



TransLink Quarterly Board Meeting

March 22, 2019



Opening Remarks

Tony Gugliotta,
Board Chair



Public Delegations



CEO Report

Kevin Desmond

th Ave.

W 7th Ave.

Granville

10 GRANVILLE

2287

2217

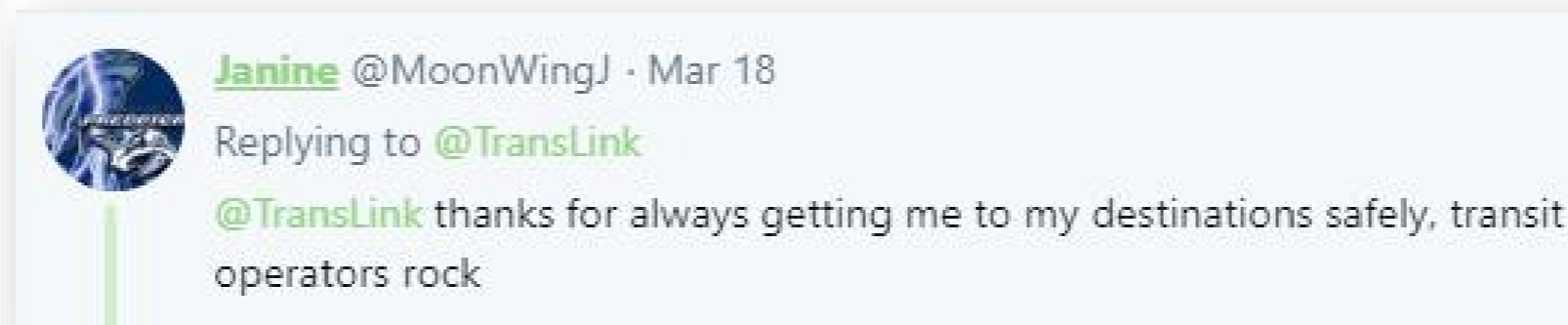
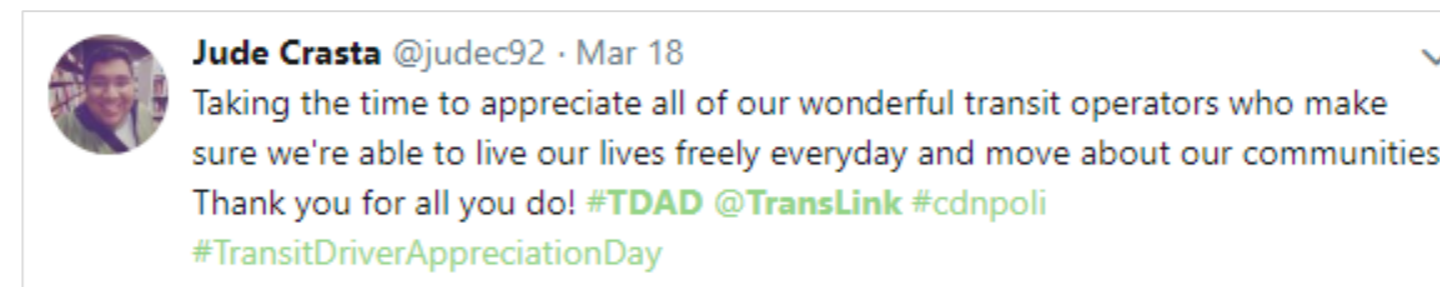
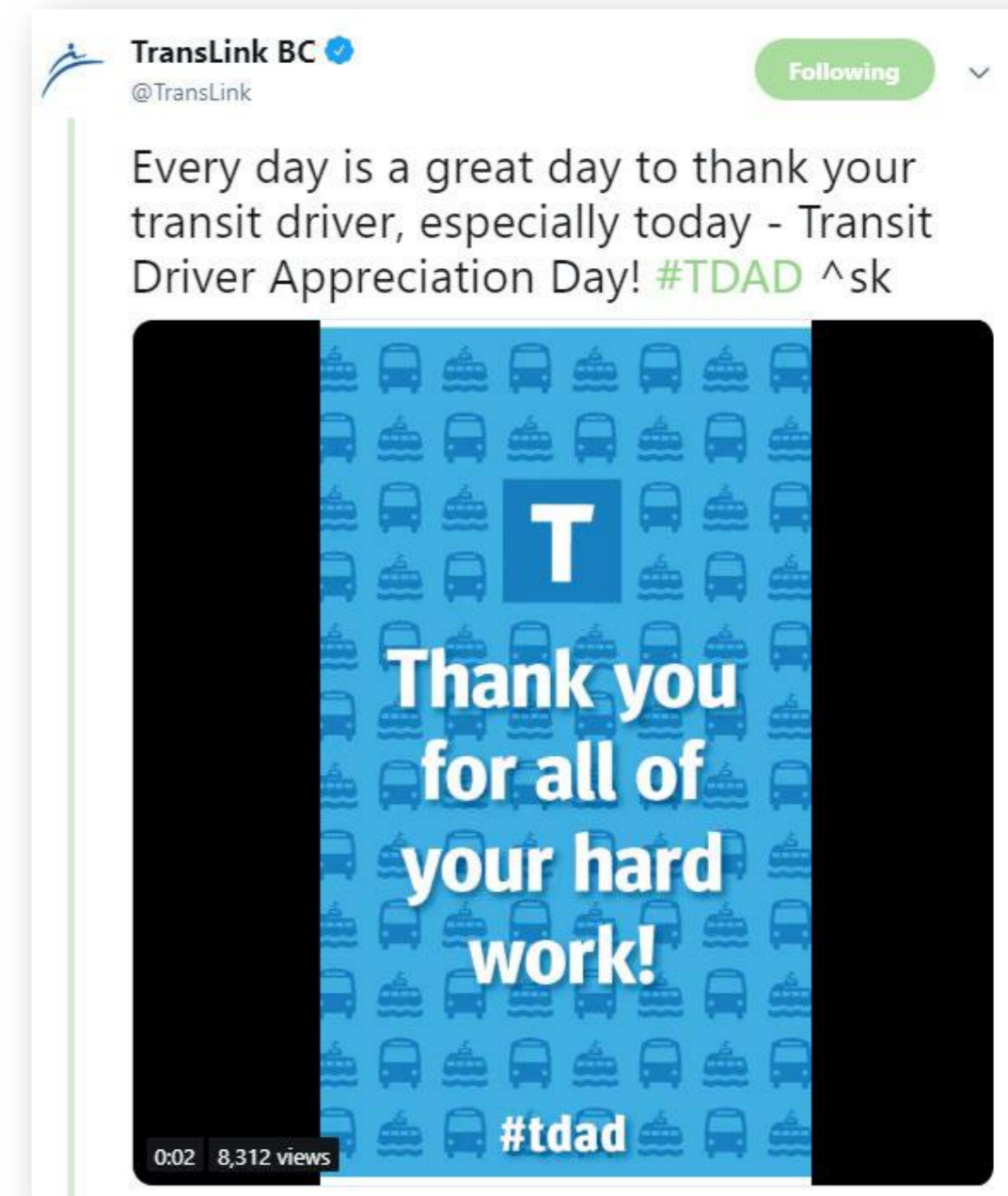
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HIGHER QUALITY
MORE VARIETY
BETTER VALUE



Transit Driver Appreciation Day

- On Monday, we celebrated **Transit Driver Appreciation Day**
- Annual event celebrated across North America
- Great opportunity to recognize some of the key members of our frontline staff, both behind the wheel or on the SeaBus





CEO Report

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HIGHER QUALITY
MORE VARIETY
BETTER VALUE




BC Rapid Transit Company

Report by Haydn Acheson, Interim President & General Manager
Presented by Mike Richard, Vice President, Operations



Together all the way



- 
- State of Good Repair
 - Safety Indicators
 - Safety Stand Down
 - On Time Performance
 - Winter Readiness
 - Mark III Update
 - Surrey Central Station Upgrade



Together all the way

State of Good Repair



Grinding:

- Mainline track: 43 km
- Switches: 17
- Station platforms: 21

Replacements:

- Full turnouts: 2
- Switch components: 2
- Running Rail plugs: 5

Running Rail replacement project:

- Pads replaced: 5915
- Rail: 145 m replaced

Noise Assessment Next Steps

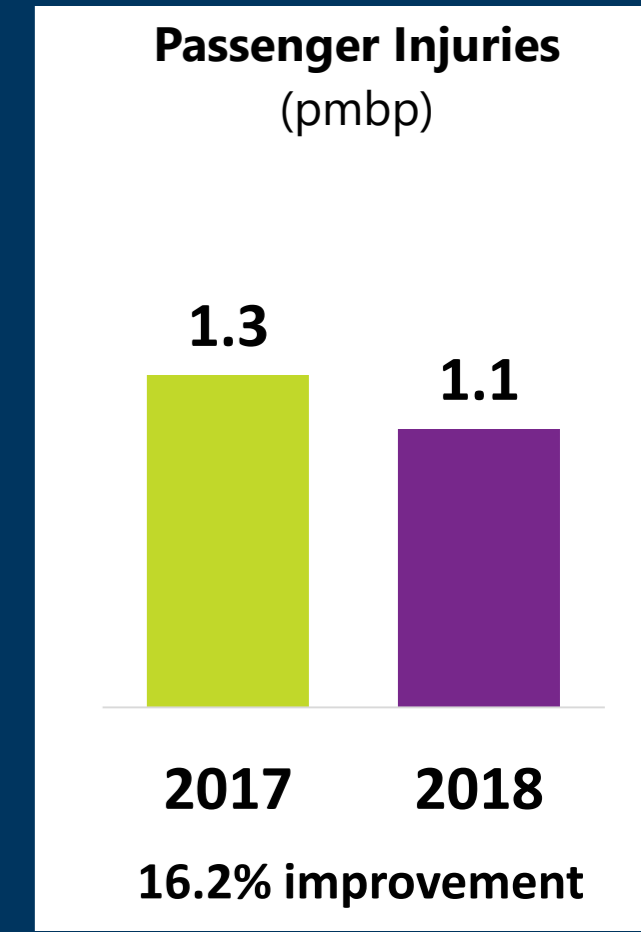
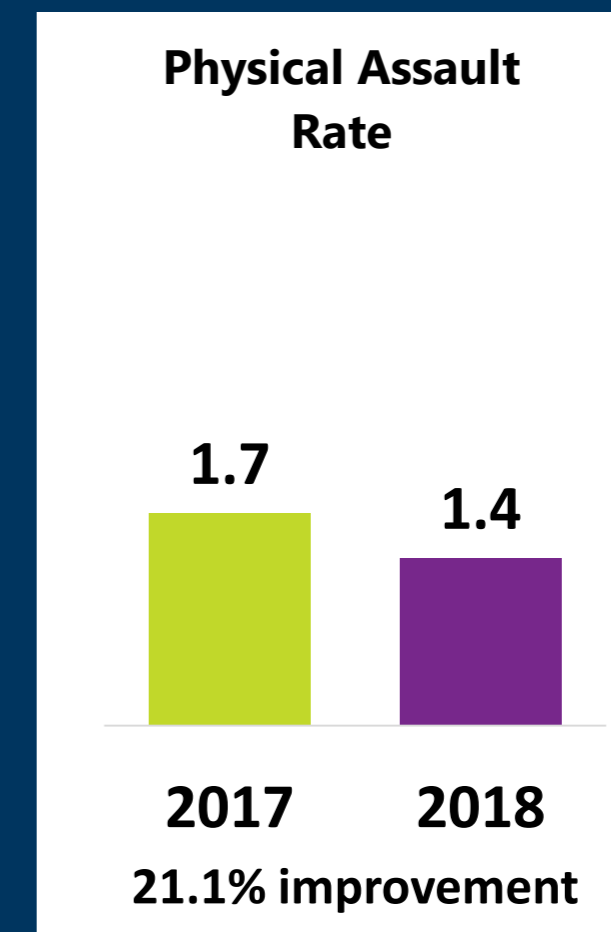
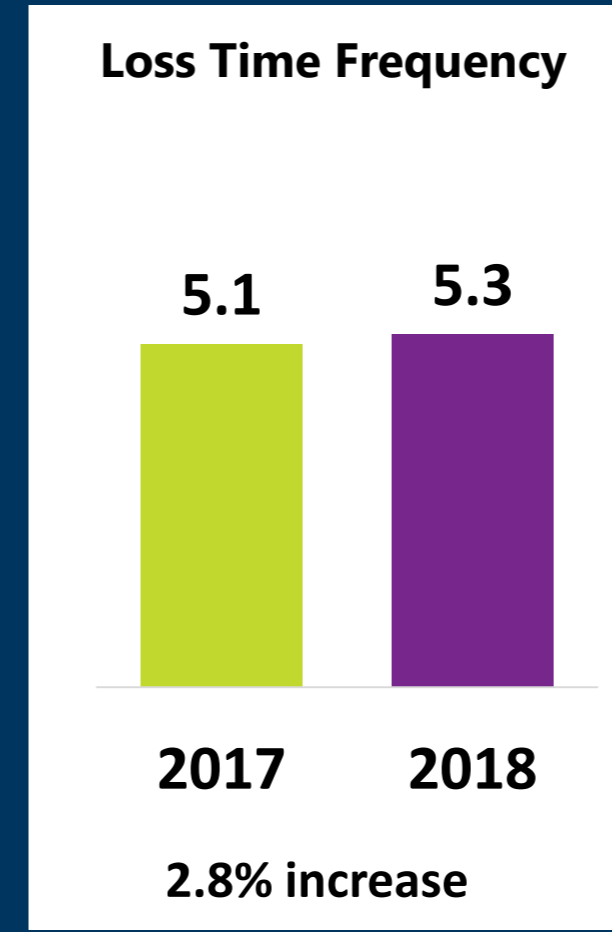
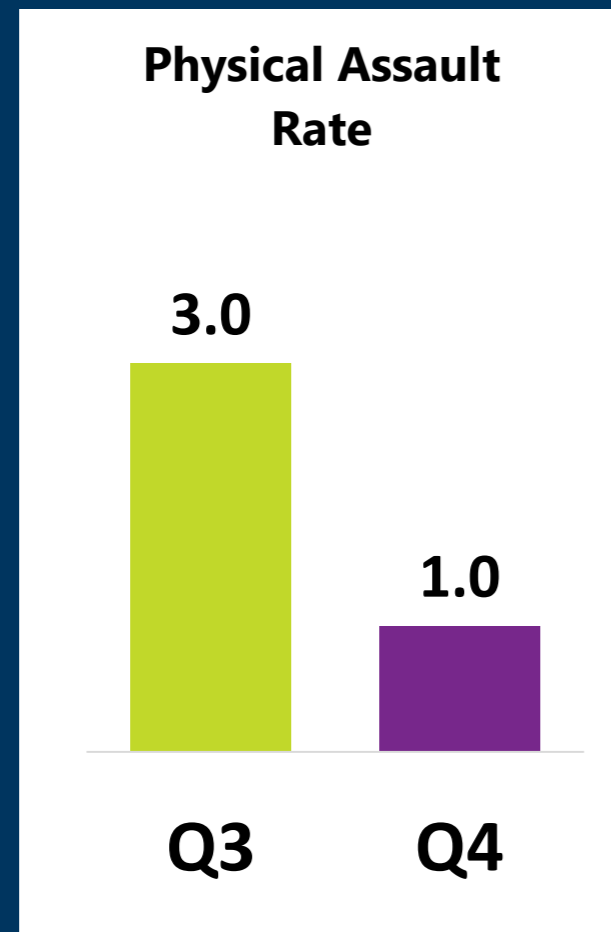
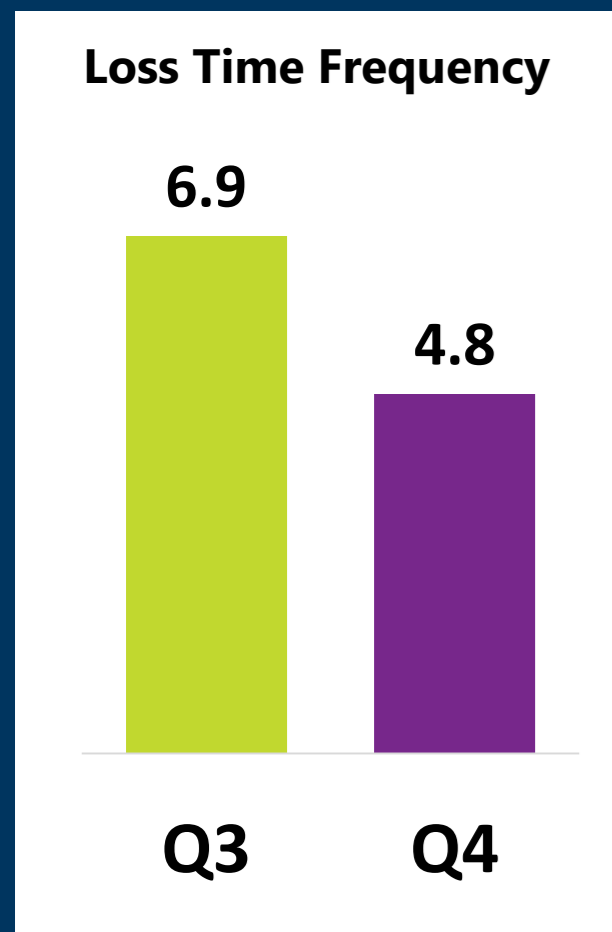
- Procure acoustic consultant to manage trials
- Test/procure a rail condition measurement tool
- Design & trial custom rail noise dampers



Together all the way



Safety Indicators for Expo & Millennium



Q3 compared to Q4

Year-over-Year

In 2019 Safety KPIs will include:

- Total Recordable Incident Frequency
- Workplace inspections completed
- Lost Time Accident Totals



Together all the way



Safety Stand Down

- A “Safety Stand Down” presentation was developed in Q4 to be delivered to every BCRTC employee and new hires before the end of Q1 2019
- The Safety Stand Down is being initiated to
 - draw awareness to our current safety performance
 - emphasize that safety is our number one core value
 - set the expectations for improved performance



“Every person who is at BCRTC has the right to a safe and healthy workplace.”

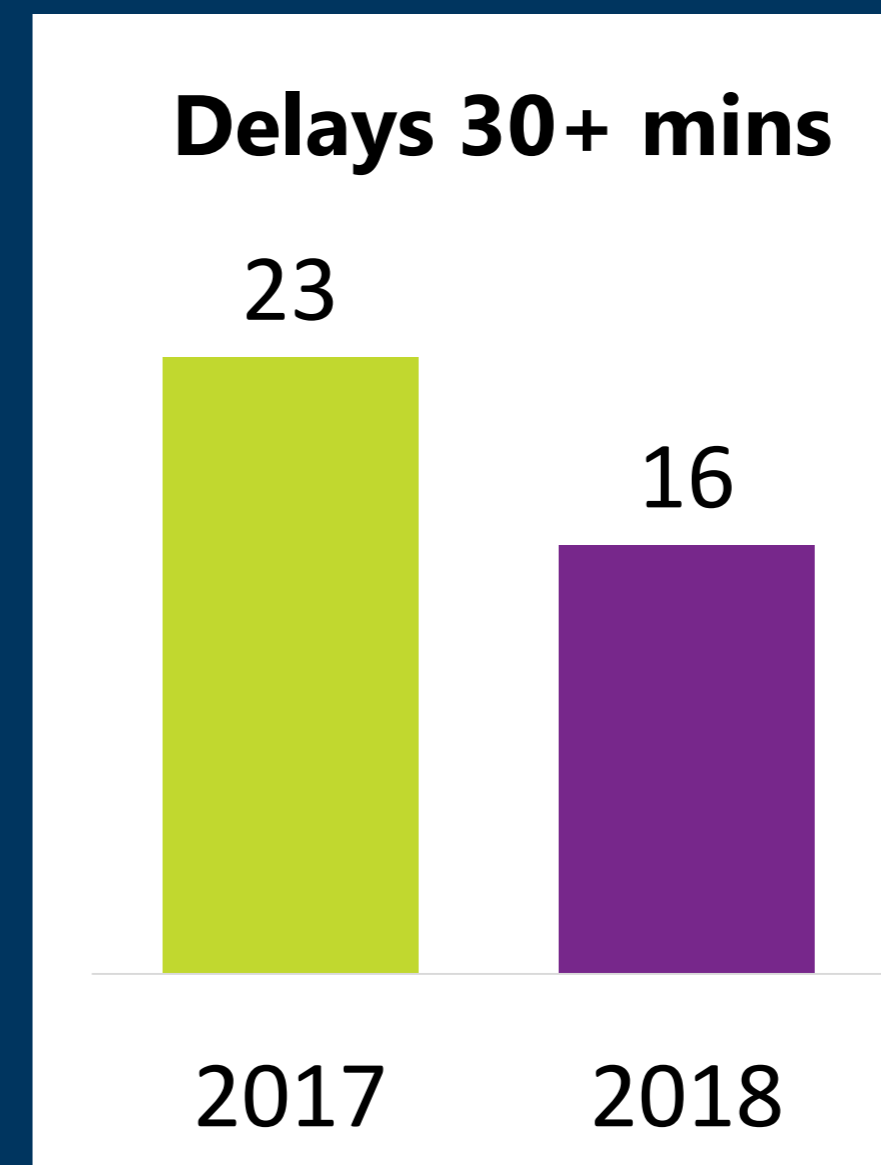
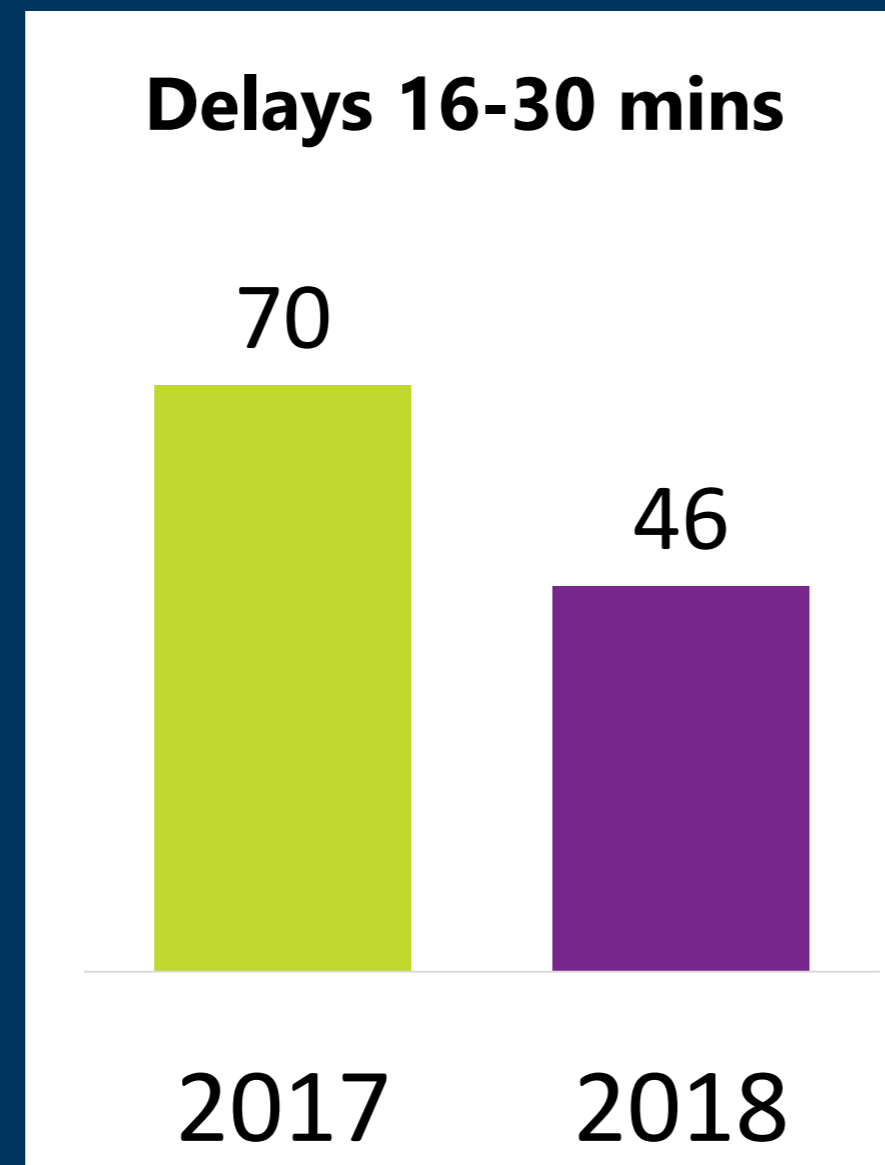


Together all the way



On-Time Performance

- 2018 delays continue downward trend compared to 2017
 - 34% reduction for 16-30 mins delay category year-over-year
 - 30% reduction for 30+ mins delay category year-over-year



Together all the way

On-Time Performance

- Although Q4 OTP was above target it was slightly lower than Q3
 - 96.54% vs. 96.81%
- Major Reasons:
 - Flooding in the Columbia tunnel and mudslide near VCC-Clark (December 11)
 - Fire near Waterfront tunnel (December 14)
 - Obstructions in the guideway due to wind storm (December 20)



Together all the way

Winter Readiness

- Implemented snow plan for five snow events
- Necessary to attend all trains; maintained service but at reduced service levels
- Added four-car trains to the Millennium Line
- Extra front line staff and maintenance staff deployed
- Deployed de-icer trains day and night
- Ran trains overnight to minimize snow and ice build up



Together all the way

Kudos for BCRTC Recovery Response



Olga Scherbina @OlgaScherbina

1 min ago

It must have been pretty cold for @TransLink folks to stand in cold water for hours at the Columbia #skytrain station to fix the flood. Thx for doing it for all of us. #KindnessMatters



Jennifer Lee

@jleeallday

Great ride in from North Burnaby with @TransLink and Jim our on-board attendant! I wish the skytrain always had such a friendly human element!

8:11 · 14 Feb 19 · Twitter for iPhone



GeeBlackSwan

@gee_blackSwan

#translink #skytrain the skytrain that pulled up at granville at 8.38 am this morning, had the best driver doing the announcements!!! Totally made my day with his helpful n cheerful comments and brilliant attitude. Kudos to awesome staff like this :-)

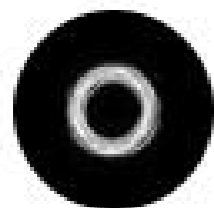
8:45 · 14 Feb 19 · Twitter for Android



Robert Schultz @oxy10

7 hours ago

@TransLink your customer service have been so friendly and professional during this disruption. Thanks!



@anghnd · 20 Dec 2018

Replying to @TransLink

Thank you for the safety and keeping the trains running in this wind storm. Really appreciate your help and the station attendants too!



JJ Fletcher

@JJFletch9

Follow

SkyTrain staff using hockey sticks to clear snow & sludge off the side of the train. How Canadian! 🇨🇦 #meanwhileincanada

T

Together all the way

bcrtc An Integrated
Rapid Transit Company

Mark III Procurement Status Update

- Train 1 has completed testing & commissioning (T&C) and is fully part of our fleet
 - Expo & Millennium Line now has 290 cars available for revenue service
 - Added morning peak WF to KG trip



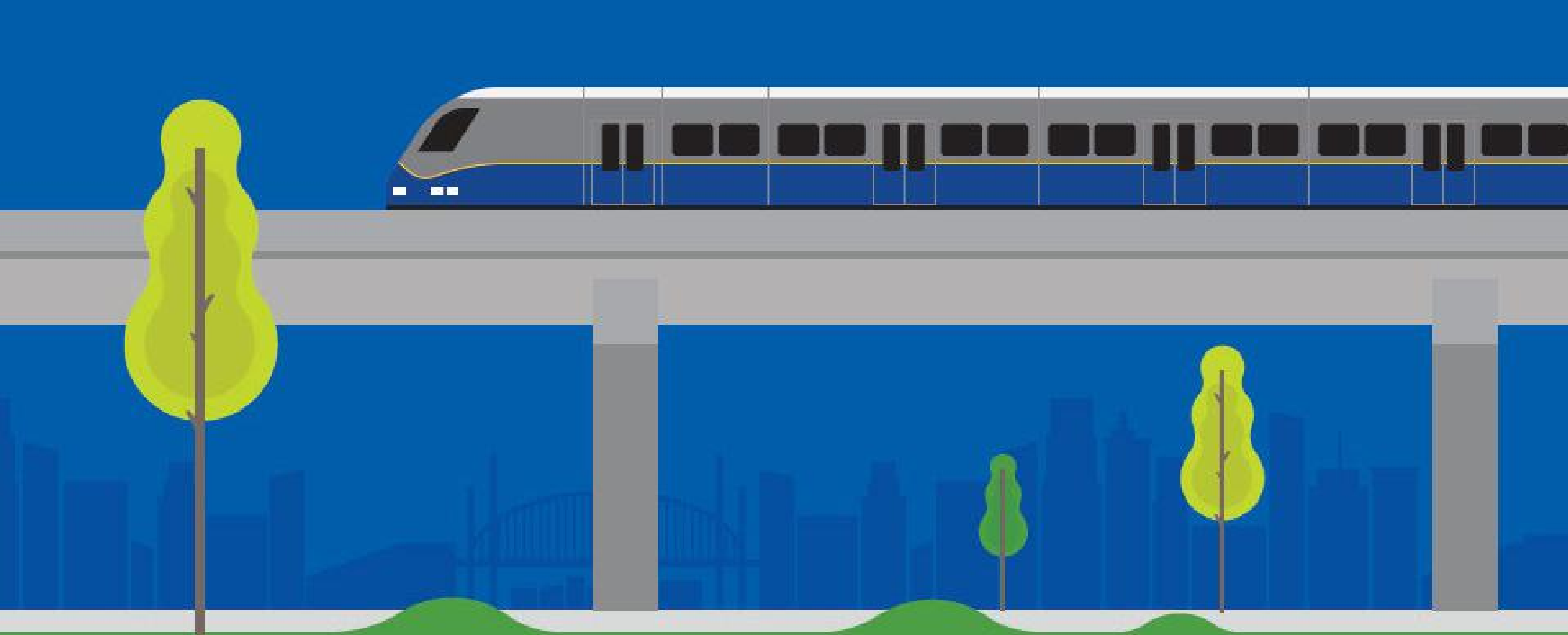
- Train 2 is in Stage 1 T&C
- Train 3 arrived in Burnaby on February 4
- Train 4 & 5 endurance testing at Bombardier's test track

Surrey Central Station Upgrade

- Officially opened on March 2
 - Last of 7 Expo Line SkyTrain Station upgrade
- Upgrades include:
 - Two new entrances with access to City Parkway and Central Ave
 - Three new escalators, one elevator and three staircases
 - New lighting and glass walls improving design, safety and security



Together all the way



Thank you



Together all the way



Coast Mountain Bus Company

Michael McDaniel
President and General Manager

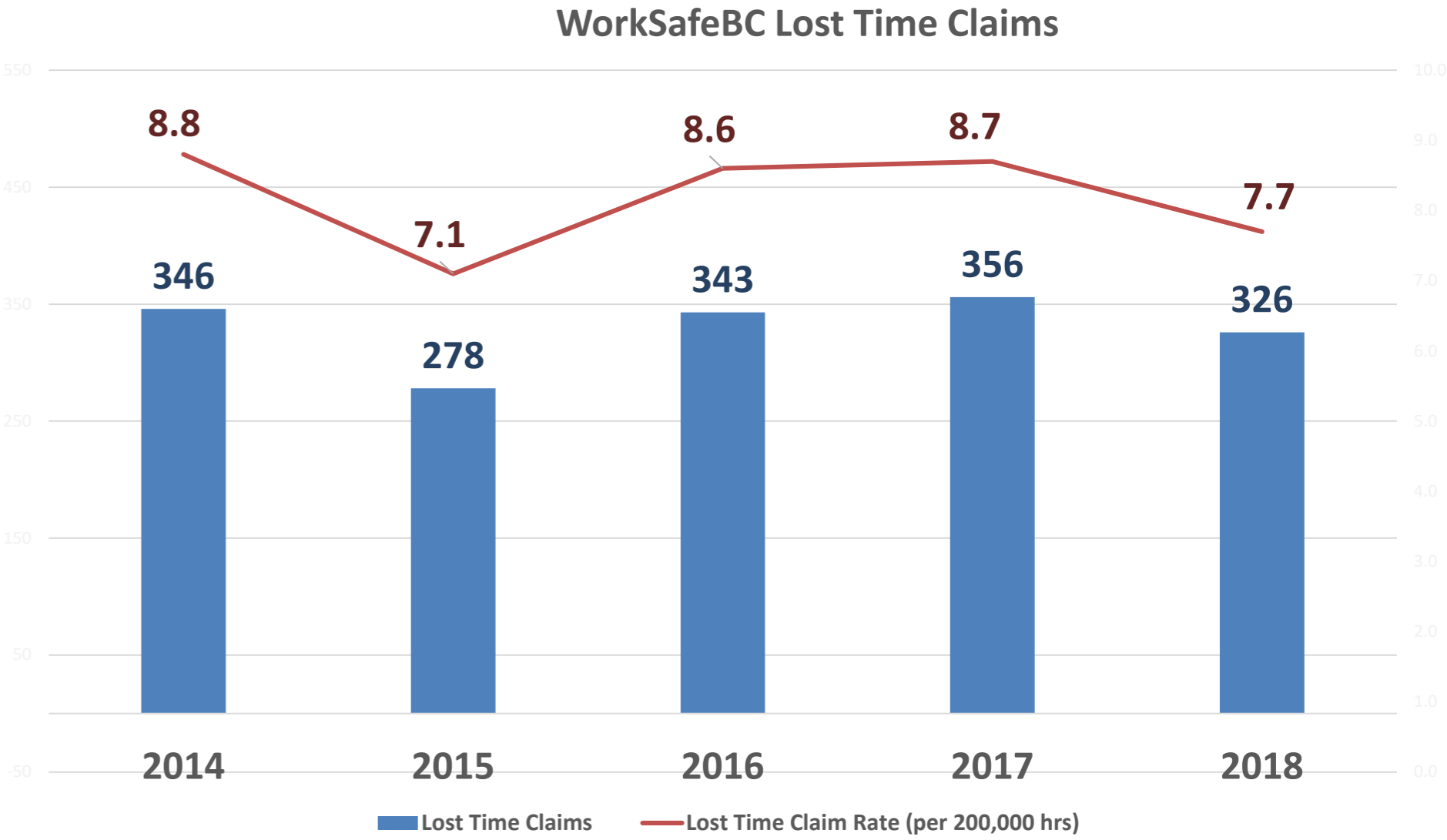
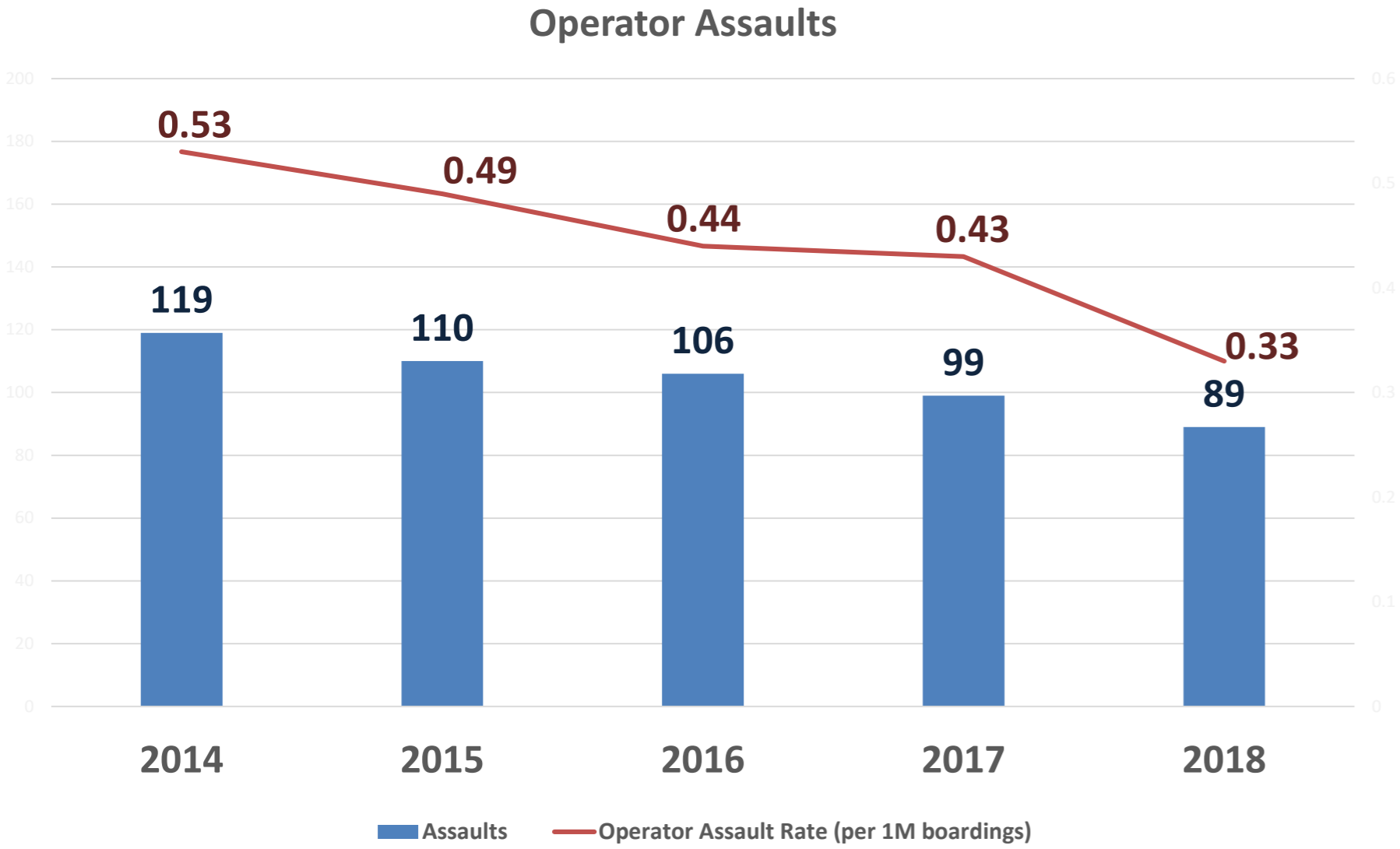


Agenda

- Safety:
 - Trends
 - Training & technology
- Distracted driving campaign & policy update
- Tire sock performance
- Access Transit
- Community Shuttle fareboxes



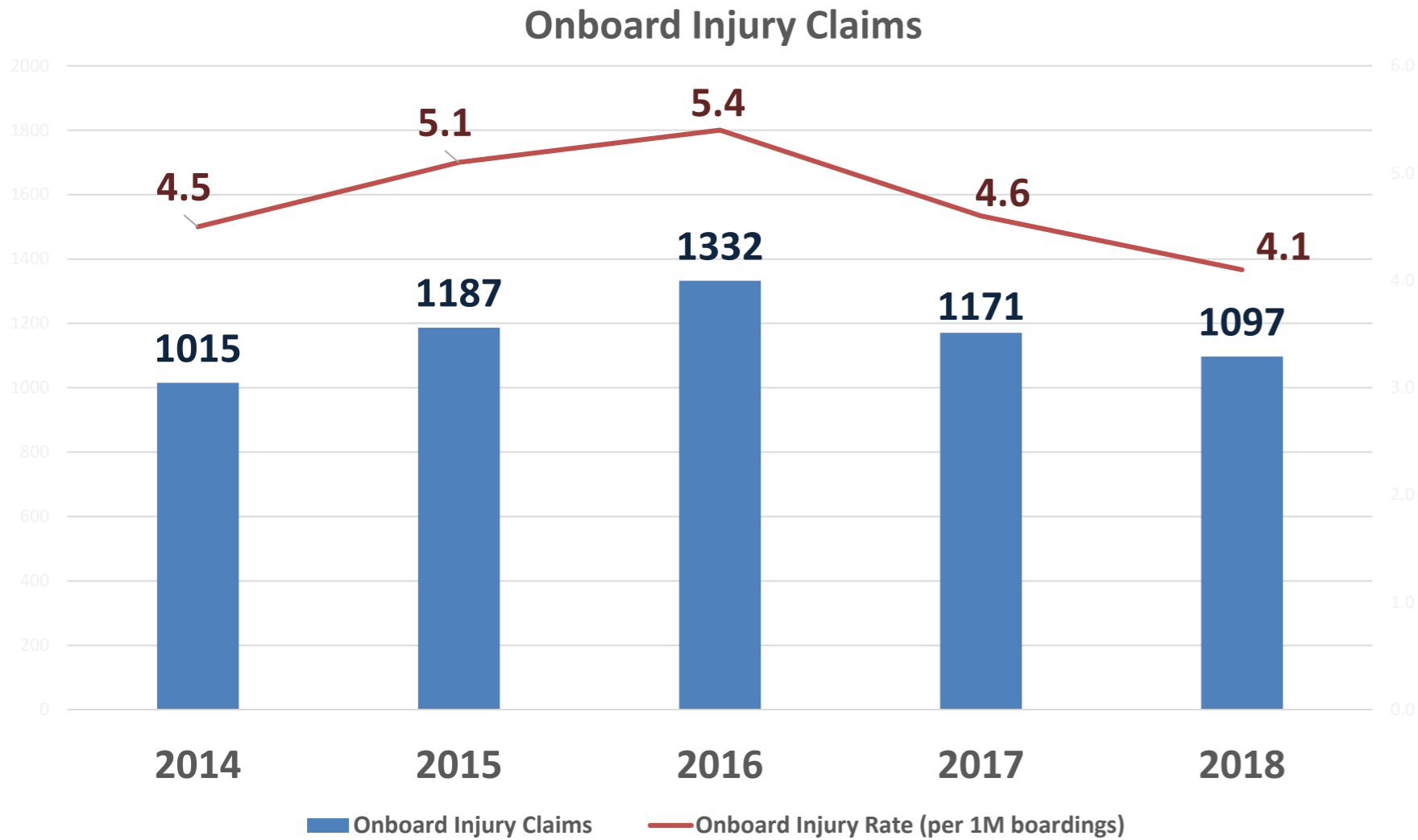
Safety trends – our employees



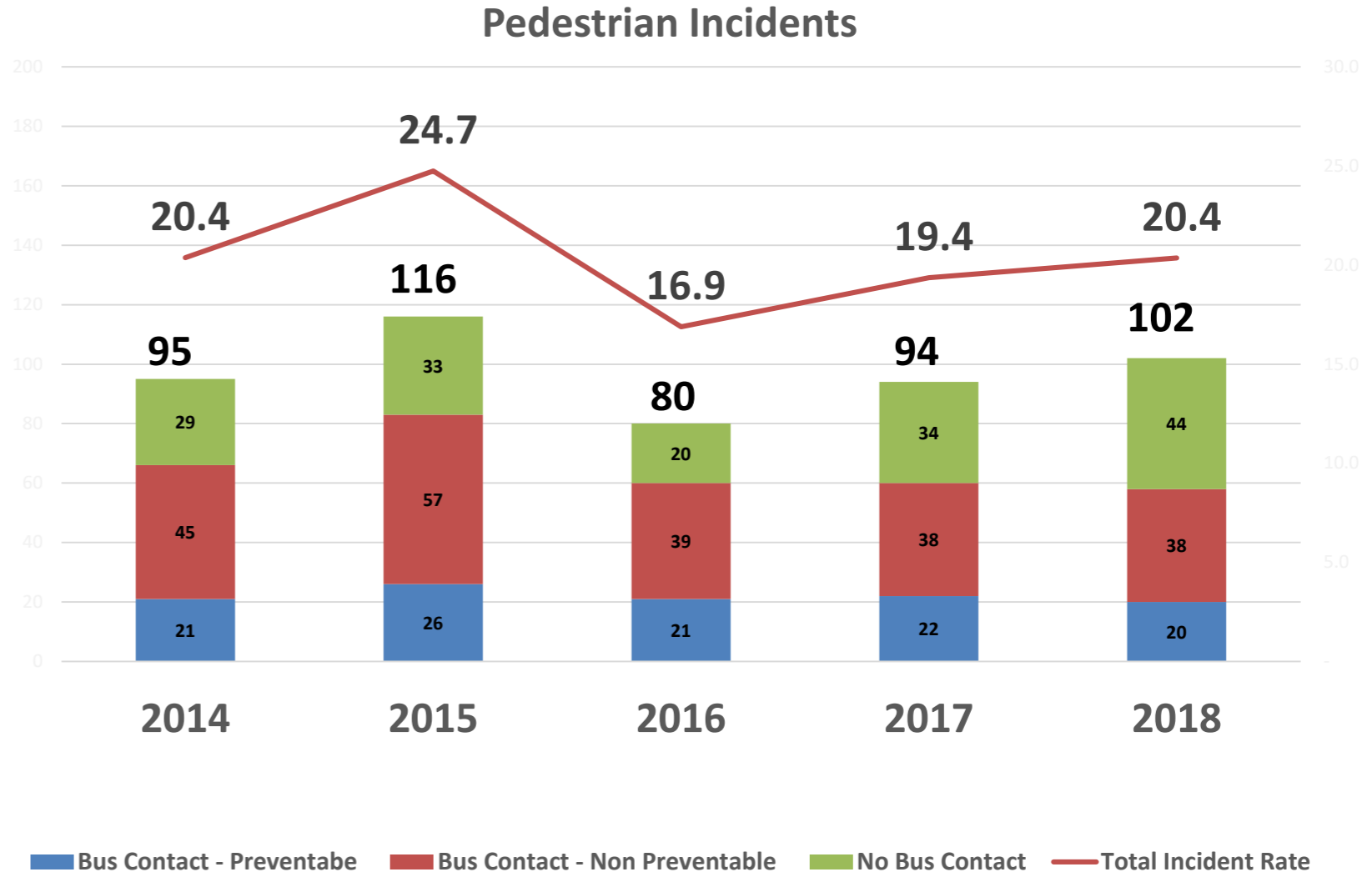
- 89 assaults in 2018, down from 99 in 2017

- 326 claims in 2018, down slightly from 2017.

Safety trends – our customers



- Downward trend over past two years with 1,097 claims in 2018.



- Increasing over the past three years, reaching 102 incidents in 2018.

Training & technology support safety efforts

Bus training simulator:

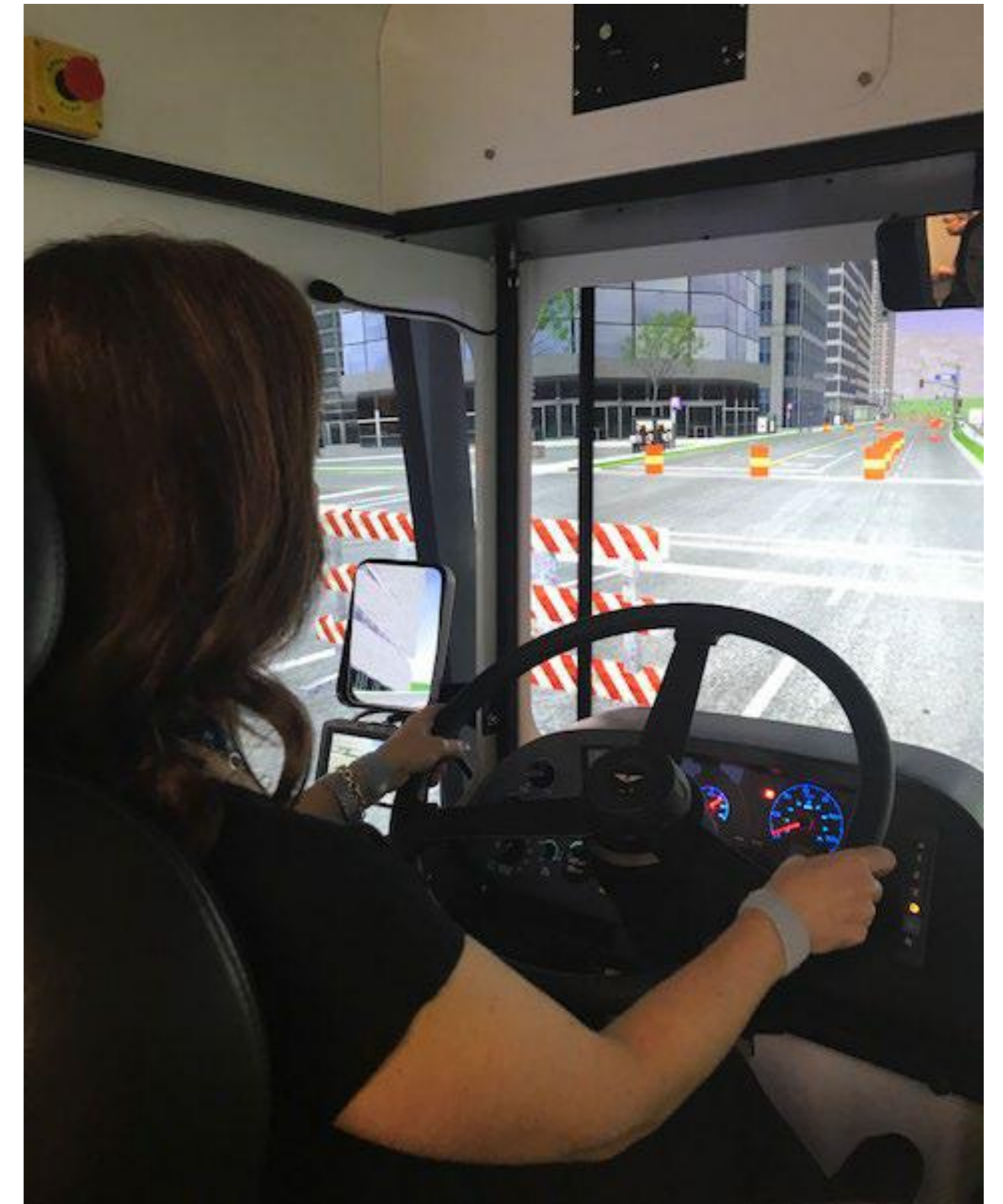
- Simulator arrived early January
- Being integrated into remedial and refresher training with focus on reducing preventable incidents

Learning Management System:

- 2019 Safe Driving Refresher

Collision avoidance technology demo:

- Systems from different vendors installed on 10-20 buses
- Run for approximately three months in Q4 2019



Distracted driving campaign & policy update

Distracted driving campaign

- Face-to-face coaching with Transit Operators at depots and bus loops/exchanges
- Ensure understanding of update and provide materials to support (e.g. brochure, FAQ)

Policy update effective March 1

- While driving on duty:
 - **NO** ear buds or Bluetooth earpieces
 - **NO** smart watches



Tire sock performance



Larger sock –
typical failure at **40 km**



Smaller sock –
still usable at **75 km**

- Tire socks used on three routes:
 - Route 210 – Upper Lynn Valley
 - Route 246 – Highland
 - Route 95 – SFU
- Switched socks to smaller version
 - Increased durability by **50%**
- Socks used total of **22 times** over **six days** between **Feb. 10 and 22**

Access Transit update

Recent improvements:

- On-time performance improved for first time since First Transit took over contract
- Messaging for Essential Service on snow days revised to include better information (e.g. adding the date, explaining the risks)
- Call Centre has begun to phone customers who have had late trips



*Access Transit Customer Care team members:
Richard Gali, Cerlin Fong, Emer Dubois and Julia McTavish*



Together all the way

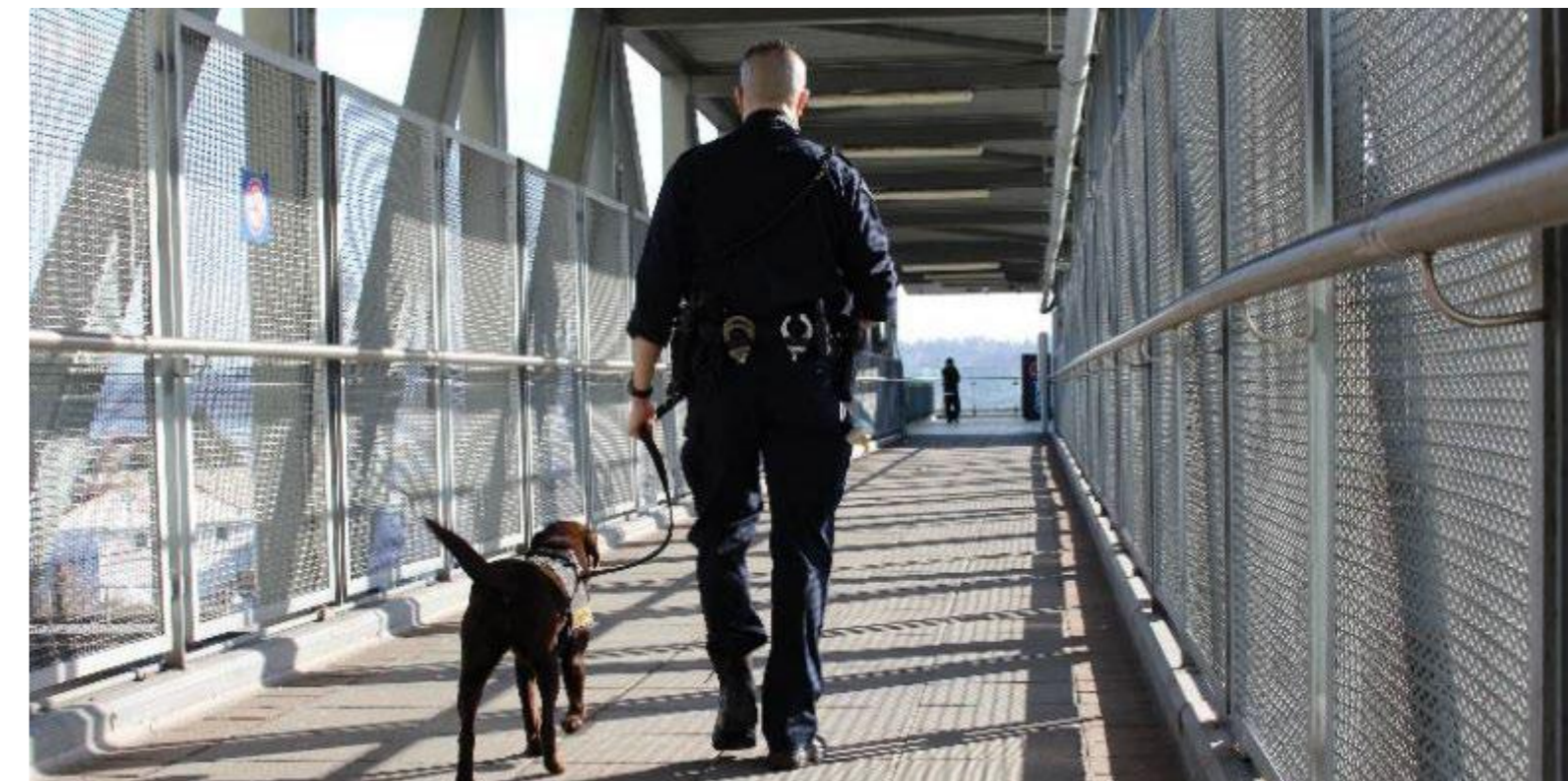


Community Shuttle fareboxes

- Electronic fareboxes removed and refurbished for installation on new conventional fleet
- New manual fareboxes installed on Community Shuttles
- Will not issue transfers or count coins
- Customers paying with cash will receive paper transfers







TransLink Board Update March 22, 2019



METRO VANCOUVER
**TRANSIT
POLICE**

Critical Incident - Scott Rd Station



- Initial Response – Jan 30
- Surrey RCMP Primary
- Support from JPD Partners
- Support from TransLink



Critical Incident - Scott Rd Station



- Update on Josh Harms
- Employee Wellness
- Psychologist Services
- Critical Stress Management Team

First Responders Mental Health



Conference held Jan 31 to Feb 1

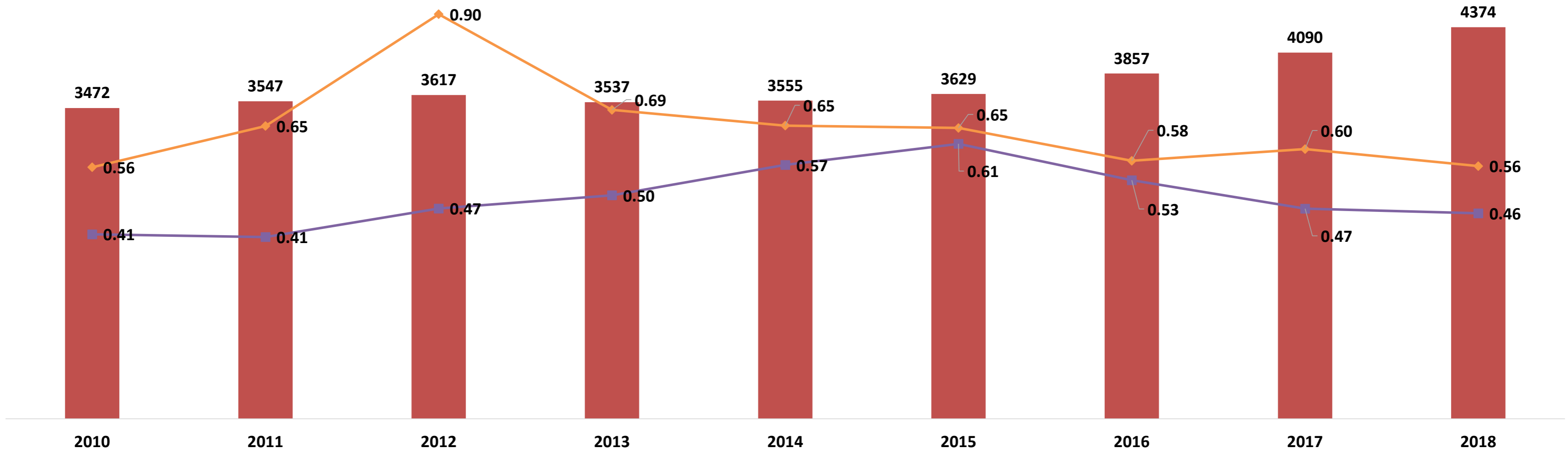
- 23 Law Enforcement Agencies
- 44 Fire Departments
- 9 BCEHS Departments
- WorkSafe and Safety Management



2018 Year End Stats



Rates per 100K Boarded Passenger (2010-2018)



■ Ridership (00 000s) ■ Crimes Against Pers Rate ◆ Crimes Against Property Rate

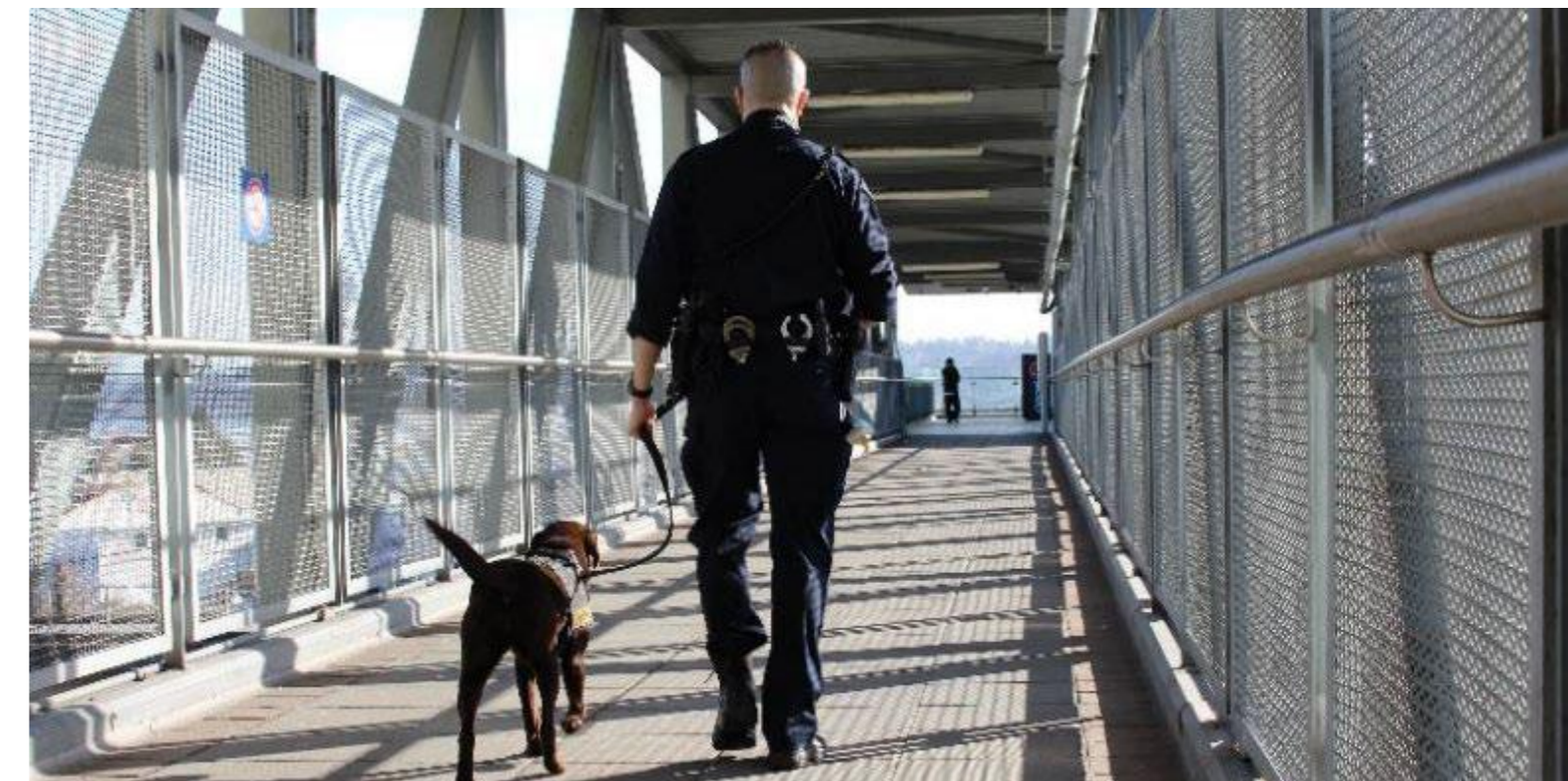
2018 Year End Stats



Other Notable Stats:

- Total Reported Files: ↑ 7%
- Arrests – Warrants Executed: ↑ 16%
- Arrests – New Charges ↑ 8%
- Breaches ↑ 7%





METRO VANCOUVER
**TRANSIT
POLICE**

Finance and Audit Committee Chair Report

Anne Giardini,
Committee Chair

T Main Street-Science World Station

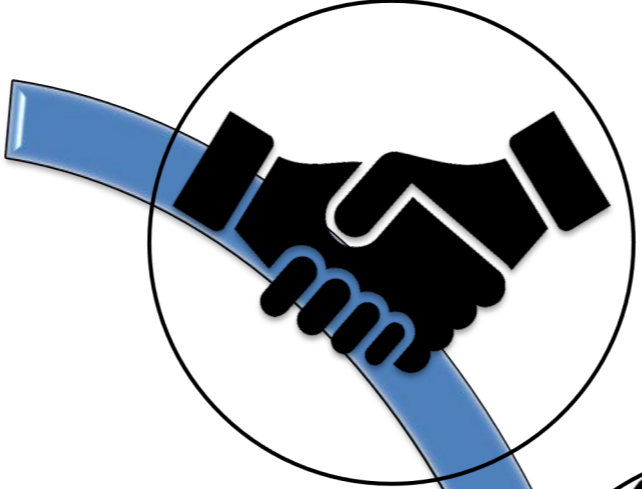
Expo Line



2018 Year End Financial and Performance Report

Rob Malli, CFO and EVP, Finance and Corporate Services

2018 Highlights



Approval of the \$7.3 billion Phase Two Investment Plan



Achieved a record-breaking 437 million boardings across all modes



Transit revenue increased 8% from 2017 with operational cost recovery improved to 58.1%



Customer Satisfaction increased to 7.8

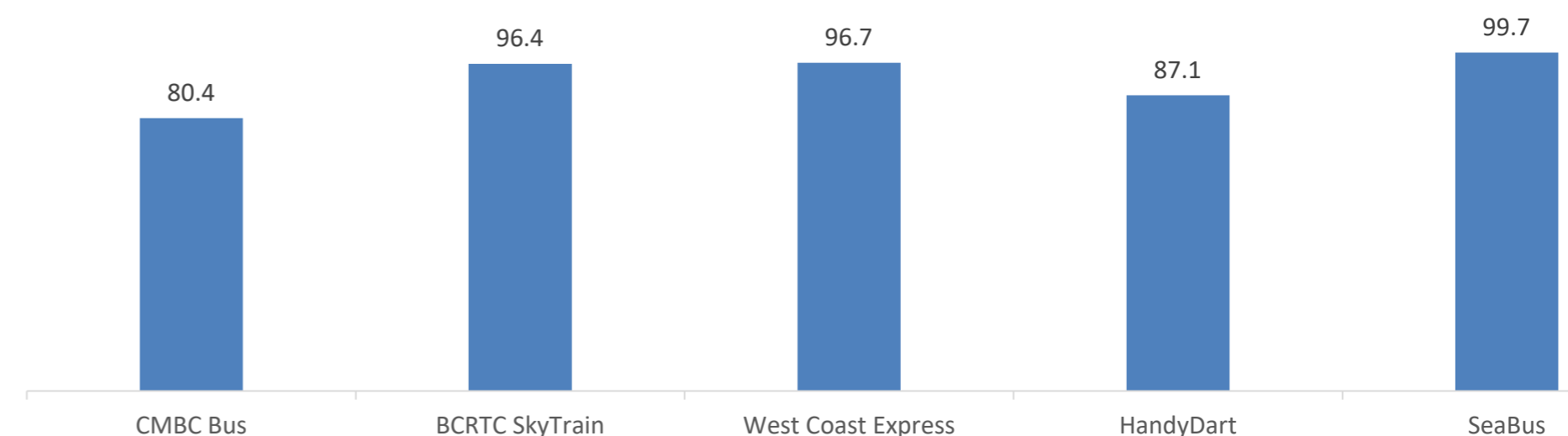
Improving Customer Experience

- Launched Transit Alert Messaging System and Live Chat
- Completed installation of RFID at all fare gates across SkyTrain system
- Launched NightBus District in Downtown Vancouver
- Launched Tap To Pay and released Compass Wristbands that were sold out in 2 hours
- Recognized as most improved brand (up 23 pts) *BC Business 2018 ed.*

Customer Satisfaction Rating



On Time Performance



Our Employees

- 4th year in a row as one of BC's top employers
- A total of 794 external new employees joined the enterprise
- 457 Transit and Community Shuttle operators hired



Sustainability Highlights

- First Transit Agency In Canada to issue Green Bonds to investors (\$400 million)
- Awarded one of Canada's Greenest Employers
- Adopted Sustainability Targets
 - 80% reduction of greenhouse gas emissions by 2050
 - Utilize renewable energy in all operations by 2050
- Revenue Fleet GHG per boarded passenger decreased by 3% from 2017
- Invested in first 10 electric buses
- Low Carbon Fuel Program
 - Sale of carbon credits of \$0.8 million



Investing in Our System

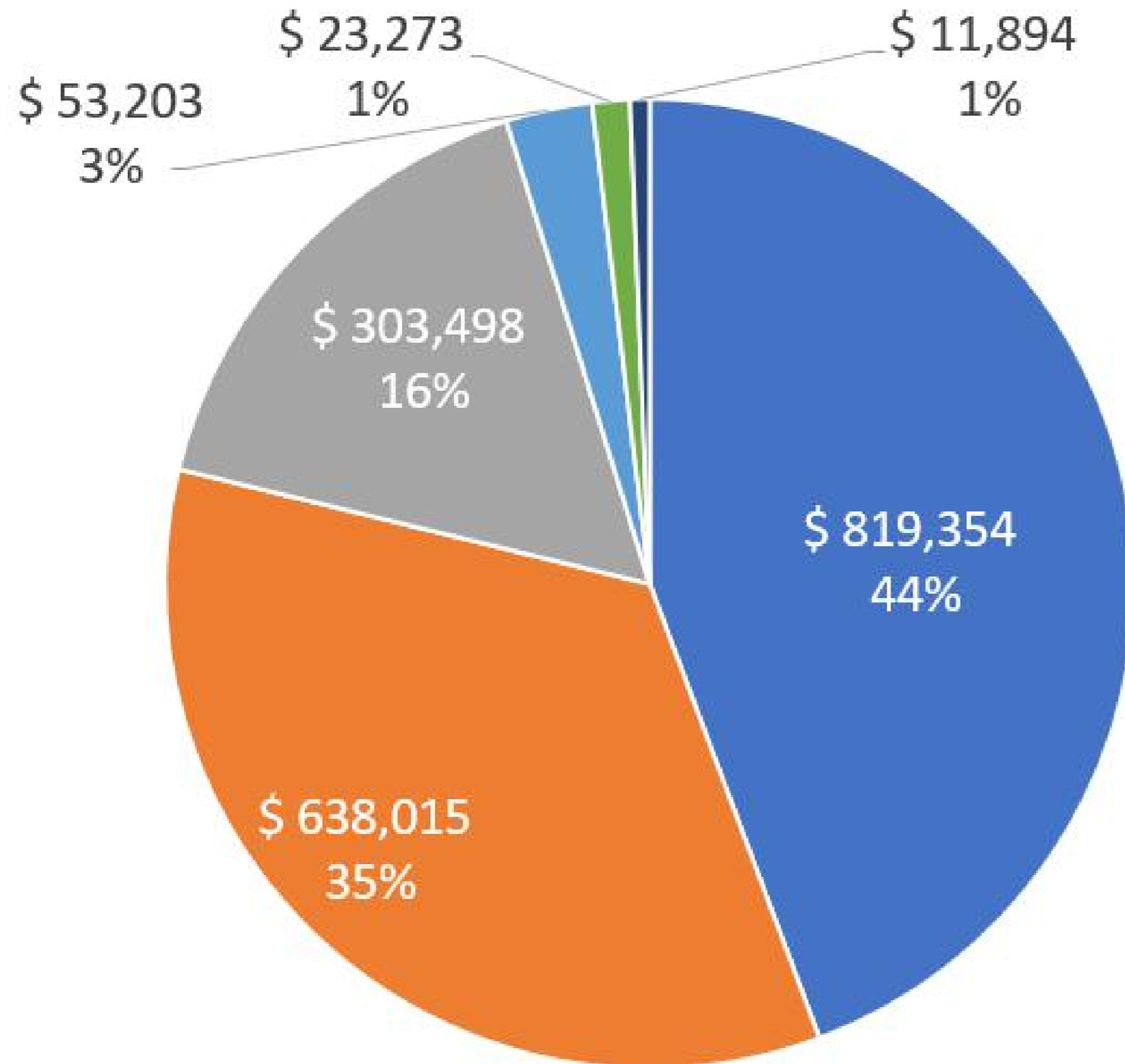
To ensure safety and reliability while improving the customer experience

- Major progress to modernize stations on the Expo Line (Commercial-Broadway, Metrotown, Surrey Central Stations)
- Commenced Granville Station Escalator Replacement Project
- Launched the start of seismic upgrades and accessibility improvements at the Waterfront Station SeaBus terminal



Consolidated Revenues - \$1.85 Billion

(\$ thousands)



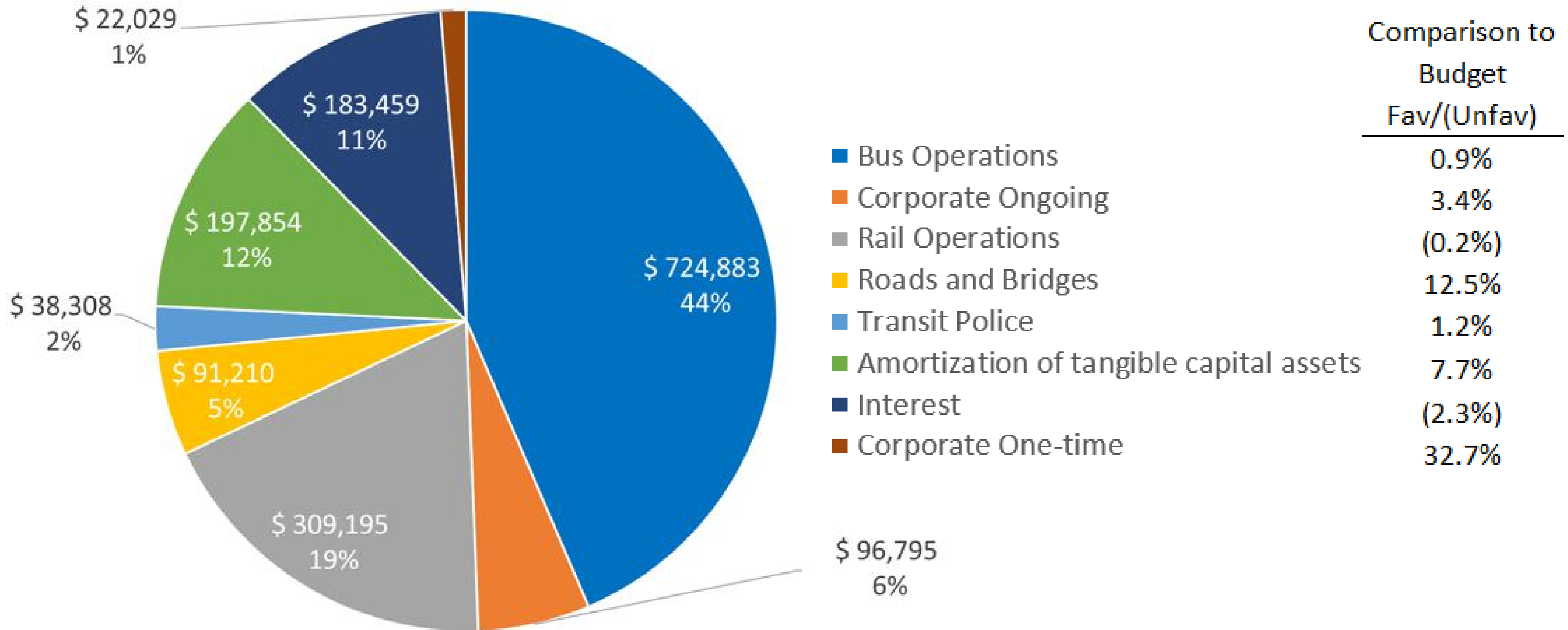
- Taxation
- Transit
- Government Transfers
- Investment income
- Amortization of deferred concessionaire credit
- Miscellaneous revenue

Comparison to Budget
Fav/(Unfav)

(4.2%)
5.1%
(28.4%)
10.4%
(0.3%)
97.1%

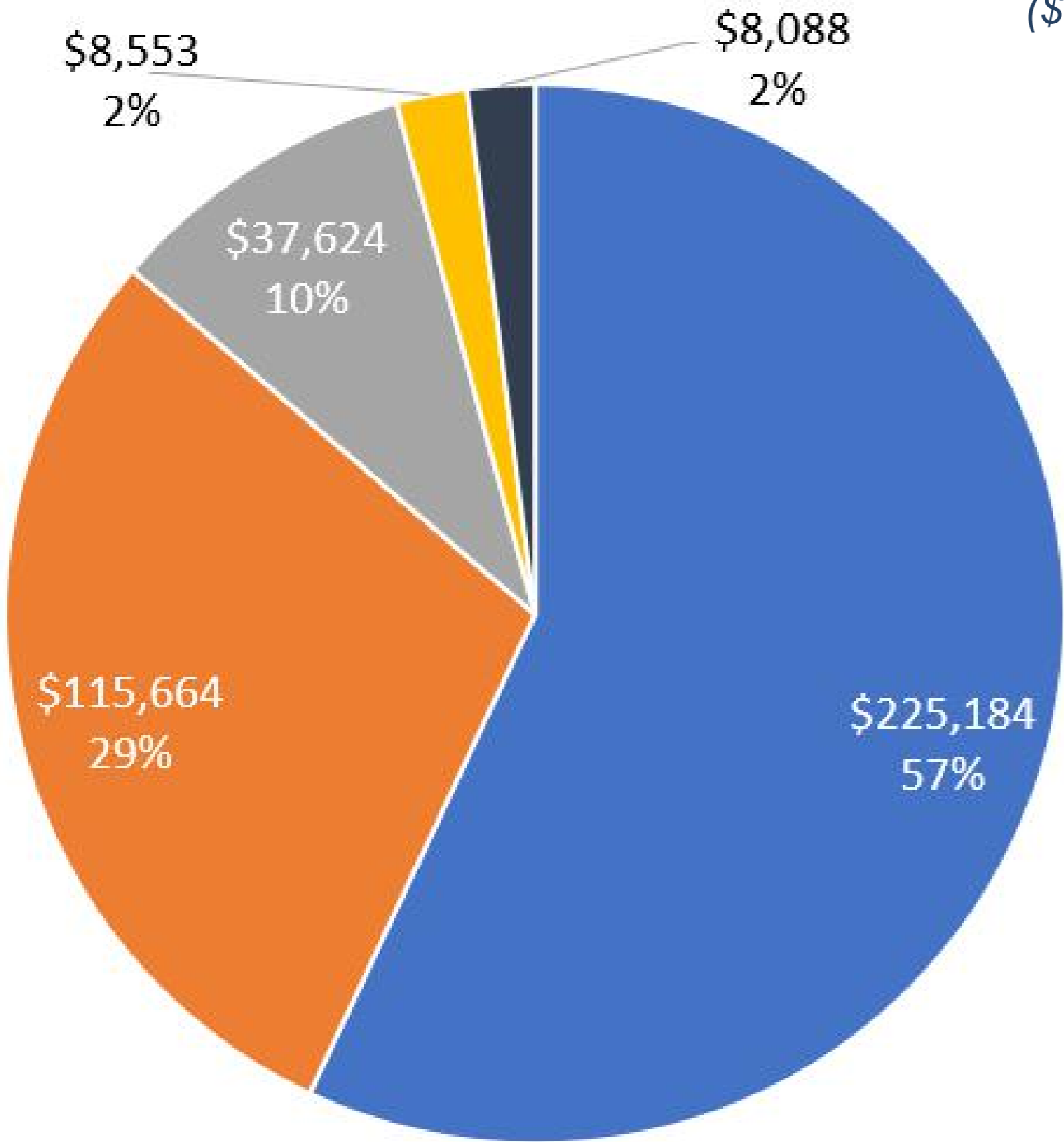
Consolidated Expenses - \$1.66 Billion

(\$ thousands)



Capital Projects - \$395 Million Invested

(\$ thousands)



Vehicle	\$ 225,184
Infrastructure	\$ 115,664
Major Construction	\$ 37,624
Technology	\$ 8,553
Equipment	\$ 8,088

2018 Audited Consolidated Financial Statements

2018 Audited Consolidated Financial Statements

- ✓ Management prepares Financial Statements and Note disclosures using Canadian Public Sector Accounting Standards
- ✓ External auditors verified Financial Statements – Clean audit

Regional Funding for Phase 1 & 2 Investment Plan

The Mayors' Council identified **annual transit fare, property tax & fuel tax** increases over the next decade as a way to fund much-needed transportation expansion.

Board Approval:

- 2019 Transit Fare Increases
- 2019 Property & Replacement Tax By-Laws
- Fuel Tax By-Law



2019 Transit Tariff Amendment

2019 Transit Tariff Amendment

- In accordance with Phase Two of the 10-Year Vision, 2018-2027 Investment Plan, fare increases are:
 - Adult + Concession Cash Fare – increase 5 cents
 - Adult + Concession Stored Value – increase 10 cents
 - Adult Monthly pass – increase \$3
 - Concession Monthly pass - increase \$2

2019 Property and Replacement Tax Bylaw

2019 Property and Replacement Tax Bylaws

- Revenue from property tax to fund the region is guided by legislation and the approved Investment Plan
- 2019 Revenues are expected to be:

Property Tax	=	\$381.8 million
Replacement Tax	=	<u>\$18.0 million</u>
Total	=	\$399.8 million

2019 Property and Replacement Tax Bylaws

Impact:

- Rates per \$1,000 are going up
- Residential class rate up 4.8%

<u>2018 Rate</u>	<u>2019 Rate</u>
0.2115	0.2216

- Average homeowner will pay about \$18 more than in 2018

2019 Fuel Tax Bylaw

2019 Fuel Tax Bylaw

- The Motor Fuel Tax Rate is set to increase by 1.5 cents per litre, effective July 1, 2019
- The increase is set out under Phase Two of the Investment Plan

2018 Rate

17 cents per litre

2019 Rate

18.5 cents per litre



Together all the way





2

SAVE ON MEATS



Break



A blue and white ferry boat is sailing on the water, moving towards the right. The boat has a white upper deck and a blue lower hull. In the background, a city skyline with various skyscrapers is visible under a clear blue sky. The water is a deep blue color.

Planning and Stakeholder Committee Chair Report

Larry Beasley,
Committee Chair

A yellow and white HandyDART bus is shown in motion on a city street. The bus is moving from left to right, and its wheels and background are blurred to indicate speed. The bus has a yellow upper body and a white lower body. A large blue circular graphic is overlaid on the right side of the image, containing the title and name of the committee member.

HandyDART Advisory Committee

Geoff Cross,
VP Planning and Policy

Rail to UBC

Geoff Cross, VP, Planning and Policy



Together all the way



Recommendation

That the Board of Directors:

1. Endorse a SkyTrain Millennium Line extension from Arbutus Street to UBC as the preferred technology to advance to the next stage of project development for Rail to UBC, including development of alternative concept designs and preliminary business case inputs; and
2. Receive this report.



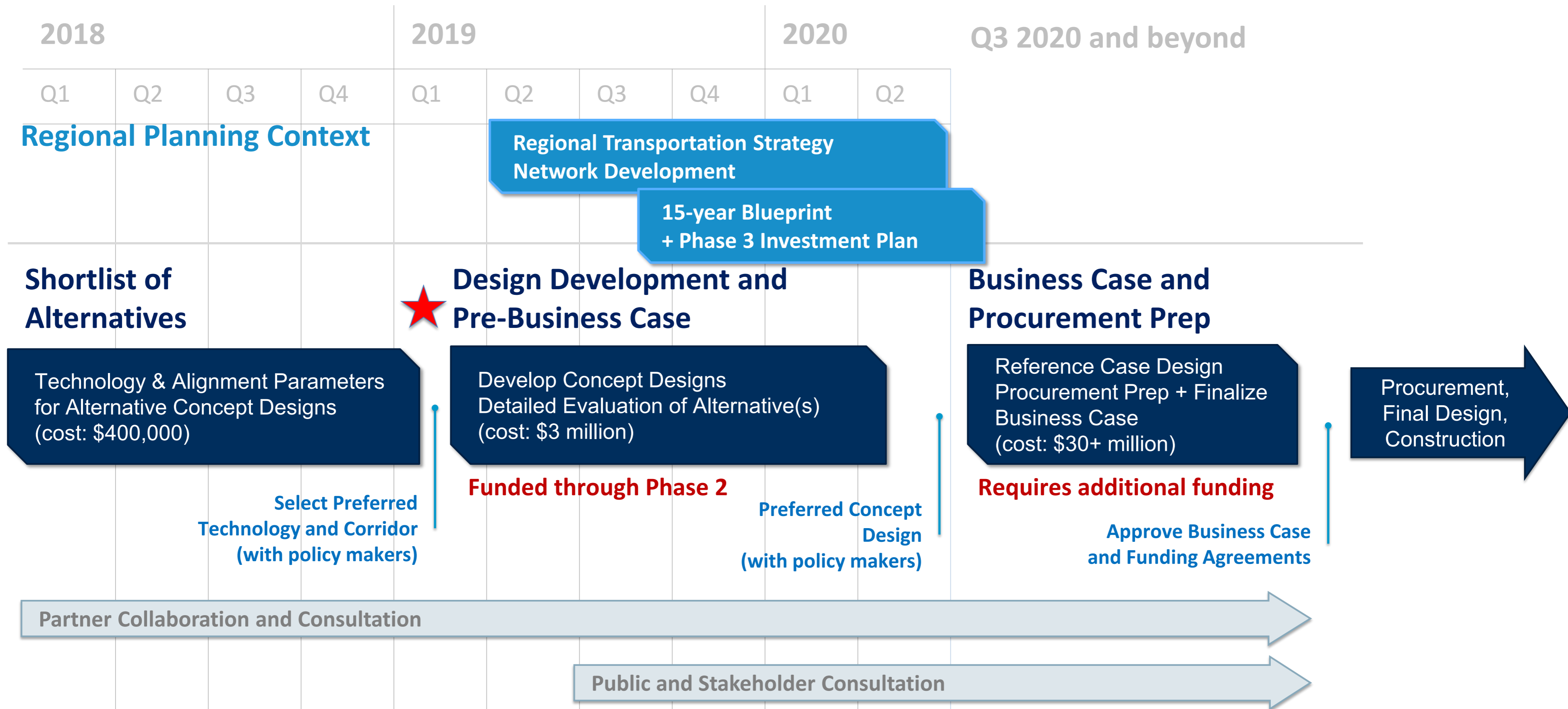
Rail to UBC Analysis Findings

- At the corridor level, only a SkyTrain extension will provide the sufficient capacity in the long-term.
- A network alternative of two LRT corridors could also meet the forecast demand and generate additional ridership, but has limited long-term capacity and would be more expensive than SkyTrain.
- Unless additional objectives are identified by Board and Mayors' Council or questions identified, Management is recommending a SkyTrain extension for the next stage of design development and pre-business case work.

Key Questions Raised by Mayors' Council on January 24, 2019

- **How does moving onto the next stage work for Rail to UBC contribute to completing the 10-year vision?**
 - The next stage of work is funded through the Phase 2 Investment Plan and fulfills the Mayors' 10-year Vision which includes studying a high capacity rail connection to UBC.
- **How does Rail to UBC perform compared to other regional priorities?**
 - The analysis has not compared Rail to UBC with other regional priorities, this will occur through the Regional Transportation Strategy update.
- **How this project would contribute to regional objectives, such as increasing transit usage and reducing congestion?**
 - Daily boardings (2045): 118,800
 - New daily transit trips (2045): 13,600
 - 50% riders from areas outside City of Vancouver
 - Decrease to regional VKT (10.92 m KM to 10.89 m KM)

Rail to UBC Timeline and Approach



Rail to UBC – Next Steps

- Proceed with next stage of analysis, evaluating to select a preferred concept design, including public and stakeholder engagement (approximately 18 months)
- Present concept design to Mayors' Council and TransLink Board for decision on whether to advance to business case development (~Q2-2020)

Thank you



Together all the way





B-Line and Bus Priority Programs Update

Geoff Cross,
VP Planning and Policy



South of Fraser Rapid Transit Planning and Engagement Update

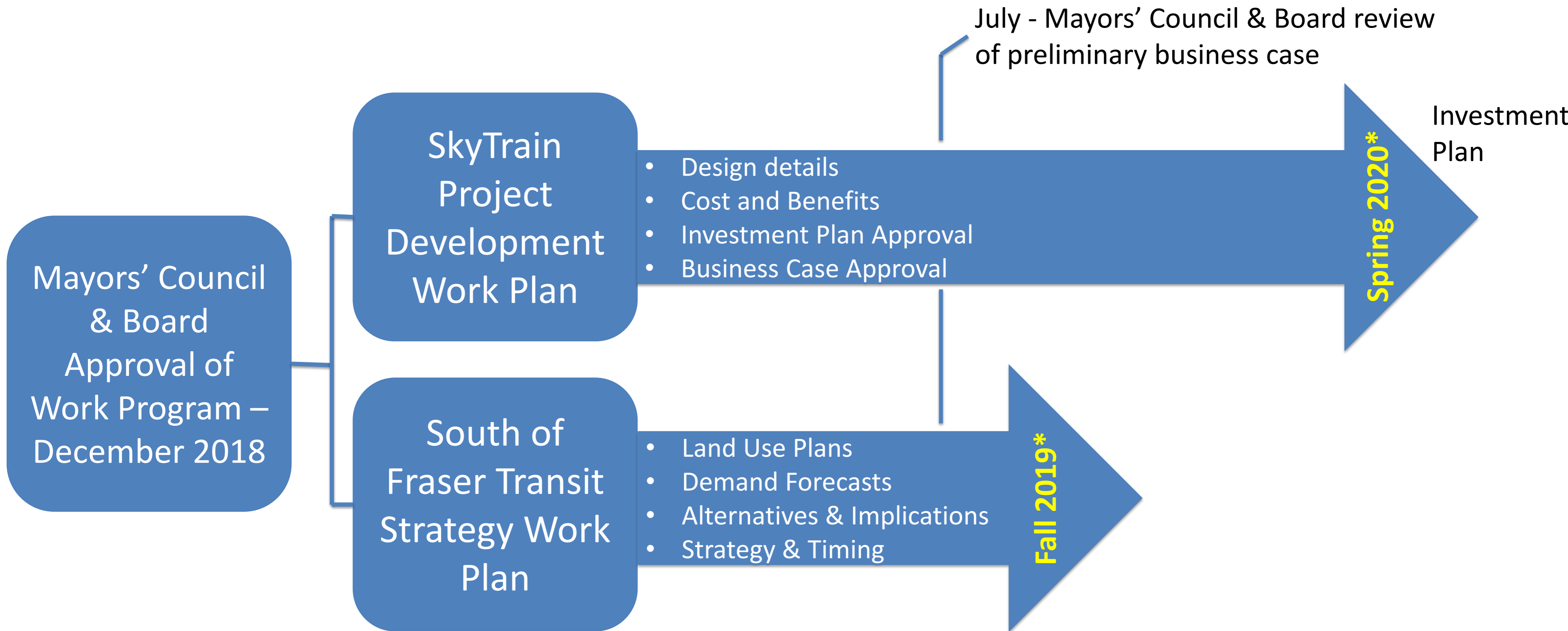
Geoff Cross, VP Planning and Policy



Together all the way



Overall Schedule and Milestones



* Schedule estimates

South of Fraser Transit Strategy Refresh

Schedule and Milestones

- **By July 25 Mayors' Council, we need to:**
 - Show how a Surrey Langley SkyTrain meets the objectives of the South of Fraser Rapid Transit Strategy
 - What are the trade-offs? What are the implications for technology choices and priority of rapid transit investment on 104th Avenue and King George Boulevard?
 - Determine if any technology options for 104th Avenue and King George Boulevard have implications for the design of a Surrey Langley SkyTrain
- **The full refresh will be completed later in 2019**
 - What are the recommended technology alternatives for the 104th Avenue and King George Boulevard corridors. What are the trade-offs?
 - Are new concept designs required to inform senior government funding asks and municipal land-use integration?
 - What are the funding and timeline implications of different options? Are additional funds required to upgrade the 96 B-line and other B-lines in the Vision?

South of Fraser Transit Strategy Refresh

Current Stage of Work

- Confirming scope of engagement to meet Mayors' Council expectations for July 25
 - April: objectives confirmation
 - June: assessing alternatives against objectives
- Updating evaluation data for alternatives analysis; procuring resources
- Regional Transportation Model updates

Surrey Langley SkyTrain

Schedule and Milestones

- **June 2019 Board of Directors:**
 - Brief Board on preliminary findings
- **July 25 2019 Mayors' Council:**
 - Present draft business case:
 - For full Surrey to Langley SkyTrain
 - Scope of project achievable within \$1.6B current funding
 - Seek Mayors' Council endorsement to further advance business case/project development
- **January 2020 Mayors' Council:**
 - Final Draft Business Case
- **March 2020:**
 - Earliest anticipated date for senior government approval
- **Spring 2020:**
 - Earliest anticipated date for investment plan approval
 - Procurement – 15 months
 - Construction – 4 years

Surrey Langley SkyTrain

Current Work and Key Issues

- Reference case design commenced with Owner's Engineer team
- Requirements input being coordinated with key stakeholders

Key Issues

- Confirming requirements within project schedule
- Coordinating with off-corridor supporting upgrades (vehicles, storage, systems, etc)
- Community feedback regarding specific project impacts

Accomplishments since December 2018

- ✓ TransLink Surrey Langley SkyTrain project team formed
- ✓ Project development budget approved
- ✓ First project development board meeting held with:
 - Surrey, Langley City, Township of Langley, TransLink and the Province of BC
- ✓ Owner's engineer contract awarded
- ✓ Procurement and awards under way for additional services contracts
- ✓ Requirements gathering commenced with City of Surrey and BC Rapid Transit Company
- ✓ Engagement plan developed and initial First Nations' meetings held
- ✓ Federal & Provincial environmental scoping meetings held

Progress on Related Work

- Also needed for July 25 Mayors' Council:
 - Principles for municipal contribution to SkyTrain and reimbursement of LRT expenditures
 - *Update planned to Joint Finance and Governance and Joint Regional Transportation Planning committees in early April*
 - Framework for Supportive Policy Agreements
- Will be reviewed with Board in the June cycle

Upcoming Engagement Round

- South of Fraser stakeholder meetings underway and ongoing
- Engagement period: Spring 2019
- 4 proposed public events in 4 locations
 - Surrey Central
 - Fleetwood
 - Newton
 - Langley
- Online survey
- Review of existing information with questions on objectives, opportunities and concerns



Steve Vanagas, VP Customer Communications & Public Affairs

A conversation with Metro Vancouver

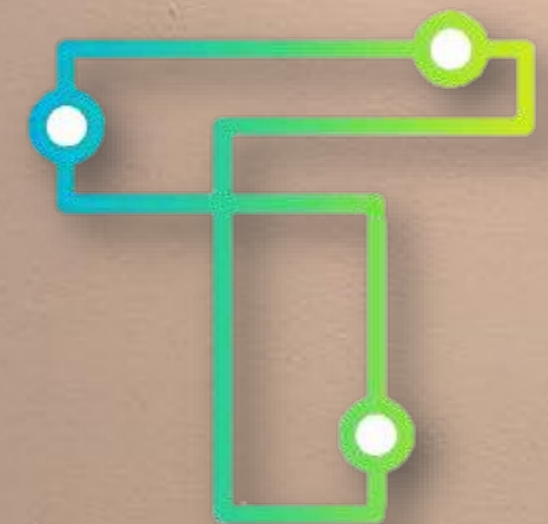
on how they want to move and live in 2050

<p>Up to APRIL 2019</p>	<p>Pre-Engagement</p>	<ul style="list-style-type: none"> • Build public awareness of the process • Encourage people to think about our transportation future • Prime the conversation, set the table for public engagement
<p>MAY – SEPTEMBER 2019</p>	<p>Phase 1.0 Public Engagement</p>	<ul style="list-style-type: none"> • Understand the region’s vision & values • Discuss how to achieve the region’s goals • Explore transportation ideas
<p>Q1 2020</p>	<p>Phase 2.0 Public Engagement</p>	<ul style="list-style-type: none"> • Evaluate trade-offs
<p>Q3 2020</p>	<p>Phase 3.0 Final RTS document</p>	

Pre-engagement Phase Highlights

- September Leadership Town Hall
- GVBOT annual address
- The Future of Mobility speaker series featuring Tim Papandreou

New Mobility Forum



THE OPPORTUNITY

How do we turn a complicated
planning process into something
that people **feel like they can
participate in?**

THE OBJECTIVE

To create a Transportation Strategy that reflects our values and desires as a region, and that gives the public a sense of ownership

Traditional Engagement Approaches



Consultation

25,000 people complete an online survey on transportation issues



Marketing

Materials that drive people online or to the events



Community Outreach

100,000 conversations on sustainable transportation



**A new approach
bringing it all together
to engage the region in
a conversation in how
they want to move and
live in 2050**

How are we going to do this?

- Go beyond the experts – **REACH OUT** to the general public throughout the region and to people in underrepresented groups
- Get people interested – by asking **FUN AND PROVOCATIVE QUESTIONS**, and providing an interesting and unique experience
- Be **VISIBLE** to make it easy for people to participate in-person or online

Concept: Shape the Future

A conversation of how we move and live in 2050



Owned & Paid Media

Drive interest, excitement, and action during daily commutes

Website

Participate and follow along online

Experiential & Activation

Drive interest, excitement, and action through imagery at specific events and locations

Stakeholder Categories

Highly engaged transportation stakeholders

- Academics
- Transportation specialists / Subject matter experts
- TL employees
- Partner agency staff

Broad representation from across the region

- Education sector
- Elected officials (Municipal, Provincial, Federal)
- Goods-movement sector
- Environmental
- Businesses
- Special interest groups
- Labour sector
- Health sector

New and under represented voices

- Non-traditional stakeholders
- First Nations communities
- Youth and students
- Multicultural communities / New Canadians
- Community groups

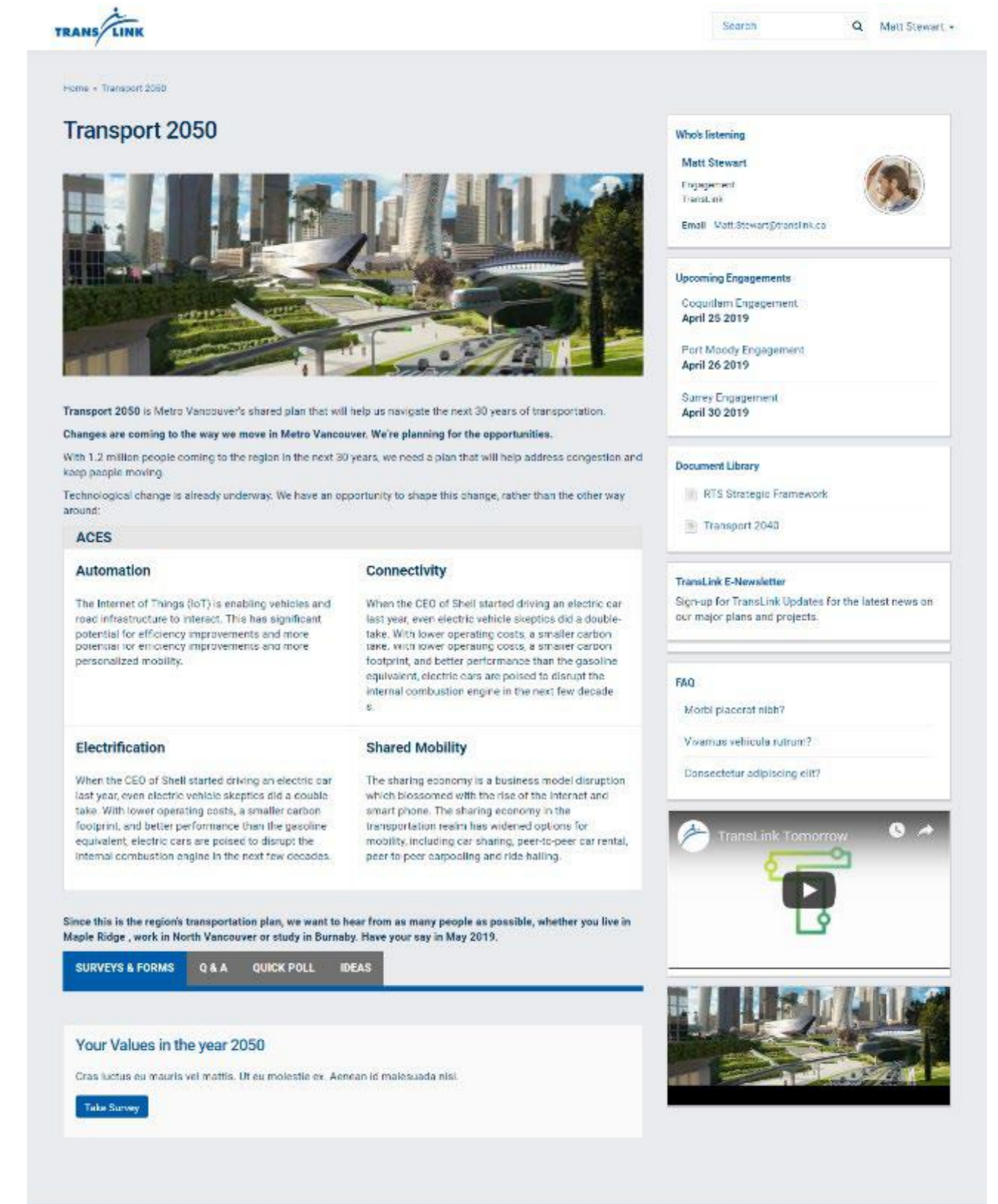
Methods of Engagement by Stakeholder Categories

Stakeholder groups	Data collection methods	Dedicated micro-site	Transport 2050 Presentation series	Public & Stakeholder Newsletter	Street team outreach	Advisory group meetings	TravelSmart Community events	In-language engagement	Market research
Highly engagement transportation stakeholders	Survey <ul style="list-style-type: none"> hosted on microsite discussion forum 	X		X		X			
Broad, regional representation including general public	Survey <ul style="list-style-type: none"> hosted on microsite In person In language 	X	X	X	X	X	X		X
New and under represented voices	Survey <ul style="list-style-type: none"> hosted on microsite In person In language 	X	X			X	X	X	

Project Engagement Website

Customer features:

- **Surveys** – voice your options in a easy, coinvent way
- **Polls** – single questions and immediate insights – quick and targeted tool
- **Q/A** – ability to ask and answer questions dynamically
- **Forums** – interactive space to discuss topics
- **Places** – gather feedback and photos directly on a map
- **Ideas** – a way for the community to share ideas (comment or like others ideas)





A conversation with Metro Vancouver

on how they want to move and live in 2050



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Human Resources and Governance Committee Chair Report

Marcella Szel,
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