peninsula: $38k

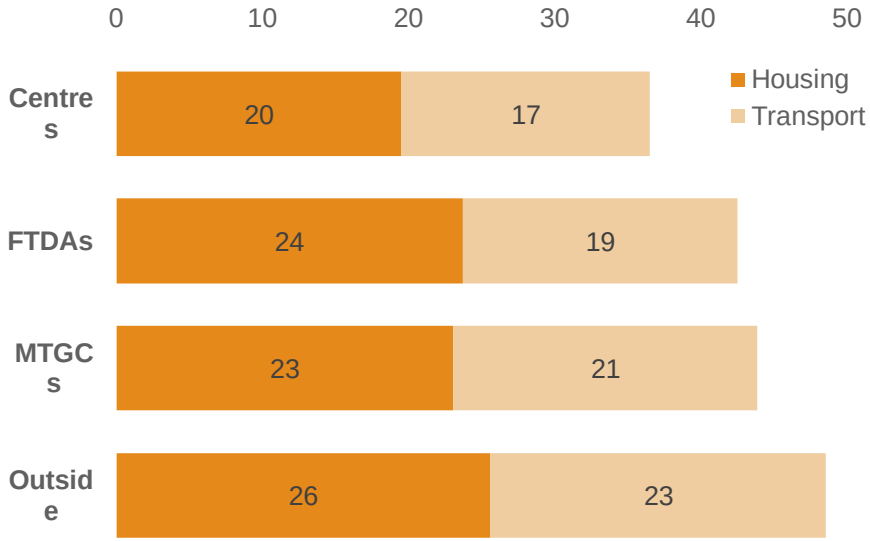
Key observations:

- Perimeter effect
- Centres & SkyTrain
- Role of rental housing



KEY FINDINGS

- Transportation costs can rival, and sometimes exceed, housing costs
- Centres and Corridors, especially along SkyTrain, have lower combined H+T costs;
- Rental tenure greatly scales affordability benefits of SkyTrain
- Population density alone does not materially affect H+T affordability



Average Annual Household H+T Cost by *Metro 2050* Priority Growth Area ($ Thousands)

Centres = Urban Centres

FTDAs = Frequent Transit Development Areas

MTGCs = Major Transit Growth Corridors

Outside = Not in a Priority Growth Area

Thank you

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Together we make our region strong

TO: Mayors' Council on Regional Transportation

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Matt Craig, Director, System Planning

DATE: October 30, 2025

SUBJECT: **ITEM 7.1.1. – Supportive Policies Agreements Implementation and Monitoring: 2025 Annual Report**

RECOMMENDATION:

The Joint Planning Committee recommends that the Mayors' Council on Regional Transportation receive this report.

PURPOSE

The purpose of this report is to:

1) advise the Mayors' Council and Board of Directors as to whether commitments made (in advance of regional funding) to support the achievement of major projects objectives are on track, per the 'Supportive Policies Agreements Implementation and Monitoring: 2025 Annual Report (Attachment 1); and
2) provide an overview of the collaborative work completed by the Broadway Subway and Surrey Langley SkyTrain (SLS) SPAs Monitoring Committees and Subcommittees in 2025, to advance these commitments.

BACKGROUND

In 2018 the Mayors' Council and Board endorsed the SPA signed by TransLink and the City of Vancouver for the Broadway Subway Project. In 2020 and 2022, TransLink signed three SLS SPAs, one with each of the City of Surrey, Township of Langley, and City of Langley. An Overarching SPA (OSPA) was signed by the Province, the three SLS municipalities and TransLink in 2022.

SPAs are one of the Partnership Agreements for major projects that include commitments for land use and transportation policies, collaboration on key initiatives, and formal monitoring and reporting by partner agencies. The 2014 Mayors' Vision first called for Partnership Agreements as a condition of a major project's funding and inclusion in an approved investment plan. This direction was reiterated in the 2022 Transport 2050: 10-Year Priorities (*Access for Everyone* plan).

DISCUSSION

The 2025 Annual Report shows that SPAs commitments and collaboration between SPAs partners have both been progressing well over the past year, helping to lay the groundwork needed to support the long-term success of the future Broadway Subway and SLS Projects.

Commitments continue to be on track

In 2025, the SPAs partners made significant progress toward achieving commitments set out in their respective SPAs. Highlights include:

- Municipal partners updating their respective official community plans (OCPs) and zoning bylaws, with input from TransLink staff to support Transit-Oriented Communities and in part to align with the Bill 47 – Transit Oriented Areas (TOA) legislation requirements.
- City of Vancouver developing forecasts for population, jobs, and housing in the Broadway SPA corridor.
- SLS SPAs partners exploring potential Performance Measure indicators, including the application of social equity and climate action lenses, to monitor long-term outcomes related to the SPAs.
- TransLink working closely with municipal partners to advance the Burrard Peninsula Area Transport Plan towards a 2026 completion date, and initiating work on the South of Fraser East Area Transport Plan with a target completion date in 2027.

Presently, 19 of the 28 actively tracked Broadway Subway SPA commitments as described in Appendix A of the 2025 Annual Report have been completed, while 9 remain in progress. For the 47 SLS SPAs commitments outlined in Appendix C of the 2025 Annual Report, 12 have been fulfilled, 25 are in progress and 10 have been planned

Taken together, these actions will support maximizing regional outcomes from our significant investment. Monitoring commitments is the key mechanism for ensuring that all partners are contributing to their part of the agreements.

Advancing SPAs commitments through collaboration between partner agencies

Recognizing that shared goals and outcomes can best be achieved through collaborative planning, the SPAs include commitments for partner agency staff to work together. The SPAs commit to effective cross-agencies collaboration for rapid transit investments, with clear actions on land use, housing, transit, demand management, cycling, and walking. The City of Langley's completion of the Fraser Highway One-Way revitalization project showcases the successful collaboration of intergovernmental partners in the delivery of key pedestrian and public realm improvements and aligning with the SPA commitment for collaborative pedestrian strategies. The endorsement of this year's Annual Report by both Monitoring Committees indicates that intergovernmental collaboration efforts continue to be consistent with long-term objectives.

Reporting on outcomes realized by SPAs commitments

The first SPAs (baseline) Performance Report is planned for release in 2029, based on the opening dates for SLS and Broadway Subway. While SPAs Annual Reports focus on commitments tracking, data results have been included in this year's Annual Report for Broadway Subway SPA performance measures to provide a picture of the type of 'outcomes' content to come in the 2029 baseline Performance Report. While not intended to show trends, these early data results do also indicate that some key measures, such as an increase in transit ridership, and the number of purpose-built market rental housing units approved, are already tracking in a positive direction, in lead up to the Subway's opening.

CONCLUSION

During the past year, notable progress was made toward fulfilling the commitments within the SPAs for Broadway Subway and SLS. These achievements were driven by a collaborative and cooperative approach among SPAs partners, underscoring the effectiveness of these agreements as a framework for intergovernmental coordination to realize integrated transportation and land use planning objectives.

ATTACHMENTS

Attachment 1: Supportive Policies Agreements Implementation and Monitoring: 2025 Annual Report

2025 Annual Report

Supportive Policies Agreements: Implementation & Monitoring

This report was prepared by TransLink in collaboration with:
Province of British Columbia | City of Langley | Township of Langley
City of Surrey | City of Vancouver | Metro Vancouver

TRANSLINK

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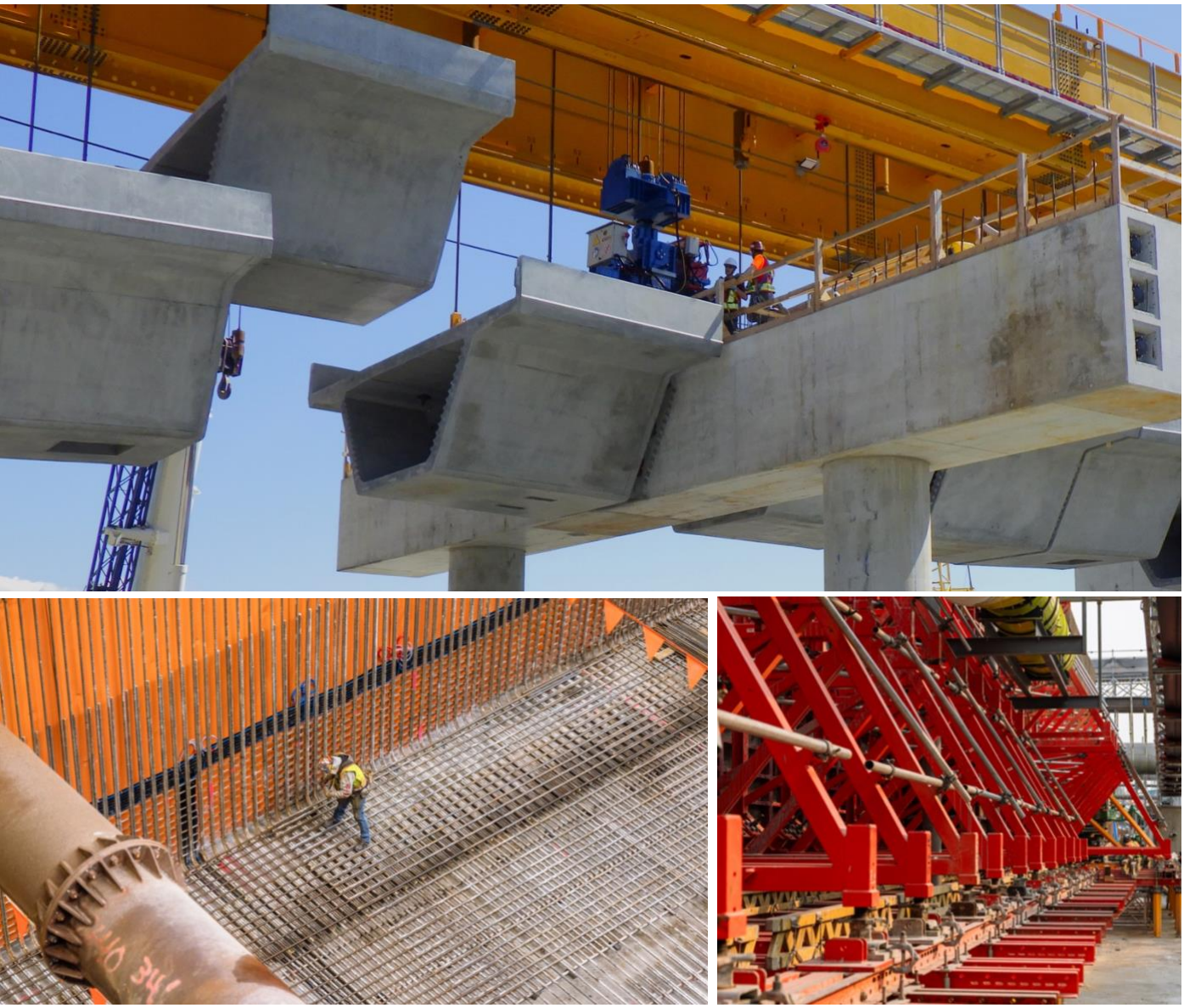
Executive Summary



Photos provided by B.C. Ministry of Transportation and Transit, used with permission.

The **2025 Annual Report for the Broadway Subway and Surrey Langley SkyTrain (SLS) Supportive Policies Agreement (SPAs)** provides an overview and update on the progress towards commitments made by agreement signatories. The SPA commitments address policies and initiatives which are outside the direct scope of the Broadway Subway and SLS Projects but which have a significant influence on the achievement of the Projects' objectives.

The SPAs demonstrate the power of cross-governmental collaboration to support rapid transit investments and include specific committed actions related to land use, housing, transit, transportation demand management, cycling and walking. The yearly reporting to decision-makers is a key mechanism to track commitments, and to provide updates on key milestones and adjustments needed to align with evolving legislation and project timelines. The data results included in this report for Broadway Subway SPA performance measures provide a good indication of the type of 'outcomes' content to come in the 2029 baseline Performance Report, and also indicate that some key measures are already tracking in a positive direction in lead up to the Subway's opening.

Commitments continue to be on track

In 2025, the SPAs partners continued to collaborate to make significant progress toward achieving commitments set out in their respective SPAs. Highlights include:

- Municipal partners updating their respective official community plans (OCPs) and zoning bylaws, in part to align with the Bill 47 – Transit Oriented Areas (TOA) legislation requirements;
- City of Vancouver developing forecasts for population, jobs, and housing in the Broadway SPA corridor;
- SLS SPAs partners exploring potential performance measure indicators, including the application of social equity and climate action lenses, to monitor long-term outcomes related to the SPAs;
- TransLink working closely with the City of Vancouver and other municipal partners to advance the Burrard Peninsula Area Transport Plan towards a 2026 completion date, and further initiating work with SLS and other municipal partners on the South of Fraser East Area Transport Plan, with a target completion date in 2027; and
- City of Langley's completion of the Fraser Highway One-Way revitalization project, showcasing the successful collaboration of intergovernmental partners in the delivery of key pedestrian and public realm improvements and aligning with the SPA commitment for collaborative pedestrian strategies.

1. Introduction: reporting on SPAs progress

Supportive Policies Agreements (SPAs) are a foundational tool for aligning land use, housing, and transportation planning with the introduction of new major transit investments across Metro Vancouver. These agreements formalize collaboration between municipal, regional, provincial and potentially other key partners to ensure that such transit projects are supported beyond the direct project scope by complementary policies and coordinated actions. The SPA framework was first introduced in the 2014 Mayors' Council 10-Year Vision for Partnership Agreements as a condition of a major project's funding and inclusion in an approved investment plan, and reiterated in the Access for Everyone (2022 Transport 2050: 10-Year Priorities).

Progress on SPA commitments is tracked through two key reporting mechanisms: the Annual Report, which provides a yearly snapshot of progress on commitments, and the 5-Year Performance Report, which tracks commitments progress and also offers a more comprehensive analysis of long-term indicator outcomes using updated Census data. This year's Annual Report includes indicators data for Broadway Subway SPA for reasons discussed further in **Section 2.4**. This reporting structure ensures that year-over-year progress on SPA commitments, as well as performance measure indicators, are systematically tracked and communicated to decision-makers. This facilitates a responsive approach to analyzing long-term trends related to SPA outcomes.

SPAs are implemented through a structured governance model that includes a Monitoring Committee and a Subcommittee specific to the major project (i.e. one of each for Broadway Subway SPA and for Surrey Langley SkyTrain SPAs). These Monitoring Committees are composed of senior staff representatives from all SPA partner agencies - including local governments, TransLink, the Province, and Metro Vancouver - and have responsibility for decisions around monitoring and reporting parameters. The Monitoring Committees are also responsible for providing final endorsement to the Annual and 5-Year Performance Reports which are submitted to the Mayors' Council and TransLink Board. Each Subcommittee, composed of staff-level representatives from the same agencies, supports its respective Monitoring Committee by advancing collaboration on multi-agency initiatives and tracking progress on SPA commitments.

2. Broadway Subway SPA

Photos provided by B.C. Ministry of Transportation and Transit, used with permission.

2.1 Broadway Subway SPA Overview: recapping the SPA context

The Broadway Subway Project is a 5.7 kilometre extension of the Millennium Line from VCC–Clark Station to Arbutus Street. As a major investment along the Broadway Corridor, the project will connect several high-density neighbourhoods to the region's rapid transit network, supporting access to jobs, housing, and key destinations.

To support the success of this investment, the City of Vancouver and TransLink executed the Broadway Subway SPA in June 2018. This agreement outlines commitments to a series of initiatives to be led by the City and TransLink, in collaboration with the Province and Metro Vancouver, relating to land use planning, housing policy, transportation demand management, and public realm improvements in the project corridor.

Broadway Subway SPA's Monitoring Committee and Subcommittee were established in December 2018 to oversee SPA implementation and ensure accountability. SPA commitments are to be tracked until 20 years after the Subway opens, with progress reported annually and evaluated in depth (alongside performance measures data) every five years.

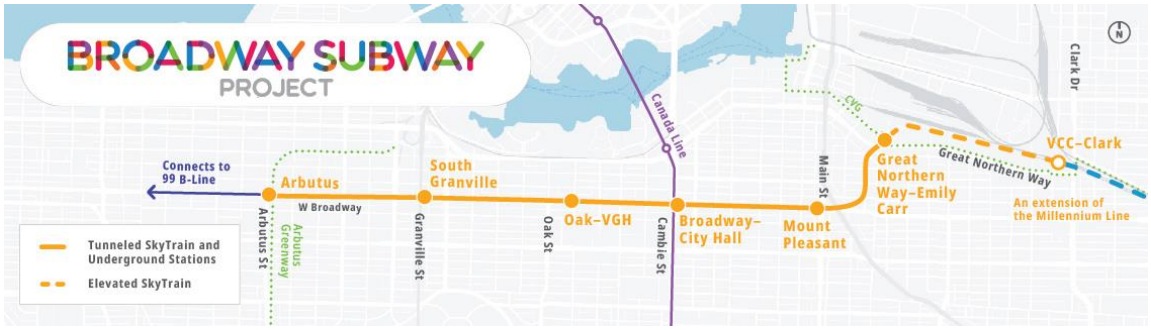


Figure 2.1 Broadway Subway Project. Source: Broadway Subway Website

2.2 Collaboration: working toward shared goals

The Broadway Subway SPA Implementation and Monitoring Program is built on a foundation of multi-agency collaboration and relationship building. These elements are critical components that have proven essential to advancing shared objectives and will be key to supporting successful outcomes of the Broadway Subway Project. The SPA formalizes commitments from the City of Vancouver and TransLink, supported by the Province and Metro Vancouver, to ensure coordinated action across land use, housing, transportation, and public realm initiatives.

The Broadway SPA Subcommittee met three times this year to confirm the 2025 work plan and to provide updates to the commitments and performance measures. The SPAs Monitoring Committee held its annual meeting on October 17, 2025 to review and endorse the draft report including discussion on any proposed commitment adjustments.

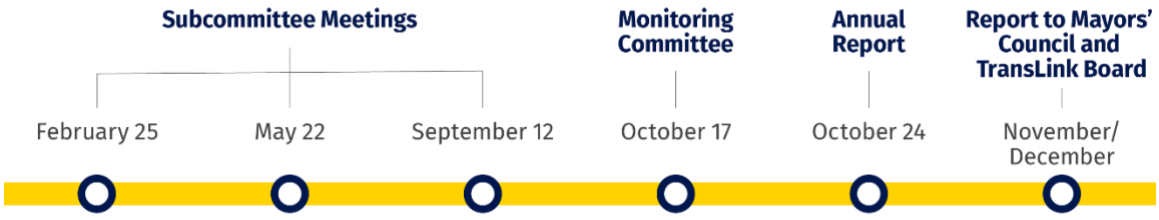


Figure 2.2 2025 Broadway Subway SPA Work Plan Timeline

2.3 Commitments Progress: status on track

The Broadway Subway SPA Commitments Tracker in **Appendix A** provides a detailed summary of each commitment's status, including those completed, in progress, or scheduled for future initiation. It also captures any timing or scope adjustments that have been reviewed and endorsed by the Monitoring Committee. These adjustments

reflect the evolving context of implementation and ensure that SPA commitments remain responsive and achievable. The following sub-sections highlight commitments progress made in 2025 including updates on key initiatives and milestones. **Section 2.3.1** outlines progress on the City of Vancouver's commitments, while **Section 2.3.2** focuses on TransLink's commitments.

2.3.1 City of Vancouver's Commitments

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City-wide Official Development Plan & Broadway Plan Update

Appendix A – Commitments 4.1, 5.2, 8.1, 8.2

Broadway Subway SPA commitments 4.1 and 5.2 refer to updating the City's Official Development Plan (ODP) to reflect the corridor land use plans discussed in the SPA (particularly Broadway Plan), and to monitoring progress of those plans through the City's Regional Context Statement (RCS). The Broadway Plan underwent a comprehensive review and update in December 2024. This update will inform the City-wide Vancouver ODP, which is scheduled for completion and adoption by June 30, 2026 at the latest. The ODP will integrate existing area plans and include an RCS that demonstrates the ODP's alignment with the regional growth strategy, thereby fulfilling SPA commitment 5.2. Additionally, the December 2024 Broadway Plan update included the completed C-3A Urban Design Guidelines and Broadway Public Realm Plan, listed as commitments in Sections 8.1 and 8.2 of the SPA.

Population, Employment, and Dwelling Forecasts

Appendix A – Commitment 5.1 (b)

During 2025, following the approval of the Broadway Plan updates at the end of 2024, the City of Vancouver has been working to develop population, employment, and dwelling unit forecasts for the years 2026, 2031, 2036, 2041, and 2046, aligning with Census years to support SPA monitoring. The City is on track to complete the forecasts by the end of 2025.

Street Connectivity & Major Road Network Review and Analysis

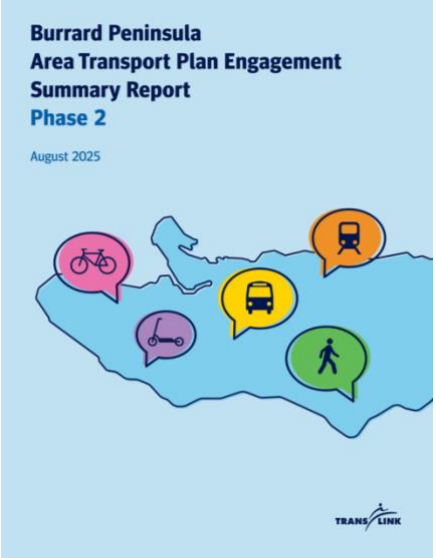
Appendix A – Commitment 7.2

The City is continuing its review of street connectivity and Major Road Network (MRN) lane kilometre allocations within the SPA geography following TransLink's modelling analysis provided in 2024. The City will engage further with TransLink to explore potentially shifting MRN lane kilometres from Broadway to other MRN-designated streets within or connecting to the SPA geography, and potential MRN expansion in the future. The City remains on track with this process, targeting completion of the analysis by the end of 2026.

2.3.2 TransLink's Commitments

Burrard Peninsula Area Transport Plan & Bus Network Integration Plan

Appendix A – Commitments 7.1 (a) and 7.1 (f)



Phase 2 of the public consultation was conducted in 2025 on the Burrard Peninsula Area Transport Plan (BP ATP) to inform specific bus network changes that will support Broadway Subway opening day integration. More than 4,200 online survey responses, including approximately 1,850 from Vancouver residents, are a key input to the development of the ATP. The BP ATP is expected to complete by early 2026. The bus network integration plan for Broadway Subway has been developed as part of the BP ATP, and the details will continue to be refined until the Subway opening day.

Transportation Demand Management (TDM)

Appendix A – Commitments 7.1 (e)

TransLink launched the Broadway is Still Buzzing TDM campaign in partnership with Mobi (Vancouver Bike Share) in spring 2024 and continued to promote active transportation and transit during the spring and the summer of 2025. The program was expanded in 2025 by collaborating with influencers and using social marketing tactics to encourage the sustainable modes of transit, bikeshare, walk, ride, or roll on the Broadway corridor.

TransLink continued in 2025 to work on the Transit Friendly Employer program and the TransLink for Organizations employee Transit Pass program with major employers on the corridor. TransLink supported the City through the Compass for Development program and met with developers within the Broadway Subway Project area to discuss TDM for their buildings, including transit passes and active transportation TDM, supporting the City's elimination of parking minimums in the corridor and their TDM policy updates in 2024.

2.4 Performance Measures: indicators of SPA-related outcomes

Data results for the Broadway Subway SPA performance measures indicators (**Table 2.1**) are provided by the City of Vancouver, TransLink and Metro Vancouver, and are specific to the Broadway Subway SPA geography, an area delineated by city blocks which is an approximate 800 metre walk (based on existing networks) from the future Project stations. These data results will, in the future, be shared and assessed in SPA Performance Reports released on a five-year basis in alignment with the availability of updated census data customized for the Broadway SPA geography.

Prior to the "baseline" Performance Report planned for 2029 (see **Section 2.5** for details on the reporting timeline), the current report includes the most currently available data, in order to provide an early preview of the type of outcomes data results that will be available in future Performance Reports. Data results are also monitored informally each year at the SPA Subcommittee and Monitoring Committee levels, and the five-year formal reporting on data results ensures the tracking and reporting to decision-makers on actual longer-term trends. The latest data collected from Census are from 2021 and are compared to the 2016 Census data for trend

analysis. Data provided by the City of Vancouver and TransLink are collected on an annual basis and the trends are shown from 2019 to 2024.

Changes and trends in the data of course do not yet reflect the future transportation improvements that will be provided following Broadway Subway's opening and may in fact be impacted by Subway construction activities. Likewise, given that Broadway Plan was only approved in 2022 and updated in 2024, the data changes are not yet reflecting the supportive land use plans and policies in a meaningful way. The future 2029 SPA baseline Performance Report (see **Section 2.5** for details) will include updated data from the next (2026) Census and will therefore be a better opportunity to begin seeing the benefits of the supportive plans and policies.

Table 2.1 Broadway Subway SPA Performance Measures Indicators & Data Sources

Measure	Indicator	Data Source	Partner Agency Obtaining Data
Population Growth	Total population	Statistics Canada Census	Metro Vancouver
Employment Growth	Number of jobs	Statistics Canada Census	Metro Vancouver
	Jobs by Industry	Statistics Canada Census	Metro Vancouver
	Amount of job space approved	City of Vancouver	City of Vancouver
Affordable Housing Unit Increase	Number of housing units by type	City of Vancouver	City of Vancouver
	Number of "Affordable Housing" units approved • Purpose-built market rental units • Social and supportive housing units	City of Vancouver	City of Vancouver
Sustainable Transportation Modal Increase	Multimodal Counts including Pedestrians & Cyclists	City of Vancouver	City of Vancouver
	Average daily train boarding & alighting by Station	TransLink	TransLink
	Average daily bus boardings & boardings	TransLink	TransLink
	Peak load factors of buses	TransLink	TransLink

Population & Employment Growth

The data for the SPA's performances measures indicators for population, jobs, and jobs by industry is derived from the 2021 Census data. Data on the amount of job space approved is provided by the City and is based on 2024 data. As discussed in **Section 2.3.1**, the City is developing forecasts for population, employment and dwelling unit numbers, aligned with census years to support SPA monitoring and reporting. Those forecasts are expected to be complete by the end of 2025.

Between 2016 and 2021, the total population within the SPA geography increased by 3%, while the total number of jobs decreased by 29%, the latter trend being almost certainly due to remote work during the COVID-19 pandemic. While this jobs data is based on a total of 20 industry categories (the full breakdown of jobs by industry, based on the North American Industry Classification System, is available in **Appendix B), Table 2.2** below highlights the five industries with the highest job counts in the SPA geography.

Table 2.2 Population and Employment in the Broadway Subway SPA Geography

Indicator	2016 Census Total	2021 Census Total	% Change
Number of people	88,905	91,425	2.8%
Number of jobs	88,000	62,810	-28.6%
Jobs by Industry (top 5)			
Healthcare & social assistance	16,960	18,470	8.9%
Prof., scientific & technical services	10,120	11,485	13.5%
Retail trade	9,080	7,750	-14.6%
Educational services	5,025	5,895	17.3%
Accommodation & food services	6,000	4,610	-23.2%

Between 2019 and 2024, office space represented the largest share of approved job space in the Broadway Subway SPA area, totalling over. 2.1 million square feet (see **Figure 2.3**).

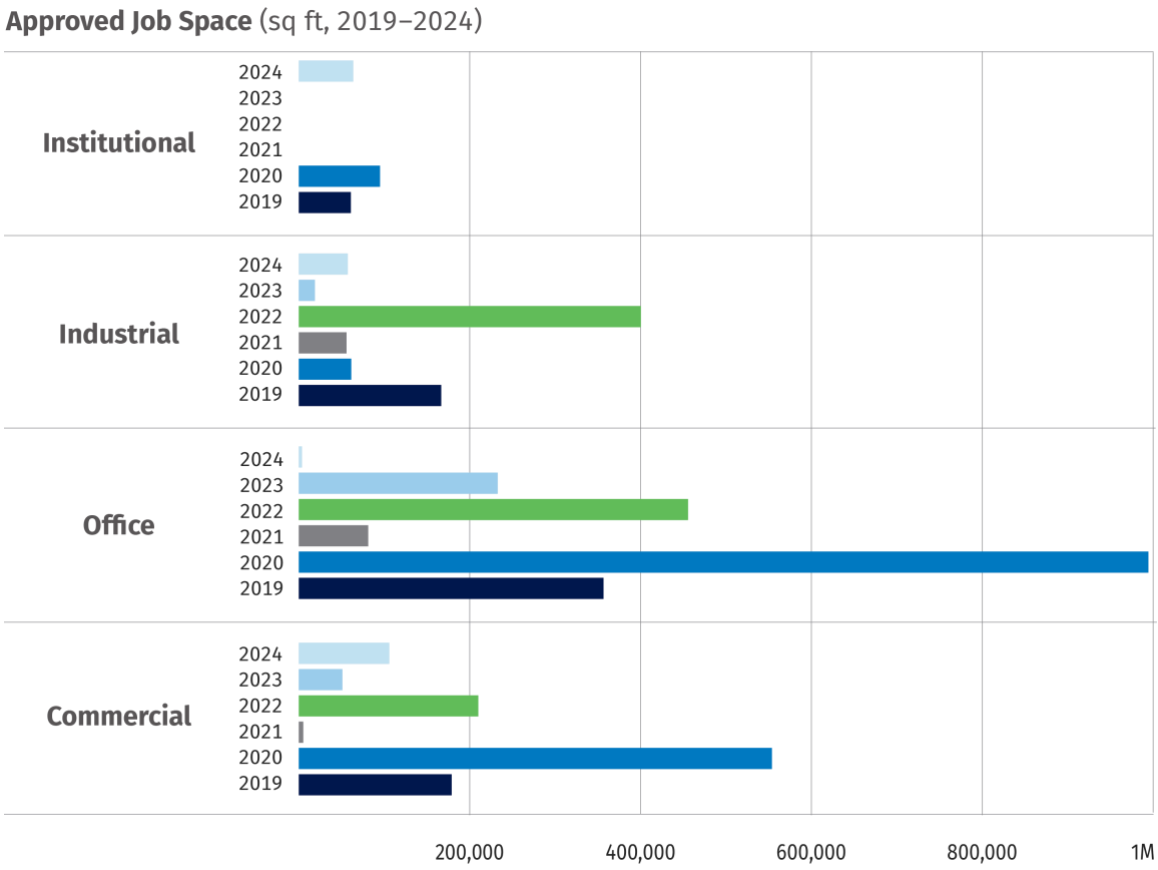


Figure 2.3 Approved Job Space in the Broadway Subway SPA Geography (2019–2024)

The amount of job space approved in 2024, categorized by job type and station area (i.e. 800 metre walk from the future station), can be found in **Appendix B**. This data indicates that in 2024, the largest share of approved job space was in the Commercial category, followed by the Institutional category.

Significant Increase in Purpose-Built Rental Housing Units

The Broadway Subway SPA housing supply data is provided by City of Vancouver through the City's permitting systems and Provincial BC Assessment data. The housing supply category provides indicator data for six housing types that include both affordable and ownership housing types, as shown in the first column of **Table 2.3** below.

For the purposes of the SPA reporting, affordable housing is considered to include purpose-built market rental and below-market as well as social and supportive housing units, recognizing that affordability is a measure of the price or cost of housing relative to household income. The social/supportive housing category includes co-operative housing units. **Table 2.3** provides data on the new housing unit approvals in the Broadway Subway SPA Geography for 2019-2024 and includes detailed notes regarding data collection methodology. **Figure 2.4** also below further summarizes this data in terms of 'affordable' and 'other' housing units.

As the data results show, a significant increase in the number of purpose-built rental housing units approved in 2024 (over recent past years), i.e. 2,201 in 2024 compared with 1,431 from all of 2019-2023, is a very positive indication of the now active implementation of Broadway Plan policies, supported by the commitments in the Broadway Subway SPA.

Table 2.3 Housing Units Approved in the Broadway Subway SPA Geography (2019-2024)

Units Approved by City

Housing Type	Existing 2018	2019	2020	2021	2022	2023	2024	Total
Affordable Housing Stock								
Purpose-Built Market Rental Housing	20,463	72	577	140	603	39	2,201	24,095
Social/Supportive Housing	5,167	90	244	114	0	0	0	5,615
Total	25,630	162	821	254	603	39	2,201	29,710
Other Housing Stock								
Laneway Housing	14	2	4	1	2	4	1	*not available due to data collection methods (see notes below)*
Condominiums	26,616	361	121	57	148	8	0	
Coach Houses		10	2	1	4	1	3	
Townhouses		0	0	61	0	0	0	
Total	26,630	373	127	120	154	13	4	

Notes:

- 'Existing 2018' refers to existing, approved, and under construction buildings/units as of December 31, 2018. 'Units approved by City' refers to new buildings/units approved for the period January 1 to December 31 for the respective year. For projects which require a rezoning 'approved' refers to when the project is approved at public hearing, and for projects which do not require a rezoning and are enabled under existing zoning 'approved' refers to when the project has been issued a development permit.
- Due to discrepancies between the Provincial historic data collection of strata ownership units and municipal tracking systems, 'Existing 2018' baseline building and unit numbers for strata ownership units are estimates and not able to be further broken down by housing type (e.g. townhouse). This is why for annual reporting, new approved condominium units, coach houses and townhouses are reported, but the baseline housing stock numbers are combined for all of those housing types.
- Condominium and townhouse approval numbers are gross rather than net unit counts due to data gaps in municipal tracking systems; purpose-built market rental housing, social/supportive housing, coach houses and laneway housing are net unit counts. Approvals numbers for condominiums, coach houses and townhouses cannot be added to 'Existing 2018' baseline numbers as this would not be an accurate total as the gross approval numbers do not account for units lost through redevelopment.

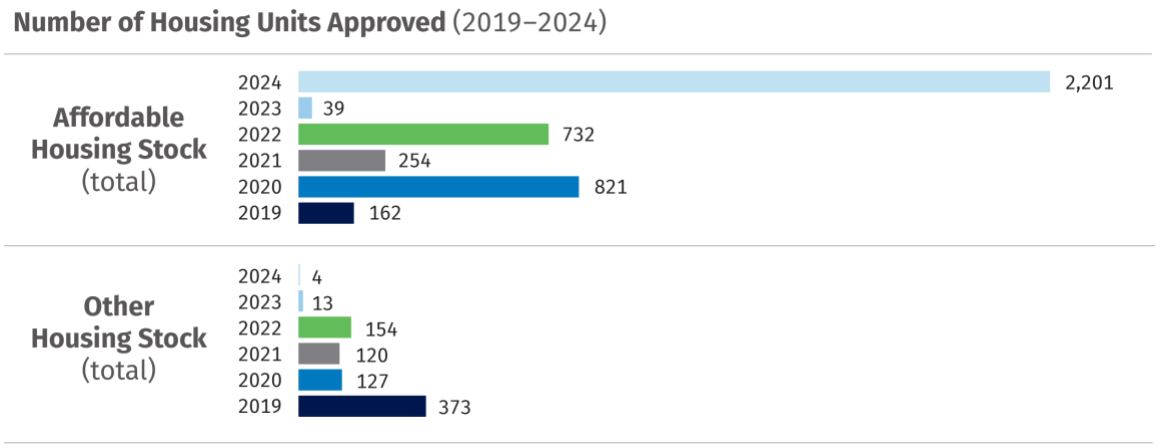


Figure 2.5 Housing Units Approved (Affordable & Other) in the Broadway Subway SPA Geography (2019–2024)

Sustainable Transportation Modal Increase

Photo provided by TransLink and used with permission.

The SPA's performance measures framework also includes monitoring data related to sustainable transportation modes, primarily focused on walking, cycling, SkyTrain and bus ridership in the SPA geography. While the SPA Monitoring Committee had initially endorsed car ownership rates as one of the sustainable transportation indicators (with data to be provided by ICBC), the Monitoring Committee has since endorsed the removal of that indicator due to inconsistent reporting timing and geography. And in terms of the planned indicator for average daily train boardings and alightings by Broadway Subway stations, that data will be reported once the Broadway Subway is open and operational.

In this year's report, data is included for the following sustainable transportation indicators:

- Average daily boardings and alightings by station
- Average daily bus boardings and alightings
- Peak Load Factors (PLFs) by mode
- Pedestrian counts
- Cycling counts
- Journey to work mode split

Average Daily Boardings and Alightings by Station

For Broadway Subway SPA sustainable transportation performance measures monitoring, three existing SkyTrain stations were identified as being of interest: Broadway-City Hall (Canada Line station that will intersect with Broadway Subway), Commercial-Broadway (key regional transfer point), and VCC-Clark (from where Broadway Subway will extend west). Data related to these three stations will continue to be monitored over time following the opening of the Broadway Subway, after which point the same data will also be collected for the new Subway stations.

Average daily boardings and alightings from Monday-Friday from 2019 to 2024 are provided in **Table 2.4** for these three stations. Data for boardings and alightings is collected through Compass Card taps at station fare gates (entries/exits). Ridership at these stations increased steadily from 2021 to 2024, with an average of 6% increase from 2023 to 2024 as shown in the last column in **Table 2.4**. Ridership at these three stations continue to increase towards the pre-pandemic level and the Commercial–Broadway Station remains the busiest station in the system. While the pandemic years represent a highly abnormal period for transit ridership, the changes observed from 2023 to 2024 are considered more reliable indicators of recent trends.

Table 2.4 Average Daily Activity at SkyTrain Stations Related to the Future Broadway Subway (2019–2024)

Station	Monday-Friday	2019	2021	2022	2023	2024	2019-2024	2023-2024
Broadway-City Hall	Boardings	15,000	8,100	9,000	10,600	11,100	-26%	5%
	Alightings	15,300	8,000	8,800	10,500	11,100	-27%	6%
Commercial–Broadway	Boardings	25,100	14,500	16,400	19,100	20,600	-18%	8%
	Alightings	26,000	15,300	17,200	20,000	21,600	-17%	8%
VCC-Clark	Boardings	3,800	2,000	2,200	2,800	3,000	-21%	7%
	Alightings	3,400	1,800	1,900	2,500	2,600	-24%	4%

Average Daily Bus Boardings and Alightings

There are 25 bus routes in the SPA geography, including NightBus. Average daily (Monday to Friday) boardings and alightings for these routes indicate that between 2023 and 2024, there was a 23% increase in boardings and 18% increase in alightings in the SPA geography. The 99 B-Line (UBC / Commercial–Broadway) and the corresponding local bus route 9 had the two highest average daily boardings in 2024,

followed by route 84 (UBC / VCC-Clark). Average daily boarding and alighting numbers for each route are provided in **Appendix B**.

Peak Load Factors by Mode

The Peak Load Factor (PLF) is a measure of how full a transit vehicle is, on average, at its busiest point or peak on a route. It is the ratio of average passengers carried versus the capacity or space available on a vehicle (seats plus standing space), expressed as a percentage, where a PLF of 100% means the vehicle is at capacity. The 2019-2024 PLFs for the routes operating in the SPA geography are shown in **Appendix B**. Once the Broadway Subway is operational, PLFs for the SkyTrain extension will also be reported as part of SPA monitoring.

PLFs that are between 84% and 99% are defined as instances of crowding, with PLFs of 100% and above as instances of overcrowding. Instances of overcrowding are of key interest. In 2024, nine of the 25 routes in the SPA geography exhibited instances of crowding in at least one direction and during at least one of the peak hours. Routes 19 (Stanley Park / Metrotown Station) and 99 B-Line (UBC / Commercial-Broadway) were two of the busiest bus routes in the SPA geography with the PLFs over 100%.

Multimodal Counts

At the outset of SPA monitoring, the City had existing methods of collecting pedestrian and cyclist data. Since that time, the City's methods of counting pedestrians and cyclists are in the process of being changed for reasons of efficiency and technological changes. As a temporary measure, the City is collecting data for pedestrians and cyclists (and micromobility) within the SPA geography. However, the data is limited in that it is not possible to compare counts to the previous counting methodologies, nor to compare annual data (it is only comparable on a five-year cycle). As such, it is not included in this report.

The City is moving toward a new automated multimodal count approach that will help capture pedestrian, cyclist, and vehicle activity at intersections around the clock. As part of this effort, new automated counters are planned for installation at four intersection locations within the SPA geography by the end of 2026. With a full year of continuous data expected by the end of 2027, this initiative will provide a reliable foundation of multimodal information to support the 2029 baseline Broadway Subway SPA Performance Report.

Journey to Work Mode Split

The Journey to Work for transportation mode split is one of the key indicators from the census to understand commuting behaviour in the Broadway Subway SPA geography.

When compared to the 2016 Census data, the 2021 Census data indicates a decrease in car use and transit, which is accompanied by increases in walking, cycling, and other modes (**Figure 2.5**). The trend of gradual uptake in active transportation modes and decline in public transit may be influenced by the COVID-19 pandemic, which disrupted transit ridership patterns and shifted commuting preferences during the census period. These changes in mode split will be monitored closely in future reports, especially as the Broadway Subway extension nears completion and new transit-oriented developments come online.

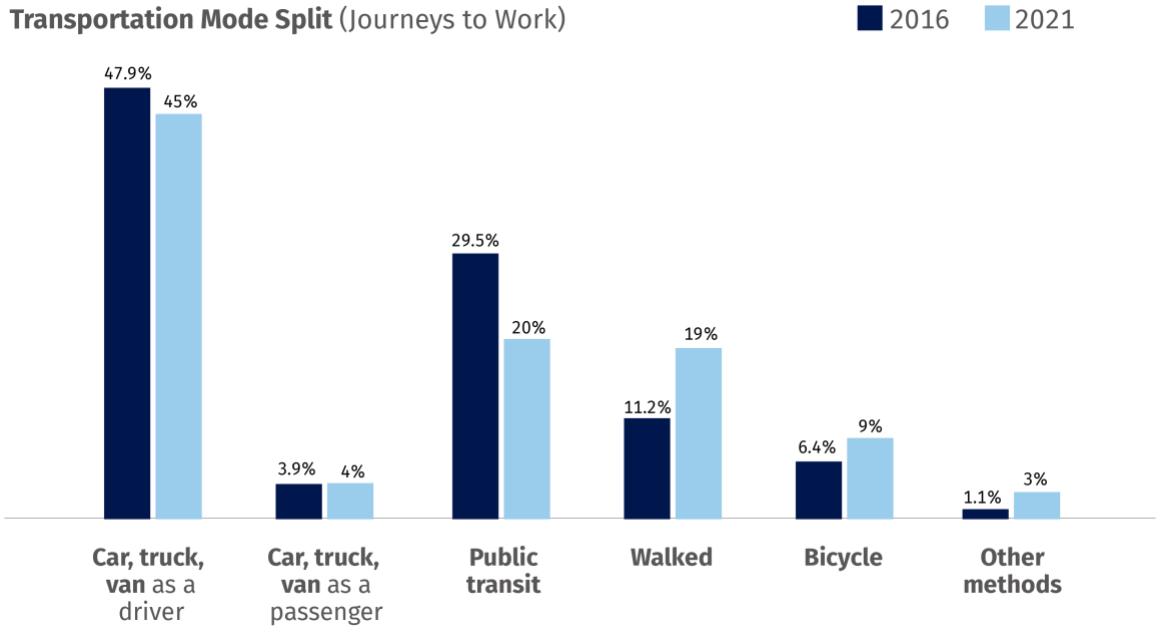


Figure 2.6 Transportation Mode Split in the Broadway Subway SPA Geography (2016 vs 2021)

2.5 Reporting: accountability for SPA commitments

In 2025 the SPA Monitoring Committee endorsed the approach of releasing the first (baseline) SPA Performance Report in 2029, rather than 2025 as originally planned. While SPA Annual Reports focus on commitments tracking, Performance Reports serve that role and further include updated performance measures data and analysis to review longer term trends in SPA-related outcomes. The 2029 Performance Report timing will align best with: the expected 2028 availability of custom 2026 Census data; the planned 2027 Broadway Subway opening; and the availability of the City's new multimodal data.

While this year's report on Broadway Subway SPA is considered an Annual Report and primarily focused on commitments tracking, the most currently available SPA performance measures data (both annual and 2021 Census) has been included, the intent being to provide an early preview of the type of SPA outcomes data results that will be available in future reports. As noted earlier, SPA data results are also monitored informally each year at the SPA Subcommittee and Monitoring Committee levels. The five-year formal reporting on data results ensures the tracking and reporting to decision-makers on actual longer-term trends.

3. Surrey Langley SkyTrain SPAs

Photo provided by B.C. Ministry of Transportation and Transit, used with permission.

3.1 Surrey Langley SkyTrain SPAs Overview: recapping the SPA context

The Surrey Langley SkyTrain (SLS) Project will extend the Expo Line 16 kilometres on an elevated guideway from King George Station in Surrey to 203 Street in Langley City. There will be eight new stations and transit exchanges at the new Bakerview–166 Street, Willowbrook, and Langley City Centre stations. The Project is anticipated to be in service in late 2029 and improve regional transportation connections, providing fast, frequent, and reliable transit service, especially for those who live, work, study, and play south of the Fraser River.

A total of four SPAs were signed for the SLS Project between 2020 and 2022:

- City of Surrey and TransLink (2020)
- City of Langley and TransLink (2022)
- Township of Langley and TransLink (2022)
- The Province-led Overarching SPA (OSPA) signed by the Province, TransLink and all three SLS municipalities listed above (2022)

Figure 3.1 Surrey Langley SkyTrain Project. Source: Surrey Langley SkyTrain website

The SLS SPAs include commitments for land use and transportation policies, collaboration on key initiatives, and formal monitoring and reporting, all intended to advance the success of this major regional investment.

This chapter of the report documents the actions, cooperation, and support undertaken the past year by the various SLS SPAs partner agencies to implement the four SPAs and thereby support the SLS Project objectives.

3.2 Collaboration: working toward shared goals

Collaboration and relationship building among SPA partners are central components of the SPAs and key benefits of the SPAs Implementation and Monitoring Program. In 2025, partners have continued to collaborate effectively to implement, review, and monitor commitments compliance through the staff-level SLS SPAs Subcommittee and senior staff Monitoring Committee.

This year, through three meetings of the SLS SPAs Subcommittee, members established the 2025 Work Plan and engaged in discussion on SLS SPAs performance metrics, related legislation alignment, and progress on SPAs and OSPAs commitments. Outside of meetings, members collaborated online to prepare this report to go to decision-makers. The SLS SPAs Monitoring Committee held its annual meeting on October 2, 2025, to review and endorse the draft report including discussion on any proposed commitment adjustments.

Figure 3.2 SLS SPAs Work Plan Timeline 2025

3.3 Commitments Progress: status on track

Given the large number of commitments made in the three SPAs and OSPA as well as the varying nature of these commitments, the Monitoring Committee had previously endorsed the categorization of each commitment as one of the following:

- Core Deliverable – major commitments with concrete deliverables and typically defined deadlines (e.g. plan updates),
- Sub-Deliverable – details or component of a core deliverable,
- Strategies and Support – initiatives and commitments, typically related to a policy framework that will support the success of the SLS Project,
- Monitoring Committee – responsibilities of the Monitoring Committee,
- Background / Context – background information or work that had already been completed at the time of the signing of the SPA / OSPA, and
- Legal Administration – components of the SPA / OSPA related to the legality and execution of the agreement.

The SLS SPAs Commitments Tracker found in **APPENDIX C**, focus on the Core Deliverable commitments. They provide a summary of current progress towards achieving commitments, as well as any adjustments endorsed by the senior staff Monitoring Committee.

The SLS SPAs partners collaborated effectively, making notable strides toward fulfilling their commitments. The following subsections highlight the progress of commitments made in 2025, including those related to the Sub-Deliverables as well as Strategies and Support commitments categories. These updates reference specific commitments outlined in the SPAs.

3.3.1 Community Plans, Zoning Bylaws, Policies and Strategies

The past year saw continued coordinated efforts to advance SLS SPAs and OSPA commitments, efforts influenced to a significant degree by work required of the SLS municipalities in response to recent provincial legislation. Per legislation, municipalities were required to complete an interim Housing Needs Report by January 1, 2025, to inform the 5 and 20-year housing needs in their communities. Municipalities are updating their official community plans (OCPs) and zoning bylaws to accommodate the findings from the interim Housing Needs Reports, work to be completed by the end of 2025. Also required of the SLS municipalities in 2025 is an updated Regional Context Statement to demonstrate alignment of the municipality's OCP with Metro 2050.

While the provincially mandated OCP and zoning bylaw updates overlap to a degree with some policy commitments in the SPAs, the need for municipalities to prioritize that work has in some cases impacted timelines for meeting SPAs commitments.

SLS SPA with City of Surrey

Official Community Plan:
"Sub-Deliverables" and "Strategies and Support" Commitments
City of Surrey and TransLink SLS SPA (2020): Section 6.1

- In 2024, the City of Surrey initiated a two-year process to update their OCP, which will include Affordable Housing Policies to support the findings of the City's Housing Needs Report. The OCP is on track to be completed by the end of 2025.
- This work aligns with the Affordable Housing Policies commitments in Section 6.1 of the City of Surrey and TransLink SPA.

City Centre Plan:

"Core Deliverable" Commitment: Appendix C – Table C5: Item 2
City of Surrey and TransLink SLS SPA (2020): Sections 5.1 (a)(i) and 6.4

- An update to the City Centre Plan is underway to align with Bill 47 – Transit Oriented Areas (TOA) legislation requirements.
- The City Centre Plan is focused on planning for more housing, supporting jobs and the economy, planning for an Entertainment District and managing growth.
- This work relates to the Surrey City Centre Plan commitment in Section 5.1 (a)(i), and Retail and Office Development policy commitments in Section 6.4.

Fleetwood Plan:

"Core Deliverable" Commitment: Appendix C – Table C5: Item 3
City of Surrey and TransLink SLS SPA (2020): Section 5.1 (a)(ii)

- The Fleetwood Plan is being updated to align with Bill 47 – Transit Oriented Areas (TOA) legislation requirements. This provincial legislation mandates
- municipalities to permit minimum levels of density set out in regulations within 800 meters of rapid transit stations (e.g., SkyTrain) and 400 meters of major bus exchanges or West Coast Express stations, and to remove off-street residential parking requirements within TOAs except for spaces designated for disabled persons. The Fleetwood Plan area includes three of the new Surrey Langley SkyTrain stations.
- The Plan will support growth while maximizing the community benefits associated the new rapid transit connections to the region.
- The City has completed public engagement and is working to incorporate feedback to guide the final land use plan.
- This work relates to the Fleetwood Plan commitment in Section 5.1 (a)(ii), and is on track for completion in 2026.

196 Street Station Plan:

"Core Deliverable" Commitment: Appendix C – Table C5: Item 5
City of Surrey and TransLink SLS SPA (2020): Section 5.1 (a)(v)

- The East Cloverdale Plan (as it was noted in the City of Surrey and TransLink SLS SPA) has been renamed to 196 Street Station Plan.
- The City is in the process of preparing a Neighbourhood Concept Plan to support the SLS Project by supporting transit-oriented development and related infrastructure and amenities around the future Willowbrook Station. Current plan completion date is anticipated to be in 2027.
- This work relates to the commitment in Section 5.1 (a)(v).

Zoning Bylaw:

"Strategies and Support" Commitments
City of Surrey and TransLink SLS SPA (2020): Section 5.1 (d)

- The City has put forth proposed amendments to improve the efficiency of the development process by clarifying zoning regulations and ensuring consistency with policies and regulations.
- This work aligns with Section 5.1 (d), which recognizes the need for changes to density, zoning and other land use policies are needed to help achieve integrated land use and transportation planning.

SLS SPA with Township of Langley

Official Community Plan:

Willowbrook Community Plan "Core Deliverable" Commitment: Appendix C – Table C6: Item 2
Affordable Housing Policies "Sub-Deliverable" Commitment
Township of Langley and TransLink SLS SPA (2022): Sections 5.1 and 6.1 (b)

- The Township of Langley initiated their current OCP update at the end of 2024 and held a series of Open Houses in May, September and October 2025. The OCP update includes introduction of the Major Transit Growth Corridor and Transit-Oriented Area regional designations to the Urban Community Structure and Centres policies, alignment of the Township's housing objectives and supportive polices with the findings of the interim Housing Needs Report, and a policy framework for small-scale multi-unit housing.
- This work is planned to be presented to Council for consideration this fall and aligns with the Affordable Housing Policies commitments in Section 6.1(b) of the Township of Langley and TransLink SPA.
- Work on the Willowbrook Community Plan and associated OCP updates, including other commitments listed in Section 5.1, is planned to resume after this round of OCP updates has been completed. The current planning effort for Willowbrook is focused on pursuing an amendment to the Airport Zoning Regulation which restricts building heights within the TOA to 10 to 13 storeys.

Transportation and Mobility Strategy:

"Core Deliverable" Commitments: Appendix C – Table C6: Items 7 and 9
Township of Langley and TransLink SLS SPA (2022): Sections 7.1 (a) and 9.1 (b)(ii)

- The Township is conducting a Parking Strategy study aimed at updating off-street parking regulations and developing on-street parking management strategies. The study includes an investigation of existing parking utilization rates at existing rental housing sites and aligns with the commitment described in Section 9.1 (b)(ii) of the SPA.

- This Parking Strategy study is part of the new Transportation and Mobility Strategy (TMS) work which will use Vision Zero principles to identify safety issues and recommend improvements including infrastructure for persons of all ages and abilities. The TMS accounts for the arrival of the Surrey Langley SkyTrain and Bus Rapid Transit to the Township and neighbouring municipalities.
- The study results will inform future bylaws and policies to ensure appropriate and desirable parking conditions are incorporated into future land development.
- Work on the Parking Strategy and TMS is expected to be completed by the end of 2025 and 2026, respectively, in alignment with the TMS commitment in Section 7.1 (a).

SLS SPA with City of Langley

Official Community Plan:

"Core Deliverable" Commitment: Appendix C – Table C7: Item 3
City of Langley and TransLink SLS SPA (2022): Section 5.1 (d)(v)

- The City of Langley is updating their OCP to align with provincial legislation, in particular aligning land use designations to be consistent with Transit Oriented Area minimum floor area ratio (FAR) requirements.
- This work relates to the OCP update and other policy commitments listed within Section 5.1 (d)(v) of the City of Langley and TransLink SPA.
- The OCP update is expected to be presented to Council for consideration for adoption in fall 2025.

Glover Road Innovation District Plan:

"Core Deliverable" Commitment: Appendix C – Table C7: Item 1
City of Langley and TransLink SLS SPA (2022): Section 5.1 (d)(ii)

- In May 2025, the City of Langley initiated work on Phase 2 of the Glover Road Innovation District Plan. This work includes developing a detailed land use plan that brings together research, technology, creative industry housing and gathering places, creating a public realm plan and assembling supportive design guidelines and other policy tools.
- The Plan is expected to be completed by 2026, in alignment with the commitment in Section 5.1 (d)(ii) of the City of Langley and TransLink SPA.

Zoning Bylaw:

"Core Deliverable" Commitment: Appendix C – Table C7: Item 11
City of Langley and TransLink SLS SPA (2022): Section 9.1 (b)

- The City of Langley is also in the process of developing a new Zoning Bylaw which will contain new and updated zones to align with OCP land uses, reflect provincial housing legislation directions and best practices, create flexible zones that are more efficient and usable, and increase housing supply and options.
- This work aligns with the commitment in the SPA Section 9.1 (b) to undertake Zoning Bylaw updates in conjunction with OCP updates.
- The Zoning Bylaw is expected to be presented to Council for consideration for adoption in fall 2025.

Master Transportation Plan:

"Core Deliverable" Commitments: Appendix C – Table C7: Items 8 and 9
City of Langley and TransLink SLS SPA (2022): Sections 7.1 (a) and 8.1 (a)

- The City of Langley is developing Transportation 2050 to provide a multimodal transportation strategy to guide transportation policy and investment in the City of Langley over the next 25 years. Transportation 2050 is designed to support the community's goals and aspirations to provide sustainable transportation solutions that consider population growth and density, rapid transit, and proactively address future transportation issues and opportunities.
- The plan outlines strategies for a safe, reliable street network that connects with the SLS Project infrastructure to enhance public spaces, and aligns with the public realm plan commitment in SPA Section 8.1 (a).
- The MTP is a commitment listed under Section 7.1 (a) and is expected to be completed by the end of 2026.

Parking Strategy:

"Core Deliverable" Commitments: Appendix C – Table C7: Items 12 and 13
City of Langley and TransLink SLS SPA (2022): Sections 9.1 (c) and (d)

The City's Master Transportation Plan, in its current draft form, includes policies and direction to develop a public parking strategy with pricing approaches to manage public and on-street parking in the core and shoulder areas.

The Parking Strategy study was launched in 2024 and aims to understand the current public parking supply, review parking patterns and develop a parking plan to guide future parking decisions, with a focus on the Nicomekl and Douglas Neighbourhoods, specifically Downtown Langley, the Brydon Park area, and the Michau Cresent area.

The Parking Strategy is scheduled for completion in 2025 and aligns with the on-street parking management strategy commitment in the SPA Section 9.1 (c), and the parking utilization rate study commitment in Section 9.1 (d).

3.3.2 South of Fraser East Area Transport Plan

"Core Deliverable" Commitment: Appendix C – Table C4: Item 3
City of Langley and TransLink SLS SPA (2022): Section 7.2 (a); Township of Langley and TransLink SLS SPA (2022) Section 7.2 (a)

TransLink, with support from the City of Surrey, Township of Langley, City of Langley, City of White Rock, and City of Delta have initiated work on the South of Fraser East (SoFE) Area Transport Plan. The Area Transport Plan will identify sub-regional transportation priorities and include an integration plan that identifies bus and active transportation connections to the new Surrey Langley SkyTrain stations. TransLink anticipates that the South of Fraser East Area Transport Plan will be completed in 2027, before the Opening Day of the Surrey Langley SkyTrain. This aligns with the Area Transport Plan commitment listed in Section 7.2 (a) of the City of Langley and TransLink SPA, and Township of Langley and TransLink SPA.

3.3.3 Fraser Highway One-Way Revitalization Project

"Strategies and Support" Commitments
City of Langley and TransLink SLS SPA (2022): Section 7.5

Since fall 2024, the City of Langley has been undertaking the reconstruction and revitalization of the Fraser Highway one-way segment in Downtown Langley. The City officially opened the revitalized Fraser Highway One-Way on September 15, 2025. The project includes pedestrian amenity enhancements, such as widened sidewalks and new pedestrian walkways, to improve safety and accessibility and create an inviting experience for businesses and visitors. This project aligns with the pedestrian strategies described in City of Langley and TransLink SPA Section 7.5, where TransLink and the City committed to working with the Province regarding the delivery of key pedestrian and public realm improvements.

3.4 Performance Measures: indicators of SPAs-related outcomes

The duties and responsibilities of the SLS SPAs Monitoring Committee, as established in Section 10.3 of the three SLS SPAs, include measuring the effectiveness of these agreements by monitoring changes along the SLS Corridor across the following areas:

- Population and employment growth,
- Net new Affordable Housing supply,
- Transit performance,
- Mode Split,
- Cycling Performance, and
- Pedestrian Performance.

The commitment includes defining specific indicators for these categories of performance measures and applying social equity and climate action lenses in the development of these indicators.

Throughout the past year, the SLS SPAs Subcommittee has evaluated and considered various performance measure metrics. In 2026, the Subcommittee will focus on finalizing methodology for collecting data on the SPAs performance indicators and an update with the finalized list of indicators will be provided in the 2026 SPAs Annual Report.

The SLS SPAs indicators will differ in some cases from the indicators used for Broadway Subway SPA monitoring, as they're based in part on what data the specific municipalities collect and also reflect general data-related changes over time (the Broadway Subway SPA Implementation and Monitoring having begun years before the work on the SLS SPAs).

3.5 Reporting: accountability for SPA commitments

This is the second annual SLS SPAs report as part of TransLink's SPAs Implementation and Monitoring Program. In 2024 a staff report was provided to the Mayors' Council on Regional Transportation and TransLink Board of Directors.

A similar Annual Report will be submitted to decision makers each subsequent year through 2028. An SLS pre-Project baseline Performance Report, utilizing data from the 2026 Census and the most current performance metrics, is scheduled for release in 2029. The Surrey Langley SkyTrain is anticipated to open by the end of that same year.

4. Next Steps

4.1 Broadway Subway SPA Implementation and Monitoring

The Broadway Subway SPA partners will continue in 2026 to advance implementation efforts aligned with SPA commitments. Key commitment milestones for the City of Vancouver includes completing and adopting the City-wide Official Development Plan and finalizing updated population, employment, and dwelling forecasts based on 2021 Census data. TransLink is expected to complete the Burrard Peninsula Area Transport Plan in early 2026, and in terms of TDM efforts, to continue supporting sustainable travel choices along the Broadway corridor during construction.

4.2 SLS SPAs Implementation and Monitoring

In 2026, the SLS SPAs Subcommittee will focus on finalizing methodology for collecting data on the SPAs performance indicators. The Subcommittee will engage subject matter experts to ensure that data collection is both effective and meaningful, and that data interpretation is conducted accurately and appropriately. Member agencies are strongly encouraged to provide ongoing updates regarding the fulfillment of their commitments, including for those not explicitly referenced in the core deliverable commitment tracker.

4.3 Overall

During the past year, substantial progress was made toward fulfilling the various commitments detailed within the SPAs. These achievements were driven by a collaborative and cooperative approach among SPAs partners, underscoring the effectiveness of SPAs as a framework for intergovernmental coordination to realise integrated transportation and land use planning objectives. Collectively, SPAs partners considered the impact of legislative requirements and concentrated their efforts on enhancing efficiencies to meet provincially mandated tasks while advancing SPA priorities.

Going forward, both the Broadway Subway SPA and SLS SPAs Implementation and Monitoring programs will continue to advance their respective SPA commitments and further promote the integration of transportation and land use in alignment with the objectives outlined in Transport 2050 and Metro 2050.

APPENDIX A Broadway Subway SPA Commitments Tracker

Table A.1 Monitoring Committee Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	Monitoring Committee Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Before December 15, 2018, the City and TransLink will establish a multi-stakeholder committee (the "Monitoring Committee") to: (i) review the performance of land use and transportation outcomes for the MLBE Corridor; and (ii) monitor compliance by each Party with the commitments and responsibilities set out in this SPA	10.1	2018		**Completed (2018)**
2	The Monitoring Committee will provide the City Council, the Mayors' Council, the TransLink Board of Directors, and officials from the Province with an **annual report** outlining the progress of the commitments of each Party as set out in this SPA	10.3 (e)	Ongoing	**Endorsed in 2020:** **Name Adjustment** Rename 'Annual Dashboard' to 'Annual Report'	**Ongoing**
3	The City and TransLink will work jointly and cooperatively to prepare a **5-Year Performance Report** every three to five years	11.1 (a)	2024	**Endorsed in 2020:** **Name Adjustment** Rename 'Comprehensive Report' to '5-Year Performance Report'	**Ongoing** (Baseline Performance Report planned 2029)

Table A.2 City of Vancouver-Led Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City of Vancouver Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	The City will prepare and adopt the following Land Use Plans by the dates set out beside each Land Use Plan below, each of which will incorporate land uses and densities supportive of rapid transit and that meet the objectives of the Regional Growth Strategy:	5.1(a)	2022		**Completed (2022)**
2	Prepare and adopt **Vancouver Plan**	5.1(a)(i)	2022	**Endorsed in 2020:** **Name adjustment** from City Core 2050 Plan to Vancouver Plan	**Completed (2022)**
3	Prepare and adopt Broadway Plan	5.1(a)(ii)	2022	**Endorsed in 2021:** **Timing adjustment** from 2021 to 2022 completion	**Completed (further updated in 2024)**
4	Complete **Vancouver Employment Lands and Economy Review**	5.1(a)(iii)	2020	**Endorsed in 2020:** **Name and timing adjustment** from 'Vancouver Employment Lands Study' (2019) to 'Vancouver Employment Lands and Economy Review, 2020 completion	**Completed (2020)**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City of Vancouver Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
5	As a component of each Land Use Plan and upon the same timeline as set out for each respective Land Use Plan, the City will prepare forecasts for population, number of dwelling units and employment for the years **2026, 2031, 2036, 2041, and 2046**	5.1(b)	2025	**Endorsed in 2025:** **Timing and years adjustment:** from 2024 to 2025 completion, with forecast years adjusted to 2026, 2031, 2036, 2041, and 2046 to align with Census Years **Endorsed in 2023:** **Timing adjustment** from 2023 to 2024 completion to align with completion (and analysis) of custom census data order **Endorsed in 2022:** **Timing adjustment** from 2022 to 2023 completion, for availability of Census data **Endorsed in 2021:** **Timing adjustment** from 2021 to 2022 completion, per Broadway Plan timing	**Ongoing**
6	Collaboration between City, TransLink and Province on the development of Land Use Plans	5.1 (c)	2022		**Completed (2022)**
7	The City will monitor the progress of the Land Use Plans through the Regional Context Statement process.	5.2	Timing not specified		**Ongoing**
8	As part of Broadway Planning, the City will develop and adopt, in the context of the City's Housing Vancouver Strategy, an affordable housing strategy ("Affordable Housing Strategy") for the MLBE Corridor, which will outline affordable housing targets by location, housing type, target income and tenure.	6.1 (a)	2022		**Completed (2022)**
9	The City will collaborate with TransLink and the Province on the development of the Affordable Housing Strategy, which will be initiated in 2018 and completed by the end of 2021.	6.1 (b)	**2022**	**Endorsed in 2021:** **Timing adjustment** from 2021 to 2022, per change Broadway Plan timing	**Completed (2022)**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City of Vancouver Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
10	Existing Affordable Housing Stock Analysis (Rental Housing Stock ODP review, approaches to preservation/ replacement of existing stock, mitigation of tenant displacement)	6.2	2022	**Endorsed in 2021:** **Timing adjustment** from 2021 to 2022, per change Broadway Plan timing	**Completed (2022)**
11	Provide opportunities for retail and entertainment uses at appropriate locations	6.5 (a)	2022	**Endorsed in 2021:** **Timing adjustment** from 2021 to 2022, per change Broadway Plan timing	**Completed (2022)**
12	Identify opportunities for office, institutional and industrial uses	6.6	2022	**Endorsed in 2021:** **Timing adjustment** from 2021 to 2022, per change Broadway Plan timing	**Completed (2022)**
13	Identify opportunities for community services and amenities	6.7 (a)	2022	**Endorsed in 2021:** **Timing adjustment** from 2021 to 2022, per change Broadway Plan timing	**Completed (2022)**
14	As part of Broadway Planning, the City will prepare a review and analysis of the street network in and around the Broadway Corridor, and provide recommendations to allow for the safe and efficient movement of people and delivery of goods and services throughout the City.	7.2	2026	**Endorsed in 2025:** **Timing adjustment** from 2024 to 2026, to further discuss potential of shifting MRN lanes following TransLink's analysis **Endorsed in 2023:** **Timing adjustment** from 2022 to 2024 to coordinate analysis with City initiatives **Endorsed in 2021:** **Timing adjustment** from 2021 to 2022 per Broadway Plan timing	**Ongoing**
15	Develop a Cycling Strategy	7.3	2022		**Completed (2022)**
16	Develop a Pedestrian Strategy	7.4	2022		**Completed (2022)**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City of Vancouver Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
17	As part of Broadway Planning, the City will develop urban design guidelines to replace the existing C-3A design guidelines.	8.1	**2024**	**Endorsed in 2023:** **Timing adjustment** from 2023 to 2024 to reflect expanded scope and associated requested changes to Vancouver Charter **Endorsed in 2022:** **Timing adjustment** from 2022 to 2023 to reflect Broadway Plan as approved **Endorsed in 2021:** **Timing adjustment** from 2021 to 2022 per Broadway Plan timing	**Completed (2024)**
18	Develop Public Realm and Streetscape Plan	8.2	**2024**	**Endorsed in 2023:** **Timing adjustment** from 2023 to 2024 to reflect expanded scope and associated requested changes to Vancouver Charter **Endorsed in 2022:** **Timing adjustment** from 2022 to 2023 to reflect Broadway Plan as approved **Endorsed in 2021:** **Timing adjustment** from 2021 to 2022 per Broadway Plan timing	**Completed (2022)**
19	Parking Bylaw review and update	9.1	2019		**Completed (2019)**

Table A.3 TransLink-Led Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	TransLink Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From Spas	Status
1	(ii) as part of the transit system-wide review of customer washroom facilities scheduled for completion by the end of 2018, identify potential opportunities for providing access to washrooms, including at Project stations.	6.7 (b)	2019		**Completed (2019)**
2	TransLink will identify opportunities to maintain or enhance bus travel times and reliability	7.1 (a)	2019		**Completed (2019)**
3	Prepare a **Bus Network Integration Plan**	7.1 (a)	By opening day	**Endorsed in 2020:** **Name/approach adjustment** from 'consolidated Bus Priority and Integration Plan' to work done as part of the Burrard Peninsula Area Transport Plan (also in the 2019 Bus Speed and Reliability Report)	**Ongoing**
4	TransLink will provide cost-sharing opportunities for transit priority measures based on approved regional transportation plans and funding.	7.1 (d)	Timing not specified		**Ongoing**
5	TransLink will use its TravelSmart program: to encourage alternate modes of transportation during the construction period of the Project, to encourage mode shift immediately after Opening Day.	7.1 (e)	**During construction & at opening**	**Endorsed in 2020:** **Timing and approach adjustment**, from the commencement of construction to instead TransLink highlighting the Subway in pandemic-related regional ridership recovery campaigns, and seeking to implement more corridor specific TDM initiatives in 2023/2024 and at Subway opening	**Ongoing**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	TransLink Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From Spas	Status
6	Update the **Burrard Peninsula Area Transport Plan**	7.1(f)	**Spring 2026**	**Endorsed in 2025:** **Timing adjustment** from Fall 2025 to Spring 2026 completion **Endorsed in 2024:** **Timing adjustment** from early 2025 to Fall 2025 completion **Endorsed in 2023:** **Naming and timing adjustment** from 'Central Area Transport Plan' to "Burrard Peninsula Area Transport Plan', adjusted from end 2024 to early 2025 completion (Phase 2 engagement began Fall 2024) **Endorsed in 2022:** **Naming and timing adjustment** to 'Central Area Transport Plan', adjusted from 2023 to 2024 to reflect expanded project scope	**Ongoing**

APPENDIX B Broadway Subway Performance Measures Data

Employment

Table B.1 Jobs by Industry in Broadway Subway SPA Geography

Total - Labour force aged 15 years and over by industry - Sectors - North American Industry Classification System (NAICS) 2017 - 25% sample data (Census 2021)

	2016	2021
Total - Labour force aged 15 years and over by industry - Sectors - North American Industry Classification System (NAICS) 2017 - 25% sample data	88,000	62,810
Industry - not applicable	5,660	900
All industries	82,340	61,910
Health care and social assistance	16,960	18,470
Professional, scientific and technical services	10,120	11,485
Retail trade	9,080	7,750
Educational services	5,025	5,895
Accommodation and food services	6,000	4,610
Information and cultural industries	5,870	4,110
Public administration	4,425	3,785
Other services (except public administration)	4,440	3,615
Finance and insurance	4,620	3,130
Manufacturing	3,020	2,365
Real estate and rental and leasing	2,200	2,000
Arts, entertainment and recreation	1,880	1,650
Construction	1,715	1,645
Administrative and waste management and remediation	2,565	1,625
Wholesale trade	2,510	1,575
Transportation and warehousing	1,560	620
Management of companies and enterprises	200	265
Utilities	30	245
Mining, quarrying, and oil and gas extraction	50	120
Agriculture, forestry, fishing and hunting	70	90

Table B.2 Approved Jobs Space in Broadway Subway SPA Geography

Approved Job Space in the Broadway Subway SPA Geography (2024)

Station Area	Commercial (Retail & Hotel)	Office	Industrial	Institutional	Total (sq. ft)
VCC-Clark	2,900	-	-	56,500	59,400
Great Northern Way	-	-	-	-	-
Mount Pleasant	28,000	-	55,100	-	83,100
Broadway-City Hall	55,000	-	2,200	-	57,200
Oak-VGH	-	-	-	-	-
South Granville	12,400	3,600	-	-	16,000
Arbutus	7,600	-	-	7,100	14,700
Total (sq. ft)	105,900	3,600	57,300	63,600	

Transportation

Table B.3 Average Daily Bus Boardings and Alightings in Broadway Subway SPA Geography

Average daily bus boardings and alightings for the lines within the SPA Geography (2021-2024)

Lines within the geography	2021		2022		2023		2024	
	Boardings	Alightings	Boardings	Alightings	Boardings	Alightings	Boardings	Alightings
4 Powell / Downtown / UBC	452	484	941	1,004	2,140	2,178	2,147	2,253
7 Nanaimo Station / Dunbar	429	458	1,011	1,022	2,281	2,126	2,184	1,961
8 Fraser / Downtown	1,304	1,397	1,653	1,805	2,941	3,084	3,069	3,092
9 UBC / Alma / Commercial Broadway / Boundary	6,168	6,090	7,749	7,850	15,708	15,443	15,970	15,945
14 UBC / Hastings	846	842	1,066	1,051	2,583	2,452	2,581	2,541
16 Arbutus / 29th Ave Station	1,581	1,588	2,072	2,096	4,682	4,513	4,391	4,383
17 Oak / Downtown	1,348	1,197	1,952	1,976	3,234	3,140	3,461	3,724
19 Stanley Park / Metrotown Station	1,236	1,224	1,683	1,696	3,682	3,795	3,589	3,676
22 Downtown / Knight	1,009	982	1,296	1,417	2,876	3,011	2,796	2,975
33 UBC / 29th Avenue Station	495	532	751	815	1,601	1,788	1,691	1,848
44 UBC / Downtown	284	292	353	409	1,113	1,275	1,137	1,336

Lines within the geography	2021		2022		2023		2024	
	Boardings	Alightings	Boardings	Alightings	Boardings	Alightings	Boardings	Alightings
84 UBC / VCC-Clark Station	2,674	2,725	4,959	5,215	5,833	6,714	10,528	10,935
99 UBC / Commercial Broadway	19,351	19,742	20,897	24,441	27,508	31,687	41,158	43,894
N17 UBC / Downtown Nightbus	4	7	7	12	10	22	-	-
N19 Downtown / Surrey Central Stn NightBus	24	16	33	23	83	48	64	25
N8 Fraser / Downtown NightBus	23	24	26	29	60	66	30	42
N9 Downtown/Coquitlam Central Stn NightBus	74	53	135	105	191	190	220	192
3 Main / Downtown	1,944	2,073	2,153	2,262	4,000	4,229	3,584	3,573
10 Granville / Downtown	1,518	1,517	2,012	1,905	3,530	3,437	3,235	3,163
15 Cambie / Olympic Village Station	744	692	985	904	1,498	1,106		
20 Victoria / Downtown	1,764	1,781	2,192	2,129	1,678	3,241	3,789	3,479
50 Waterfront Station / False Creek South	985	994	1,619	1,611	3,199	3,218	6,034	5,557
N10 Downtown/ Richmond NightBus	11	10	17	17	35	35	8	8
N15 Downtown / Cambie NightBus	3	2	3	5	5	6	5	-
N20 Downtown / Victoria NightBus	18	26	19	31	15	45	30	48

Table B.4 Bus Peak Load Factors by Mode in Broadway Subway SPA Geography

Bus Peak Load Factors (PLFs) in the Broadway Subway SPA Geography (2021-2024)

PLFs that are between **84% and 99%** are defined as instances of crowding

PLFs of **100% and above** are defined as instances of overcrowding.

Monday-Friday	2019		2021		2022		2023		2024	
Line	EB	WB	EB	WB	EB	WB	EB	WB	EB	WB
4 Powell / Downtown / UBC	90%	67%	54%	41%	59%	46%	69%	55%	88%	50%
7 Nanaimo Station / Dunbar	92%	72%	43%	43%	61%	54%	69%	67%	75%	53%
8 Fraser / Downtown	53%	53%	23%	25%	51%	57%	60%	61%	80%	59%
9 UBC / Alma / Commercial Broadway / Boundary	84%	80%	53%	43%	64%	55%	83%	94%	90%	95%

PLFs that are between **84% and 99%** are defined as instances of crowding

PLFs of **100% and above** are defined as instances of overcrowding.

Monday-Friday	2019		2021		2022		2023		2024	
14 UBC / Hastings	103%	83%	65%	47%	61%	47%	75%	62%	90%	60%
16 Arbutus / 29th Ave Station	105%	81%	55%	55%	74%	77%	85%	91%	87%	84%
19 Stanley Park / Metrotown Station	95%	87%	57%	62%	63%	86%	82%	89%	80%	101%
22 Downtown / Knight	80%	91%	65%	69%	74%	80%	88%	83%	90%	78%
33 UBC / 29th Avenue Station	50%	70%	53%	53%	49%	46%	64%	68%	79%	72%
44 UBC / Downtown	103%	72%	71%	49%	71%	50%	69%	61%	81%	64%
84 UBC / VCC-Clark Station	94%	90%	70%	51%	59%	47%	87%	77%	96%	86%
99 UBC / Commercial Broadway	125%	134%	74%	77%	82%	91%	101%	112%	109%	115%
N17 UBC / Downtown Nightbus	7%	17%	6%	13%	6%	19%	5%	9%	10%	10%
N19 Downtown / Surrey Central Stn NightBus	45%	19%	28%	15%	52%	16%	36%	20%	45%	22%
N8 Fraser / Downtown NightBus	30%	14%	14%	11%	19%	11%	16%	15%	16%	10%
N9 Downtown/Coquitlam Central Stn NightBus	35%	18%	26%	26%	43%	32%	30%	40%	47%	49%
Line	NB	SB	NB	SB	NB	SB	NB	SB	NB	SB
3 Main / Downtown	70%	73%	41%	46%	52%	56%	63%	56%	55%	68%
10 Granville / Downtown	71%	71%	39%	36%	52%	54%	56%	45%	53%	59%
15 Cambie / Olympic Village Station	35%	71%	17%	35%	21%	45%	35%	58%	28%	57%
17 Oak / Downtown	72%	62%	52%	38%	48%	38%	65%	51%	57%	44%
20 Victoria / Downtown	-	75%	54%	59%	60%	65%	63%	61%	77%	92%
50 Waterfront Station / False Creek South	90%	51%	47%	26%	66%	43%	77%	37%	76%	53%
N10 Downtown/ Richmond NightBus	24%	46%	16%	17%	23%	30%	26%	29%	20%	23%
N15 Downtown / Cambie NightBus	6%	18%	4%	9%	6%	17%	5%	14%	5%	14%
N20 Downtown / Victoria NightBus	-	41%	12%	25%	17%	21%	18%	24%	21%	19%

APPENDIX C SLS SPAs Commitments Tracker

Table C.1 Monitoring Committee Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	Monitoring Committee Commitment	SPA Section*	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Establish a **multi-stakeholder committee**.	10.1	**2024**	**Endorsed in 2024:** **Timing Adjustment: 2024** A multi-stakeholder SLS SPAs Monitoring Committee comprised of representatives from the City of Surrey, Township of Langley, City of Langley, TransLink, Metro Vancouver, Ministry of Housing and Municipal Affairs, and Ministry of Transportation and Transit was established in 2024. The launch of the Monitoring Committee was delayed due to the scope change to the SLS Project and prioritization of the 196 Street Station TOD Study.	**Complete (2024)**
2	Establish its **Terms of Reference**.	10.3 (a)	To be determined at initial meeting	N/A	**Complete (2024)**
3	Measure the effectiveness of the SPA by **monitoring changes across the geographic area within 800 metres of the SkyTrain Stations.**	COS: 10.3 (b)	Ongoing (timing not specified)	**Endorsed in 2024:** **Geographic Scope Adjustment from 'SLS Transit Corridor' to 'geographic area within 800 metres of the SkyTrain Stations'** to be consistent with the definition of "SLS Corridor" in the TOL and COL SPAs. Currently, the COS SPA defines the SLS Transit Corridor as "the corridor along which the SLS SkyTrain Service will be operated."	**Ongoing**
	Measuring the effectiveness of the SPA by **monitoring changes within the SLS Corridor**.	TOL: 10.3 (b) COL: 10.3 (b)		N/A	

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	Monitoring Committee Commitment	SPA Section*	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
4	Provide [municipal] Council, the Mayors' Council and the TransLink Board of Directors with the **Annual Report**.	10.3 (e)	Annually	**Endorsed in 2024:** **Renaming of 'Annual Dashboard' to 'Annual Report'** in COS SPA to have consistent terminology across the three SPAs.	**2025 Annual Report In progress** **2024 Annual Report Complete (2025)**
5	Provide [municipal] Council, the Mayors' Council and the TransLink Board of Directors with the **5-Year Performance Report**.	10.3 (f)	Every 5 years	N/A	**Planned**
6	Establish a staff **subcommittee** to report to the Monitoring Committee and support the Monitoring Committee's duties and responsibilities.	10.3 (g)	To be determined at initial meeting	N/A	**Complete (2024)**
7	Hold its **initial meeting**.	10.4 (e)	**2024**	**Endorsed in 2024:** **Timing Adjustment: 2024** The Monitoring Committee held its inaugural meeting on March 14, 2024. The launch of the Monitoring Committee was delayed due to the scope change to the SLS Project and prioritization of the 196 Street Station TOD Study.	**Complete (2024)**
8	The **default geographic scope** for Performance Measures data collection will be boundaries as defined by the **geographic area within 800 metres of the SkyTrain Stations.**	COS: 11.5 (a)	Ongoing (timing not specified)	**Endorsed in 2024:** **Geographic Scope Adjustment from 'boundaries as defined by the Land Use Plans' to 'geographic area within 800 metres of the SkyTrain Stations'** to be consistent with the default geographic scope in the TOL and COL SPAs. The revised geographic scope will also align with TOA boundaries.	**Ongoing**
	The **default geographic scope** for Performance Measures data collection will be the boundary defined by the **SLS Corridor.**	TOL: 11.5 (a) COS: 11.5 (a)		N/A	

* COL = City of Langley COS = City of Surrey TOL = Township of Langley TL = TransLink

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Table C.2 Jointly-Led Commitments and Adjustments

Item	Joint Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Undertake a joint **Transit Oriented Development (TOD) Study.**	OSPA: 7 (a)(i) TOL: 5.2 (b)(i) COL: 5.1 (d)(iii), 5.2 (b)(i)	2023	N/A	**Complete (2023)**

Table C.3 Province-Led Commitments and Adjustments

Item	Province Commitment	OSPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Complete a **market assessmen**t and review of opportunities for land assembly, and/or redevelopment for Affordable Housing of any BCTFA-owned sites in the SLS Corridor.	3.1 (b)(i)	**Ongoing (timing not specified)**	**Endorsed in 2025:** **Timing Adjustment: Ongoing (timing not specified)** The Province is conducting ongoing market assessments of BCTFA properties along the SLS Corridor and will continue strategic acquisitions along the SLS corridor. The timing adjustment reflects the ongoing review of opportunities in the changing market. **Endorsed in 2024:** **Timing Adjustment: 2025** The Province has initiated a market assessment with a potential completion date in 2025.	**Ongoing**

Table C.4 TransLink-Led Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	TransLink Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Complete a market assessment and review of opportunities for land assembly, sale or redevelopment for affordable housing of TransLink-owned sites in the SLS Transit Corridor.	COS: 6.3 (b)(ii) TOL: 6.3 (b)(ii) COL: 6.2 (b)(i)	**N/A**	**Endorsed in 2024:** **Deemed not applicable:** TransLink staff have reviewed the SLS Corridor and confirmed that there are NO TransLink-owned parcels within the SLS corridor and 800 metres of the SLS stations.	**Not applicable**
2	Prepare a **Bus Network Integration Plan** that identifies modifications to bus connections to new SLS SkyTrain Stations.	COS: 7.1 (a)	Prepare **by year prior to Opening Day**, Implement by Opening Day	**Endorsed in 2024:** **Timing Adjustment: Prepare by "Year prior to Opening Day"** The committed timeline for the preparation of a Bus Network Integration Plan in the TOL and COL SPAs is for the "Year prior to Opening Day". This adjustment allows the timing to be consistent across the three SPAs.	**Planned**
		TOL: 7.3 (a)	Year prior to Opening Day	N/A	
		COL: 7.3 (a)	Prepare by year prior to Opening Day, Implement by Opening Day		
3	Complete an **Area Transport Plan.**	COL: 7.2 (a) TOL: 7.2 (a)	**2 years prior to Opening Day**	**Endorsed in 2025:** **Timing Adjustment: 2 years prior to Opening Day** TransLink has begun work on the South of Fraser East Area Transport Plan, with an anticipated completion date in 2027. Given that Opening Day has been pushed back to end of 2029, the work is on track to be completed by 2 years prior to Open Day.	**In progress**

Table C.5 City of Surrey-Led Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Surrey Commitment	SPA Section	Timing (per SPA or adjustment)	Adjustment(s) From SPAs	Status
1	Identify and designate appropriate segments of the SLS Transit Corridor as **Frequent Transit Development Areas** for incorporation into the City's Regional Context Statement.	4.1 (a)	By Opening Day	N/A	**In progress**
2	Prepare and adopt **City Centre Plan** update.	5.1 (a)(i)	**2026**	**Endorsed in 2025:** **Housekeeping (Name) Adjustment: Renaming of Surrey City Centre Plan to City Centre Plan** **Timing Adjustment: 2026** Surrey staff will be seeking land use approval this fall, but work on other elements of the plan will extend into next year. Final completion of the plan will be in 2026. **Endorsed in 2024:** **Timing Adjustment: 2025** Surrey staff are working on updating the Surrey City Centre Plan, targeting a completion date in 2025.	**In progress**
3	Prepare and adopt **Fleetwood Plan**.	5.1(a)(ii)	**2026**	**Endorsed in 2025:** **Timing Adjustment: 2026** Surrey staff are working on the Fleetwood Plan, targeting a completion date in 2026 to address updates related to Bill 47 requirements. **Endorsed in 2024:** **Timing Adjustment: 2025** Surrey staff are working on the Fleetwood Plan, targeting a completion date in 2025.	**In progress**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Surrey Commitment	SPA Section	Timing (per SPA or adjustment)	Adjustment(s) From SPAs	Status
4	Prepare and adopt **Clayton Corridor Plan**.	5.1 (a)(iii), (iv)	**2026**	**Endorsed in 2025:** **Housekeeping (Name) Adjustment: Renaming of Clayton Plan to Clayton Corridor Plan** The Clayton Plan is now known as the Clayton Corridor Plan. Surrey staff are working on the Clayton Corridor Plan, with a Stage 1 Plan expected for the beginning of 2026. **Endorsed in 2024:** **Scope Adjustment: Consolidation of West Clayton Plan and East Clayton Plan into Clayton Plan** **Timing Adjustment: 2026** Surrey staff are working on the Clayton Plan, with a Stage 1 Plan expected for the end of 2024.	**In progress**
5	Prepare and adopt **196 Street Station Plan**.	5.1 (a)(v)	**2027**	**Endorsed in 2025:** **Housekeeping (Name) Adjustment: Renaming of East Cloverdale Plan to 196 Street Station Plan** East Cloverdale Plan has been renamed as 196 Street Station Plan. The plan area is bordered by the Clayton Corridor Plan to the east, and the City of Langley and Township of Langley to the west. This plan will focus on supporting the Surrey Langley SkyTrain Project by supporting transit-oriented development and related infrastructure and amenities. **Endorsed in 2024:** **Timing Adjustment: 2027** Surrey staff expect to initiate work on the East Cloverdale Plan in late 2024.	**In progress**
6	Consider **a review of the Land Use Plans** to identify opportunities for transit-oriented development, reflect current market conditions and respond to the most recent housing needs report.	5.2 (a)	Every 5 years from completion of plan	N/A	**Planned**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Surrey Commitment	SPA Section	Timing (per SPA or adjustment)	Adjustment(s) From SPAs	Status
7	Implement **amendments to the Official Community Plan (OCP)** which reflect and enshrine all approved Land Use Plans for the SLS Transit Corridor	5.3	Within 6 months of Council approval of plan	N/A	**Planned**
8	Develop **Affordable Housing Policies**, in concurrence with the City's Housing Needs Report.	6.1 (f)	**2025**	**Endorsed in 2025:** **Timing Adjustment: 2025** Surrey staff are developing Affordable Housing Policies as part of the current Official Community Plan update, targeting a completion date in 2025. The adjustment to the timing of OCP completion is partially attributable to legislative requirements. **Endorsed in 2024:** **Timing Adjustment: 2024** Surrey staff are working on updating the Housing Needs Reports, to be completed by the end of 2024, in line with Bill 44 and 47 requirements.	**In progress**
9	Ensure the Subcommittee reports **on the feasibility of land assembly, for the purpose of Affordable Housing development**, of existing large sites in the SLS Transit Corridor, and government-or Crown corporation-owned property.	6.3 (a)	**2026**	**Endorsed in 2024:** **Timing Adjustment: 2026** Surrey staff will investigate the feasibility of land assembly of existing Surrey-owned lands as part of the OCP update process.	**In progress**
10	Amend the existing City parking bylaw to implement **off-street parking requirements** for new developments along the SLS Transit Corridor.	9.1 (b)(i)	Within 18 months of establishing new parking requirements	N/A	**Complete (2024)**
11	Complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of **existing parking utilization rates** at existing rental housing sites	9.1 (b)(ii)	2022	The parking utilization rate study was completed in 2024. A request for adjustment from 2022 to 2024 was missed in the 2024 reporting.	**Complete (2024)**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Surrey Commitment	SPA Section	Timing (per SPA or adjustment)	Adjustment(s) From SPAs	Status
12	Explore and consider implementation of more efficient and effective **development approvals processes** for Affordable Housing developments and Transit Oriented Developments (or projects that otherwise contribute to housing diversity and support equity outcomes) in the SLS Corridor.	9.1 (b)(ii) OSPA: 4.2	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** The City of Surrey endorsed Corporate Report R146 on July 22, 2024 to inform Council of new powers granted by the Province under Bill 16 to secure affordable housing units within new developments, and to advise Council and the public that staff are studying the potential of requiring rental and affordable housing units within Transit-Oriented Areas along the Surrey Langley SkyTrain corridor.	**Complete (2025)**

Table C.6 Township of Langley-Led Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	Township Of Langley Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Update the **OCP** to ensure integration of the Willowbrook Community Plan update and designate transit-supportive density and uses in the Willowbrook Regional Centre.	5.1 (a)	2027	**Endorsed in 2025:** **Timing Adjustment: 2027** The Willowbrook Community Plan update needs to be completed before it can be integrated into the OCP. This adjustment is related to the Willowbrook Community Plan update and does not reflect the current OCP update process. **Endorsed in 2024:** **Timing Adjustment: 2025** Township of Langley staff will update the OCP as part of Bill 44 and 47 requirements.	**Planned**
2	Update the **Willowbrook Community Plan.**	5.1 (d)	2027	**Endorsed in 2024:** **Timing Adjustment: 2027** Township of Langley staff have initiated work on the Willowbrook Community Plan with an expected completion date in 2027.	**In progress**
3	Complete a review of the **Willowbrook Community Plan.**	5.3 (a)	Every 5 years from completion of plan	N/A	**Planned**
4	Develop **Affordable Housing Policies** for the SLS Corridor	6.1 (a)	2027	**Endorsed in 2025:** **Timing Adjustment: 2027** Township of Langley staff are developing Affordable Housing Policies as part of the Willowbrook Community Plan update, targeting a completion date in 2027. **Endorsed in 2024:** **Timing Adjustment: 2025** Township of Langley staff will develop the Affordable Housing Policies as part of the Willowbrook Community Plan update	**In progress**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	Township Of Langley Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
5	Explore and consider implementation of more efficient and effective **development approvals processes** for transit-oriented developments, Affordable Housing developments in the SLS corridor.	6.1 (h) OSPA: 4.2	2023	N/A	**Complete (2023)**
6	Ensure the Subcommittee reports **on the feasibility of land assembly, for the purpose of Affordable Housing development**, of existing large sites in the SLS Transit Corridor, and government-or Crown corporation-owned property.	6.3 (a)	**N/A**	**Endorsed in 2024:** **Deemed not applicable:** Township of Langley staff have reviewed the SLS Corridor and confirmed that there are no Township-owned parcels within the SLS corridor and 800 metres of the SLS stations that are appropriate for development.	**Not applicable**
7	Develop a **Transportation and Mobility Strategy**.	7.1 (a)	**2026**	**Endorsed in 2025:** **Timing Adjustment: 2026** Township of Langley staff have been updating their current Master Transportation Plan from 2029. The new Transportation and Mobility Strategy is anticipated to be completed in 2026. **Endorsed in 2024:** **Timing Adjustment: 2025** Township of Langley staff are working on a Transportation and Mobility Strategy, targeting a completion date in 2025.	**In progress**
8	Amend the existing Township Zoning Bylaw to implement **off-street parking requirements** for new developments along the SLS Corridor.	9.1 (b)(i)	Within 18 months of establishing new parking requirements	N/A	**In progress**
9	Complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of **existing parking utilization rates** at existing rental housing sites.	9.1 (b)(ii)	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** Township of Langley staff will increase the scope of their Parking Study to include an investigation of existing parking utilization rates at existing rental housing sites.	**In progress**

Table C.7 City of Langley-Led Commitments and Adjustments

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Langley Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
1	Complete the **Glover Road Innovation District Plan** and incorporate it into the Official Community Plan.	5.1 (d)(ii)	**2026**	**Endorsed in 2024:** **Timing Adjustment: 2026** Renaming of 'Glover Road Innovation Boulevard Plan' to 'Glover Road Innovation District Plan' City of Langley staff completed the first phase of the Glover Road Innovation District Plan, which involved a market analysis by Colliers and Kwantlen Polytechnic University. Subject to budget, staff will move forward with the plan in 2025. The change in name is to avoid confusion with City of Surrey's Innovation Boulevard initiative.	**In progress**
2	Complete a **Langley Bypass TOD Study.**	5.1 (d)(iv)	**2026**	**Endorsed in 2024:** **Timing Adjustment: 2026** City of Langley staff expect to initiate work in 2025.	**Planned**
3	Complete an **OCP update**.	5.1 (d)(v)	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** City of Langley staff are working on updating the Regional Context Statement, targeting completion of an OCP update in 2025.	**In progress**
4	Complete an **OCP update** following completion of the Housing Needs Report and Affordable Housing Strategy.	5.1 (d)(vi)	2026	N/A	**Planned**
5	Update the **OCP** with the intent to create new opportunities for transit-oriented development, reflect new and emerging market conditions and respond to the City's most recent Housing Needs Report.	5.3 (a)	Every 5 years (following 2026)	N/A	**Planned**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Langley Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
6	Update the **Affordable Housing Strategy** to further refine and expand upon the Affordable Housing Policies in the OCP, in conjunction with the updating of the City's Housing Needs Report.	6.1 (g)	2026	N/A	**Planned**
7	Explore and implement more efficient and effective **development approvals processes** for Affordable Housing developments (or projects that otherwise contribute to housing diversity and support equity outcomes) in the Corridor.	6.1 (h) OSPA: 4.2	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** The City of Langley adopted Application Procedures Bylaw No. 3270 in 2024, reflecting new housing legislation requirements; further amendments are in progress and planned for completion for 2025.	**In progress**
8	Update city-wide **Master Transportation Plan**.	7.1 (a)	**2026**	**Endorsed in 2025:** **Timing Adjustment: 2026** The City of Langley staff have been developing a multimodal transportation strategy to guide transportation policy and investment in the Cit of Langley over the next 25 years, and expect adoption of the Master Transportation Plan in early 2026. **Endorsed in 2024:** **Timing Adjustment: 2025** The MTP is currently in draft form, with adoption expected in the fall of 2025.	**In progress**
9	Complete a **public realm plan** for the Project corridor (guideway), station areas, and connecting street and path networks, that integrates Project infrastructure into the City's public realm in an attractive and user-friendly manner and supports a great and safe resident, visitor, and transit user experience.	8.1 (a)	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** City of Langley staff completed the 203 Street Station Area Public Realm Plan in 2023; the Master Transportation Plan is in progress.	**In progress**

Blue: adjustment endorsed in previous year
Orange: adjustment endorsed in 2025

Status: Completed SPA commitment

Status: On track per SPA or per previous year Monitoring Committee adjustment

Status: Commitment **adjustment endorsed** in 2025 by the Monitoring Committee

Status: Commitment **not on track** and **adjustment not endorsed** by Monitoring Committee

Item	City Of Langley Commitment	SPA Section	Timing (per SPA or Adjustment)	Adjustment(s) From SPAs	Status
10	Complete an **update to the Zoning Bylaw** with the intent of reducing **off-street parking requirements** for new developments within the SLS Corridor.	9.1 (a)	**2024**	**Endorsed in 2024:** **Timing Adjustment: 2024** The City of Langley updated its Zoning Bylaw to revise residential off-street parking requirements within designated TOAs to comply with Bill 47 in 2024.	**Complete (2024)**
11	Continue to review its **off-street parking requirements** for new developments within the SLS Corridor and undertake **Zoning Bylaw updates**, in conjunction with future OCP updates.	9.1 (b)	Every 3 to 5 years	N/A	**In progress**
12	Complete an on-street **parking management strategy**, with the intent of complementing off-street parking reductions with the broader use of time-limited parking restrictions on City streets within the SLS Corridor.	9.1 (c)	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** The City of Langley has retained a consultant and launched a city-wide parking strategy in August 2024. The project is scheduled for completion in 2025.	**In progress**
13	Complete an examination, with BC Housing, Metro Vancouver, TransLink and building owners, of **existing parking utilization rates** at existing rental housing sites.	9.1 (d)	**2025**	**Endorsed in 2024:** **Timing Adjustment: 2025** City of Langley staff have initiated a Parking Strategy study and anticipates that it will be completed in 2025.	**In progress**

TO: Mayors' Council on Regional Transportation

FROM: Sarah Ross, Vice President Transportation Planning and Policy
Ilan Elgar, Director Research and Analytics

DATE: November 4, 2025

SUBJECT: **ITEM 7.1.2 - Changes to the Main Customer Service Performance Questionnaire**

RECOMMENDATION:

That the Joint Planning Committee recommends that the Mayors' Council on Regional Transportation:

1. Recommend that the TransLink Board of Directors and the Mayors' Council on Regional Transportation approve the recommended changes to the main Customer Service Performance questionnaire as detailed in Attachment 2 to this report; and
2. Receive this report.

PURPOSE

Pursuant to Section 224 of the SCBCTA Act, TransLink must submit any proposed amendments to the process of the customer satisfaction surveys to the Mayors' Council for approval. This includes changes to the survey questions. Service attribute ratings from the survey are reported annually as part of TransLink's annual statutory report, which is approved in March of each year by the TransLink Board. This memo outlines recommended changes to the questionnaire of the main study for approval by the Board and the Mayors' Council.

BACKGROUND

TransLink's current Customer Service Performance Measurement program monitors customers' perceptions of transit service and is comprised of three studies; the main study is the *Bus, SeaBus, and SkyTrain* customer service performance survey. This survey is currently a daily phone-based interview of past 30-day, adult riders from Metro Vancouver.

In December 2024 and January 2025, respectively, the Board and the Mayors' Council approved transitioning the data collection of the main study from phone to online, utilizing a combination of vendor-supplied sample and Compass Card registrants. The shift to the new data collection method is scheduled to start on January 1, 2026.

Prior to the January 2026 relaunch, TransLink's Customer Research and Insights (CR&I) team reviewed the existing questionnaire of the main study, looking for opportunities to reduce respondent burden and improve data quality. The CR&I team also met with key internal stakeholders to discuss their use of specific metrics derived from the survey.

DISCUSSION

Currently the main study survey takes an average of 17 minutes to complete. This is much longer than what is considered industry best practice (10-12 minutes), potentially affecting response rates and data quality.

Given the objective of reducing respondent burden and improving data quality, the following are the proposed changes to the main study's current questionnaire:

- **Simplify or combine questions, or reduce how often questions are asked during the year:**
    - The introduction of Compass has reduced the need to ask riders detailed questions about their use of the transit system.
    - Some of the questions are meant to better understand riders' motivations and barriers to using transit; however, in some cases the results have varied little over time, providing limited analytical value.
    - There are multiple questions that can be reduced to a single question.

- **No longer ask or reduce how often some service attributes are rated:**
    - Some aspects of service have relatively low usage amongst past 30-day riders (e.g., use of the Customer Information Line, interaction with frontline staff). This results in limited sample size that challenges the reliability of using these results for diagnostic or trend analysis. Also, there are other methods available that could yield more useful data for supporting operational decision-making.

    - For the purposes of having a pulse check or for strategic planning, measuring customers' perceptions of some aspects of transit service one quarter per year will be sufficient, (e.g., how long people have been using transit).

The Customer Research & Insights team reached out to other departments across the enterprise that would be most directly affected by proposed changes to the list of service attributes currently being measured. Based on conversations with these stakeholders, they do not rely on the results from the customer service performance survey to monitor service quality and inform changes. There are alternative and more appropriate methods for collecting this information.

Recommendation

Based on the review of the current questionnaire and consultation with internal stakeholders, staff recommends approving the proposed changes to the main study's questionnaire as outlined above and detailed in Attachment 2.

ATTACHMENTS

Attachment 1: Customer Service Performance Measurement Program – Recommended Changes to Main Study Questionnaire presentation
Attachment 2: Summary of Proposed Changes to the Bus, SeaBus, SkyTrain Customer Service Performance Questionnaire

Customer Service Performance Measurement Program

Recommended Changes to Main Study Questionnaire

Sarah Ross, Vice President Transportation Planning & Policy
Ilan Elgar, Director Research & Analytics

Joint Planning Committee

November 4, 2025

Purpose

Under the SCBCTA Act, TransLink must submit any proposed amendments to the customer satisfaction survey process, including changes to the survey questions, to the Mayors' Council for approval.

The purpose of this report is to seek the Joint Planning Committee's recommendation to take to the Board and Mayors' Council recommended changes to the questionnaire of TransLink main customer service measurement study, with the goal of reducing respondent burden and improving data quality.

Background

- Customer Service Performance (CSP) measurement program monitors customers' perceptions of transit service:
  - 3 program components
  - Main component is the *Bus, SeaBus, SkyTrain* survey – daily phone interviews with past 30-day riders
  - TransLink and Board Mayor's Council approved shifting from a phone-based survey to online interviews (December 2024/January 2025)
  - Online survey data collection to start January 2026 – opportunity to review existing questionnaire

Changes to the Questionnaire

- Opportunity to reduce respondent burden and improve data quality
  - Current survey is 17 minutes long on average – best practice is 10-12 minutes

- Proposed types of change
  - Simplify/combine questions or reduce how often questions are asked
    - Compass has limited the need to ask riders detailed questions about their use of the system
    - Questions that vary little over time – providing limited value
  - No longer ask or reduce how often some service attributes are rated
    - Difficult to use low incidence aspects of service for diagnostic and trending – better alternative data sources
    - Some aspects of service do not need continuous monitoring – once per year is enough

- Internal Consultation
  - Discussed changes with affected business units
  - No general concerns
  - Interest in gathering more customer feedback – part of future discussions

Recommendation

- Based on the review of the current questionnaire and internal consultation of affected business units, staff recommends approving the proposed changes to the main CSP study’s questionnaire

Current Bus, SeaBus, SkyTrain Customer Service Performance questionnaire with proposed changes
November 4, 2025

Objectives:

- Shorten length to reduce respondent burden
- Maintain consistency between the phone-based questionnaire and the online questionnaire.
- Maintain consistency between the questionnaire administered to the vendor's panel sample(s) and the Compass Card registrant's sample.

Table below only includes questions with proposed changes.

The existing questionnaire can be found in the appendix to the Bus, SeaBus, SkyTrain Customer Service Performance report—see Customer Service Performance section of the Corporate Reports page on the TransLink website: Corporate Reports | TransLink

Survey Section	Current Question Wording	Proposed Change	Comments
Screen	**QB: Have you taken the Bus, SeaBus or SkyTrain in the last thirty days?** Yes No Don't Know	**Q: Which of the following best describes when you last used the Bus, SeaBus or SkyTrain service in Metro Vancouver?** In the past 7 days In the past 30 days/month More than one month ago [terminate] In the past year [terminate] More than one year ago [terminate]	• Combine QB and Q2 to create a single screening question
Usage	**Q2: Have you taken the bus, SeaBus or SkyTrain, in the past 7 days?** Yes No	DELETE	• Captured in question above

Survey Section	Current Question Wording	Proposed Change	Comments
Usage	**N/A**	**Q: How many days in a typical week do you use the transit system?** Less than one day per week 1 2 3 4 5 6 7 Not Sure	• New Question: needed to create frequency of use that are currently created using Q2a. • Focus on “typical week”.
Usage	**Q2a (2.1/2.2): How many one-way transit trips did you make in the last 7/30 days [insert trip purpose]? A one-way trip is any trip to a single destination not counting any transfers along the way. For example….** To or from work To or from school To or from shopping For personal business such as the doctor or bank For entertainment or social reasons For any other purpose	**Q: What are the purposes of the transit trips you make in a typical week? SELECT ALL** To or from work To or from school To or from shopping For personal business such as the doctor or bank For entertainment or social reasons For any other purpose	• The current question captures trip-level detail by purpose. • Simplify by only asking about the types of trips being made and ask about a “typical week”.
Usage	**Q3: Of the [INSERT TOTAL FROM Q2A] one-way trips you made in the last [DAYS] days, how many did you make using the …** 1. Bus only 2. SkyTrain only 3. SeaBus only 4. Bus and SkyTrain	**Q: Which of the following transit modes do you use in a typical week? SELECT ALL** Bus SeaBus SkyTrain	• Simplify by asking about transit modes used versus mode-combinations and for a typical week.

Survey Section	Current Question Wording	Proposed Change	Comments
	5. Bus and SeaBus 6. SkyTrain and SeaBus 7. Bus, SeaBus and SkyTrain		
Usage	**Q4: Of the [INSERT TOTAL FROM Q2A] one-way trips you made in the last [DAYS] days, how many did you make…** 1. Monday to Friday between 5am and 9:30am 2.Monday to Friday between 9:30am and 3pm 3.Monday to Friday between 3pm and 6:30pm 4.Monday to Friday after 6:30pm 5.On a Saturday or Sunday or a statutory holiday	**Q: In a typical week, what times of the day and day of week do you use the transit system? SELECT ALL** 1. Monday to Friday between 4am and 6:30 am 2. Monday to Friday between 6:30-9:30am 3. Monday to Friday between 9:30am and 3pm 4. Monday to Friday between 3pm and 6:30pm 5. Monday to Friday after 6:30pm 6. On a Saturday 7. Sunday or a statutory holiday	• The current question captures trip-level detail by time of day. • Simplify by only asking about the time periods they use transit in a typical week.
SeaBus	**I'm now going to ask you about your [TRIP] one-way trip(s) on SeaBus** **Q8a. (8.1) Did you make your [TRIP] one way trip on SeaBus …** 1. Monday to Friday between 5am and 9:30am 2. Monday to Friday between 9:30am and 3pm 3. Monday to Friday between 3pm and 6:30pm 4. Monday to Friday after 6:30pm 5. Saturday, Sunday or Holiday	**Q: Thinking of your [last/ 2nd last] trip on the SeaBus, when did you make that trip?** 1. Monday to Friday between 4am and 6:30 am 2. Monday to Friday between 6:30-9:30am 3. Monday to Friday between 9:30am and 3pm 4. Monday to Friday between 3pm and 6:30pm 5. Monday to Friday after 6:30pm 6. On a Saturday	• Propose making the categories more granular by adding some and modifying others.

Survey Section	Current Question Wording	Proposed Change	Comments
		7. Sunday or a statutory holiday	
SeaBus	**Q9: Using the same scale, how would you rate the SeaBus in terms of …** **Q9a: Did you speak to SeaBus Staff on your [last/2nd last] trip on SeaBus?** Yes No **Q9.1 [ONLY ASK IF YES TO Q9A] (1) Having courteous, competent and helpful SeaBus staff?** **Q9.2 (2) Feeling safe from crime at the SeaBus station?** **Q9.3 (3) How would you rate it in terms of frequency of service?** **Q9.4. (4) How would you rate it in terms of not being overcrowded?** **Q9.8 (5) Trip duration from the time you boarded to the time you got off SeaBus?** **Q9.9 (6) How would you rate it in terms of providing on time, reliable service?** **Q9.10 (7) Clean and graffiti free SeaBus vessel and stations?** **Q9.11 (8) Staff available when needed?**	**[Ask as a randomized list. Include staff courteousness in the list and allow for a "don't know/unsure" response]** **Q: Thinking about the [last/2nd last] trip you made by SeaBus, how would you rate the SeaBus service?** • Having courteous, competent, helpful SeaBus Staff • Feeling safe from crime at the SeaBus station • Feeling safe from crime onboard the SeaBus • Frequency of service • Not being overcrowded • Trip duration from the time you boarded to the time you got off the SeaBus • Providing on-time, reliable service • Clean and graffiti-free SeaBus vessels and stations • Staff available when needed	• Have all riders rate staff courteousness. • Add "feeling safe from crime onboard the SeaBus" to be consistent with what is asked for other modes.
SkyTrain	**I'm now going to ask you about your [TRIP] one-way trip(s) on SkyTrain** **Q10. Did you make your [TRIP] one way trip on SkyTrain…** 1. Monday to Friday between 5am and 9:30am	**Q: Thinking of your [last/2nd last] trip on the SkyTrain, when did you make that trip?** 1. Monday to Friday between 4am and 6:30 am 2. Monday to Friday between 6:30-9:30am 3. Monday to Friday between 9:30am and 3pm	• Propose making the categories more granular by adding some and modifying others.

Survey Section	Current Question Wording	Proposed Change	Comments
	2. Monday to Friday between 9:30am and 3pm 3. Monday to Friday between 3pm and 6:30pm 4. Monday to Friday after 6:30pm 5. Saturday, Sunday or Holiday	4. Monday to Friday between 3pm and 6:30pm 5. Monday to Friday after 6:30pm 6. On a Saturday 7. Sunday or a statutory holiday	
SkyTrain	**Q13: Using the same scale, how would you rate the SkyTrain in terms of …** **Q13: Did you speak to SkyTrain staff on your [last/2nd last] trip on SkyTrain?** Yes No **Q13.1 (1) [ONLY ASK IF YES AT Q13] Having courteous, competent and helpful SkyTrain staff?** **Q13.2 (2) How would you rate your [TRIP] trip in terms of feeling safe from crime onboard SkyTrain?** **Q13.3 (3) Thinking about your [TRIP] trip on SkyTrain where you boarded/got off at [INSERT STATION NAME] boarded [INSERT STATION NAME]], how would you rate that station in terms of feeling safe from crime?** **Q13.4 (4) How would you rate it in terms of not being overcrowded?** **Q13.8 (5) How would you rate it in terms of providing on-time reliable service?**	**[Ask as a randomized list. Include staff courteousness in the list and allow for a "don't know/unsure" response. For safety from crime, keep current approach of randomly asking about the station where they boarded or disembarked]** **Q: Thinking about the [last/2nd last] trip you made by SkyTrain, how would you rate the SkyTrain service in terms of...?** • Having courteous, competent, helpful SkyTrain Staff • Feeling safe from crime onboard SkyTrain • Feeling safe from crime at the station • Not being overcrowded • Providing on-time, reliable service • Clean and graffiti-free SkyTrain cars and stations • Staff available when needed • Frequency of service • Trip duration from the time you boarded to the time you got off the SkyTrain	• Have all riders rate staff courteousness.

Survey Section	Current Question Wording	Proposed Change	Comments
	Q13.9 (6) Clean and graffiti-free SkyTrain cars and stations? **Q13.10 (7) How would you rate it for staff available when needed?** **Q13.12 (8) How would you rate it in terms of frequency of service**		
SkyTrain	**Q13X1. Within the past 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected?** YES NO **Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate the SkyTrain service in terms of "delays are announced and explained"?**	DELETE	• Incidence of riders experiencing a delay in the past 30 days is low, resulting in a small sample and recall is problematic.
Bus	**Thinking about your last/2nd last one-way trip on the Bus…** **Q14. Did you make your [TRIP] one way trip on the Bus…** 1. Monday to Friday between 5am and 9:30am 2. Monday to Friday between 9:30am and 3pm 3. Monday to Friday between 3pm and 6:30pm 4. Monday to Friday after 6:30pm 5. Saturday, Sunday or Holiday	**Q: Thinking of your [last/2nd last] on the Bus, when did you make that trip?** 1. Monday to Friday between 4am and 6:30 am 2. Monday to Friday between 6:30-9:30am 3. Monday to Friday between 9:30am and 3pm 4. Monday to Friday between 3pm and 6:30pm 5. Monday to Friday after 6:30pm 6. On a Saturday	• Propose making the categories more granular by adding some and modifying others.

Survey Section	Current Question Wording	Proposed Change	Comments
		7. Sunday or a statutory holiday	
System	**Q23aa. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?** **YES** **NO** **Q23ab. Using the 10-point scale, how would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time?** **Q23a. And still thinking of the transit system in Metro Vancouver, how would you rate it for providing adequate transit information at stops and stations?** **Q23b. And how about for providing adequate information onboard transit vehicles, starting with …** **Q23c. Again thinking of the regional transit system in Metro Vancouver, how would you rate it for having service that runs during convenient hours?** **Q23d. And how about for having enough bus shelters throughout the region?**	**Now, the next few questions are about your experience in using the transit system as whole.** **Using the 10-point scale, how would you rate the transit system in terms of…** • Having good connections between buses or transit modes with a reasonable wait time • Providing adequate transit information at stops and stations • Providing adequate information onboard transit vehicles • Having service that runs during convenient hours • Having enough bus shelters throughout the region • Your overall experience with the Compass Card and Faregate System	• No longer have people rate the information onboard each service. Just rate overall. • Include the Compass Card and Faregate System attribute in this list.
System - Phone line	**Q23e. Have you called TransLink's telephone information line in the past 3 months?**	DELETE	• Low incidence, small sample sizes. Customer Information manager does

Survey Section	Current Question Wording	Proposed Change	Comments
	YES NO **Q23e1. Thinking of the last time you called the telephone information line, on a scale of one to ten where 'ten' means 'excellent' and 'one' means 'very poor', how would you rate it for ease of getting the information you wanted?** **Q23e2. Did you speak to a telephone information clerk, or was the call totally automated, or did you speak to a clerk as well as hearing automated information?** **1.Spoke to clerk only** **2.Call was totally automated** **3.Spoke to clerk and heard automated information**		not rely on this metric. They are looking at implementing a post-call survey tool.
System - website	**Q23f. Have you used TransLink's website in the past 3 months?** YES NO **Q23f1. Thinking of the last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted?**	DELETE	• Digital Marketing manager does not rely on this metric. They have several tools that track usage of the sites plus they've embedded customer feedback mechanisms into parts of the website.
Demos/ Profile	**Q23h: Which method of payment did you use MOST often in the last [DAYS] days when you took transit?**	**Q: Which method of payments do you typically use when taking transit? SELECT ALL** Compass Card – Stored value	• Combine 3 questions into 1. • Focus on a typical behaviour versus past 7/30 day behaviour.

Survey Section	Current Question Wording	Proposed Change	Comments
	Pay cash on the bus Compass Ticket (if needed: single use or a day pass on a Compass Ticket) Compass Card (all types including U-Pass) Tap to Pay (if needed: tapping with contactless credit cards or mobile device) Other **Q23h1b: Which one of the following Compass Card products are you using the MOST?** BC Government Pass Monthly Pass Stored Value (if needed: cash or credit loaded onto the Compass card to allow "pay as you go" travel, replacing FareSavers and some WCE products). U-Pass BC Other types of passes **Q23h1c: Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket?** Yes No	Compass Card – Monthly Pass Compass Card – BC Government Pass Compass Card – U-Pass BC Tap to Pay: tapping with contactless credit cards or mobile device Pay cash on the bus Compass Ticket: single use or a day pass on a Compass Ticket Other, please specify:	
Demos/ Profile	**Q24: Thinking about the distance travelled, and not about the fare you paid, how many zones do you most often travel through when you take public transit?** One Two Three	DELETE	• Not used much. Compass provides zones travelled data.

Survey Section	Current Question Wording	Proposed Change	Comments
	Q25a: What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? 1.Costs too much for parking/lack of parking 2. Don't own a vehicle/don't drive/no ride/no choice 3. To avoid driving/dealing with traffic/less stressful 4. Bus stops/stations 5. Cheaper/cheaper than operating a vehicle 6. Faster than driving 7. Other, specify:	ASK FOR ONE QUARTER PER YEAR.	• Not a lot of variation over time.
	Q26: Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? 1. MORE REGULARLY THAN 6 MONTHS AGO 2. LESS REGULARLY THAN 6 MONTHS AGO 3. ABOUT THE SAME **Q27: What is your main reason for riding transit (more/less) regularly?** **[open-end]**	DELETE BOTH Q26 AND Q27	• Q26 proportions change very little over time—exception was during COVID. • We monitor ridership closely through Compass Card.
Demos/ Profile	**Q28: Approximately how long have you been taking transit on a regular basis?** Years____ Months___ Not a regular rider	ASK ONE QUARTER PER YEAR	• Not a lot of variation over time
	Q30a: How likely are you to take transit as often as you do now in the foreseeable future? Will you … 5. Definitely continue (as often as you do now) 4. Probably continue (as often as you do now) 3. Might or might not continue (as often)	DELETE	• Part of an attitudinal loyalty index that is no longer used. Limited value on its own.

Survey Section	Current Question Wording	Proposed Change	Comments
	2. Probably not continue (as often, OR) 1. Definitely not continue (as often) **(DO NOT READ)** Other/depends		
Demos	**Q36a. Are you currently a student? (IF NECCESARY: currently attending a school, college, or university.)** YES NO	DELETE	• Should be captured in Q34.
Demos	**Q36a4: How many cellphones does your household own?**	DELETE	• Needed for the phone survey -- no longer relevant.
Demos	**Q37a: Which of the following best describes your total household income for 2024?** 1. Under 20,000 2.$20,000 to less than $40,000 3.$40,000 to less than $60,000 4.$60,000 to less than $80,000 5.$80,000 to less than $100,000 6.$100,000 or more	**Q: Which of the following best describes your total household income for last year?** 1. Under 20,000 2.$20,000 to less than $40,000 3.$40,000 to less than $60,000 4.$60,000 to less than $80,000 5.$80,000 to less than $100,000 6.$100,000 to less than $150,000 7. $150,000 to less than $200,000 8. $200,000 or more	• Add two more upper-income categories to allow for income growth over time.
Demos	**Q37b: Do you identify as either First Nations, Inuit, or Métis?** Yes No Prefer not to answer **Q37c. Which of the following categories best represents your ethnic or cultural identity?** 1. Caucasian	**Q: Which of the following categories best represents your ethnic or cultural identity? Select all that apply** First Nations, Inuit or Metis 1. ~~Caucasian~~ White 2.South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) 3.Chinese 4.Black	• Simplify by combining both questions into one. • One option is display alphabetically.

Survey Section	Current Question Wording	Proposed Change	Comments
	2.South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) 3.Chinese 4.Black 5.Filipino 6.Latin American 7.Arab 8.Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) 9.West Asian (e.g., Iranian, Afghan, etc.) 10.Korean 11.Japanese 12.Or another ethnic or cultural identity (specify)	5.Filipino 6.Latin American 7.Arab 8.Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) 9.West Asian (e.g., Iranian, Afghan, etc.) 10.Korean 11.Japanese 12.Or another ethnic or cultural identity (specify) 13. Do Not Know 14. Prefer not to say	
Demos	**Q38. What is your Postal Code?**	DELETE	