



TransLink Quarterly Board Meeting

December 6, 2019



Opening Remarks

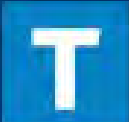
Tony Gugliotta,
Board Chair

Public Delegations



CEO Report

Kevin Desmond
Year in Review



Together all the way



Providing more service

Bus

HandyDART

SkyTrain

SeaBus



1.5%
service increase

3%
service increase

14%
capacity increase

50%
more capacity

Improving the system

Station Upgrades

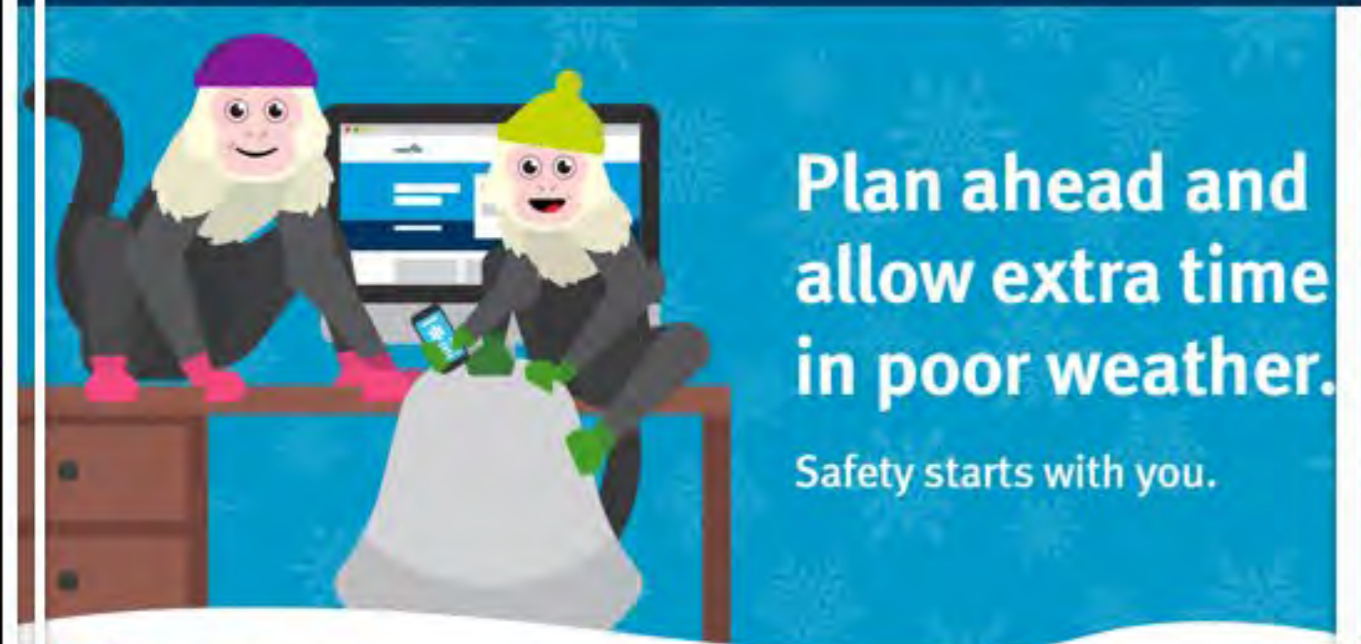
State of Good Repair




Together all the way



Prioritizing safety and security



 translink.ca



You have the right to feel safe.

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

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

For anonymous reporting, call Crime Stoppers at **1.800.222.8477**.

- **Transit Police campaign**
- **Bus barriers**
- **Customer Safety Campaign**



Together all the way

 TRANS LINK

Improving the customer experience

Customer amenities

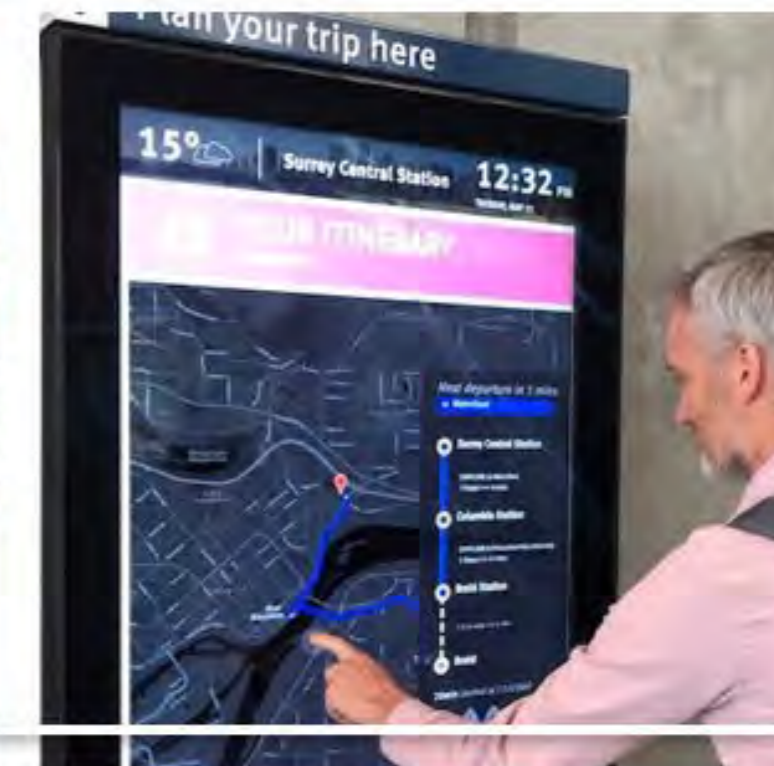
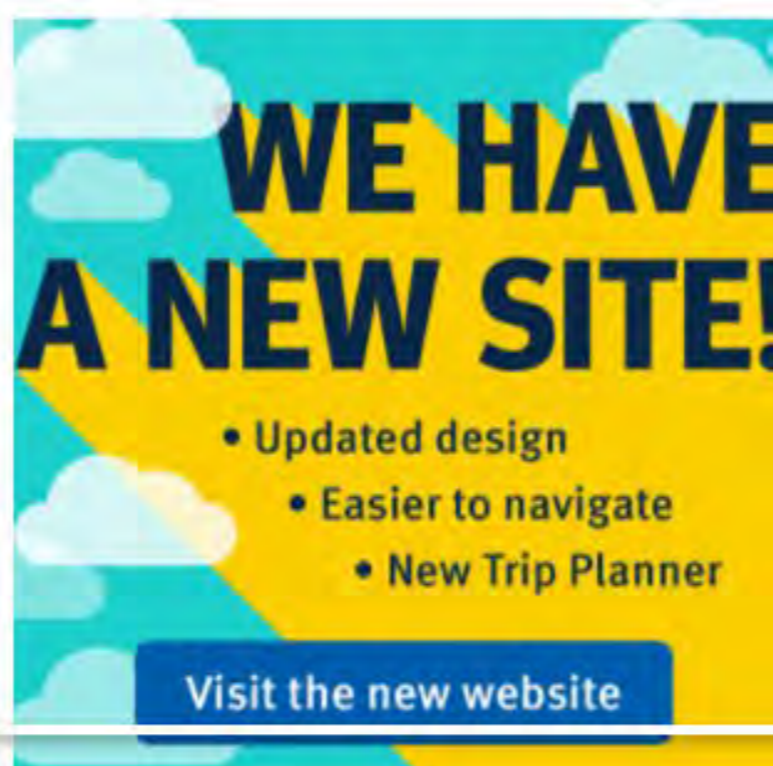
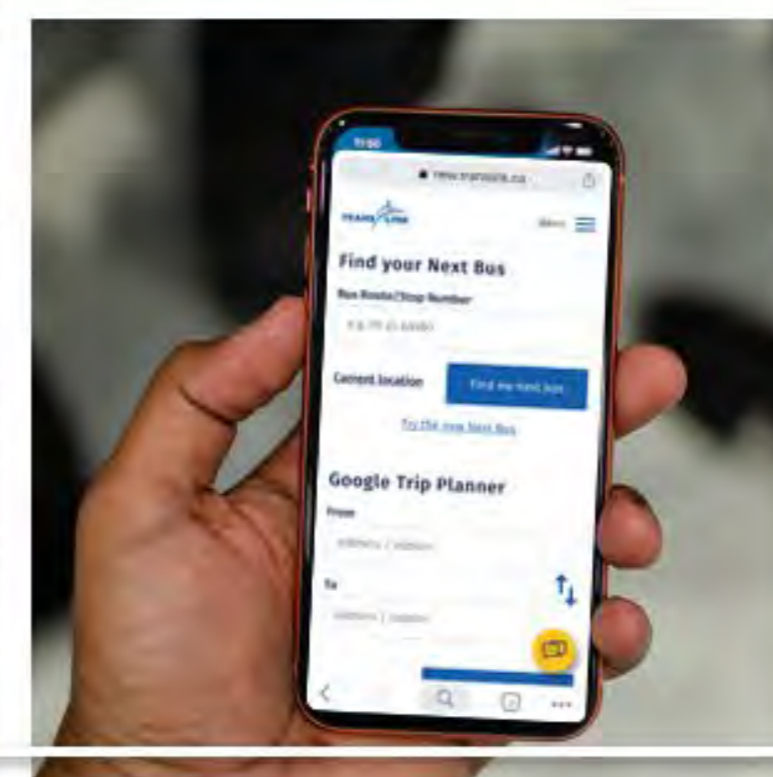
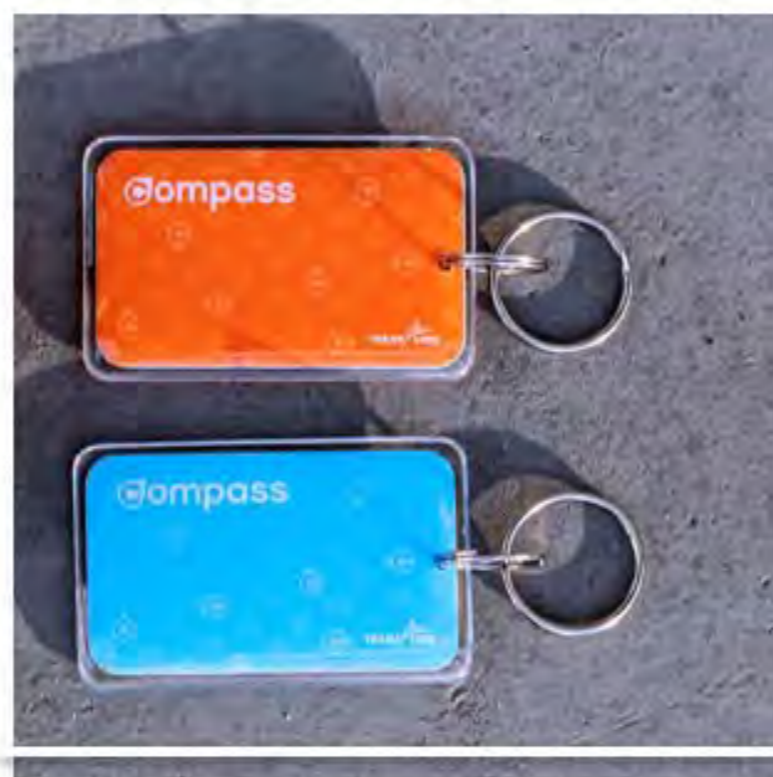
- **Compass Mini**

Quality of information

- **AI Bus predictions**

Access to information

- **Website improvement**
- **SkyTrain Assistance Counter**
- **Information displays**



Engaging with the region



31,000+
surveys

4,000+
ideas

21,000+
surveys

6,300+
TNR surveys

1,100+
ATP surveys



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Corporate Sustainability

**Low Carbon Fleet Strategy
Battery-Electric Bus Pilot**

**2019 Canada's Greenest
Employers**

Second Issuance of Green Bonds

**Forecasted 2019 Finances are
favourable**



Together all the way



Looking ahead to 2020

RapidBus

Service Expansion

RapidBus

Transport 2050

Surrey-Langley SkyTrain Business Case

Mayors' 10-Year Vision Approvals

Capital Projects



Together all the way




BC Rapid Transit Company

Michel Ladrak, President & General Manager



Together all the way



- 
- First 90 Days
 - Employee & Passenger Safety
 - On-Time Performance
 - Annual Grinding Program
 - Mark III Update
 - Winter Preparedness
 - Ridership/Customer Experience



Together all the way

First 90 Days

Staff Engagement

- Over 36 sessions with staff to better understand our strengths and challenges
- Weekly updates to foster engagement and transparency

Safety - Five year safety strategy plan

- Priorities for year one:
 1. Engagement to support a zero harm culture
 2. Conducting a gap analysis
 3. Assess and refine standards



First 90 Days

2030 Strategy

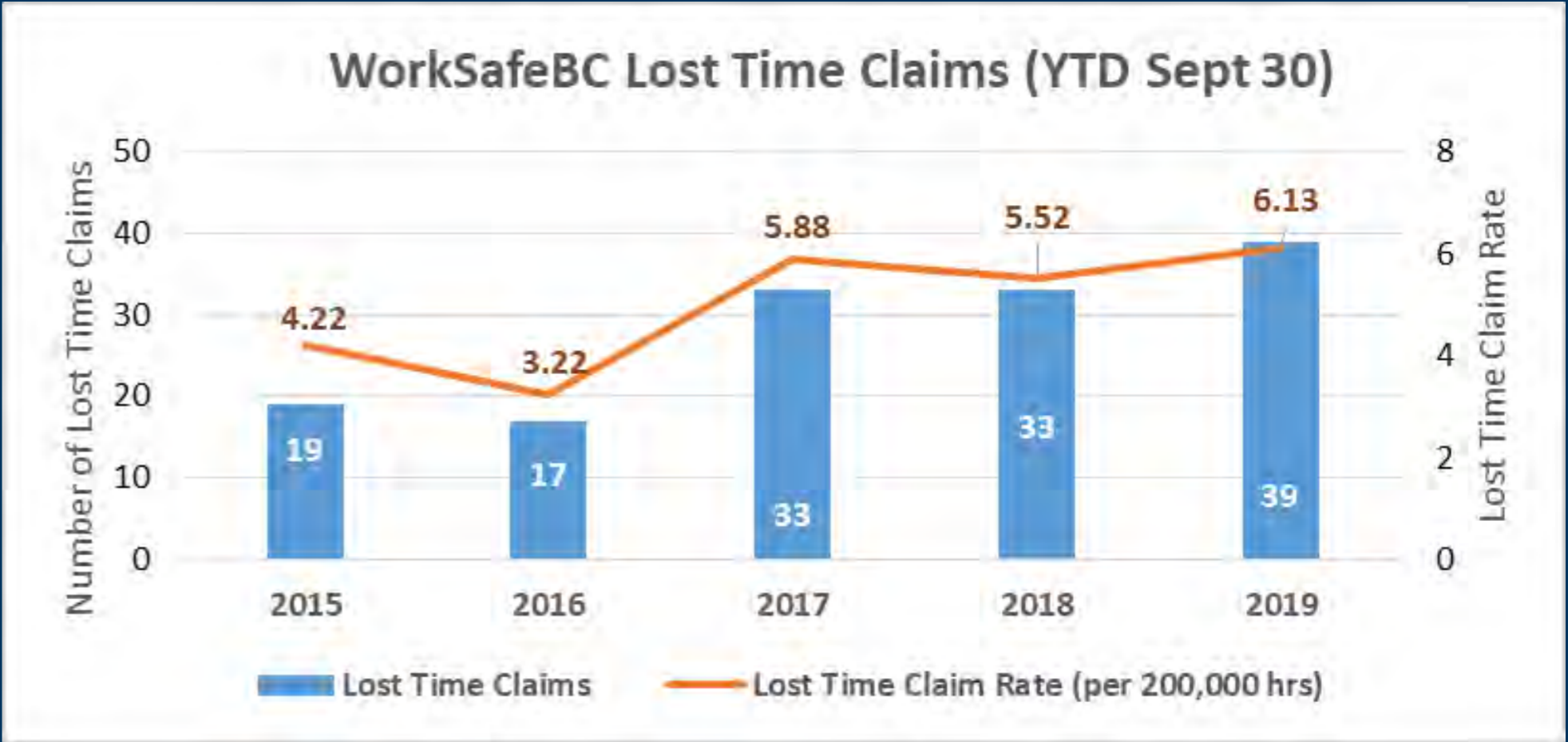
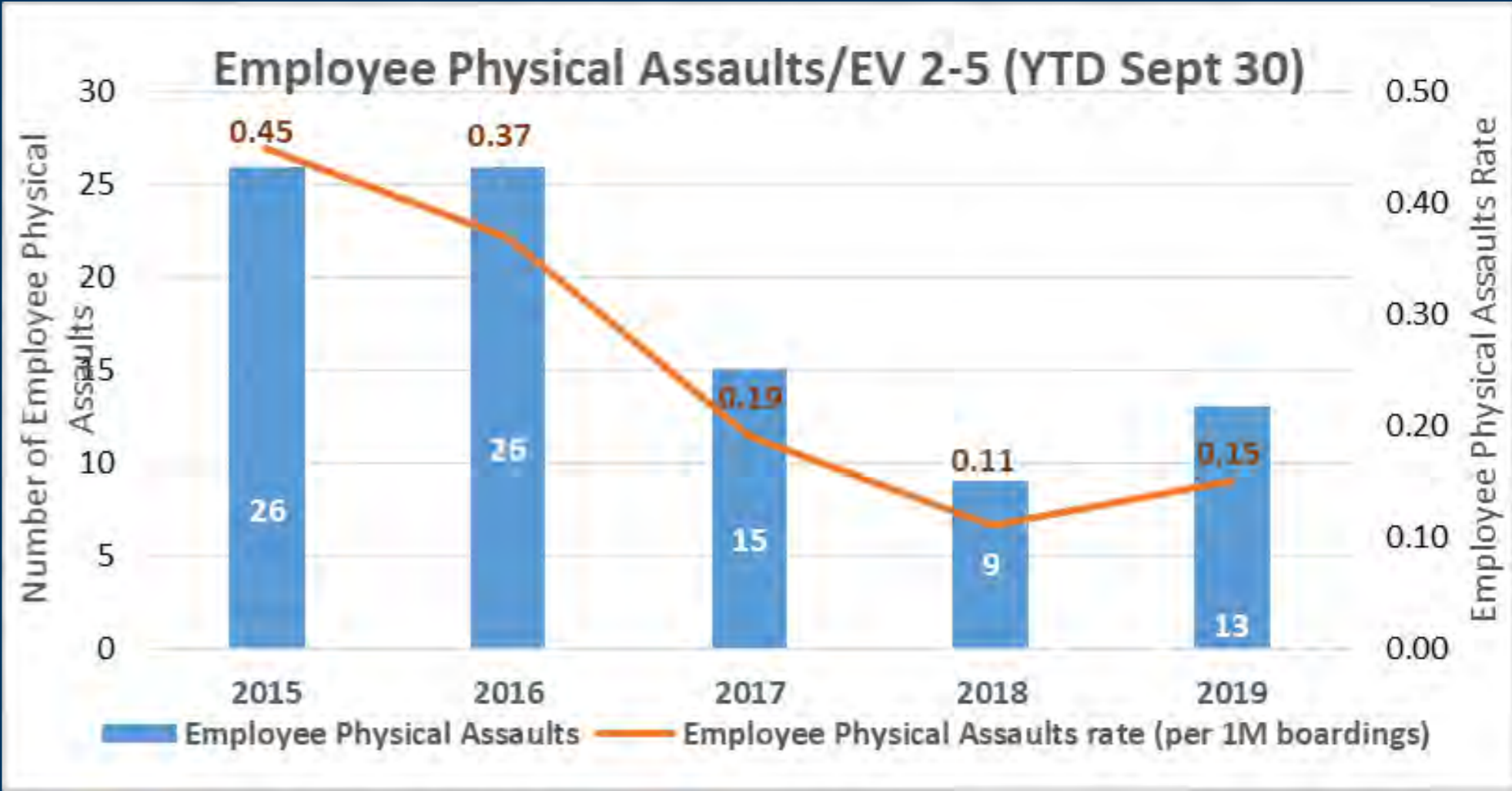
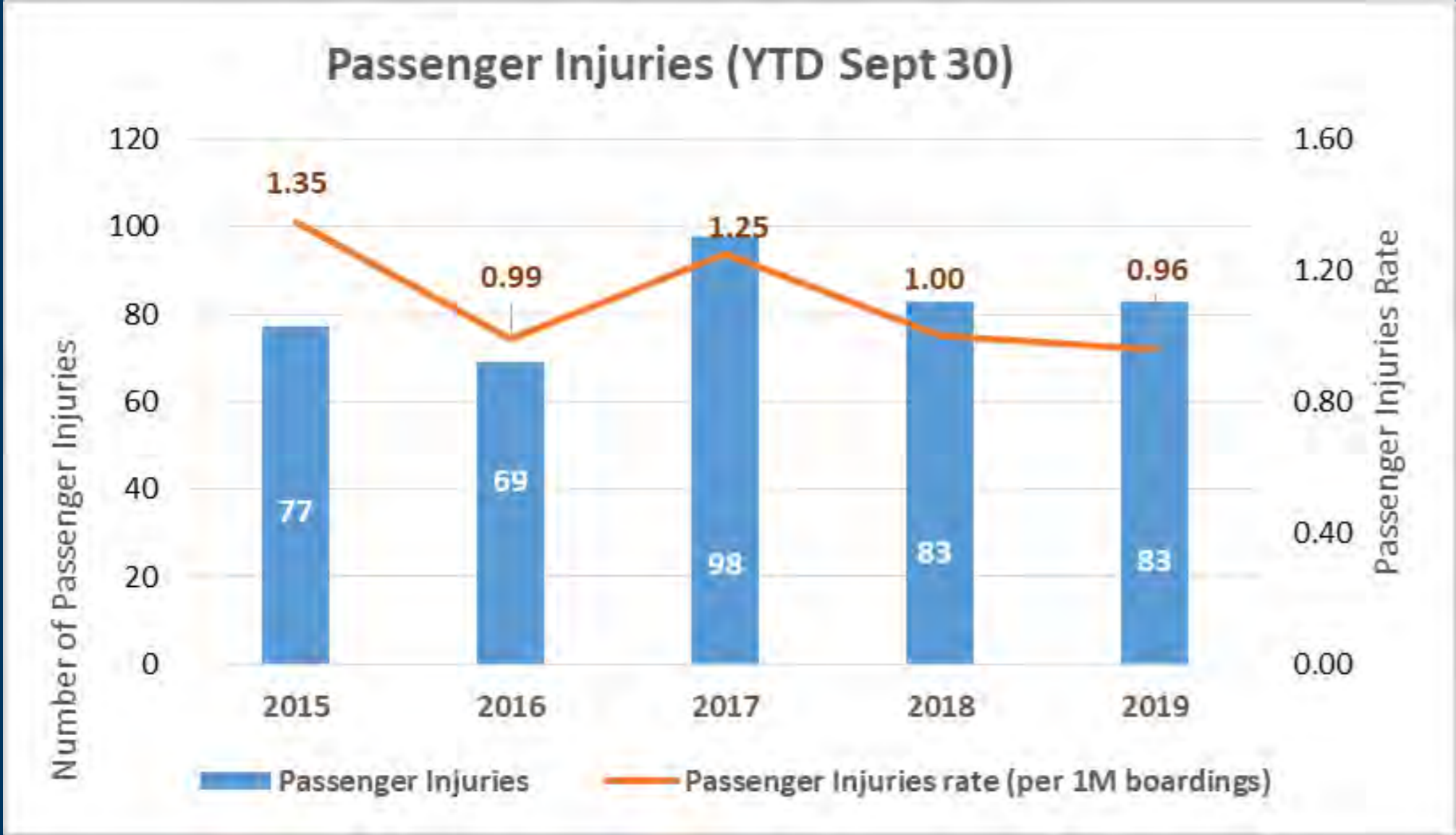
- Understand capabilities, resources and structure required to support major capital projects
- Must factor the continuing requirement to operate and maintain aging system
- Will be a gap analysis and delivery program

Enhance Customer Experience

- Improved service delay communications

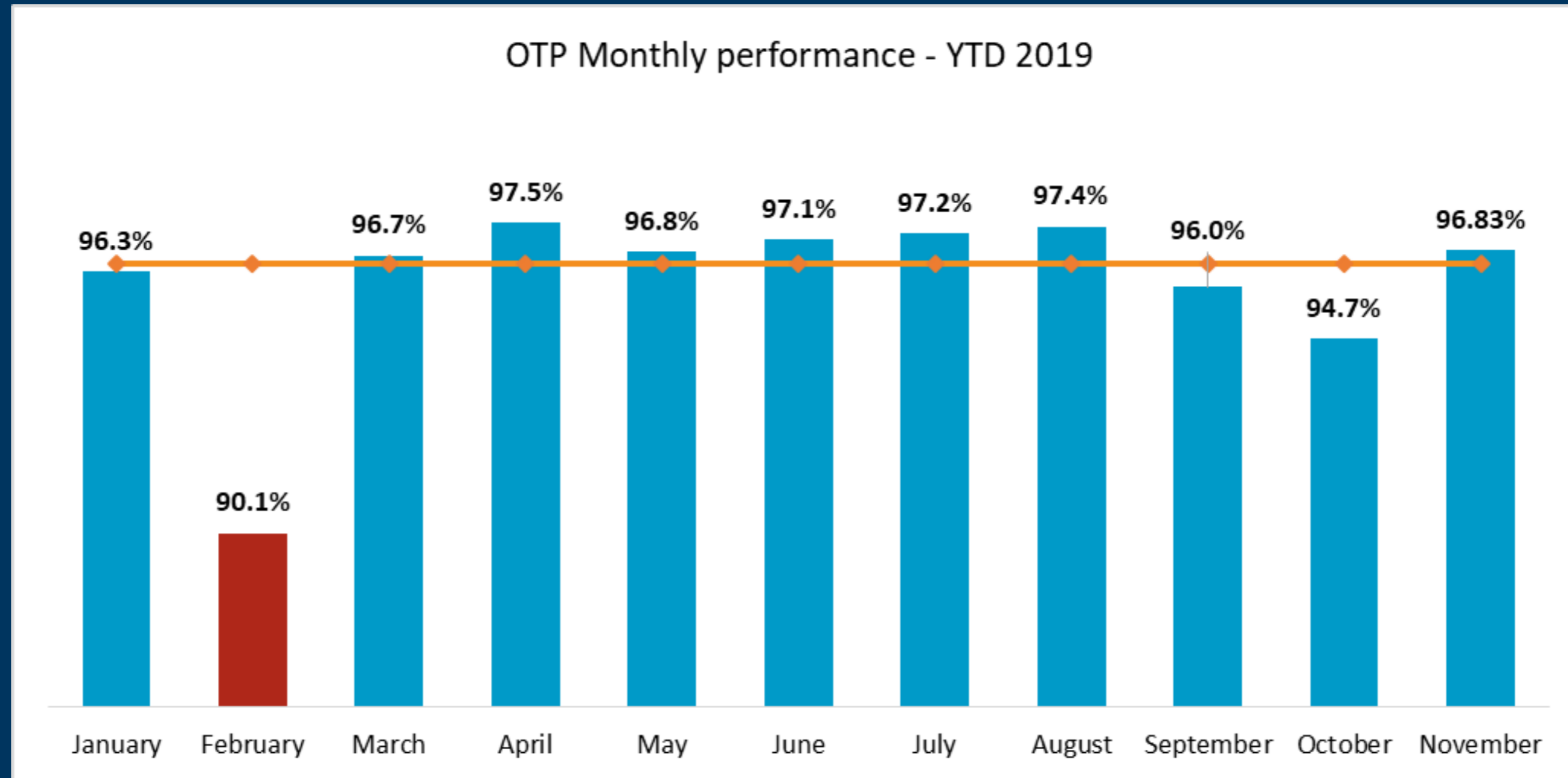


Employee & Passenger Safety



Together all the way

On-time performance



- Q3 (July-Sep) OTP of 96.9% was above target
- OTP in September and October dipped but recovered for November

Annual grinding program

- Grind 130 kilometres of rail per year Expo and Millennium Lines
- The LORAM grinder supports 70 km
- Re-profiling rail and removing defects
- Received several commendations for our grinding program, and less complaints



Together all the way



Mark III update

- Trains 8 and 9 delivered and being commissioned
- 314 train cars available for Expo & Millennium Lines
- Trains 10 and 11 in the manufacturing stage



Together all the way

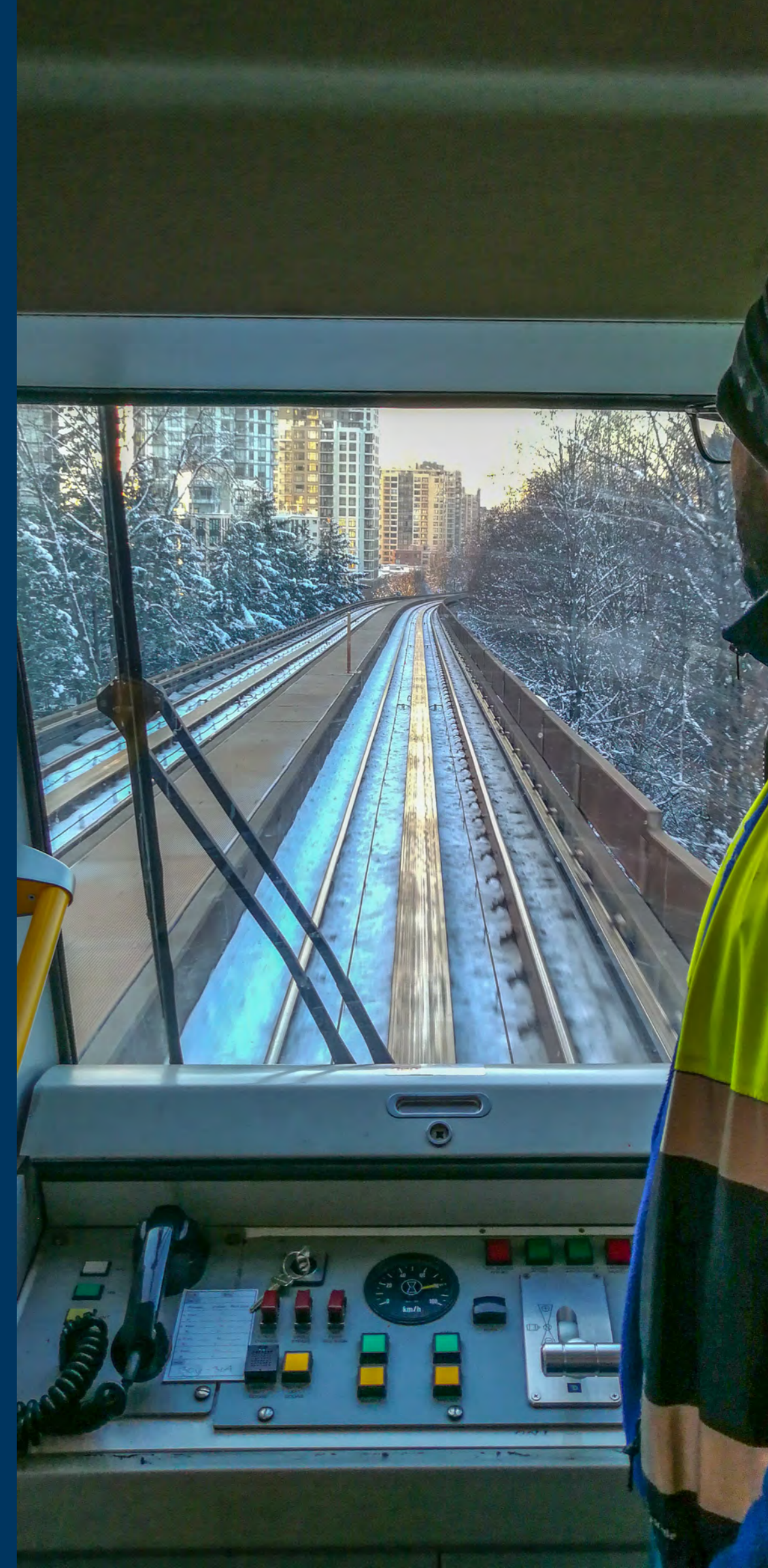
Winter preparedness

2019-2020 snow plan

- Ramping up quicker – lessons learned from last winter
- “All available hands on deck”
- Maintain service but at reduced frequency
- Four-car trains on the Millennium Line
- De-icer and non-revenue snow clearing trains



Together all the way

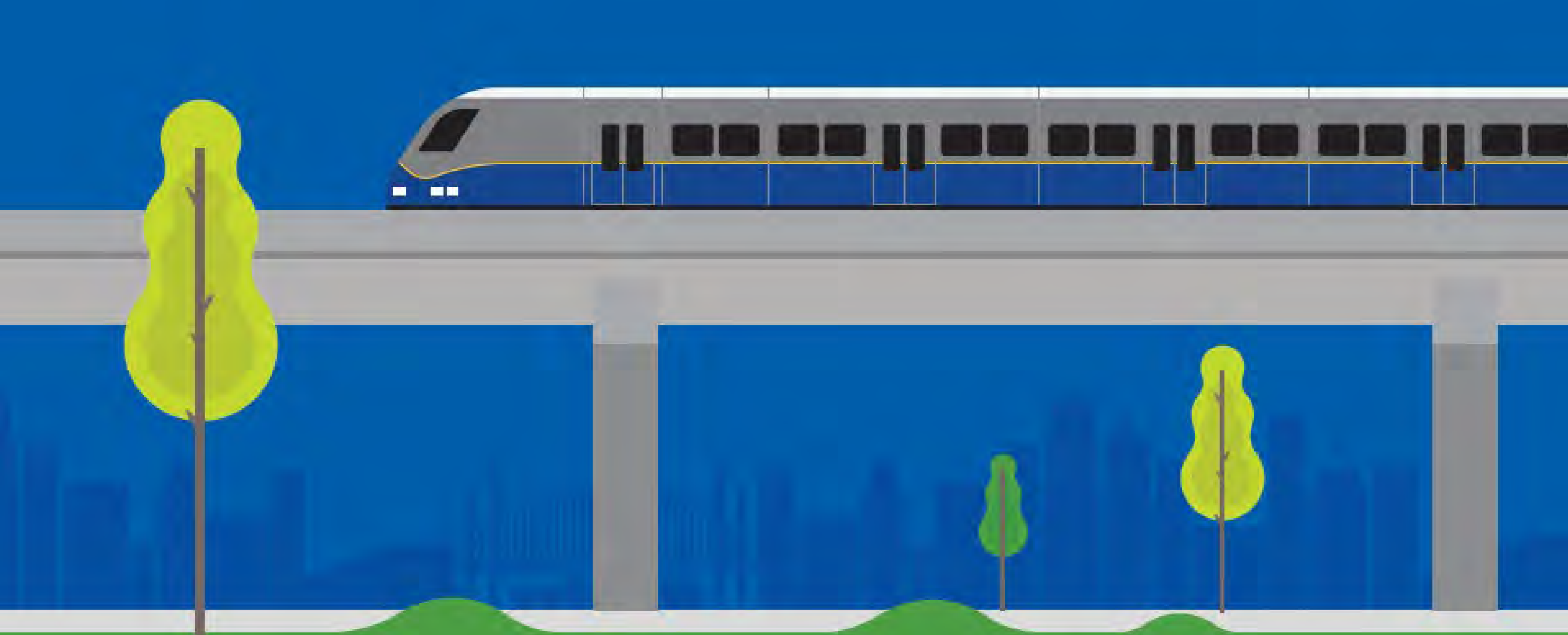


Customer experience

- Elevating devices availability above target for three straight months
 - Elevator: Aug (98.5%) Sept (98.5%) Oct (98.9%)
 - Escalator: Aug (93.7%) Sept (94.4%) Oct (94.0%)
- Customer complaints decreasing
 - 14.7 actual vs. 15 target (complaints per million boarded passengers)
- YTD Q3 Customer commendations improved by over 24% compared to 2018



Together all the way



Thank you



Together all the way



Coast Mountain Bus Company

Michael McDaniel
President and General Manager



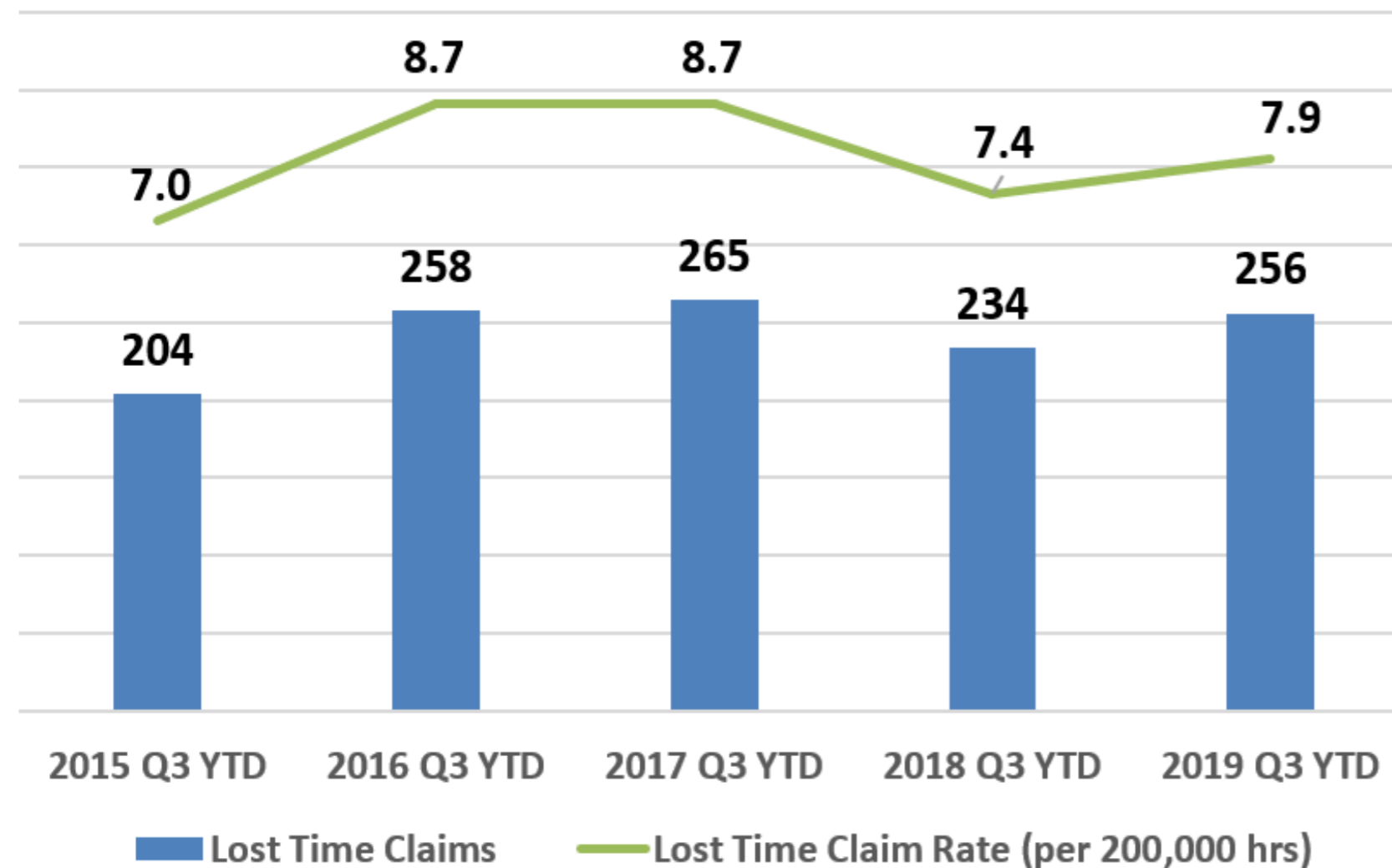
Agenda

- Employee Safety
- Access Transit
- Winter preparedness
- Resourcing
 - Transit Operators
 - Maintenance

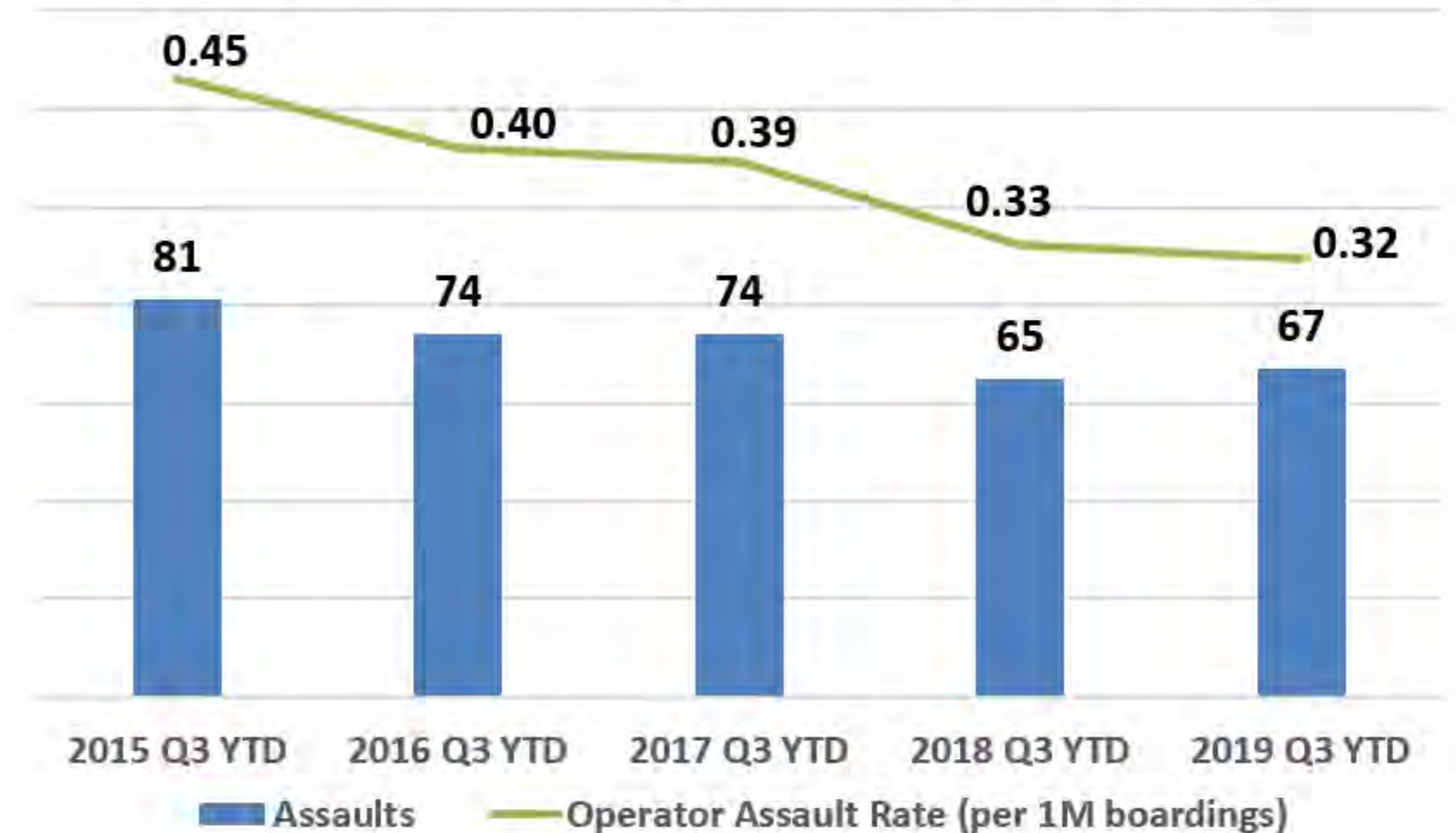


Employee Safety

WorkSafeBC Lost Time Claims (YTD Sep 30)



Operator Assaults/CUTA 1-4 (YTD Sep 30)



- Slight upward trend between 2018 and 2019 with 256 claims accepted in first nine months of the year.

- Steady downward trend over past five years. On-track to end year under 100 assaults.

Keeping our Operators Safe

Operator Protection Barriers

- All new buses have factory-installed barriers
- More than **365** conventional buses now have barriers; retrofit project completion in 2027

On-bus safety systems

- Panic alarms
- Cameras & audio recorders

Training

- Safe Driving Refresher Program
- Operator Refresher Training Program



Together all the way



Access Transit

On-time performance

- Adjustments made following a speed review:
 - Q3: North Shore
 - Q4: Vancouver, Richmond and South of Fraser

Customer engagement

- Meetings with HandyDART Riders' Alliance; soliciting input for communications strategy
- Two engagement sessions held in Q2 and two more planned for Q4



Winter Preparedness

Our buses

- Tire socks ready for use:
 - **Route 145** - SFU/Production Station
 - **Route 210** - Upper Lynn Valley
 - **Route 246** - Highland/Westview
- Designated “Snow Desk” at TComm

HandyDART

- Road condition checks
- Partner communications strategy
- Targeting difficult locations & double-staffing



Together all the way



Resourcing: Operations

Transit Operator recruitment

- Nearly **10,000** applications received over past two years
- Recruitment fair held on September 28:
 - More than **1,200** invited
 - **492** moved to next step of hiring process

Operator Training

- Full classes of **24** since January
- On-target to deliver required Operators for RapidBus
- New syllabus will increase graduation rates and better prepare our Operators



Resourcing: Maintenance

Recruitment process

- Lean review dramatically reduced time to fill
 - Timing of conditional offers down to **20 days**
- Other activities:
 - Re-evaluate screening process
 - Update interview guides
 - Develop Talent Management Program

Apprenticeship Program

- 41 apprentices currently in program
- 20 apprentices expected to graduate in 2020





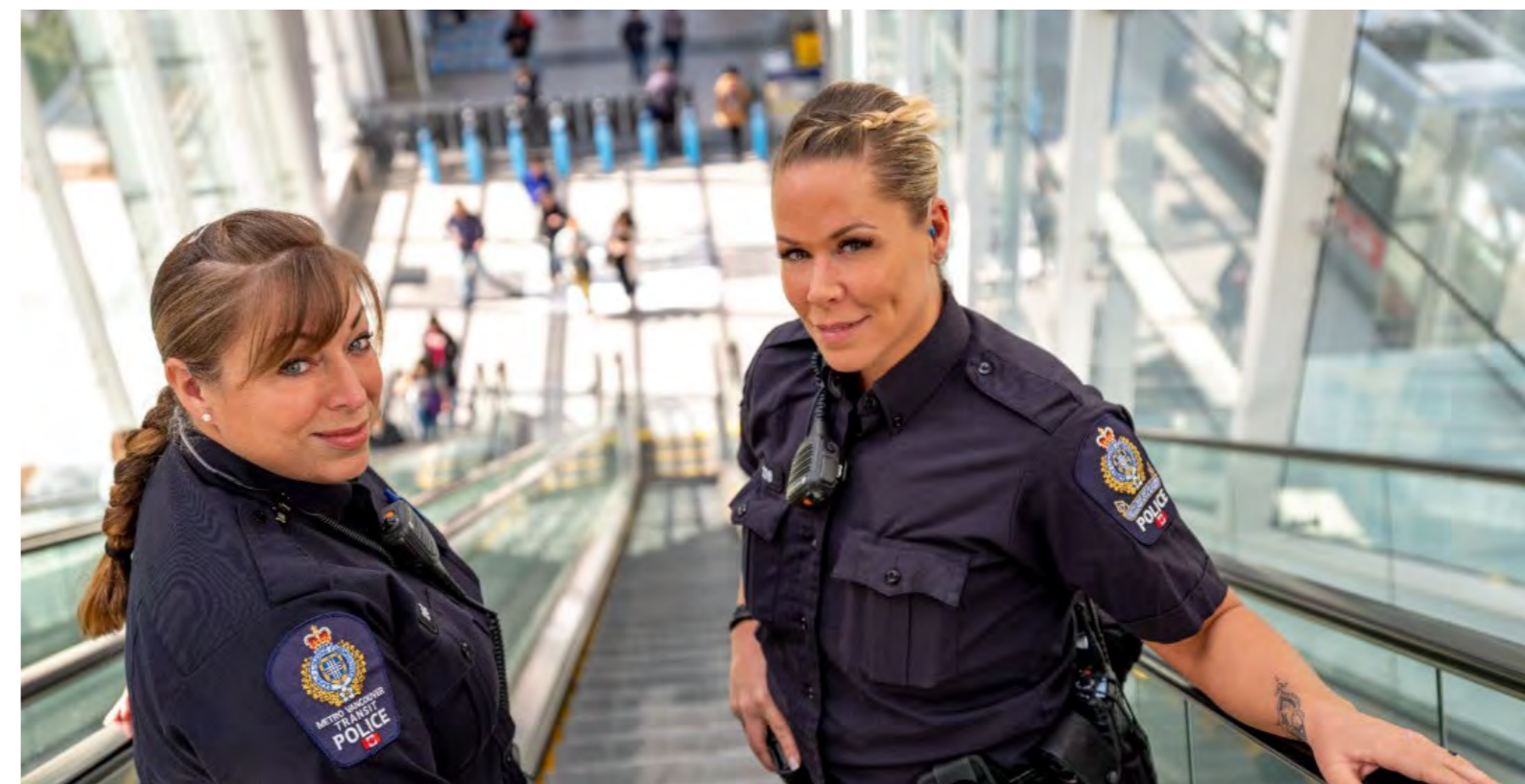
Suterbrook Way

37

NEW FLYER

Sportsworld

Front wheel here



TransLink Board Update December 6, 2019



METRO VANCOUVER
**TRANSIT
POLICE**

Enterprise Partnerships



**Wire Theft Arrest facilitated by CMBC
Transit Security team.**



**Training to BCRTC staff to identify
sexual offending on transit.**

Public Appeals

Suspect arrested in iPhone theft from teen in wheelchair

A suspect who allegedly stole an iPhone from a teen in a wheelchair on a Surrey bus has been arrested.



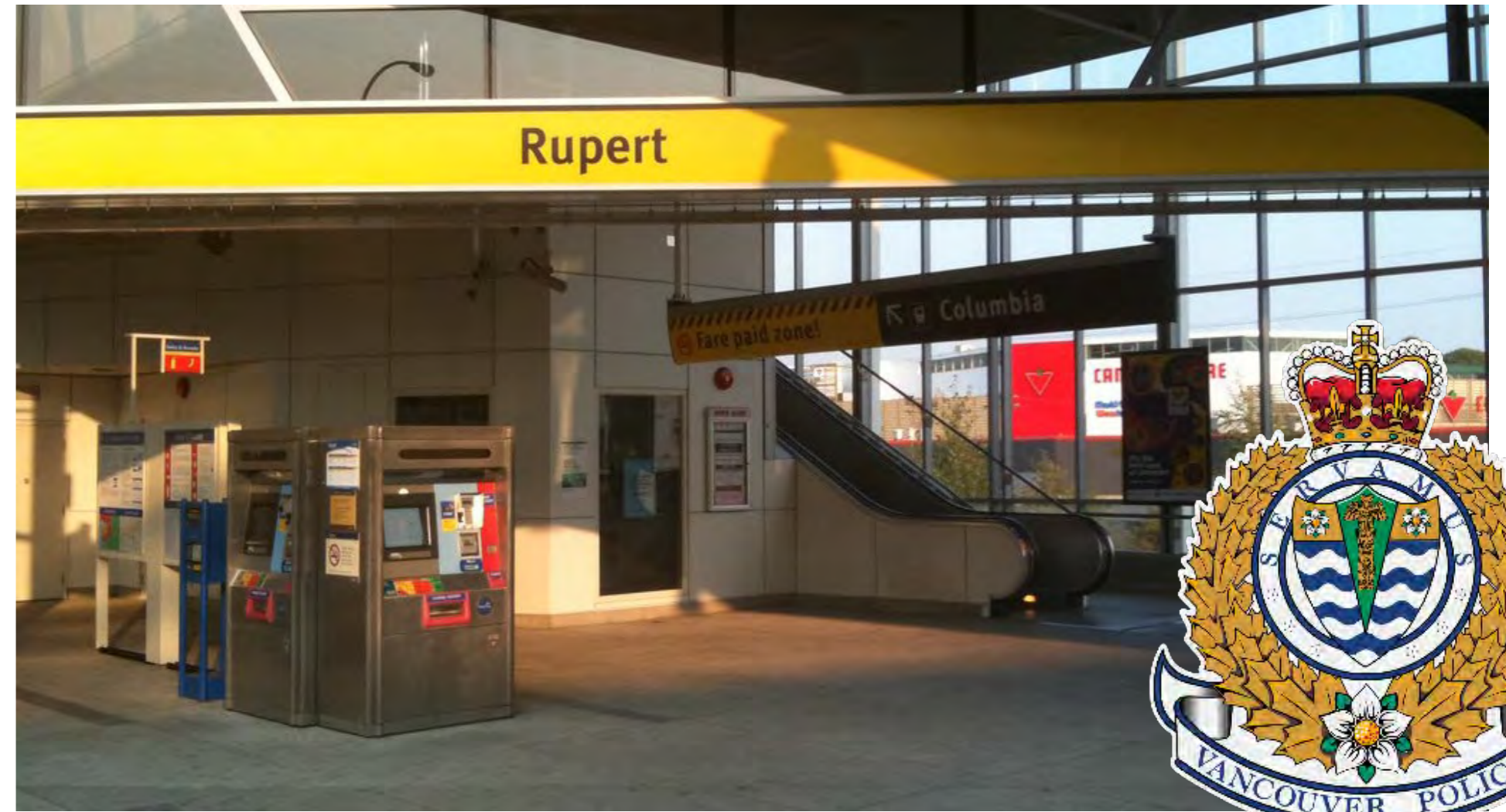
Police identify man who choked and robbed people on transit

British Columbia

Suspect in indecent exposure incident on SkyTrain arrested

Suspect in groping of seven-year-old girl arrested, B.C. transit police say

Suspect in apparent hate crime incident on SkyTrain arrested by transit police



Active Assailant Training



Multiple floors utilized as part of scenario including parkade.

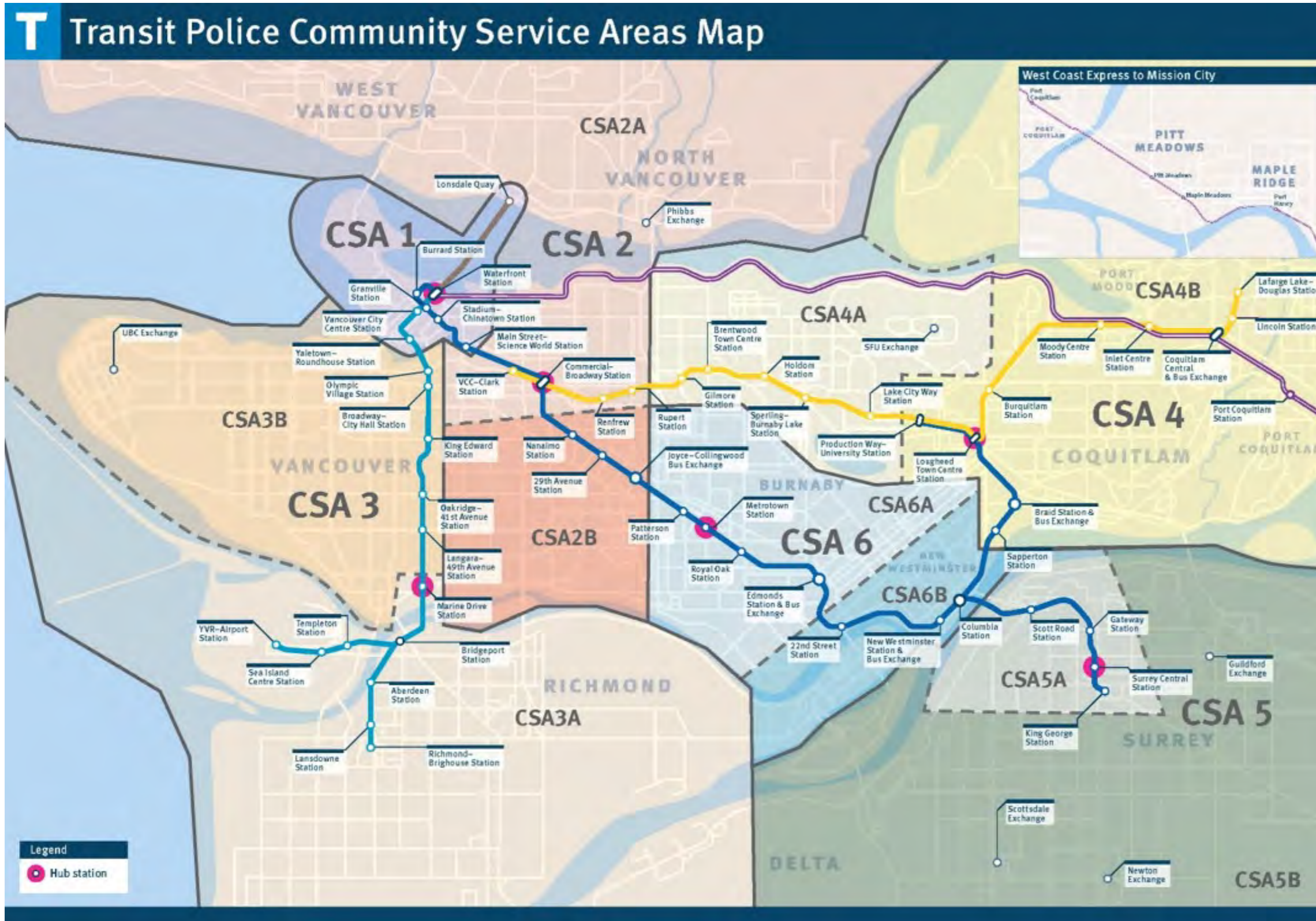


Exercise required provision of first aid to the wounded.





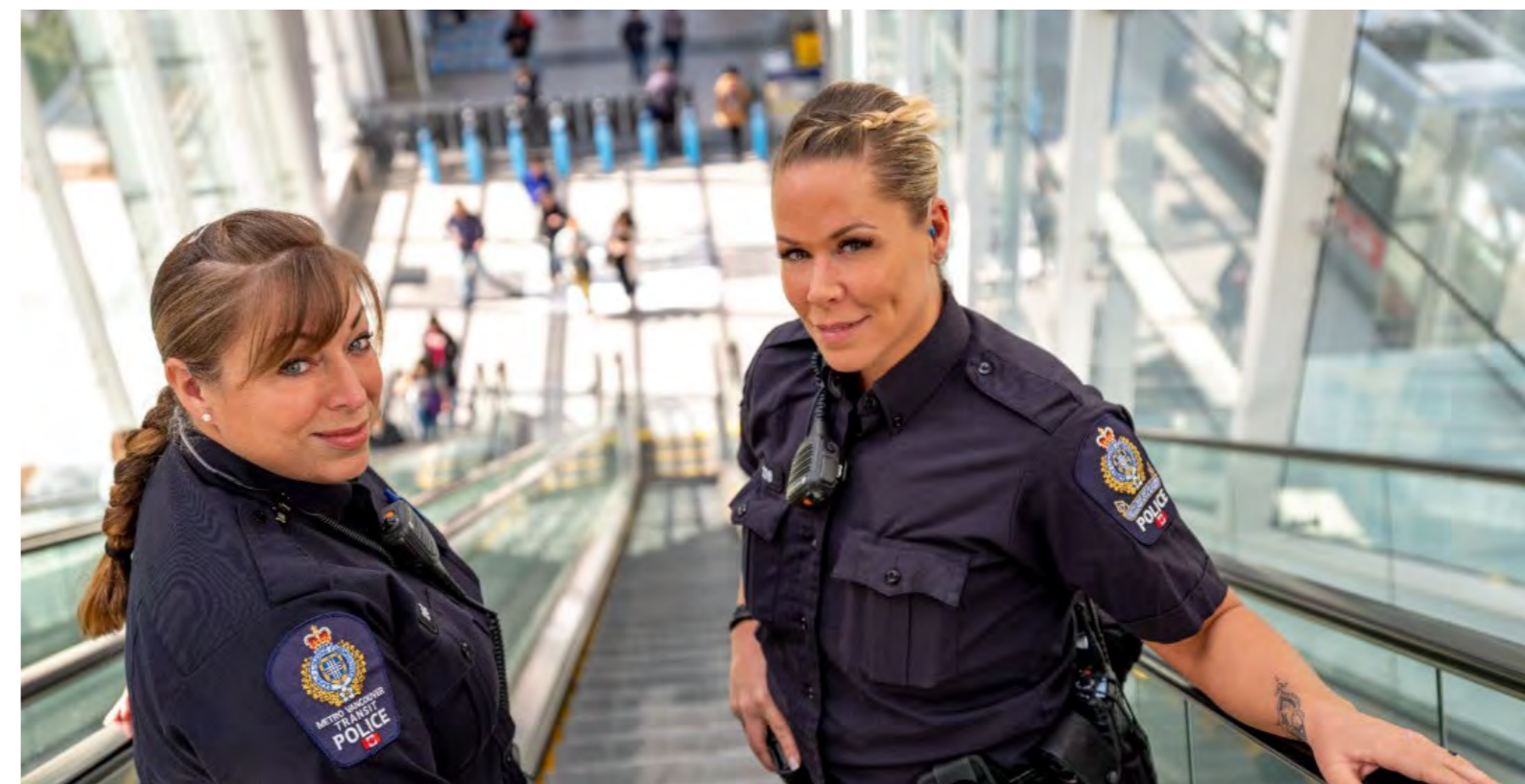
Service Delivery Model Review



Service Delivery Model was first introduced in 2015.

Undergoing a comprehensive review to assess deployment and community policing practices.

Will take into account future transit system expansion.



METRO VANCOUVER
**TRANSIT
POLICE**

Finance and Audit Committee Chair Report

Anne Giardini,
Committee Chair

Exact
coin fare
please

Operators do not
carry change

Transit fares

TAP YOUR COMPASS CARD HERE



Compass

TRANS LINK

A scenic view of a road winding through a forested valley with mountains in the background. A bus is visible in the foreground.

Surrey Langley SkyTrain Project Update

Sany Zein
Vice President of Infrastructure
Management and Engineering



Planning and Stakeholder Committee Chair Report

Murray Dinwoodie on behalf of Larry Beasley, Committee Chair

A photograph taken from the driver's perspective inside a bus. The driver's hands are on the steering wheel. In the foreground, there is a navigation system with two screens. The upper screen displays the text "Unknown Route Position" and some colorful buttons. The lower screen shows a keypad with numbers 1-9, 0, and "Reset", along with a "Cancel" button. The background shows a city street with traffic and buildings.

Independent Transit Service Policy Review

Sarah Ross
Director of System Planning

Bus Stop Accessibility Project Update

TransLink Board of Directors

Sarah Ross, Director, System Planning

December 6, 2019



Together all the way



Purpose

- Seek direction on the path forward to implement tactile walking surface indicators and braille and tactile signage at bus stops, and to conduct a wayfinding technology pilot, beginning in 2020



Accessibility of Bus Stops for Customers with Vision Loss

How do I independently find and identify a bus stop?



How do I know that the correct bus stops here?



What's Happened in the Past?



- 2012 pilot of tactile signage and tactile walking surface indicators
- Phase 1 Investment Plan direction to develop an implementation plan for Universally Accessible Bus Stops
- Review of international practices
- Active installation of tactile walking surface indicators (TWSI) on TransLink properties
- Engagement with sight loss community to understand needs and challenges

Tactile / Braille Signage at Bus Stops in Other Cities

City	Country	System Wide	Stop Identifier ('BUS' / 'BAY #')	Stop ID #	Route #	Phone #	Route Name / Direction
Regina	Canada	No	No	Yes	No	No	No
Halifax	Canada	No	Yes	No	No	No	No
Toronto	Canada	No	No	No	No	No	No
Montreal	Canada	No	No	No	No	No	No
Melbourne	Australia	Yes	Yes	Yes	No	Yes	No
LA Metro	United States	No	Yes	Yes	No	No	No
Atlanta	United States	Yes	Yes	No	No	No	No
Austin	United States	Yes	Yes	Yes	Yes	No	No
TransLink Proposed	Canada	Yes	Yes	Yes	Yes	Yes	No



Engagement with Sight Loss Community

- Purpose was to understand how people with vision loss use TransLink's transit services, acquire information about these services and identify bus stops/bays
- Worked extensively with the TransLink's Access Transit Users' Advisory Committee, particularly since 2017
- Met with CNIB, Alliance for Equality of Blind Canadians, Canadian Council of the Blind



Engagement with Sight Loss Community

- Conducted a survey in 2018 that reached ~6,400 people; a total of 394 surveys were completed:
 - Survey made available online and in large-print/braille formats
 - Survey also conducted over the phone

Engagement with Sight Loss Community

Survey Highlights

- Majority (70%) use bus services to move around the region
- Most (64%) rely on operator or the public to identify the bus stop and correct bus stop
- 90% of respondents under age of 45 own or use a smartphone; over 45 this drops to 48%; the total of those surveyed was 59%

Path Forward for Accessible Bus Stops for Customers with Vision Loss

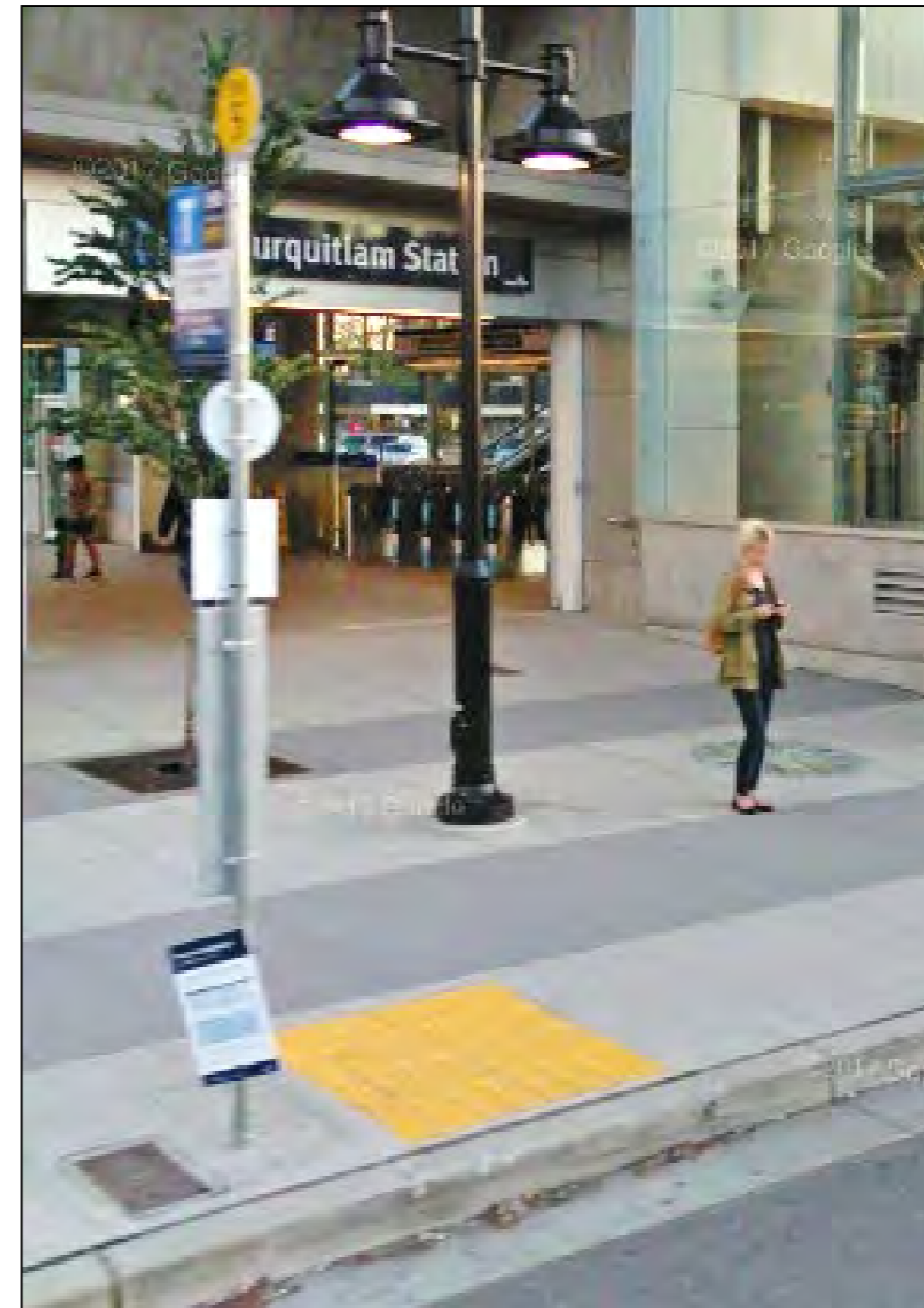
To enable customers with vision loss to find a bus stop and know they are at the right bus stop, staff recommends TransLink undertake a three-pronged approach including:

1. Tactile walking surface indicators
2. Braille and tactile signage
3. Pilot to test wayfinding technology

1. Tactile Walking Surface Indicators (TWSI)

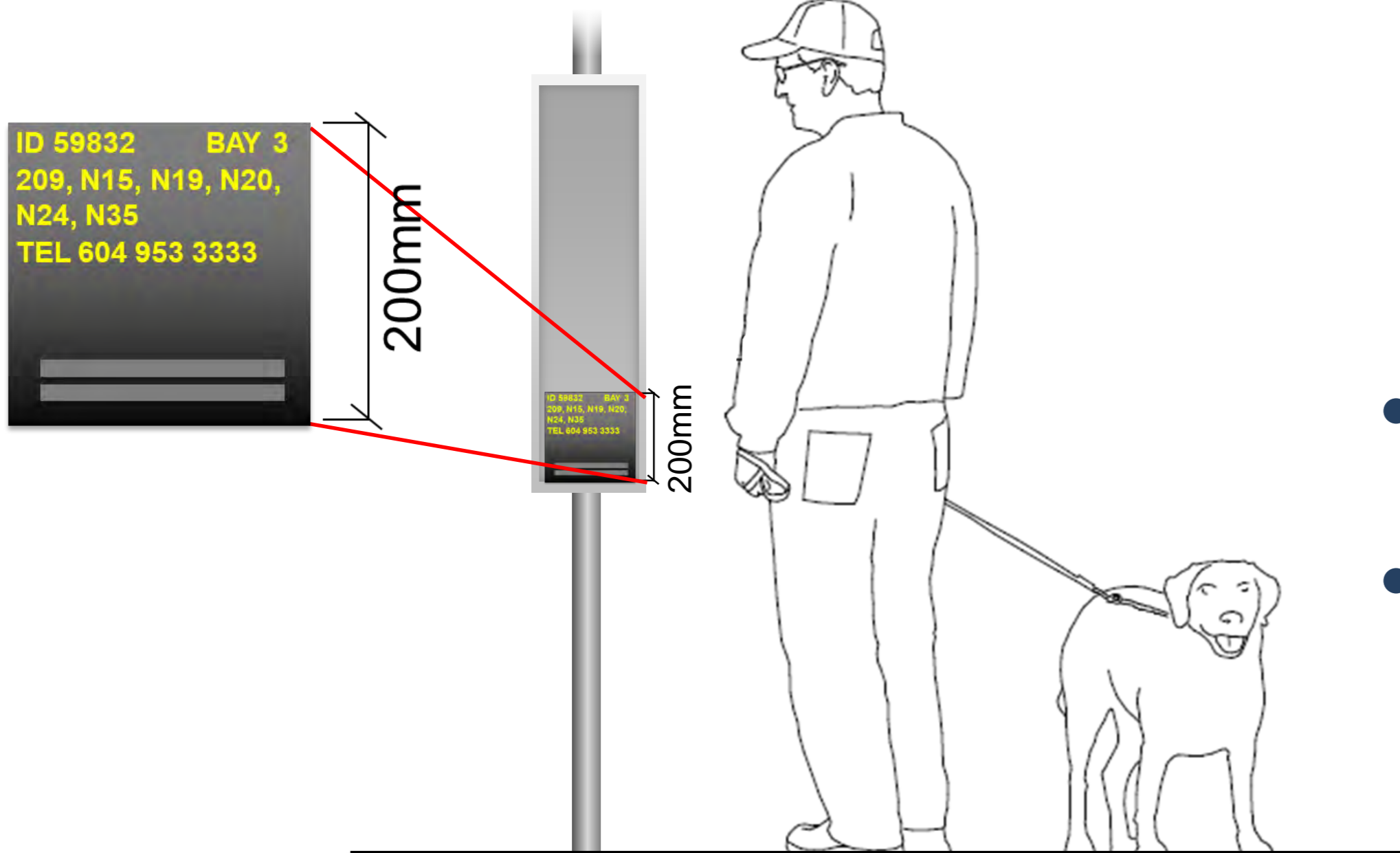
Install TWSI at all in-service bus stops, bays and unloading stations on properties TransLink owns, leases or licenses.

This is subject to permission being granted by the relevant property owner.



2. Dual-Format Braille and Tactile Signage

- Install braille and tactile signage at all in-service bus stops with:
 - “STOP” or “BAY #” identifier
 - Stop ID number
 - Route number
 - Customer service telephone number
- ~8500 in-service bus stops (e.g. does not include decommissioned stops)
- Enables customers to find the bus stops and know they’re at the right bus stop



3. Technology Pilot

- Other cities are piloting technologies
- 90% of respondents under the age of 45 reported use a smartphone
- A project will be established in 2020 to:
 - evaluate the wayfinding technology options
 - determine when, how, and where the pilot will be conducted
- Customers and stakeholders will be involved in the pilot design and evaluation



Approach Presented to TransLink's Access Transit Users' Advisory Committee (UAC)

- Presented approach to the UAC on November 13
- Committee expressed their support for this proposed path forward



Next Steps

- Early 2020, begin design and detailed workplan
 - \$7M in TransLink's 2020 draft Capital Plan for this approach
- Work with sight loss community to identify 1) high-priority locations for implementation of dual-format tactile signage and 2) approach to technology pilot
- Incorporate dual-format tactile signage solution into Bus Infrastructure Design Guidelines
- Substantial completion expected to take three years



New Mobility Program Update

Andrew McCurran
Director of Strategic Planning & Policy



Human Resources and Governance Committee Chair Report

Marcella Szel,
Committee Chair



