

TO: Board of Directors

FROM: Kevin Desmond, Chief Executive Officer

DATE: March 14, 2019

SUBJECT: Public Delegations at the December 6, 2018 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received five public delegations at its December 6, 2018 open Board meeting. Management followed up in writing with each delegation after the meeting.

On December 6, 2018, the TransLink Board of Directors received four public delegations on the following topics:

- **NightBus Service**
 - The speaker offered specific suggestions for improving the NightBus service.
 - Management responded with detailed information about recent investments made in late night bus services and consideration for additional improvements in 2020 and 2021.
- **Public Washroom Infrastructure**
 - The speaker provided recommendations to the Board on the implementation of public washroom infrastructure across the transit system, including accessible and gender-neutral washrooms.
 - Management noted that, at the December 6 Board meeting, the TransLink Board of Directors approved a policy that commits TransLink to increasing the availability of safe, clean, well-maintained and accessible washrooms for transit riders at key transit passenger facilities. The next step is to develop an implementation strategy, with an emphasis on partnerships.
- **Dogs on Transit Pilot Project**
 - The speaker asked TransLink to conduct a pilot project to allow uncaged dogs on transit, similar to the one recently held by Go Transit in Ontario.
 - Management indicated that it had undertaken a thorough review of TransLink's existing pets on transit policy and protocols. While there were significant benefits associated with allowing greater access for pet dogs on the transit system, the existing policy will be maintained to ensure the safety and comfort of all customers.
- **New Transit Lines**
 - The speaker suggested TransLink take a staged approach to developing new transit lines. Lower capacity options, such as rapid bus, could protect corridors for future high capacity transit expansions.
 - Management noted that the annual Transit Service Performance Review informs the direction of long-term strategic documents, such as the Regional Transportation Strategy and the Mayors'

Council vision. In past, significant capital investments in SkyTrain did, in fact, follow years of progressive service improvements, including a B-Line service.

TransLink Strategic Priority: Improve Customer Experience and Public Support

Service Delivery

Q4 Highlights

- Expo and Millennium SkyTrain on-time performance of 96.54% for Q4 was above the target of 95.4%.
- Q4's on-time performance (96.54%) was slightly lower compared to Q3 (96.81%) due to several weather-related events in December including flooding in the Columbia tunnel, and obstructions in the guideway because of a wind storm.

2018 Highlights

- Expo and Millennium SkyTrain on-time performance (OTP) was 96.4% - the highest on record. The OTP target is 95.4%.
 - OTP exceeded target for almost every month in 2018
- EM experienced significant decreases in major system delays in 2018.
 - 16-30 minute delays were down 34.3% compared to 2017
 - 30+ minute delays were down 30.4% compared to 2017
- West Coast Express has experienced zero locomotive failures year to date and consistently exceeded 99% on Service Delivery.
- In 2018, all rail lines experienced increased ridership. Preliminary ridership numbers show:
 - Expo and Millennium (EM) Lines recorded 111.33 million boardings.
 - Annual 2018 EM Ridership had more than 6 million boarded passengers than in 2017, a 5.9% increase.
 - In the month of October, EM exceeded 10 million boarded passengers – the highest month ever.
 - With 2.48 million boardings, West Coast Express posted their highest ridership in over four years.
 - A ridership increase of 6.9% compared to 2017.
 - Canada Line recorded 48.70 million boarding in 2018.
 - A ridership increase of 5.3% compared to 2017.

Operations

Q4 Highlights

- SkyTrain's Field Operations department with support from TransLink BTS developed and introduced the SkyTrain Attendant Job-Aid for front line staff in November. The Job-Aid is a communications tool installed on smartphones which allows STA's to better assist customers. The tool has several capabilities, including arrival times of the next three trains at each stations, Next Bus and real train locations, trip planning, Google translate, and transit alerts. More services will be added throughout 2019 and 2020.
- Front line staffing report confirms current staffing level is optimized.

2018 Highlights

- In June, BCRTC implemented the Lougheed Station platform change. Previously, Millennium Line trains switched tracks several times in the Lougheed area which caused delays for many customers. With the new pattern change trains moved through the station faster resulting in more efficient and reliable trips for our customers.
- SkyTrain provided extra service for more than 325 special events at various venues in the region including sports games, concerts, fireworks, festivals, Canada Day, and New Year’s Eve festivities.

Customer Experience

Q4 Highlights

- The recruitment process for the Senior Manager, Customer Experience & Station Operations began in Q4. It is anticipated that the successful candidate will start this role in February 2019.
- 2018 customer satisfaction scores for Expo & Millennium were 8.3 above the target of 8.1. West Coast Express (WCE) customer satisfaction scores finished at 8.9 for 2018 above the target of 8.5. WCE customer satisfaction surveys are conducted twice a year compared to quarterly for EM.
- Updated all signage at all WCE stations to conform to TransLink standards.
- Introduced TransLink’s Customer Experience Action plan to staff in October.
- In November the art centre-piece of the Joyce–Collingwood station renovations was recognized by a Public Art Year in Review award from the Creative City Network of Canada.
- WCE Customer Service was involved with the selling of Compass Wristbands at their Waterfront Station head office.
- WCE operated two “Santa Trains” to raise money and toy donations for less fortunate children in Metro Vancouver and the Fraser Valley region. These two special Saturday trains delivered 3450 toys and \$1400 in cash donations.

2018 Highlights

- In January, BCRTC piloted a pest control mitigation program for six SkyTrain stations (Renfrew, Rupert, Holdom, VCC, Burrard and 22nd Stations) along the Expo and Millennium Lines. The goal of this program is to control the nuisance pigeon problem on our system using tethered raptors. Pigeons and other birds pose a safety and health risk for customers and staff and falcons and hawks act as a natural and humane deterrent. This pilot program has garnered local and international media attention.
- Officially opened Metrotown Station’s east stationhouse in March, which signaled the end of the three-year major upgrade work at the station.
- Opened the Metrotown Station bike parkade in August. Bike parkades are indoor facility for registered customers with multiple bike racks inside. Available at Main Street–Science World, King Edward, Joyce–Collingwood, Metrotown, and King George stations.
- Commenced the Expo Line Escalator Replacement Project starting at Granville Station. This project is anticipated to be completed by spring 2020.
- Throughout 2018, radio-frequency identification (RFID) technology was installed on all fare gates. The installation of RFID was in support of the universal fare gate access program which allows passengers that cannot physically tap to access our stations automatically. The project was completed in November.

TransLink Strategic Priority: State of Good Repair

Maintenance

Q4 Highlights

- The Vice President, Maintenance position was chosen in Q4, with a start date of January 7, 2019.

- In Q4, the Engineering and Maintenance Department went through a transitional organizational change with the delineation of the Engineering & Asset Management (as Asset Owner) and the Asset Maintenance Function (as Asset Steward) into separate distinct functions.
The Engineering & Asset Management Function now includes the following departments: Engineering Assets, Asset Management, Quality Assurance, and Scheduling all reporting to the Executive Director of Engineering & Asset Management.
The Asset Maintenance Function now includes the following departments: Rolling Stock, Infrastructure, Facilities, Elevating Devices, and Engineering & Maintenance Duty Managers all reporting to the Executive Director of Asset Maintenance.
The new structure sets BCRTC to be better positioned to support capital projects and address the many challenges and opportunities facing the organization over the next years.
- Completed Condition Assessment Plan for the Mark II Refurbishment Program.
- Supported centralizing the IT Business Services, moving it from BCRTC to TransLink's Business and Technical Solutions Department.
- As part of our state of good repair work to modernize and renew our system, we continued the running rail and rail pad replacement program in the area between Stadium and Commercial-Broadway Stations.
- All Mark I and Mark II tachometer/drive assemblies were changed out and updated to more durable material that is less susceptible to fatigue with good results to date.

Railway infrastructure activities this quarter:

- Replacements:
 - Full turnout change out: 2
 - Switch components: 2
 - Running Rail plugs: 5
- Grinding:
 - Mainline track: 43 km
 - Switches: 17
 - Station platforms: 21
- Running Rail replacement project:
 - Pads replaced: 5915
 - Rail: 145 m replaced

2018 Highlights

- The Rail Maintenance department successfully completed its running rail grinding plan. In 2018, 130 kms of running rail was ground system wide to increase the life of the rail, reduce noise and increase passenger comfort. Other maintenance work by the department includes:
 - Completely replaced nine turnouts
 - Completed all scheduled inspections, contributing to our excellent performance measures of on-time performance and reduction in delays as noted in "Priority One" section.
 - Reduced work order backlogs by over 20%
- BCRTC's Engineering and Asset Management department has made progress on the Asset Management System by implementing:
 - Annual maintenance plans - to be more preventative in our maintenance practices.
 - Maintenance status room - increase understanding how our assets perform and enhance collaboration within Maintenance.
 - Improved Technical Investigations for serious failures - prevent failures from reoccurring.

Safety, Environment & Emergency Management

Q4 Highlights

- A successful candidate for Director, Safety, Environment, and Emergency Management was chosen in Q4, with an actual start of January 14, 2019.
- A program to revamp the safety culture was developed in Q4 with a roll out date set for January 1, 2019. The new safety program will have companywide monthly safety themes, and improved documentation process was developed where all departments will be required to submit their meeting minutes to the Safety department.
- 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

2018 Highlights

- Delivered a three year work plan to update BCRTC’s Safety Management System with a specific focus on five initiatives:
 - Risk Assessment process
 - Incident Management + Corrective Actions
 - Safety Framework
 - Documentation
 - Safety Performance Management and Evaluation
- To build and enhance a stronger safety culture, BCRTC introduced more toolbox talks to discuss safe work practices at every department safety meeting, assigned dedicated safety advisors to departments, revamped its safety portal site to make information more accessible to all staff, and introduced an internal safety campaign for SkyTrain employees throughout offices and workshop floors to keep safety at the forefront.
- Created and delivered a new Environmental Policy.
- Installed new wastewater treatment plant for the main vehicle shop at Operations & Maintenance Centre (OMC)1.
- Emergency cabinets all refreshed with new contents. Installed new emergency cabinets for OMC2 and OMC3.

Training

Q4 Highlights

- The recruitment process for the Director, Training, Health, and Wellness began in Q4. It is anticipated that the successful candidate will assume this new role in March 2019.
- Training and Maintenance developed and implemented the Hostler Level II training and certification course. Successful completion allows employees to be a certified yard hostler.

2018 Highlights

- Developed a training strategy to support STA customer experience training consistent with BCRTC’s commitment to the safety regulator and best practices. The course will focus on safety, hostling, Mark IIIs, Compass and align with enterprise customer experience initiatives.
- Supervising for Safety training provided to all Supervisors.
- Training provided to Safety Committee members.

Capital & Major Business

Q4 Highlights

- Began the Operations and Maintenance Centre (OMC) 1&2 upgrade design project.
- New, clearer, passenger information displays (PIDs) began installation at three SkyTrain Stations: Edmonds, Lougheed and Commercial-Broadway. These PIDs show next train information as well as any service changes or adjustments. All EM SkyTrain stations will eventually be equipped with new PIDS on platforms and at entrances. It is anticipated that these new PIDS will go live in Q1 2019 starting with Commercial-Broadway and Edmonds stations.

2018 Highlights

- Issued and closed the RFP for the power system upgrade to OMC1. This project installs a second hydro line into OMC1 providing power redundancy, and improves BCRTC's resiliency as recommended in the McNeil report.

TransLink Strategic Priority: Deliver Mayors' Plan

Q4 Highlights

- Bombardier continued to manufacture and test Mark III trains in 2018. Status update:
 - Train 1 of the new 14 trains (56 cars) arrived in Burnaby in September 2018. Train 1 completed stages 1 and 2 of testing in Q4 and entered stage 3 testing at the end of 2018. It completed stage 3 testing in Q1 2019 and became part of our revenue fleet as of February 14, 2019.
 - Train 2 arrived at our maintenance facility on November 24 and is in stage 1 testing.
 - Train 3 arrived at our maintenance facility on February 4 and is in pre-stage testing & commissioning.
 - Train 4 and Train 5 are going through endurance testing at Bombardier's Kingston test track. This endurance testing allows Bombardier to identify and resolve train hardware and software issues before the train reaches Burnaby, reducing the commissioning time required in Burnaby.
- The request for proposal to purchase two locomotives for West Coast Express closed in November. The successful proponent to supply, refurbish, and deliver two locomotives was notified in December.
- Late night service provision assessment: Stages 1 and 2 of feasibility study have been completed. Stages 3 and 4, (detailed analysis of operational impacts and cost impacts) are underway.

2018 Highlights

- The 24 new Canada Line cars have been ordered from Hyundai/Rotem of South Korea and the first two will be delivered in the summer of 2019. Following testing and commissioning, they are expected to be available for service in late 2019. Additional cars are expected to arrive throughout 2019 at a rate of four cars per month and will be put into service as they are commissioned.

Key Performance Indicators – as of December 31, 2018	SkyTrain (excluding Canada Line)			West Coast Express		
	December YTD Target	December YTD Actual	December YTD Last Year	December YTD Target	December YTD Actual	December YTD Last Year
Customer Experience				Customer Experience		
Customer Service Performance Survey – SkyTrain Service Overall (Q4 Results) ¹	8.1	8.3	8.2	8.5	8.9	8.4
Boarded Passengers (in thousands) ²	106,738	111,325	105,117	2,291	2,485	2,323
Customer Complaints (per million boarded passengers) ³	15.0	15.4	17.1	98.5	104.2	101.6
Safety				Safety		
Major Passenger Injuries (per million boarded passengers) ⁴	1.1	1.1	1.3	0.3	1.2	1.3
Employee Lost Time Frequency (per 200,000 hours worked) ⁶	3.0	5.3	5.1	0.0	0.0	8.6
Operations				Operations		
On-Time Performance ⁵	95.4%	96.4%	95.3%	97.8%	96.7%	97.2%
Percentage of Scheduled Service Delivered ⁵	99.6%	99.7%	99.6%	99.9%	100.0%	99.6%
Service Delays 16 – 30 Minutes ⁵	-	46	70	-	-	-
Service Delays 30 Minutes or more ⁵	-	16	23	-	-	-
Finance				Finance		
Operating Cost per Vehicle km ⁷	\$3.21	\$3.19	\$3.06	\$14.55	\$14.00	\$13.55
Operating Cost per Capacity km ⁷	\$0.032	\$0.033	\$0.032	\$0.098	\$0.095	\$0.092

1 The TransLink Customer Service Performance survey is completed quarterly for Expo/Millennium Lines and bi-annually for West Coast Express. The EM score improved by 0.1 over Q3. On-time reliable service continued to be the top performing category, with an overall score of 8.6 for EM.

There was no Customer Service Performance survey done for WCE in Q4.

2 Annual 2018 EM Ridership had more than 6 million boarded passengers than in 2017, a 5.9% increase.

WCE Ridership increased 7.0% over 2017, and remains 1.0% higher than pre-Evergreen Extension levels.

3 Complaints rate does not include CVM complaints. The Q4 2018 rate of 15.9 was the lowest quarterly rate seen in the last few years.

The decline was mainly due to fewer complaints relating to track noise level, heat and ventilation, and staff behaviour.

The annual complaint rate for WCE increased 2.5% over 2017.

4 EM Passenger Injuries in 2018 were down over 2017 (118 versus 133).

There were the same number of serious injuries in 2017 and 2018 for WCE; decline in rate is attributed to increase in ridership for 2018."

5 EM results for both On-Time Performance and Service Delivery ended on a positive note, with both above target for the year. The 2018 annual rate for OTP of 96.4% is the highest on record. Both delay categories were down significantly compared to 2017 results, although weather did impact delays in December (flooding at Columbia Station, windstorm on Dec 20).

WCE Service Delivery ended 2018 at 99.99%, with January being the only month that it was less than 100%. OTP however finished at 96.67% for the year, mostly due to CP maintenance work in March, freight train movements and signal issues in September, and a mud slide in December.

6 2018 EM accepted Lost Time Accident claims rose by 10.3%, with 43 accepted claims compared to 39 in 2017.

There were no Lost Time Accident claims for WCE in 2018, compared to one in 2017.

7 Includes Allocated Costs; excludes 3rd Party Revenues and Depreciation.

For the year ended December 31, 2018, Expo and Millennium operations were unfavourable to budget primarily due to higher train and rail maintenance activities, increased insurance premiums, labour costs driven by lower salary capitalization and higher overtime to support operations and maintenance offset by vacancy savings. Increased car kilometres from changes in fleet configuration and fewer service reductions for planned maintenance contributed to a slightly favourable operating cost per vehicle km.

For the year ended December 31, 2018, West Coast Express was favourable to budget largely due to higher contractual performance discounts and lower track and equipment maintenance costs offset by higher fuel prices.



PRESIDENT & GENERAL MANAGER REPORT MARCH 22, 2019 TRANSLINK BOARD MEETING

TransLink Strategic Priority: CUSTOMER EXPERIENCE AND PUBLIC SUPPORT

CUSTOMER EXPERIENCE

Snowy Weather Action Plan (SWAP)

- This past winter, Maintenance was fully prepared to equip standard 40' buses with tire socks on Route 210 (Upper Lynn Valley) and Route 246 (Highland) in North Vancouver and Route 95 (Simon Fraser University) in Burnaby. Instead of using reinforced tire socks, a change was made to use a slightly smaller sock resulting in a tighter fit and less slush and snow getting on the inside of the socks. This change increased the durability by 50 percent. Tire socks were used a total of 22 times over six days between February 10 and 22.

Transit Security Presence and Visibility

- To increase safety and security, Transit Security focused heavily on system visibility in 2018. New and revamped initiatives were launched, including onboard ride checks, point-of-entry fare checks, static checks at loops/exchanges, and bike patrol. Q4 2018 totals showed Transit Security Officers spent approximately five hours per day on the system. The remainder of their work time was allocated to briefings and administrative work such as incident reports and data calculations, as well as travel time.

Scheduling Enhancements

- In April 2019, CMBC will implement 15,000 new annual service hours at Surrey Transit Centre and 1,800 at Port Coquitlam Transit Centre to improve service reliability. These scheduling enhancements will reduce interline (when one operator drives more than one route in their shift) schedule dependency and decrease the number of routes receiving less than five minutes of recovery time from 946 to 433 (54 percent improvement) across the two transit centres.

On-time Performance

- Q3 2018 was one of the best quarters ever recorded at CMBC. It did, however, reflect seasonal influences. Starting in September, ridership and congestion increased, and random weather events occurred. Bus regularity has remained steady with room for improvement to reach our target. Non-frequent service has seen moderate improvements.

Transit Alert Messaging System (TAMS)

- Since launch in Q4 2018, the Customer Information team has published 22,013 alerts, or approximately 210 alerts per day through all channels via TAMS. This represents a 91 percent increase over an average of 110 alerts per day prior to launch.

Live Chat

- Between October and December 2018, Customer Information Agents had a total of 5,461 chats with a service factor of 89 percent (chats answered within 20 seconds).
- In Q2 2019, Live Chat is expected to increase its current hours (Mon-Fri 6:30 am-6:30 pm) to mirror full Customer Information hours (Mon-Fri 5:30-12:30 am, and Sat-Sun 6:30 am-11:30 pm).

Access Transit

- For the first time since First Transit took over HandyDART service delivery, on-time performance levels have improved. A number of initiatives were implemented with positive results in January and February prior to the snowfall. Hiring continues to support an anticipated 7 percent service increase at the April schedule change.
- Essential Service messaging was revised to include better information (e.g. adding the date, explaining the risks). Positive feedback was received immediately from customers.
- Access Transit and First Transit leadership have all completed Lean training. Processes have been identified for possible improvement and will be examined through the Lean process.
- Human Rights and Diversity, Respect and Inclusion training has been completed for all Access Transit leadership, First Transit leadership and the Access Transit Customer Care team.
- A round-table group including First Transit, CMBC and the HandyDART Riders' Alliance has been established. The group will solicit feedback to better understand concerns and needs, as well as provide a forum to inform them on program initiatives and practices.
- Access Transit Customer Care is now phoning customers who have had late trips to better understand the effect of service failures on customers and improve Access Transit processes and training programs. Information gathered is shared with First Transit through the Joint Task Force.
- The new Travel Training Program is designed to help seniors and customers with disabilities travel safely and independently on conventional transit. Through workshops and partnerships with service providers, it aims to increase transportation options, flexibility and spontaneity of travel. To date, the team has completed 15 group sessions, speaking to more than 1,500 people in Metro Vancouver. Additionally, they have met with 15 stakeholder groups, provided 'Train the Trainer' sessions to two partner organizations, and are collaborating with TravelSmart to attend major community events.

Lean Process Improvement Initiatives

- Fleet Technical Support is currently working on a Lean process initiative to improve reporting methodology for measuring lost service hours due to maintenance issues. The initiative is intended to define specific requirements to establish an accurate KPI for these issues.
- The Hamilton Transit Centre Fleet Maintenance team is conducting a Lean initiative to optimize parts produced by Fleet Overhaul to improve just-in-time delivery rates, reduce the number of buses down due to maintenance issues and increase the number of buses available for service.

SAFETY

Cell Phone and Electronic Device Usage Policy and Distracted Driving Campaign

- In early March, CMBC updated its cell phone and electronic device usage policy to include a ban on cell phones and smart watches while operating buses. Simultaneous with the new policy roll-out was a distracted driving campaign including communications via internal channels, brochures, posters, and face-to-face coaching sessions with Transit Operators at the transit centres and at loops/exchanges. Additionally, Transit Operators will have the opportunity to do an e-learning module as part of the '2019 Safe Driving Refresher' program later this year.

Customer Injury Prevention

- A Customer Injury Prevention working group has been established and is closely examining 'hot spots' to determine if there are common sources of injuries. Based on their findings, recommendations will be made internally for training and policy development and to key stakeholders, including municipalities, as appropriate.

Certificate of Recognition (COR)

- CMBC passed the COR audit. The Occupational Health and Safety Program and the Stay at Work/Return to Work Program received scores of 80 percent and 88 percent respectively, in-line with the previous year's results.

Operator Protection Barriers

- All current and future orders of new 40', 60' and double-decker buses will be fitted at the factory with Operator Protection Barriers. Some of these buses started arriving in late April 2018.
- Soon, 208 air-conditioned New Flyer Xcelsior buses will receive barriers and retrofitting of trolleybuses will move forward. Barriers have already been installed on six trolleybuses as they were part of an expanded pilot. There are currently over 209 buses in service with barriers. Within 10 years, approximately 75 percent of the fleet will be outfitted with barriers.

ENVIRONMENTAL STEWARDSHIP

Low Carbon Fleet Strategy (LCFS)

- The successful proponent for Phase 2 of the LCFS has begun an in-depth analysis of current and future facilities requirements to be included in the recommendations report. Part of the work includes the selection of an electrical designer to evaluate options and impacts associated with on-route and depot charging as part of a battery-electric bus trial. The LCFS report is targeted for completion by Q3 2019.

CUTRIC Battery-electric Bus Pilot

- Four battery-electric buses have been purchased and Metro Vancouver recently approved the purchase of six more. The pilot is on schedule to start in late Q2 2019.
- Construction and installation of overhead charging stations at both 22nd Street Station and Marpole Loop has begun and is scheduled for completion in May. Commissioning and testing are scheduled for completion by the end of June.

Battery-electric Non-Revenue Vehicles

- Due to lack of availability, vendors were unable to provide quotes for two battery-electric vehicles as part of the 2018 capital program. As a result, two battery-electric hybrid pool vehicles will be purchased and delivered for the Sapperton office in 2019.
- Two new non-revenue charging stations were purchased and will be installed in the Hamilton Transit Centre employee parking lot by Q2 2019. This will provide CMBC an opportunity to test performance and determine a strategy for expansion to other sites.

Energy Conservation

- As a result of the Energy Management Program, CMBC has significantly reduced both energy consumption and greenhouse gas emissions. Recent energy projects included LED lighting conversions at Richmond and Vancouver Transit Centres and a waste-heat-capture initiative in Richmond that resulted in a 13 percent decrease in natural gas consumption from 2017–2018.

Spills KPI Target

- Recent spill prevention initiatives, including implementation of a preventative maintenance program to replace select coolant hoses, proved to be successful and resulted in an impressive decrease in spills. Total spills for 2018 was 4.98 per million km, 37 percent lower than the 2018 target of 7.9 spills per million kms.

OUR PEOPLE

Resource Planning

- Following the success of two Transit Operator recruitment fairs in Q4 2018, CMBC is poised to meet its resourcing goals for 2019. In early January 2019, Operator Training classes of 24 students (an almost 50 percent increase over the 2018 maximum) began. With the introduction of a modified hiring strategy, it is anticipated that CMBC will see a slightly lower graduation rate which has been factored into the 2019 resourcing plan.

Bus Training Simulator

- The new bus training simulator was delivered to Vancouver Transit Centre in mid-January 2019. Currently, the simulator is being integrated into remedial and refresher training with a focus on reducing the number of preventable incidents by new conventional Transit Operators within their first 12 months of graduation.

Attendance Program

- Employee attendance improved between 2017 and 2018. The sick leave/STD absenteeism rate in 2018 was 4.96 percent compared to 5.06 percent in 2017.
- 2018 saw an increase in the percentage of employees who had Perfect (0 absences) and Commendable (3 absence days or fewer) attendance:

	Perfect	Commendable	Combined
2018	14.59% Perfect	19.72% Commendable	34.31%
2017	14.90% Perfect	18.48% Commendable	33.38%

Violent Incident Prevention Training for Transit Operators

- As of year-end 2018, all active Transit Operators have received Violent Incident Prevention (VIP) training through a three-year initiative.

Defuser Program

- Thirty-two employees act as Defusers, a peer support program to provide assistance following critical incidents. In 2018, 95 employees received defusing support compared to 83 in 2017.

Mental Health First Aid

- In 2018, 199 frontline employees, including Transit Security Officers, Transit Supervisors, SeaBus and First Aid Attendants, received training from CMBC’s Occupational Health department. Training will continue in 2019 and other employee groups will be invited to participate.
- Recognizing that mental health is equally as important as physical health, CMBC is updating first aid protocols to require staff who experience critical incidents to meet with someone who has been trained in mental health first aid prior to leaving work.

Lost Property Auction for United Way

- In 2018, Lost Property logged 42,700 items (up 4 percent from 2017) and returned 11,500 items to owners (in line with 2017).
- After unclaimed items were sold at auction, \$48,000 was donated to United Way.

OUR ASSETS

Infrastructure Capital Projects

- The Infrastructure Asset Management group continues to support and facilitate over 50 capital projects at various stages of design and implementation and will be moving forward with the Specific Project Approval (SPA) phase of the upcoming 2019 Board-approved capital project portfolio. Fourteen new infrastructure projects across CMBC are part of this portfolio.

Community Shuttle Farebox Replacement Project

- Electronic fareboxes on Community Shuttles were recently replaced with new manual fareboxes manufactured by TAG Canada. The existing fareboxes are no longer manufactured, and with new conventional fleet arriving, the old fareboxes were removed, refurbished and installed on the new fleet. The TAG fareboxes do not issue transfers or count coins, so Community Shuttle Operators will now give a paper ticket to customers paying with cash. It acts as a bus transfer and proof of payment. This system is in place on both CMBC and contracted shuttles. Operators have received orientation on the new fareboxes and media.

Bus Camera Replacement Project

- Transit Security completed a 60-day pilot with two separate vendors following a full RFP process. Transit Solutions LLC was awarded the contract for the system implementation and replacement starting in early 2019.

Commissioning of New Compressed Natural Gas (CNG) Buses

- All 106 new CNG replacement buses have been commissioned and were placed in service at Surrey Transit Centre in 2018. The decommissioning and disposal of older buses being replaced is moving forward as planned.

Commissioning of New Buses: Nova and New Flyer Hybrids

- At Vancouver Transit Centre, 41 of the 104 new Nova hybrid buses are now in service. At Richmond Transit Centre, 22 of the 23 Nova highway coaches are in service. At Burnaby Transit Centre, 9 of the 63 New Flyer articulated buses are in service.
- Training for the new Nova/New Flyer system is ongoing at Vancouver and Burnaby Transit Centres and is being expanded to other transit centres receiving new coaches.

Wheelchair-accessible Bus Stops

- For year-end 2018, CMBC achieved the target of 77.5 percent of bus stops being wheelchair accessible. CMBC will increase the number of accessible bus stops by 2 percent each year, partnering with some municipalities for cost-sharing.

Preventive Maintenance Program (PMP) and Quality Assurance (QA) Program

- The implementation of the 8,000 km PMP inspection interval remains on schedule for Q3 2019.
- QA Program improvement audits of existing processes and the development of new procedures to support vehicle maintenance, inventory management and PMP are currently underway.

SeaBus Terminal Upgrades and Administration Building Renovations

- The South Terminal East Berth, the last berth to be upgraded, is now complete and the contractor is working through final deficiencies. The design phase of the new maintenance berth for the additional SeaBus is underway. Construction is targeted for completion in 2020. A temporary berth will be constructed before the arrival of the new vessel in spring 2019.
- The renovation of the SeaBus Administration Building is complete, and a final walk-through was performed on January 24, 2019.

SeaBus Accessibility and Seismic Upgrades

- There has been a significant drop in the number of escalator and elevator breakdowns since the new service provider took over the contract.
- SeaBus escalators, at 40 years of age, are long overdue for replacement. Three of the four units are in operation. The fourth will be used as stairs until the replacement of all units in Q3 2019.
- Project scope also includes the refurbishment of the existing elevator, construction of a second elevator and a new stairwell in the South Terminal, along with seismic upgrades inside the buildings and in the surrounding parking areas.

Financial Results

- CMBC's 2018 Operating Costs for the year ended December 31, 2018 are \$694K favourable to plan. Access Transit Services is \$1.4M favourable and Contracted Transit Services is \$910K unfavourable for a combined total of \$1.1M favourable. This variance was driven primarily by employer paid benefit costs, salaries and wages, fuel and insurance.

BUS HIGHLIGHTS

2018 Q4 Update: Mayors' 10-year Vision Projects (Phase 1)

- Routes 401 Richmond–Brighthouse Stn/One Road and 410 Richmond–Brighthouse Stn/22nd Street were shortened to improve reliability and move toward implementation of the Southwest Area Transport Plan. This change contributed to the creation of two new routes (406 Richmond–Brighthouse Stn/Steveston and 408 Brighthouse/Ironwood/Riverport), replacing sections previously covered by Routes 401 and 410.
- With the recent cancellation of the Fraser Highway B-Line, there will be changes to the roll-out of the new B-Line Program. The 96 B-Line, once slated for cancellation in favour of rail, will now be upgraded. CMBC is considering changes to the very busy Route 502 Fraser Highway, including deploying articulated buses. Planning for roll-out of the other new B-Lines continues.

FLEET AND INFRASTRUCTURE

Bus Deliveries: Replacements and Service Expansion

- Replacement Buses – 238 currently arriving and will continue until Q2 2019
- Expansion Buses – 105 currently arriving and will continue through Q3 2019
- Community Shuttles – 12 expansion and 15 replacement vehicles currently arriving
- HandyDART – 10 expansion and 40 replacement vehicles arriving in Q2 2019
- Battery-electric Buses – 4 arriving in April 2019
- Double-decker Buses – 32 arriving in Q3/Q4 2019
- Nova Buses (2018) – 88 currently arriving and will continue until Q1 2019

New SeaBus Vessel

- The new vessel was launched and christened on January 19, 2019 in the Netherlands. The final outfitting and commissioning are now underway with sea trials scheduled for March 2019 in the Netherlands.
- The new vessel is expected to arrive in Vancouver in spring 2019. Prior to entering service, it will complete local sea trials, Transport Canada certifications and crew training. In Q3 2019, the new SeaBus will go into service and frequency will increase to every 10 minutes during peak service.

Marpole Transit Centre

- Funding for the concept and preliminary design SPA for the Marpole Transit Centre was approved by the Capital Management Committee on December 7, 2018. The facility will be designed to accommodate diesel/hybrid buses and battery-electric bus fleets.
- Functional planning is ongoing along with preparations for the release of RFP documents for consultant services. Marpole Transit Centre is scheduled to open in Q4 2023.

KEY PERFORMANCE INDICATORS AS OF YEAR-END DECEMBER 31, 2018

KEY PERFORMANCE INDICATORS ¹	2018 ANNUAL TARGET	DEC 2018 YTD TARGET	DEC 2018 YTD ACTUAL	DEC 2017 YTD ACTUAL
TransLink Customer Survey – Bus service overall	7.9	7.9	7.9	7.9
Scheduled Service Delivered ²	99.5%	99.5%	98.7%	99.4%
Customer complaints per million boarded passengers	105	105	106	108
Customer commendations per million boarded passengers	15	15	16	14
HandyDART Denial Rate – % of trips delivered	0.12%	0.12%	0.06%	0.11%
On-time Performance				
Bus Regularity – frequent service	78%	78%	76.2%	75.9%
Bus Punctuality – infrequent service	80%	80%	80.5%	78.3%
Spills per million Kms	7.9	7.9	5.0	7.5
Preventable Collisions per million Kms ³	10.5	10.5	10.4	11.0
Employee Assaults per million boarded passengers	0.38	0.38	0.33	0.40
Employee Lost Time Accident frequency (incidents per 200,000 hours worked)	8.3	8.3	7.7	8.7
CMBC Operating Cost per Km (incl. fuel)	\$6.01	\$6.01	\$6.08	\$5.96
Access Transit Operating Cost per trip	\$41.69	\$41.69	\$41.34	\$42.13
METRICS				
Access Transit Trips Provided (thousands)				
HandyDART	1,233	1,233	1,166	1,120
Supplemental Taxi Service	102	102	149	130
Total Trips	1,335	1,335	1,315	1,250

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle and SeaBus) and exclude contracted conventional transit and contracted Community Shuttle.

² Effective April 2018, CMBC is using GPS technology to record and report cancellation (service not delivered due to operator availability, bus failure or availability, traffic or congestion.) Previous methodology relied heavily on human data entry thus comparing data should be done with caution.

³ Data subject to change due to timing of final adjudications.

KEY PERFORMANCE INDICATORS AS OF MONTH-END JANUARY 31, 2019

KEY PERFORMANCE INDICATORS ¹	2019 ANNUAL TARGET	JAN YTD TARGET	JAN YTD ACTUAL	JAN YTD LAST YEAR
TransLink Customer Survey – Bus service overall ²	8.0	n/a	n/a	n/a
Scheduled Service Delivered ³	98.5%	98.5%	98.3%	99.5%
Customer complaints per million boarded passengers	105	105	97	104
Customer commendations per million boarded passengers	16	16	15	14
HandyDART Denial Rate – % of trips delivered	0.12%	0.12%	0.04%	0.03%
On-time Performance				
Bus Regularity – frequent service	76.0%	76.0%	77.3%	77.4%
Bus Punctuality – infrequent service	79.0%	79.0%	83.7%	82.8%
Spills per million Kms	5.9	5.9	2.2	4.8
Preventable Collisions per million Kms ⁴	9.9	9.9	7.1	9.1
Employee Assaults per million boarded passengers	0.31	0.31	0.35	0.14
Employee Lost Time Accident frequency (incidents per 200,000 hours worked)	7.6	7.6	9.1	6.6
CMBC Operating Cost per Service Hour	\$123.22	\$117.85	\$117.60	\$114.51
Access Transit Operating Cost per trip	\$41.69	\$39.87	\$37.88	\$41.85
METRICS				
Access Transit Trips Provided (thousands)				
HandyDART	1,271	108	105	103
Supplemental Taxi Service	102	9	14	9
Total Trips	1,373	117	119	112

¹Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle and SeaBus) and exclude contracted conventional transit and contracted Community Shuttle.

²Survey results are available on a quarterly basis. Next survey results will be available in April 2019.

³ Effective April 2018, CMBC is using GPS technology to record and report cancellation (service not delivered due to operator availability, bus failure or availability, traffic or congestion.) Previous methodology relied heavily on human data entry thus comparing data should be done with caution.

⁴ Data subject to change due to timing of final adjudications.



METRO VANCOUVER TRANSIT POLICE REPORT FOR MARCH 2019 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **Critical Incident – Scott Road SkyTrain Station**

Shortly after 4 pm on January 30, 2019, 27-year-old Transit Police Constable Josh Harms was shot at Scott Road SkyTrain Station while on duty. He was taken to Royal Columbian Hospital with serious but not life threatening injuries. Cst. Harms was released from hospital later that evening and then underwent required surgery five days later. He is now recuperating from his injuries. Cst. Harms has been a Transit Police patrol officer for three years and is a well respected, exemplary police officer.

The Surrey RCMP was the lead police agency for the investigation, with support from the Metro Vancouver Transit Police and other police agencies in the region. Within a day, the suspect in the shooting was identified as Daon Glasgow and he was taken into custody on February 3rd by the RCMP. The following charges have now been laid: attempt murder using a restricted or prohibited firearm; discharging a restricted or prohibited firearm with the intent to endanger life; intentionally discharging a firearm while being reckless to the life and safety of other persons; and unlawful possession of a loaded restricted or prohibited firearm.



The shooting of a Transit Police Officer is certainly one of those events that every police agency hopes will never occur. The events of January 30th will have a lasting impact on the Constable shot and his partner, as well as the Transit Police and many of the partners and first responders involved.

Critical incident and active shooter situations are part of the ongoing training for the Transit Police and its law enforcement partners (in addition to involving the

TransLink enterprise). This type of training helped Transit Police and transit staff in their response to this serious incident – both from the perspective of public safety and transit resiliency.

The Transit Police is deeply grateful to the Surrey RCMP, other jurisdictional policing partners, TransLink and transit staff, first responders and the public for the tremendous outpouring of support provided during and after this incident.

The Transit Police is extremely mindful of the impact of the event to the other Transit Police Officers and the operations communication staff involved. In support of employee mental health currently and in the future, a variety of steps were taken by the Transit Police after the incident, such as:

- Activation of the Critical Incident Stress Management Team;

- Communications with Transit Police;
- Staff debriefing and availability of psychologist for the Transit Police;
- Reminder of the “Share It, Don’t Wear It” strategy and resources available (employee assistance program, HR staff, CISM Team, psychologist); and
- Activation of “Reintegration” model.

- **BC First Responders Mental Health Conference**

From January 31 – February 1, 2019, the BC First Responders Mental Health Committee held its first conference on mental health for first responders. The Transit Police has been active on the



planning committee for this significant conference since 2015. There were over 396 attendees representing: 23 – Law Enforcement Agencies, 44 – Fire Departments, 9 – BC Emergency Health Services Departments, and a variety of WorkSafeBC and Safety Management agencies. The conference covered such topics as: Reducing Stigma, Leading for Positive Mental Health, Building Resilience in Public Safety Personnel, Identifying Qualified Professionals for Referral, Programs that focus on First Responder Mental Wellness, and Fatigue Risk Management. Participation in this conference help support the Transit Police Strategic Plan and its strategic action to deliver a robust occupational and health safety plan, including creating a workplace cognizant to mental health issues.

- **Safeguarding Vulnerable People**

Protecting and assisting vulnerable persons is a Strategic Objective within the Transit Police Strategic Plan, in particular providing support to those exhibiting safety related mental health issues. Transit Police Officers work closely with the TransLink operating companies, community and health care partners, and Jurisdictional Police to:

- Support vulnerable people and those in a mental health crisis on transit;
- Prevent suicide occurring on the transit system; and
- Effectively manage the impacts of suicide on the SkyTrain operations; and
- Effectively support staff impacted by the response to suicide calls.

Dealing with the full range of suicidal behaviour and crisis-related incidents (e.g., sudden deaths) places significant demands on police resources as well as triggers the need for critical incident defusing. In 2018, Transit Police Officers made 197 apprehensions under s. 28 of the *Mental Health Act*

(“MHA”) In these s. 28 MHA events, 80% of the individuals were committed, held, or self admitted at hospital. On average, each individual had 121 police record entries, of which 12%

If you are in a mental health crisis on transit, or you're worried about the mental health of someone else, let us know.

Call 604.515.8300
Text 87.77.77

Call 911 in emergency



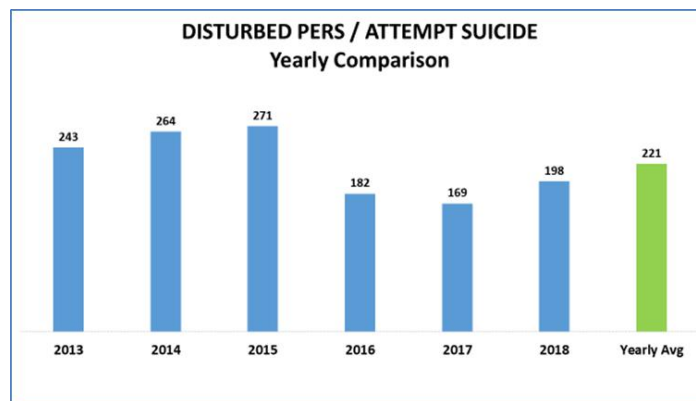
METRO VANCOUVER
**TRANSIT
POLICE**

were mental health related; and Transit Police represents over 21% of these entries (as many of these individuals frequent the transit system or surrounding areas).

Tragically, in 2018 there were three suicides on the transit system as well as four sudden deaths (medical). Fortunately, there were successful interventions in the other instances. Transit staff, such as station attendants and transit control centers, play an important role in helping identify persons with suicidal ideation/attempts on the transit system and notifying the Transit Police, or taking initial action.

Transit Police Intervention in Disturbed Persons/Attempted Suicide and Sudden Death Incidents					
	Disturbed Persons (1)	Suicidal Ideations	Suicide Attempt	Suicide (2)	Total of Disturbed Persons (1) + Suicides (2)
2018	198	87	10	3	201

The following chart shows the annual comparison for the number of Transit Police disturbed persons/attempted suicide files. There was a 17% increase from 2018 to 2017.



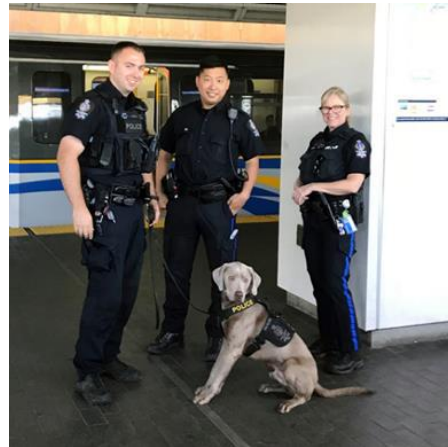
The Transit Police actively participates in mental health public campaigns, such as the “#BellLetsTalk” Day and the “Share It. Don’t Wear It” campaign. The Transit Police provides regular training to transit operators, station attendants and supervisors on crisis de-escalation, suicide prevention, mental health support, and reviewing the protocol for incident response (including suspicious packages). In 2018, there were over 102 such training events.

All transit staff can play a role by encouraging persons to seek support and to report concerns by calling or texting Transit Police, or 911, if there is an emergency. Research shows that each suicide prevented is important from a human, societal and economic perspective. Additionally, it assists in mitigation of potentially significant costs and the disruptive impact when a suicide takes place in the transit environment.

- **Incident Highlights**

The Transit Police perform a variety of policing duties on and around the transit system. Transit Police Officers receive a broad range of mandatory and specialized training in order to respond to diverse calls for service, to protect vulnerable persons, and to prevent crime and public disorder. Some examples of recent incidents follow, a number of which demonstrate how the Transit Police work in close collaboration Jurisdictional Police partners.

Sexual Offending – Around 7 pm on February 2, 2019, a seven-year-old girl and her mother boarded the SkyTrain at Commercial-Broadway SkyTrain Station. A male was already seated on the train across the aisle from the child and, during the commute, he tried to attract the girl's attention. The male allegedly made lewd sexual remarks, including explicitly detailing sexual acts he wanted to engage in with the child. He also allegedly made several attempts to touch her and allegedly touched the girl's buttocks, causing her mother to protectively pull her daughter on to her lap. The suspect left the train at Production Way SkyTrain Station when a bystander confronted him after overhearing the inappropriate remarks. The Transit Police received an SMS text report from another passenger regarding this incident and met the train at Lougheed SkyTrain Station. Transit Police then launched an investigation of this concerning incident. On February 13th, the Transit Police issued a media release seeking assistance with identification of the suspect from the CCTV images obtained. As a result, later that same evening, the suspect turned himself in at Burnaby RCMP detachment and was arrested. Transit Police were notified and custody of the suspect transferred, following which interviews and other release processes occurred.



Arrest "Attempt Murder" Suspect – Late evening of January 9, 2019, Surrey RCMP received reports of shots fired at around Prince Charles Boulevard and 95th Avenue. A male showed up at Surrey Memorial Hospital who had been shot. Surrey RCMP broadcast the vehicle information over their channels and the Transit Police Officers in the area heard this broadcast and were on their way to Surrey cells with a prisoner when they spotted the suspect vehicle. They followed the suspect vehicle from a distance and the Transit Police Communication Center patched the Officers to the designated RCMP radio channel for the event. The suspect vehicle was eventually stopped by Surrey RCMP, and the suspect taken into custody. Transit Police Officers provided lethal cover for Surrey RCMP during the arrest and search of the vehicle in which a loaded firearm was located.

Arrest of Bank Robber – On the afternoon of January 10, 2019, Transit Police Officers received a broadcast from police dispatch that a robbery had just occurred at a bank near the New Westminster Sky Train Station. The Officers were provided with a suspect description and photograph of the possible male suspect. Shortly thereafter, Transit Police Officers observed the suspect standing at the SkyTrain platform and observed him holding a white plastic bag and having cash in his hand. The Officers arrested the male suspect for Robbery and turned over custody to New Westminster Police Officers. The suspect was also a suspect in several other robbery investigations in the Lower Mainland. This type of collaborative police work helps to support both transit and community safety, and reduce crime.

Assault on Bus – On January 8, 2018, a female passenger kicked another bus rider without provocation. The female suspect was identified later that month from a police bulletin. She was subsequently arrested at her residence by the Transit Police. The suspect had other similar assaults on transit over the past few months and was already scheduled to appear in Surrey

court on another Transit Police file. Given the repeat offences and in order to protect the travelling public, Transit Police sought significant conditions to be imposed if the offender was to be released.

Arrest of Hate Crime Suspect – In September 2018, two young men had boarded a SkyTrain upon which a male kicked the foot of one of the young men and then aggressively approached him, while yelling obscenities and homophobic insults. The victim’s husband was then hit in the face and further kicking and spitting to both victims then occurred. The Transit Police issued a media release on identifying the suspect of this hate crime. As a result, on November 7, 2018, information was received of a possible suspect (at a location in Vancouver). Transit Police Officers attended and arrested the suspect without incident.

Missing Person – On December 5, 2018, Richmond RCMP forwarded the name and picture of a missing psychiatric patient from Richmond General Hospital (Form 21). Richmond RCMP had initiated pings of the patient’s cellular phone and determined that she appeared to be moving eastbound from the area of Nanaimo SkyTrain Station. Transit Police Officers were at Columbia Station and went to the platform to start checking trains. With some assistance from SkyTrain Control to narrow down probable trains, the patient was located by Transit Police Officers on the fifth train checked. The missing patient was cared for by the Transit Police while arrangements were made to transfer custody to the Richmond RCMP.

TransLink Strategic Priority: State of Good Repair

- **Performance Measurement Culture**

The Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. The Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools. A snapshot of key statistics for 2018, as compared to 2017, follows:

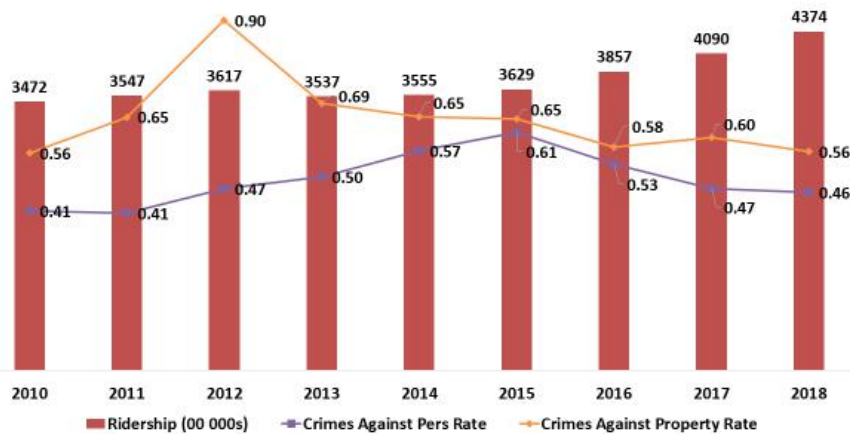
Transit Crime and Safety Statistics	2018	2017	% Change
Crimes Against Persons/100,000 Boarded Passengers <i>(primary and assists)</i>	0.465	0.469	-1%
Crimes Against Property/100,000 Boarded Passengers <i>(primary and assists)</i>	0.564	0.600	-6%
Other Criminal Code Violations/100,000 Boarded Passengers <i>(primary and assists)</i>	0.465	0.585	-20%
Provincial Violation Tickets (“VT”)	16,398	14,216	15%
Arrests - Warrants Executed (All)	989	852	16%
Arrests - New Charges¹	772	715	8%
Total S. 28 Mental Health Act Apprehension Files	197	176	12%
Sexual Offences <i>(primary and assists)</i>	272	265	2.6%
SCBCTA Fare Bylaw Infractions	14,484	19,080	-24%

When comparing 2018 to 2017, Crimes Against Persons per 100,000 Boarded Passengers remained level while Crimes Against Property per 100,000 Boarded Passengers decreased by

¹ Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

6%. (While the actual number of events increased for both types of crimes, when taking into account the 7.1% ridership increase, the actual rate per 100,000 Boarded Passengers decreased.) Historical trends are shown in the chart below. The top crimes against person are: common assault, assault with weapons, sexual assault, indecent acts/exposing and robbery. For crimes against property, it was mischief-graffiti, mischief-ATMs, mischief – ticket vending machines, theft – bicycles, and theft under.

Rates per 100K Boarded Passenger (2010-2018)



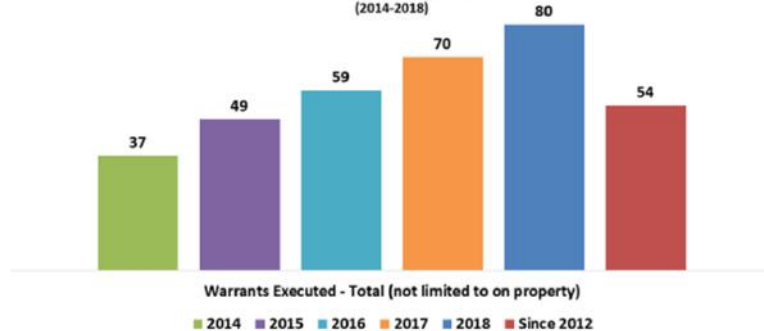
In 2018, there continued to be a focus on arrests for *Criminal Code* offences (new charges), in particular crimes against persons (e.g., assaults, sexual offences and robberies) and crimes against property (e.g., theft and mischief) with an 8% increase from last year.

Criminal Warrant Arrests

Reducing crime and disorder on transit and the surrounding community is Strategic Objective #1 of the Transit Police. In 2018, Transit Police Officers made 989 arrests for outstanding criminal warrants, which includes RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere. This resulted in a 16% increase in criminal warrant arrests.

Criminal warrant arrests have trended upwards over the past four years and there is a notable 67% increase when compared historically to 2015 (591). The trending monthly averages are shown in the chart that follows. Many warrant arrests arise from on-view work of Transit Police officers in their Hubs, calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates). However, Transit Police officers also familiarize themselves with offenders and criminals of concern or wanted through law enforcement intelligence sharing, regional BOLFs (Be on the Look Out For),

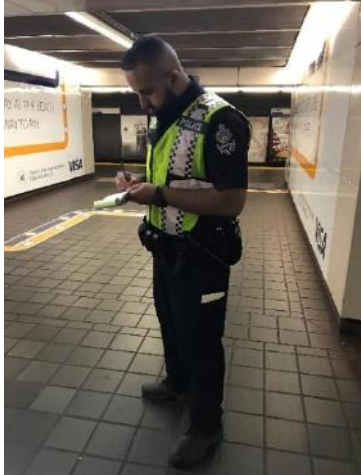
Transit Police Average Warrants/Month (2014-2018)



and the Transit Police Offender Management Program.

Misuse of Fare Gates and Provincial Violation Tickets (“VTs”)

There was a 24% decrease in Fare Infraction Notices (“FINs”), a TransLink bylaw, issued by the Transit Police in 2018 compared to 2017. However, there was an important offset with a 15% increase in both and 33% increase in *Transit Conduct and Safety Regulation (“Regulation”)* files. The majority of these increases are associated to Transit Police Officers’ active observations and enforcement of the provincial offences regarding the misuse of fare gates². As well, there has been increased attention to transit safety rule compliance issues (e.g., misuse of emergency exit, failure to obey a sign/rules, obstruction of a Police Officer). The enforcement



of the *Regulation* positively contributes to TransLink’s efforts to strengthen public confidence in the transit system and transit passengers’ feelings of safety and security.

Of critical importance to the safety and security of transit customers and staff, and the general public, is how the process of confirming an offender’s identity allows Officers to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed (see examples below). The FIN process does not allow this to occur. This also contributes positively to the work of Jurisdictional Police partners and their offender management and community safety efforts.

Warrant Arrest/Surrey – On December 5, 2018 around 7 am, Transit Police Officers were conducting on board fare enforcement between Surrey Central and Gateway Stations, and encountered a male without a valid fare. Upon identification of the male, subsequent CPIC queries confirmed that he was the subject of two outstanding warrants, one out of West Vancouver Police for ‘Theft Under’ and one out of Vancouver Police for ‘Theft Over’. The male was arrested by Transit Police and lodged in the Surrey RCMP cells for Court.

Warrant Arrest/Waterfront SkyTrain Station – On February 7, 2019, Transit Police Officers observed a male follow another passenger through a fare gate without tapping. They stopped the person for the offence and a CPIC check revealed that he had an outstanding warrant out of Fort St. John RCMP for Sexual Assault. The male was arrested without incident and also issued a violation ticket for the fare gate offence, and then was held at Vancouver cells for Court.

² The amended *Transit Conduct and Safety Regulation* came into effect March 2017. A person who commits an offence under the *Regulation* can be issued a violation ticket in the amount of \$173. The new offences are intended to focus on “disorderly behavior”, instead of the loss of fare revenue. Neither the Transit Police Officer nor the offender needs to be inside the **fare paid zone** to issue a ticket to a person who commits an offence under s. 8(4) of the *Regulation*. Because the person has committed an “offence”, the Officer has lawful authority to briefly detain the person outside of the fare paid zone. There is not a specific offence for the failure to “**tap in/tap out**”; however, persons who do not “tap in/tap out” will contravene section 8(4)(d) – “going through a fare gate that was not opened by that person.” Accordingly, Transit Police can issue a ticket on that basis.

TO: Finance and Audit Committee

FROM: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services

DATE: March 4, 2019

SUBJECT: 2018 Year-End and Performance Report

EXECUTIVE SUMMARY

TransLink's 2018 Year-End and Performance Report presents performance results as at December 31, 2018 compared to the budget and prior year results. In 2018, TransLink had many notable accomplishments including receiving approval of an investment plan of significant service expansion, issuing its first Green Bond, achieving record-breaking ridership, and launching new and innovative services to improve customer experience. Through continued commitment to ensure system safety and reliability, overall customer satisfaction rating improved compared to 2017.

PURPOSE

The purpose of this report is to provide an overview of TransLink's 2018 Financial and Performance results as at December 31, 2018 compared to the established budget and results for last year.

SUMMARY

In 2018 TransLink successfully delivered on our priorities as committed to our customers, notably we:

- Delivered significant service expansion, piloted the NightBus District and completed a number of station upgrades to accommodate the record-breaking growth in ridership;
- Launched multiple new and innovative services, including Tap to Pay, Compass Wristbands and Transit Alert Messaging System that improved customer experience in using the system; and
- Achieved a record-breaking 437 million boardings equivalent to 263 million journeys across the entire system.

For the year ended December 31, 2018, TransLink reported a \$185.5 million surplus. Transit revenues were \$638.0 million which is 8.0 per cent higher than last year - a reflection of continued record ridership attributable to service improvements and expansion across the system. Total revenue growth of 9.5 per cent has out-paced growth in operational costs of 4.5 per cent. Other notable items impacting 2018 results include:

- Total transit revenue is \$31.2 million favourable to budget as a result of record ridership and increased program participation;
- Lower amortization expense which was \$16.6 million favourable to budget; and
- The transfer of the Pattullo Bridge replacement project resulting in a write-down of \$8.3 million.

TransLink's capital 2018 program budget was \$3.6 billion, with \$1.9 billion in active projects. The final forecasted costs for these active projects are 1.9 per cent or \$36.1 million below budget.

In addition, an overall improvement was seen in the following operating indicators:

- Customer satisfaction rating for the year was 7.8 out of 10, an increase of 1.3 per cent compared to 2017 due to continued service expansion and service reliability;
- Service hours increased 2.5 per cent over 2017 as a result of service expansion;
- Access Transit delivered an additional 66 thousand trips over 2017 as a result of service expansion;
- Ridership increased by approximately 7.1 per cent in boardings and 6.0 per cent in journeys over 2017 due to an improvement in transit service; and
- Total cost recovery ratio improved from 55.9 per cent in 2017 to 58.1 per cent in 2018 as a result of the increase in revenue from ridership growth.



2018 Year-End Financial and Performance Report

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Caution Regarding Forward-Looking Statements

From time to time, TransLink makes written and/or oral forward-looking statements, which may appear in this document and in other communications. In addition, representatives of TransLink may make forward-looking statements orally to analysts, investors, the media and others.

Forward-looking statements, by their nature, require TransLink to make assumptions and are subject to inherent risk and uncertainties. In light of the uncertainty related to the financial, economic and regulatory environments, such risks and uncertainties, many of which are beyond TransLink's control and the effects of which can be difficult to predict, may cause actual results to differ materially from the expectations expressed in the forward-looking statements.

1. Financial and Performance Summary

Building Transportation Excellence

As the integrated, multi-modal transportation authority for Metro Vancouver, TransLink plans, finances and operates the transportation network to help meet the unique needs of this region. Our vision is to create a better place to live, built on transportation excellence. Guided by our Regional Transportation Strategy, we work to connect the region and enhance its livability by providing a sustainable transportation system network.

To meet the challenges of growth and congestion in a way that is affordable and fair, in 2014 the Mayors' Council on Regional Transportation developed the 10-Year Vision for Metro Vancouver Transit and Transportation (10-Year Vision). 2018 marked the second year in Phase One of the 10-Year Vision while Phase Two of the 10-Year Vision 2018-2027 Investment Plan was approved in June 2018.

For the year ending December 31, 2018, TransLink had many notable accomplishments, including:

- Approval of the \$7.3 billion Phase Two Investment Plan, the largest transit and transportation investment in Metro Vancouver's history;
- Implemented 2.5 per cent increase in conventional transit service and 5.2 per cent increase in Access Transit trips over 2017 levels – aligned with commitments in the Investment Plan;
- Record-breaking ridership growth of 6.0 per cent in journeys and 7.1 per cent in boardings over 2017;
- Improved overall customer satisfaction rating of 7.8 out of 10 compared to 7.7 in 2017;
- Launch of Tap to Pay and Compass Wristbands providing customers more convenient options to use the system;
- Expansion of Compressed Natural Gas buses for a quieter and greener fleet;
- Completion of the planned Running Rail Grinding Maintenance across the system; and
- The inaugural green bond issuance – TransLink's largest bond issuance at \$400 million and the first of its kind by a Canadian transit agency.

For the year ending December 31, 2018, TransLink reported a \$185.5 million surplus on a Public Sector Accounting Board (PSAB) basis. This represents an increase of \$89.2 million over 2017 primarily from increased government transfers for the Conventional Bus deliveries in 2018 as part of the service expansion commitments in the 10-Year Vision.

Ridership growth continues to be driven by service expansion and service improvements committed in the 10-Year Vision combined with high employment levels and record-high fuel prices. Service expansion generated an additional 200,000 service hours to the growing Metro Vancouver region. In 2018, TransLink added more communications channels for transit riders with the Transit Alert Messaging System providing transit system alerts and Live Chat on the TransLink website.

TransLink continued to successfully deliver of the commitments in Phase Two of the 10-Year Vision's Investment Plan including: improvements to ensure the safety and reliability of our system, expansion of fleet and upgrades to stations to accommodate ridership growth and achieving full funding for future major rapid transit investments.

Key Priorities

The accomplishments of 2018 based on the three main priorities aimed to improve customer experience and public support, ensure a state of good repair and mobilize the Mayors' 10-Year Vision are highlighted below.

Priority One: Improve Customer Experience and Public Support

With a customer first approach, we will build public trust and confidence in TransLink by focusing on growing ridership, engaging stakeholders and delivering the Mayors' 10-Year Vision.

- Piloted the NightBus District to create a central and well-lit environment for riders to catch any of ten NightBus routes out of downtown Vancouver starting at 2 a.m., seven days a week.
- Completed the upgrade project at Metrotown Station with three new station houses open.
- Completed the final phase of the Transit Fare Review where over 11,000 survey responses were received and draft recommendations were completed and shared with the public.
- Completed the Transit Alert Messaging System and Live Chat website, which launched successfully in October, providing another way to engage with our customers in a timely manner.
- Received the Mayors' Council endorsement of final Fare Policy recommendations.
- Completed the upgrade of bus stop signage, implementation of "T" signs and Transit Information Panels with enhanced schedule information system-wide.
- Commenced the testing, commissioning and installation of the first Passengers Information Displays (PIDs) with the first PID to be installed on the new Commercial-Broadway station platform.
- Achieved an overall customer performance rating of 7.8 out of 10.
- Launched an updated, phase three, "anti-sex offending" awareness campaign on the transit system.
- Added new police officers to the General Investigative Unit to enable seven days a week operations and improve response times as well as the addition of a crime analyst to support proactive policing and intelligence led policing objectives.
- Initiated a new project to deliver free Wi-Fi to all transit passengers beginning in 2020 as part of a partnership with Shaw, making TransLink the first in Canada to offer free, transit-wide Wi-Fi service.
- Completed installation of Radio-Frequency Identification (RFID) technology at all fare gates across the system in support of the Universal Fare Gate Access Program, which allows passengers that cannot physically tap at fare gates to access our stations automatically.
- Developed and introduced the SkyTrain Attendant Job-Aid for front line staff, which is a communications tool installed on smartphones allowing attendants to better assist customers.
- Released Compass Wristbands to give customers another fare payment option. As evidence of the demand for this payment option, the wristbands sold out within two hours.
- Awarded five research groups totaling \$250 thousand in funding grants from the newly established academic outreach funding program, New Mobility Lab.
- Implemented a customer-focused winter weather safety campaign.

Priority Two: Ensure State of Good Repair

TransLink will proactively manage and maintain all assets in a state of good repair to ensure safety and reliability, optimize lifecycle costs and enhance the customer experience.

- Implemented a five-point safety plan and three-year Safety Management System work plan at British Columbia Rapid Transit Company Ltd. (BCRTC) to build and enhance a stronger safety culture.
- Commenced the Granville Station Escalator Replacement Project to replace six, 32-year-old escalators, which is scheduled to take approximately 24 months to complete.
- Launched the start of seismic upgrades and accessibility improvements at the Waterfront Station SeaBus terminal.
- Completed the implementation of the Safety Management System at Coast Mountain Bus Company (CMBC).
- Completed Power Smart control retrofits at Vancouver Transit Centre resulting in natural gas savings.
- Completed 130 kilometres of running rail grinding system-wide to increase the life of the rail, reduce noise and increase passenger comfort.
- Added Electronic Vehicle Tracking Technology to the Transit Police fleet for situational awareness and safety, including providing timely assistance when emergency situations arise.
- Completed testing of vehicle communications router and integration of radio with on-board computers for the Transit Management and Communications (TMAC) bus radio system project.

Priority Three: Mobilize Mayors' Vision

We will successfully deliver the capital projects, service expansion and policy initiatives necessary to mobilize the Mayors' Vision.

- Achieved approval for Phase Two of the Investment Plan – the largest transit and transportation investment plan in Metro Vancouver's history.
- Implemented 159 thousand more bus service hours and 66 thousand Access Transit trips over 2017 levels.
- Launched an interactive website (Tenyearvision.translink.ca) to help detail and track the progress of the Mayors' 10-Year Vision as well as house surveys and consultation findings.
- Made All-Door-Boarding a permanent feature, after a successful pilot on the B-Lines: 95 Hastings-SFU and 96 King George-104.
- Released a report for public consultation on the New B-Line or Better corridors to be delivered for 2019 and began testing schedules and run times for the development of the new B-Lines.
- Extended service life of existing bus fleet to provide additional service as part of planned expansion for 2018.
- Achieved record ridership in the month of October, breaking the previous record held during the 2010 Winter Olympics.
- Commenced testing of the second Mark III train arriving at the maintenance facility with revenue service expected to start in 2019.
- Delivered a municipal stakeholder workshop to review external factors that may shape the future of the region and to rate their potential impact as part of the work for the Regional Transportation Strategy.
- Hosted a post-election briefing for the newly-elected Mayors on TransLink's mandate, the status of major projects and the 2019 key strategic priorities.

- Became the first transit agency in Canada to offer green bonds to investors as another way to finance the largest expansion to transit service in our region's history.
- Received endorsement from the Mayors' Council and TransLink Board to proceed with planning and project development for a Surrey Langley SkyTrain on the Fraser Highway corridor. Revisions to the South of Fraser rapid transit strategy followed the suspension of the Surrey-Newton-Guildford Light Rail Transit (LRT) Project based on the resolution of City of Surrey Council to end support for the project.

2. 5 Year Summary

TransLink continues to maintain financial strength to support the long-term vision and enable expansion. Financial and operating indicators are measured and monitored throughout the year. At the end of 2018, financial indicators are positive with the exception of a green bond issuance that increased net direct debt from 2017. This was a planned increase to fund capital programs in the Investment Plan.

TransLink's discipline and financial management practices have resulted in continued improvements in unrestricted cash and investments, with a strong balance of \$578 million. Conscious and proactive decision making has set up the organization for success by creating financial capacity and ensuring TransLink is on the right track for managing the financial horizon.

TransLink's robust borrowing program provides an ability to go directly to the capital markets with a solid reputation as a good investment, meaning greater cost certainty for debt management. It provides assurance to the credit rating agencies and investors and provides flexibility to TransLink to use both short-term and long-term financing. TransLink's net direct debt increased in 2018 by \$151 million to \$2.4 billion, to finance capital spending. In 2018, TransLink issued its first green bond and became the first transit agency in Canada to do so. The \$400 million green bond is also the largest bond issuance since starting the financing of projects through debt capital markets in 2010.

TransLink has an expanding Capital Program with strong oversight. Tangible capital assets grew to \$5.1 billion. At the end of 2018, the total capital program budget was \$3.6 billion, with \$1.9 billion in active projects. For the active capital projects, final forecasted costs for these projects are \$36.1 million (1.9 per cent) favourable to budget.

Compared to prior year, transit ridership grew 6.0 per cent, operating costs increased 4.5 per cent, while transit revenues continued to outpace both at 8.0 per cent. Efficiency gains and effective service optimization initiatives have resulted in an improvement of 2.2 per cent in the cost recovery rate (58.1 per cent at year-end) compared to the 2017 (55.9 per cent).

Key financial and operating indicators are shown in the following table providing a five-year historical summary.

Year ended December 31 (all numbers in millions unless otherwise stated)	2014	2015	2016	2017	2018	COMPARISON TO 2017 ⁹		Compound Annual Growth Rate (CAGR) ⁹
						Fav / (Unfav)	%	
FINANCIAL INDICATORS								
Unrestricted cash and investments ¹	257	272	333	485	578	93	19.2%	22.5%
Tangible capital assets	4,512	4,607	4,868	4,907	5,079	172	3.5%	3.0%
Net direct debt ²	1,933	1,990	2,150	2,221	2,371	(151)	(6.8%)	5.2%
Indirect P3 debt ³	1,647	1,623	1,598	1,571	1,543	28	1.8%	(1.6%)
Total net direct debt and indirect P3 debt	3,580	3,613	3,748	3,792	3,914	(12.2)	(3.2%)	2.3%
Gross interest cost as a % of operating revenue	13.1%	12.4%	12.0%	12.2%	11.9%	0.3%	2.5%	(2.4%)
OPERATING INDICATORS								
Scheduled Transit Service								
Overall performance rating (out of 10)	7.6	7.5	7.6	7.7	7.8	0.1	1.3%	0.7%
Service hours	6.3	6.3	6.3	6.7	6.9	0.2	2.5%	2.3%
Total Cost recovery ratio ^{4,5}	53.7%	53.6%	54.7%	55.9%	58.1%	2.2%	4.0%	2.0%
Operating cost per capacity kilometre ⁶	\$ 0.082	\$ 0.084	\$ 0.085	\$ 0.084	\$ 0.086	\$ (0.002)	(2.7%)	1.0%
Complaints per million boarded passengers *	96.0	95.3	98.7	93.4	95.4	(2.0)	(2.1%)	(0.2%)
Access Transit Service								
Number of trips (thousands)	1,169	1,205	1,227	1,250	1,315	66	5.2%	3.0%
Operating cost per trip*	\$ 40.30	\$ 40.64	\$ 40.95	\$ 42.73	\$ 41.34	\$ 1.39	3.3%	0.6%
Number of trips denied (thousands)	16.9	1.6	3.6	1.4	0.7	0.6	46.5%	(54.4%)
Complaints per 100,000 boarded passengers*	108.0	99.7	107.7	120.2	187.3	67.1	55.8%	14.8%
Golden Ears Bridge								
Crossings ⁷	11.7	12.7	13.5	15.2	n/a			
Average toll per crossing * ⁷	\$ 3.60	\$ 3.65	\$ 3.70	n/a	n/a			
Ridership								
Boarded passengers (system)	356.9	364.3	386.2	408.2	437.4	29.1	7.1%	5.2%
Revenue passengers (system) ⁸	234.6	238.8	n/a	n/a	n/a			
Journeys (system) ⁸	n/a	n/a	234.2	247.8	262.6	14.8	6.0%	5.9%
Average fare per revenue passenger (scheduled)*	\$ 2.05	\$ 2.06	n/a	n/a	n/a			
Average fare per journey (scheduled)*	n/a	n/a	\$ 2.24	\$ 2.31	\$ 2.35	\$ 0.04	1.7%	2.4%
REGIONAL INDICATORS								
Population of Service Region	2.47	2.51	2.56	2.59	2.62	0.03	1.2%	1.5%
Employment of Service Region	1.27	1.29	1.36	1.40	1.43	0.02	1.8%	2.8%

* Per unit calculation

¹ This represents the accumulated funded resources as calculated under the SCBCTA Act and is the amount of resources available to fund future operations

² Includes bonds, debentures, capital leases, short-term debt net of sinking funds and debt reserve deposits

³ Includes Deferred concessionaire credit for Canada Line and Contractor liability for Golden Ears Bridge

⁴ Includes operating costs of Bus, Rail, Transit Police and Corporate On-going

⁵ Restated 2017 to reflect year end adjustments

⁶ Includes operating costs of Bus, Rail and Transit Police (excludes Corporate and Access Transit costs)

⁷ Reflects billable crossings only. 2017-2018 comparable data not available due to the elimination of GEB Tolls effective September 1, 2017

⁸ Journeys have replaced revenue passengers as the new ridership methodology, therefore comparative historical figures are not available

⁹ Calculations based on whole numbers

Financial Indicators

TransLink's unrestricted cash and investments is a metric representing the accumulated funding resources as required under the South Coast British Columbia Transportation Authority (SCBCTA) Act. This represents the amount of resources available to fund future operations. The Compound Annual Growth Rate (CAGR) since 2014 is 22.5 per cent. Unrestricted cash and investments increased \$93 million mainly due to an operational cash surplus and timing of capital spending.

Capital assets increased from \$4.5 billion in 2014 to \$5.1 billion in 2018. This represents a CAGR increase of 3.0 per cent. Compared to 2017, capital assets increased \$171.9 million (3.5 per cent) mainly due to land purchases, acquisition of new buses for replacement and expansion, new SkyTrain vehicles, station upgrades and other various infrastructure and system upgrades.

Net direct debt increased by \$438 million since 2014, a 5.2 per cent CAGR, to fund capital projects. Compared to 2017, net direct debt increased \$151 million (6.8 per cent) due to additional borrowing to finance expected capital spending.

Indirect P3 debt declined by \$104 million or 1.6 per cent CAGR since 2014. Compared to 2017, Indirect P3 debt declined by \$28 million (1.8 per cent), mainly due to amortization of the Canada Line deferred concessionaire credit.

Gross interest costs as a percentage of operating revenues decreased from 13.1 per cent to 11.9 per cent over the five-year period due to lower interest rates and higher operating revenues. Compared to 2017, TransLink's gross interest costs as a percentage of operating revenues continued to decrease from 12.2 per cent to 11.9 per cent mainly due to high revenue growth. The ratio continues to be well within TransLink's 20 per cent policy limit.

Operating Indicators

Scheduled Transit Service

The overall performance rating measuring average customer satisfaction across the entire system has been increasing annually since 2015. Improvements are mainly due to:

- TransLink's continued service expansion and service reliability, including expanded rail cars to relieve overcrowding on SkyTrain;
- Increased safety measures such as additional Transit Police officers and a new communications tool for SkyTrain Attendants to better assist customers;
- Better, on-time reliable service on SkyTrain and West Coast Express; and
- Station and signage upgrades including the completion of the expansion of Metrotown station houses and completion of updated bus stop signage, "T" signs and Transit Information Panels.

Service hours increased by 2.5 per cent in 2018 over 2017, mainly as a result of significant bus service increases to reduce pass-ups and overcrowding. Over the past five years the CAGR for service hours has increased by 2.3 per cent mainly due to service expansion as well as adjustments through scheduling efficiencies and service optimization initiatives.

The total cost recovery ratio measuring the percentage of direct operating costs covered by transit revenues increased 4.0 per cent compared to 2017 as revenue growth outpaced operating cost increases. There was also an increase to the cost recovery ratio over the past five years by a CAGR of 2.0 per cent mainly due to the increasing revenue trend year over year since 2014.

Operating costs per capacity kilometre increased by 1.0 per cent CAGR over the five-year period mainly due to inflationary increases. Compared to 2017, this metric was 2.7 per cent higher mainly due to higher maintenance and materials resulting from hybrid and trolley battery replacements and labour increases.

Complaints per million boarded customers increased by 2.0 to 95.4 (2.1 per cent) in 2018 over 2017. The majority of complaints relate to service delays, ventilation and cleanliness issues on vehicles, trains, stations and walkways. However, over the last five years complaints per million boarded customers decreased by a CAGR of 0.2 per cent mainly due to ongoing improvements on service expansion, safety and reliability.

Access Transit Service

An additional 65,500 trips were delivered in 2018, which represents an increase of 5.2 per cent over 2017 as a result of higher demand for service supported by the expansion committed in the Investment Plan.

Operating costs per trip increased by 0.6 per cent CAGR over the five-year period mainly due to inflationary and contractual increases offset by internal efficiencies. Operating costs per trip decreased by \$1.39 (3.3 per cent) compared to 2017 mainly due to operational efficiencies where Access Transit was able to deliver more trips in 2018 while maintaining overhead and fixed costs relatively consistent with 2017. Since July 1, 2018, First Transit is the new HandyDART Service provider taking over from MVT Canadian Bus (MVT). The contract terms are different including standards tied to financial levers and more rigorous reporting and monitoring requirements, providing greater oversight and accountability for HandyDART's operations.

Trip denials decreased by 54.4 per cent CAGR since 2014 and decreased by 633 denials (46.5 per cent) as compared to 2017 mainly due to increased trips as committed in the Investment Plan.

Complaints per one hundred thousand boarded passengers increased 55.8 per cent over 2017 due to staffing shortages during the transition from MVT to First Transit. On top of the staffing shortages, there was more demand for trips during peak times than anticipated which caused scheduling and on-time performance issues. We take customer complaints very seriously and are taking measures to address the issues. A joint task force of First Transit and Access Transit CMBC team identified 15 initiatives to reduce complaints. Over the course of the contract with First Transit, customer facilitating improvements will be made including: better scheduling, dispatching of HandyDART services and online booking. First Transit has demonstrated a commitment to service excellence and a focus on continuous improvement in their operations.

Golden Ears Bridge

On September 1, 2017, the Province of British Columbia (BC) eliminated bridge tolling throughout the province, including tolls on the Golden Ears Bridge. Crossings and average toll per crossing are no longer tracked for reporting purposes.

Ridership

Boardings represent each time a passenger enters a fare paid zone using Compass fare media or other proof of payment including transfers. Boardings for the Conventional System and Access Transit in 2018 hit an all-time record high of 437.4 million, growing by 5.2 per cent CAGR over the five-year period and 7.1 per cent over 2017.

Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Journeys for the Conventional System and Access Transit also achieved a record of 262.6 million growing by 6.0 per cent over 2017.

The exceptional growth in Boardings and Journeys are a result of improved transit service, a strong economy with low unemployment and higher gas prices in the first half of the year, influencing commuters to use more public transportation. Ridership growth continued throughout the year suggesting that the July 1, 2018 transit fare increase did not negatively impact customer behaviour.

The Average Fare per Journey in 2018 was \$2.35 which is \$0.04 (1.7 per cent) higher than 2017 mainly due to the fare increases rolled out on July 1, 2018.

3. Consolidated Statement of Operational Analysis

CONSOLIDATED REVENUES AND EXPENSES								
Year ended December 31 (\$ thousands)	YEAR OVER YEAR				ACTUAL TO BUDGET			
	2018	2017	COMPARISON TO 2017		2018	COMPARISON TO BUDGET		
	ACTUAL	ACTUAL	FAV/ (UNFAV)	%	BUDGET ²	FAV/ (UNFAV)	%	
Revenue								
Taxation	819,354	821,333	(1,979)	(0.2%)	855,072	(35,718)	(4.2%)	
Transit	638,015	590,964	47,051	8.0%	606,805	31,210	5.1%	
Government transfers	303,498	166,902	136,596	81.8%	424,078	(120,580)	(28.4%)	
Golden Ears Bridge tolling	-	29,743	(29,743)	(100.0%)	-	-	-	
Investment income	53,203	50,278	2,925	5.8%	48,189	5,014	10.4%	
Amortization of deferred concessionaire credit	23,273	23,274	(1)	(0.0%)	23,337	(64)	(0.3%)	
Miscellaneous revenue	11,894	7,009	4,885	69.7%	6,036	5,858	97.1%	
Sub Total Continuing Operations	1,849,237	1,689,503	159,734	9.5%	1,963,517	(114,280)	(5.8%)	
Loss on disposal of tangible capital assets	(34)	(1,104)	1,070	(96.9%)	(447)	413	(92.4%)	
Total Revenue	1,849,203	1,688,399	160,804	9.5%	1,963,070	(113,867)	(5.8%)	
Expenses								
Bus Operations	724,883	688,877	(36,006)	(5.2%)	731,703	6,820	0.9%	
Corporate Operations	96,795	97,974	1,179	1.2%	100,173	3,378	3.4%	
Rail Operations	309,195	297,366	(11,829)	(4.0%)	308,576	(619)	(0.2%)	
Roads and Bridges	91,210	84,183	(7,027)	(8.3%)	104,256	13,046	12.5%	
Transit Police	38,308	37,179	(1,129)	(3.0%)	38,765	457	1.2%	
Amortization of tangible capital assets ¹	197,854	192,171	(5,683)	(3.0%)	214,436	16,582	7.7%	
Interest ¹	183,459	181,766	(1,693)	(0.9%)	179,267	(4,192)	(2.3%)	
Sub Total Continuing Operations	1,641,704	1,579,516	(62,188)	(3.9%)	1,677,176	35,472	2.1%	
Corporate One-time	22,029	12,640	(9,389)	(74.3%)	32,755	10,726	32.7%	
Total Expenses	1,663,733	1,592,156	(71,577)	(4.5%)	1,709,931	46,198	2.7%	
Surplus for the Year	185,470	96,243	89,227	92.7%	253,139	(67,669)	(26.7%)	

¹ Amortization and Interest shown separately to facilitate analysis

² Budget reallocated due to approved contingency

TransLink ended the 2018 year with a \$185.5 million surplus. The increase over prior year was mainly attributed to higher government transfers from the Greater Vancouver Regional Fund. Transit revenues continue to exceed expectations and reached record-high ridership in 2018 mainly due to service expansion, high employment levels and higher fuel prices.

Expenses increased over prior year are mainly due to service expansion of Conventional Bus and SkyTrain. Compared to budget, expenses were favourable mainly as a result of low use of contingency funds, lower than expected amortization with a lower number of vehicle deliveries than planned and timing of capital infrastructure contributions to municipalities.

Details of the variances are provided in the following analysis.

Consolidated Revenues – Comparison to 2017

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2017	
	2018	2017	Fav/ (Unfav)	%
Taxation	819,354	821,333	(1,979)	(0.2%)
Transit	638,015	590,964	47,051	8.0%
Government transfers				
Senior Government Funding	245,632	148,270	97,362	65.7%
Golden Ears Bridge Tolling Replacement Revenue	57,866	18,632	39,234	210.6%
Golden Ears Bridge tolling	-	29,743	(29,743)	(100.0%)
Investment income	53,203	50,278	2,925	5.8%
Amortization of deferred concessionaire credit	23,273	23,274	(1)	(0.0%)
Miscellaneous revenue	11,894	7,009	4,885	69.7%
Sub Total Continuing Operations	1,849,237	1,689,503	159,734	9.5%
Loss on disposal of tangible capital assets	(34)	(1,104)	1,070	96.9%
Total Revenue	1,849,203	1,688,399	160,804	9.5%

The SCBCTA Act provides TransLink with access to revenue sources that are used to fund the provision and support of transportation services. Revenues are mainly comprised of taxation, transit fares and government transfers. Total revenues increased from \$1.7 billion in 2017 to \$1.8 billion in 2018, mainly due to increased government funding and transit revenue, which increased by \$97.4 million (65.7 per cent) and \$47.1 million (8.0 per cent), respectively.

The strong economy, high employment rates and high gas prices have led to higher demand for public transportation. Service expansion implemented throughout 2018 led to record ridership levels with 437.4 million boardings and 262.6 million journeys.

Taxation

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2017	
	2018	2017	Fav/ (Unfav)	%
Fuel tax	351,338	373,780	(22,442)	(6.0%)
Property tax	355,838	339,124	16,714	4.9%
Parking Rights tax	73,201	70,019	3,182	4.5%
Hydro levy	21,088	20,576	512	2.5%
Replacement tax	17,889	17,834	55	0.3%
Total Taxation	819,354	821,333	(1,979)	(0.2%)

Total taxation revenues were \$2.0 million (0.2 per cent) lower than 2017, mainly due to lower fuel tax revenues. This was offset with increases in property tax and parking rights tax revenue.

Fuel tax revenue decreased by \$22.4 million (6.0 per cent) compared to 2017, driven by lower volumes of diesel and gasoline consumed in the region (2.8 per cent lower than 2017), which is consistent with the trend of decreasing Vehicle Kilometres Traveled (VKT). In the first half of 2018, Metro Vancouver witnessed record high fuel prices as a result of a refinery shut down, which led to a significant drop in fuel tax revenue as consumers looked outside the region to purchase fuel.

Property tax revenue increased by \$16.7 million (4.9 per cent) compared to 2017 due to legislative increases in taxation from existing properties as well as from new development and construction growth.

Parking rights tax revenue increased by \$3.2 million (4.5 per cent) over 2017 mainly due to volume growth within existing properties and parking rate increases.

Transit

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2017	
	2018	2017	Fav/ (Unfav)	%
Fares	494,749	456,660	38,089	8.3%
Program	118,635	112,058	6,577	5.9%
Total Fares	613,384	568,718	44,666	7.9%
Other transit	24,631	22,246	2,385	10.7%
Total Transit	638,015	590,964	47,051	8.0%

Total transit revenue includes fares, program and other transit related revenue such as transit advertising, Park and Ride and fare infraction revenue. Total transit revenue in 2018 was \$638.0 million, an increase of \$47.1 million (8.0 per cent) over 2017.

In 2018, total revenue from fares was \$494.8 million which is \$38.1 million (8.3 per cent) higher than 2017. The increase is a result of the major service expansion rolled out in 2018 as part of the Investment Plan. Total ridership reached an all-time record high of 437.4 million boardings (7.1 per cent increase over 2017) equivalent to 262.6 million journeys across the entire system (6.0 per cent increase over 2017).

Program revenue includes revenues from U-Pass BC and the BC Government Bus Pass programs. In 2018, program revenue totalled \$118.6 million, which is \$6.6 million (5.9 per cent) higher than 2017 mainly due to increased participation in both programs.

Other transit revenue totalled \$24.6 million in 2018 which equated to a \$2.4 million (10.7 per cent) increase over 2017. This was mainly due to contractual increases for advertising on the transit system, new sources for property advertising, higher property rental revenues and sale of carbon tax credits.

Government Transfers

Government transfers include funds received from the Federal Gas Tax, Canada Line funding, Building Canada Fund, Public Transit Infrastructure Fund and other miscellaneous programs such as the City of Richmond contributions for Capstan Station. In addition, there is funding provided by the Province of BC in lieu of tolling revenue on the Golden Ears Bridge as bridge tolling was eliminated on September 1, 2017.

Total government transfers were \$136.6 million (81.8 per cent) higher than 2017, as there were more Conventional Bus deliveries than in 2017, attracting more Federal Gas Tax transfers to fund those projects.

Golden Ears Bridge Tolling

On September 1, 2017, the Province of BC eliminated bridge tolling throughout the province, including tolls on the Golden Ears Bridge. Funds in lieu of tolling revenue are reported as government transfers.

Investment Income

Investment income was \$2.9 million (5.8 per cent) higher than 2017 mainly due to higher interest rates well as higher cash balance and investment holdings.

Miscellaneous Revenue

Miscellaneous revenue increased \$4.9 million (69.7 per cent) over 2017, primarily driven by a one-time receipt of \$4.1 million for a contract penalty payment. The remainder was due to recoveries from external parties, such as Transit Police officers that were seconded to other agencies.

Gain (Loss) on Disposal of Assets

There has been a minimal net loss on disposal of assets due to a current year gain on vehicle disposals, offset by a loss on BCRTC capital spares disposal. This represents a reduction of \$1.1 million (96.9 per cent) compared to 2017.

Consolidated Revenues – Comparison to Budget

Year ended December 31 (\$ thousands)	ACTUAL	BUDGET	COMPARISON TO BUDGET	
	2018	2018	Fav/ (Unfav)	%
Taxation	819,354	855,072	(35,718)	(4.2%)
Transit	638,015	606,805	31,210	5.1%
Government transfers				
Senior Government Funding	245,632	366,212	(120,580)	(32.9%)
Golden Ears Bridge Tolling Replacement Revenue	57,866	57,866	-	-
Investment income	53,203	48,189	5,014	10.4%
Amortization of deferred concessionaire credit	23,273	23,337	(64)	(0.3%)
Miscellaneous revenue	11,894	6,036	5,858	97.1%
Sub Total Continuing Operations	1,849,237	1,963,517	(114,280)	(5.8%)
Loss on disposal of tangible capital assets	(34)	(447)	413	92.4%
Total Revenue	1,849,203	1,963,070	(113,867)	(5.8%)

Total revenue was \$113.9 million (5.8 per cent) unfavourable to budget mainly due to a timing difference of government transfers. Taxation revenue was \$35.7 million (4.2 per cent) unfavourable to budget. This was driven by a decrease in fuel sale volume due to record high fuel prices in the region. These unfavourable variances were partly offset by a \$31.2 million (5.1 per cent) favourable variance in transit revenue attributable to higher than anticipated ridership.

Taxation

Year ended December 31 (\$ thousands)	ACTUAL	BUDGET	COMPARISON TO BUDGET	
	2018	2018	Fav/ (Unfav)	%
Fuel tax	351,338	388,409	(37,071)	(9.5%)
Property tax	355,838	355,882	(44)	(0.0%)
Parking Rights tax	73,201	71,523	1,678	2.3%
Hydro levy	21,088	21,258	(170)	(0.8%)
Replacement tax	17,889	18,000	(111)	(0.6%)
Total Taxation	819,354	855,072	(35,718)	(4.2%)

Total taxation revenue for 2018 at \$819.4 million was \$35.7 million (4.2 per cent) unfavourable to budget.

Fuel tax revenue was \$37.1 million (9.5 per cent) unfavourable to budget. This was as a result of record high fuel prices in the first half of 2018 as a result of a refinery shut down, which caused consumers to look outside the region to purchase fuel.

All other taxation revenues were consistent with budget, with the exception of parking rights tax revenue which exceeded budget by \$1.7 million (2.3 per cent) mainly due to higher parking volumes and increased parking rates.

Transit

Year ended December 31 (\$ thousands)	ACTUAL	BUDGET	COMPARISON TO BUDGET	
	2018	2018	Fav/ (Unfav)	%
Fares	494,749	471,241	23,508	5.0%
Program	118,635	113,930	4,705	4.1%
Total Fares	613,384	585,171	28,213	4.8%
Other transit	24,631	21,634	2,997	13.9%
Total Transit	638,015	606,805	31,210	5.1%

Total transit revenues were \$31.2 million (5.1 per cent) favourable to budget as a result of record ridership and increased program participation.

Other transit revenue was \$3.0 million (13.9 per cent) favourable to budget due to increased revenues from property rentals, advertising and TransLink's sale of carbon tax credits.

Government Transfers

Government transfers include funds provided by the Province of BC in lieu of foregone Golden Ears Bridge tolling since September 1, 2017.

Total government transfers were \$120.6 million (28.4 per cent) unfavourable to budget mainly due to the deferral of planned projects. Major revenue vehicle replacement projects funded by Federal Gas Tax were delayed to 2019. Changes in vehicle propulsion systems increased lead time of ordering and delivery, resulting in a corresponding deferral of government transfers.

Investment Income

Investment income was \$5.0 million (10.4 per cent) favourable to budget mainly due to higher interest rates on cash and higher investment holdings.

Miscellaneous Revenue

Miscellaneous revenue was \$5.9 million (97.1 per cent) favourable to budget mainly due to one-off receipt of \$4.1 million for a contract penalty payment. The remaining favourable variance was driven by higher than expected recoveries.

Gain (Loss) on Disposal of Assets

Loss on disposal of assets was \$0.4 million favourable to budget as a result of a gain on vehicle disposals.

Consolidated Expenses – Comparison to 2017

(BY SEGMENT)

Year ended December 31 (\$ thousands)	ACTUAL		COMPARISON TO 2017	
	2018	2017	Fav/ (Unfav)	%
Bus Operations	724,883	688,877	(36,006)	(5.2%)
Corporate Operations	96,795	97,974	1,179	1.2%
Rail Operations	309,195	297,366	(11,829)	(4.0%)
Roads and Bridges	91,210	84,183	(7,027)	(8.3%)
Transit Police	38,308	37,179	(1,129)	(3.0%)
Amortization of tangible capital assets ¹	197,854	192,171	(5,683)	(3.0%)
Interest ¹	183,459	181,766	(1,693)	(0.9%)
Sub Total Continuing Operations	1,641,704	1,579,516	(62,188)	(3.9%)
Corporate One-time	22,029	12,640	(9,389)	(74.3%)
Total Expenses by Segment	1,663,733	1,592,156	(71,577)	(4.5%)

¹ Amortization and Interest shown separately to facilitate analysis

Bus Operations operating expenses were \$36.0 million (5.2 per cent) higher than 2017 mainly due to additional operating costs for service expansion delivered in 2018 as part of the Investment Plan. These include impacts of labour, contractual and economic increases as well as higher vehicle maintenance costs, increases in fuel prices, higher vehicle insurance rates, increased telecom, network and software requirements, partly offset by savings in benefit costs.

Corporate Operations expenses decreased by \$1.2 million (1.2 per cent) over 2017 mainly due to the reclassification of feasibility studies to Corporate One-time and lower contractual costs due to performance abatements. The decrease is partly offset by contractual and economic labour increases, rent increases, higher property taxes and increased telecom, network and software requirements.

Rail Operations expenses were \$11.8 million (4.0 per cent) higher than 2017 mainly due to labour, contractual and economic increases, increased staffing to support projects, maintenance and safety initiatives, increased maintenance activities to ensure a state of good repair, higher diesel prices related to the West Coast Express and increased telecom, network and software requirements.

Roads and Bridges expenses were \$7.0 million (8.3 per cent) higher in 2018 mainly due to an increase in capital contributions to municipalities and increased operations, maintenance and rehabilitation funding for the Major Road Network expansion as committed in the Investment Plan as well as a one-time write-off of Golden Ears Bridge uncollectible accounts. The increase is partly offset by lower contractor payments due to the elimination of tolls and the transfer of ownership for the Pattullo Bridge replacement project to the Province.

Transit Police expenses were \$1.1 million (3.0 per cent) higher in 2018 mainly due to an increase in software licensing costs and overtime costs required to meet staffing minimums for patrols due to vacancies. The increase is partly offset by lower legal costs and reduced police equipment purchases.

Amortization expense increased by \$5.7 million (3.0 per cent) over 2017 as a result of a \$148.9 million increase in depreciable tangible capital assets. Main asset additions in 2018 were new buses for replacement and expansion, new SkyTrain vehicles, station upgrades and other various infrastructure and system upgrades.

Interest expense was \$1.7 million (0.9 per cent) higher than the prior year due to higher outstanding debt, higher borrowing rates and lower capitalization of interest due to the timing of capital spending.

Corporate One-time expenses were higher by \$9.4 million (74.3 per cent) compared to 2017. Larger one-time costs were incurred in 2018 including a one-time write-off of previously capitalized Pattullo Bridge costs (\$8.3 million) due to the transfer of the bridge replacement project to the Province and initiatives such as the Regional Transportation Strategy and B-Line expansion project which had not incurred costs in 2017.

Consolidated Expenses – Comparison to Budget

(BY SEGMENT)

Year ended December 31 (\$ thousands)	ACTUAL	BUDGET ²	COMPARISON TO BUDGET	
	2018	2018	Fav/ (Unfav)	%
Bus Operations	724,883	731,703	6,820	0.9%
Corporate Operations	96,795	100,173	3,378	3.4%
Rail Operations	309,195	308,576	(619)	(0.2%)
Roads and Bridges	91,210	104,256	13,046	12.5%
Transit Police	38,308	38,765	457	1.2%
Amortization of tangible capital assets ¹	197,854	214,436	16,582	7.7%
Interest ¹	183,459	179,267	(4,192)	(2.3%)
Sub Total Continuing Operations	1,641,704	1,677,176	35,472	2.1%
Corporate One-time	22,029	32,755	10,726	32.7%
Total Expenses by Segment	1,663,733	1,709,931	46,198	2.7%

¹ Amortization and Interest shown separately to facilitate analysis

² Budget reallocated due to approved contingency

Bus Operations operating expenses were \$6.8 million (0.9 per cent) favourable to budget mainly due to lower employer-paid benefit costs and lower labour costs from vacancies. These savings were partly offset by higher vehicle repair costs, overtime costs for vacancy coverage, higher vehicle insurance premiums and higher fuel costs.

Corporate Operations operating expenditures were \$3.4 million (3.4 per cent) favourable to budget mainly due to contractual savings related to performance abatements, lower professional fees and vacancy savings.

Rail Operations operating expenses were \$0.6 million (0.2 per cent) unfavourable to budget mainly due to higher train and rail maintenance activities, increased insurance premiums, higher diesel prices related to West Coast Express, lower salary capitalization and increased overtime to support operations and maintenance. These increases were partly offset by vacancy savings and lower West Coast Express contract costs.

Roads and Bridges spending was \$13.0 million (12.5 per cent) favourable to budget mainly due to timing of capital infrastructure contributions to municipalities and lower than anticipated bridge operating maintenance costs. The lower payment to Golden Ears Bridge contractors is partly offset by the write-off of uncollectible accounts due to the elimination of tolling.

Transit Police operating expenditures were \$457 thousand (1.2 per cent) favourable to budget mainly due to vacancy savings, savings in radio communication costs, and lower than expected software licensing and property rental costs. These savings were partly offset by overtime costs required to meet staffing minimums for patrol and higher vehicle and facility maintenance costs.

Amortization expense was \$16.6 million (7.7 per cent) favourable to budget mainly due to lower vehicle deliveries in 2018, changes in the estimated useful lives of the Richmond and Vancouver Transit Centers and timing of project capitalization including station upgrades at Commercial-Broadway and Surrey Central Stations.

Interest expense was \$4.2 million (2.3 per cent) unfavourable to budget mainly due to lower capitalization of interest due to timing of capital spending, partly offset by the effect of lower interest rates as compared to budgeted rates.

Corporate One-time costs were \$10.7 million (32.7 per cent) favourable to budget mainly due to unused operating contingency funding and the timing of project activities, partly offset by the write-off of Pattullo Bridge capitalized costs (\$8.3 million) due to the transfer of the bridge replacement project.

Consolidated Expenses by Category – Comparison to 2017

Year ended December 31 (\$ thousands)	2018 Actual			2017 Actual			Ongoing Expenses	
	Ongoing	One-time ¹	Total	Ongoing	One-time ¹	Total	Fav/ (Unfav)	%
Administration	48,181	1,361	49,542	41,714	1,826	43,540	(6,467)	(15.5%)
Amortization of tangible capital assets	197,854	-	197,854	192,171	-	192,171	(5,683)	(3.0%)
Capital infrastructure contributions	40,416	-	40,416	33,389	-	33,389	(7,027)	(21.0%)
Contracted services	220,349	-	220,349	219,116	-	219,116	(1,233)	(0.6%)
Fuel and power	71,706	-	71,706	65,520	-	65,520	(6,186)	(9.4%)
Insurance	24,142	-	24,142	23,825	-	23,825	(317)	(1.3%)
Interest	183,459	-	183,459	181,766	-	181,766	(1,693)	(0.9%)
Maintenance, materials and utilities	163,271	335	163,606	148,078	136	148,214	(15,193)	(10.3%)
Professional and legal	20,018	10,751	30,769	30,569	10,460	41,029	10,551	34.5%
Rentals, leases and property tax	26,938	-	26,938	24,339	-	24,339	(2,599)	(10.7%)
Salaries, wages and benefits	645,370	1,283	646,653	617,850	218	618,068	(27,520)	(4.5%)
Write-down of tangible capital assets	-	8,299	8,299	1,179	-	1,179	1,179	1.0
Total Expenses by Category	1,641,704	22,029	1,663,733	1,579,516	12,640	1,592,156	(62,188)	(3.9%)

¹ One-time expenses shown separately to facilitate analysis

Ongoing Expenses

Administration costs increased \$6.5 million (15.5 per cent) over 2017 mainly due to the write-off of uncollectible accounts and increased telecom, network and software requirements.

Amortization expense increased by \$5.7 million (3.0 per cent) over 2017 mainly due to capital asset additions, including new buses for replacement and expansion, new SkyTrain vehicles, station upgrades and other infrastructure and system upgrades.

Capital infrastructure contributions increased by \$7.0 million (21.0 per cent) mainly due to an increase in capital contributions to municipalities.

Contracted services increased by \$1.2 million (0.6 per cent) over 2017 mainly due to increased HandyDART trips, higher operator labour and contractual costs, inflationary increases, higher maintenance costs and fuel prices, partly offset by lower contracted services related to the elimination of tolling for the Golden Ears Bridge.

Fuel and power costs increased by \$6.2 million (9.4 per cent) over the prior year mainly due to higher gasoline and diesel prices and additional service kilometres as part of the service expansion.

Insurance costs increased by \$317 thousand (1.3 per cent) over 2017 mainly due to higher vehicle insurance rates.

Interest expense was \$1.7 million (0.9 per cent) higher than the prior year due to higher outstanding Debt, increased borrowing rates and lower capitalization of interest due to timing of capital spending.

Maintenance, materials and utilities increased by 15.2 million (10.3 per cent) over 2017 mainly due to higher costs for hybrid and Trolley bus battery replacements, higher operations, maintenance and rehabilitation costs as a result of increased lane-kilometres with the Major Road Network and an increase in state of good repair costs.

Professional and legal fees decreased by 10.6 million (34.5 per cent) over 2017 mainly due to lower costs relating to the Pattullo Bridge replacement as the project was transferred to the Government of British Columbia in February 2018, reclassification of costs to Corporate One-time and lower environmental remediation costs for the Oakridge Transit Centre.

Rentals, leases and property tax expenses increased by \$2.6 million (10.7 per cent) over the prior year mainly due to the annualized impact of property rentals that started part way through 2017, higher occupancy costs and increase in property tax assessments.

Salaries and wages increased \$27.5 million (4.5 per cent) over the prior year mainly due to bus and rail service expansion, as well as contractual and economic labour increases.

Consolidated Expenses by Category – Comparison to Budget

Year ended December 31 (\$ thousands)	2018 Actual			2018 Budget			Ongoing Expenses	
	Ongoing	One-time ¹	Total	Ongoing	One-time ¹	Total	Fav/ (Unfav)	%
Administration	48,181	1,361	49,542	48,444	650	49,094	263	0.5%
Amortization of tangible capital assets	197,854	-	197,854	214,436	-	214,436	16,582	7.7%
Capital infrastructure contributions	40,416	-	40,416	53,212	-	53,212	12,796	24.0%
Contracted services	220,349	-	220,349	226,686	-	226,686	6,337	2.8%
Fuel and power	71,706	-	71,706	69,807	-	69,807	(1,899)	(2.7%)
Insurance	24,142	-	24,142	24,508	-	24,508	366	1.5%
Interest	183,459	-	183,459	179,267	-	179,267	(4,192)	(2.3%)
Maintenance, materials and utilities	163,271	335	163,606	157,246	-	157,246	(6,025)	(3.8%)
Professional and legal	20,018	10,751	30,769	20,574	20,113	40,687	556	2.7%
Rentals, leases and property tax	26,938	-	26,938	27,735	-	27,735	797	2.9%
Salaries, wages and benefits	645,370	1,283	646,653	655,261	11,992	667,253	9,891	1.5%
Write-down of tangible capital assets	-	8,299	8,299	-	-	-	-	-
Total Expenses by Category	1,641,704	22,029	1,663,733	1,677,176	32,755	1,709,931	35,472	2.1%

¹ One-time expenses shown separately to facilitate analysis

Ongoing Expenses

Administration costs were \$263 thousand (0.5 per cent) favourable to budget mainly due to lower than expected fare media costs as more customers are switching from Single Use tickets to reusable Compass cards and lower than expected network and software operating costs, partly offset by write-off of uncollectible accounts.

Amortization expense was \$16.6 million (7.7 per cent) favourable to budget mainly due to the number of vehicle deliveries in 2018 being lower than expected, changes in the estimated useful lives of the Richmond and Vancouver Transit Centers and timing of project capitalization including station upgrades at Commercial-Broadway and Surrey Central Stations.

Capital infrastructure contributions were favourable by \$12.8 million (24.0 per cent) primarily due to timing of capital infrastructure contributions to municipalities.

Contracted services were \$6.3 million (2.8 per cent) favourable to budget mainly due to lower than expected costs for Golden Ears Bridge tolling services and contractual savings.

Fuel and power costs were \$1.9 million (2.7 per cent) unfavourable to budget mainly higher than planned gasoline and compressed natural gas (CNG) usage and higher fuel prices.

Insurance was favourable to budget \$366 thousand (1.5 per cent) mainly due to lower than expected claims to TransLink's Transportation Property Casualty Company (TPCC).

Interest expense was \$4.2 million (2.3 per cent) unfavourable to budget mainly due to lower capitalization of interest from the timing of capital spending, partly offset by the effect of lower than budgeted interest rates.

Maintenance, materials and utilities expenses were \$6.0 million (3.8 per cent) unfavourable to budget mainly due to increased material costs for major vehicle component repairs, higher hybrid and Trolley battery replacements than planned, higher building maintenance and janitorial costs, higher snow removal costs and higher train and rail maintenance costs for state of good repair initiatives.

Professional and legal fees were \$556 thousand (2.7 per cent) favourable to budget mainly due to savings from the timing of projects partly offset by higher than expected environmental remediation costs for the Oakridge Transit Centre and higher consultant costs to backfill vacancies.

Rentals, leases and property tax expenses were \$797 thousand (2.9 per cent) favourable to budget mainly due to lower than expected property tax assessments.

Salaries and wages were \$9.9 million (1.5 per cent) favourable to budget mainly due to lower employer-paid benefit costs and vacancy savings.

4. Capital Program

TransLink's investment in capital assets continues to grow with the focus of supporting enterprise priorities. The capital program is robust and managed with strong governance and oversight. As of December 31, 2018, TransLink's total capital program budget was \$3.6 billion, including:

- \$1.9 billion in active capital projects;
- \$63.2 million in Approved-In-Principle (AIP) capital projects;
- \$978.7 million in substantially complete capital projects; and
- \$317.5 million in capital infrastructure contributions to municipalities.

SUMMARY OF CAPITAL PROGRAM				
As of December 31, 2018 (\$ thousands)	Number of Projects	Total Program Budget	2018 Total Spending	Senior Government Funding (Committed)
Capital Projects				
Active	126	1,913,637	395,113	1,155,471
AIP	19	63,195	-	6,760
Subtotal	145	1,976,832	395,113	1,162,231
Substantially Complete				
Substantially Complete	71	978,713	40,707	328,016
Closed	31	285,683	2,331	155,090
Cancelled	4	16,160	-	-
Subtotal	106	1,280,556	43,038	483,106
Capital Infrastructure Contributions - Active				
Active	20	317,515	36,584	-
Subtotal	20	317,515	36,584	-
Total Capital Program	271	3,574,903	474,735	1,645,337

The capital program is supported in part by \$1.6 billion in committed funding available to TransLink from the Federal Gas Tax Fund, Public Transit Infrastructure Fund (PTIF) and Building Canada Fund (BCF). External funding programs apply to eligible projects within the capital program. For the Federal Gas Tax Fund, TransLink receives approval and funding in advance of project initiation. These funds are held in restricted cash and treated as deferred government transfers until costs are incurred in the approved projects, at which time funds are released to general operating funds and government transfers revenue is recognized. For PTIF and BCF, TransLink incurs the costs of the projects which are recovered through invoicing the Province for the portion that is funded per the respective agreements.

Active and Substantially Complete Capital Projects

As of December 31, 2018, there were 197 active or substantially complete projects with a final forecasted cost of \$2.9 billion. In the 2018 Business Plan, the cash flows for capital projects were expected to be \$928.6 million for the year. The total actual cash flows for projects during the year were \$435.8 million (47.0 per cent) of planned cash flows due largely to shifts of expenditures to 2019. The shift is mainly due to a propulsion change in type of buses being ordered which delayed contracts being secured, projects requiring further design work, delays in permit approvals and contract milestone payment schedules being revised.

SUMMARY OF ACTIVE PROJECTS								
As of December 31, 2018 (\$ thousands)	Number of Projects	Current Budget	2018 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
						Fav/(Unfav)	%	
Active								
Equipment	18	126,192	8,088	9,752	121,194	4,998	4.0%	44,253
Infrastructure	65	724,943	115,664	257,168	710,005	14,939	2.1%	233,087
Major Construction	2	72,876	37,624	56,608	66,989	5,887	8.1%	33,000
Technology	16	49,006	8,553	18,288	44,883	4,123	8.4%	-
Vehicle	25	940,620	225,184	402,865	934,514	6,106	0.6%	845,131
Subtotal (Active Capital Projects)	126	1,913,637	395,113	744,680	1,877,585	36,053	1.9%	1,155,471
Substantially Complete	71	978,713	40,707	949,051	957,920	20,793	2.1%	328,016
Total Active Capital Projects	197	2,892,350	435,820	1,693,731	2,835,505	56,846	2.0%	1,483,487

Active Capital Projects

As of December 31, 2018, there were 126 active projects with expenditures of \$395.1 million in 2018 and \$744.7 million in cumulative spending to date. A comparison of project budgets against forecasted final costs show a favourable variance of \$36.1 million (1.9 per cent).

Infrastructure spending of \$115.7 million year to date includes a total of \$49.6 million spent on SkyTrain station upgrade projects for Commercial-Broadway, Joyce-Collingwood, Surrey Central and Canada Line stations. These upgrades will improve customer experience once completed as they address station circulation and system capacity issues.

Vehicle spending of \$225.2 million for the year 2018 related mainly to the procurement of Mark III SkyTrain vehicles, Canada Line vehicles and Conventional Bus Replacements accounting for \$211.8 million of the total spend. These projects add to the existing rail and bus fleet to support further service increases and maintain a state of good repair. The total expected external funding for vehicles from senior government sources is \$845.1 million.

Major Construction spending of \$37.6 million for 2018 included the Surrey-Newton-Guildford LRT and Broadway Subway projects. In Fall 2018, the Surrey-Newton-Guildford LRT project was suspended due to a change in the South of Fraser rapid transit strategy based on the resolution of City of Surrey Council to end support for the Surrey-Newton-Guildford LRT project. The Broadway Subway project is being delivered by the Province of BC.

Substantially Complete Capital Projects

As of December 31, 2018, there are 71 projects with a total budget of \$978.7 million deemed substantially complete with \$40.7 million spent in 2018. These projects are in the final stages of project activity with \$8.9 million in forecasted costs remaining. The total expected favourable variance for these projects at completion is \$20.8 million (2.1 per cent) mainly due to the Millennium Line Evergreen Extension Integration, Metrotown and New Westminster Station upgrades, the Open Payment Acceptance at Compass and 2nd Replacement SeaBus projects all expected to complete under budget.

Other notable substantially complete projects include:

- Hamilton Transit Centre;
- Expo Line Propulsion Power Upgrade; and
- Main Street SkyTrain Station Upgrade.

Approved in Principle (AIP) Capital Projects

In the fourth quarter, seven projects were initiated and the remaining AIP projects are expected to be initiated in 2019. As of December 31, 2018, there were 19 AIP projects with a total budget of \$63.2 million remaining to be initiated. Of the 19 projects not initiated, 10 projects with a budget of \$29.5 million were carried forward from the 2017 capital program and the remaining 9 projects with a budget of \$33.7 million were from the 2018 capital program.

SUMMARY OF AIP PROJECTS			
As of December 31, 2018 (\$ thousands)	Number of Projects	Current Budget	Senior Government Funding (Committed)
Infrastructure	13	52,994	6,760
Technology	6	10,201	-
Total AIP Projects	19	63,195	6,760

The projects remaining in AIP include bus exchange upgrades, as well as SkyTrain facility and systems improvements.

Closed Capital Projects

As of December 31, 2018, 31 projects with a final cost of \$282.8 million and an approved budget of \$285.7 million were completed and closed. Significant projects closed this year, include Replacement Buses, TransLink Head Office Relocation Project and the West Coast Express Rail Car Lease Buyout.

Cancelled Capital Projects

As of December 31, 2018, four AIP projects with a total budget of \$16.2 million were cancelled which included the Pattullo Bridge Procurement Readiness & Environmental Work project for \$13.9 million as the Province will be responsible for the new Pattullo Bridge Replacement project. After review and prioritization of the 2018 capital program, other project cancellations included the Train Radio Information Management System (TRIMS) Upgrade Project (\$1.5 million), Data Warehouse Business Intelligence Program 2017 (\$500 thousand) and the Enterprise Financial System Multi-Currency Enablement (\$210 thousand).

Capital Infrastructure Contributions

These expenditures consist of contributions to municipalities for the rehabilitation and upgrade of the Major Roads Network as well as pedestrian and bike pathways. TransLink does not own these underlying assets and contributions are expensed in the year they are incurred.

As of December 31, 2018, there were 20 active programs with a budget of \$317.5 million. In the 2018 Business Plan, the cash flows for capital infrastructure contributions were expected to be \$52.6 million for the year. The total actual cash flows for capital infrastructure contributions during the year were \$36.6 million (69.6 per cent).

5. Changes in Financial Position

Financial Assets

As at December 31 (\$ thousands)	2018	2017	Change	%
Cash and cash equivalents	517,022	424,010	93,012	21.9%
Accounts receivable	250,598	120,852	129,746	107.4%
Loans receivable	250,734	310,197	(59,463)	(19.2%)
Restricted cash and cash equivalents and investments	979,894	780,240	199,654	25.6%
Investments	61,173	60,951	222	0.4%
Debt reserve deposits	29,421	32,754	(3,333)	(10.2%)
Financial Assets	2,088,842	1,729,004	359,838	20.8%

See “Liquidity and Capital Resources” section for cash and cash equivalents.

The increase in accounts receivable of \$129.7 million (107.4 per cent) was mainly due to higher cost recoveries related to TransLink delivering capital projects under funding agreements with the Provincial and Federal Governments. See “Capital Program” section for project activities.

Loan receivable represents the net present value of future payments of proceeds from the 2016 sale of the Oakridge Transit Centre. The decrease of \$59.5 million (19.2 per cent) was attributable to the installment payment received during the year, partially offset by interest earned on the outstanding balance.

Restricted Cash and Investments

As at December 31 (\$ thousands)	2018	2017	Change	%
Government transfers for capital project funding	533,538	408,962	124,576	30.5%
TPCC's Investments	25,095	23,127	1,968	8.5%
Green Bond Proceeds	11,688	-	11,688	-
Land reserve	145,330	138,888	6,442	4.6%
Sub-total	715,651	570,977	144,674	25.3%
Total self administered sinking funds	264,243	209,263	54,980	26.3%
Total	979,894	780,240	199,654	25.6%

Restricted cash and investments include unspent government transfers, self-administered sinking funds, land reserve funds, unspent proceeds of green bond issuance and funds segregated for TransLink's Captive Insurance corporation (TPCC). The purpose of the land reserve funds is to allow proceeds from the disposition of real property to be invested back into real property. The land reserve concept is consistent with the Mayors' Council 2012 resolution and the former TransLink Commissioner's comments that the supplemental plan (now known as the Investment Plan) should not liquidate capital assets to fund operations.

The increase in restricted cash and investments of \$199.7 million (25.6 per cent) was mainly due to additional funding received during the year specifically for capital projects.

Liabilities

As at December 31

(\$ thousands)	2018	2017	Change	%
Accounts payable and accrued liabilities	340,267	269,057	71,210	26.5%
Debt	2,665,085	2,462,731	202,354	8.2%
Deferred government transfers	1,249,094	1,149,696	99,398	8.6%
Golden Ears Bridge contractor liability	1,040,378	1,045,557	(5,179)	(0.5%)
Deferred concessionaire credit	502,512	525,785	(23,273)	(4.4%)
Employee future benefits	139,653	130,902	8,751	6.7%
Deferred revenue and deposits	55,136	46,412	8,724	18.8%
Deferred lease inducements	12,544	12,486	58	0.5%
Liabilities	6,004,669	5,642,626	362,043	6.4%

See “Liquidity and Capital Resources” section for debt.

The increase in deferred government transfer of \$99.4 million (8.6 per cent) was due to the gas tax funding received partly offset by revenues recognized as the various funding stipulations are met.

The Golden Ears Bridge contractor liability financed the construction of the Golden Ears Bridge and is payable over the term ending June 2041.

Deferred concessionaire credits represent the funding provided by the Canada Line Concessionaire. This balance is amortized to income on a straight-line basis until the expiry of the concessionaire agreement in July 2040.

Employee future benefits represent post-retirement and post-employment benefits. The increase of \$8.8 million (6.7 per cent) was due to the estimated current service cost and related interest. Post-retirement benefits are drawn down upon retirement of the employees.

The increase in deferred revenues and deposits of \$8.7 million (18.8 per cent) was attributable to unearned transit fare revenue and Compass Card deposits received.

Non-Financial Assets

As at December 31

(\$ thousands)	2018	2017	Change	%
Tangible capital assets	5,079,162	4,907,241	171,921	3.5%
Supplies inventory	74,244	65,293	8,951	13.7%
Prepaid expenses	28,206	21,403	6,803	31.8%
Non-Financial Assets	5,181,612	4,993,937	187,675	3.8%

Tangible capital assets increased by \$171.9 million (3.5 per cent) due to net asset additions partly offset by amortization. See “Capital Program” section for project activities. In addition, TransLink also operates, maintains and upgrades capital assets owned by the Province of BC including land, stations and guideways related to the SkyTrain Expo and Millennium Lines and West Coast Express vehicles.

Capital Asset Additions

For the year ended December 31, 2018 tangible capital assets increased by a net amount of \$171.9 million which represents \$382.5 million additions to capital assets less the following:

- \$197.9 million of amortization;
- \$8.3 million in write-down;
- \$3.7 million in net transfer to inventory assets; and
- \$0.7 million in disposals.

The addition of \$382.5 million during the year was primarily made up of the following items:

Additions to vehicles of \$160.4 million primarily related to:

- \$138.1 million for replacement of the conventional bus fleet including 106 40' CNG, 38 40' diesel hybrid, 22 40' highway diesel and 8 60' articulated diesel vehicles;
- \$8.7 million for Mark I SkyTrain cars refurbishment; and
- \$9.7 million for replacement of 74 HandyDART vehicles

Additions to land and buildings of \$80.0 million related to:

- \$51.8 million for the acquisition of land along Broadway; and
- \$10.5 million for upgrades to Surrey Transit Centre buildings to accommodate the new CNG refueling stations.

Additions to equipment of \$44.7 million primarily related to:

- \$6.9 million for Trolley Overhead equipment;
- \$6.2 million for Compass system advancement related to proximity enabled accessibility;
- \$5.3 million for new CNG refuelling equipment at Surrey Transit Centre;
- \$3.4 million for phase III of Expo Line rail pad replacement;
- \$3.0 million for phase I of Expo Line running rail replacement; and
- \$2.6 million for capital leases for IT infrastructure to renew leases and replace aging IT hardware.

Additions to other supporting systems of \$34.9 million primarily related to:

- \$29.9 million for Metrotown Station and Exchange upgrades; and
- \$4.1 million for Expo Line Automatic Train Control (ATC) equipment replacement.

Net additions to work in progress of \$62.5 million primarily related to:

Capital additions to work-in-progress amounted to \$437.5 million for the year offset by \$375.0 million in transfers of completed projects into their respective asset classes. The main movements for the year related to SkyTrain vehicle purchase, conventional bus purchases and major SkyTrain station upgrades. The impact of these projects is as follows:

- Mark III Vehicles of \$31.3 million;
- Conventional Buses – addition of \$143.2 million offset by capitalization of \$138.1 million; and
- Commercial-Broadway and Metrotown Skytrain Station upgrades – addition of \$23.7 million offset by capitalization of \$29.9 million.

6. Liquidity and Capital Resources

The following table shows TransLink's unrestricted cash and investments.

As at December 31				
(\$ thousands)	2018	2017	Change	%
Cash and cash equivalents	517,022	424,010	93,012	21.9%
Investments	61,173	60,951	222	0.4%
Total	578,195	484,961	93,234	19.2%

Cash and cash equivalents and investments increased by \$93.2 million (19.2 per cent) primarily due to net of inflows from operations and timing of capital spending. TransLink's strong liquidity position is further supported by a \$500 million commercial paper program, of which \$120 million is outstanding at year end (2017 - \$240 million).

Financing

TransLink's debt management policy includes self-imposed debt coverage and debt service coverage limits. Debt coverage policy represents total net debt as a percentage of operating revenue at a maximum of 300 per cent; debt service coverage represents gross interest costs (PSAB basis) as a per cent of operating revenue of not more than 20 per cent. TransLink continues to remain within these policy limits.

As at December 31						
(\$ thousands)	2018		2017		Change	%
Debt	2,665,085		2,462,731		202,354	8.2%
Less: Self-administered sinking funds	(264,243)		(209,263)		(54,980)	(26.3%)
Less: Debt reserve deposits	(29,421)		(32,754)		3,333	10.2%
Net Direct Debt	2,371,421	60.6%	2,220,714	58.6%	150,707	6.8%
Golden Ears Bridge contractor liability	1,040,378		1,045,557		(5,179)	(0.5%)
Deferred concessionaire credit	502,512		525,785		(23,273)	(4.4%)
Indirect P3 Debt	1,542,890	39.4%	1,571,342	41.4%	(28,452)	(1.8%)
Subtotal Net Direct Debt and Indirect P3 Debt	3,914,311	100.0%	3,792,056	100.0%	122,255	3.2%

Debt, which primarily finances capital spending, increased by \$202.4 million (8.2 per cent). This was the result of an additional \$400 million of green bond issuance, offset by scheduled debt repayments. As part of TransLink's inaugural green bond issuance, a green bond framework was developed that details what types of projects that TransLink will select as eligible for any green bond proceeds, how TransLink will manage the proceeds of any green bond issuances and how it will report on the resulting environmental benefits of these projects once they are operational.

Indirect P3 Debt decreased by \$28.5 million (1.8 per cent) through the principal repayment of \$5.2 million of the Golden Ears Bridge contractor liability and the \$23.3 million amortization of the Canada Line deferred concessionaire credits.

Overall, the total debt financing increased by \$122.3 million (3.2 per cent) primarily through direct borrowing.

Credit Rating

Maintaining a high-quality credit rating is essential to ensure that TransLink can continue to access capital markets in the most cost-effective manner. The following table summarizes TransLink's current credit ratings and outlooks.

As at December 31, 2018

Agency	Commercial Paper	Senior Debt	General Obligation	Outlook
DBRS Limited	R-1 mid	AA	AA	Stable
Moody's Investors Service	Not Rated	Aa2	Aa2	Stable

Under the SCBCTA Act, TransLink's outstanding debt obligations cannot exceed TransLink's borrowing limit of \$5.5 billion. The debt obligations are defined under the SCBCTA Act as the sum of current borrowings of TransLink secured by debentures, bonds, other forms of indentures, capital leases, short-term notes, lines of credit and bank overdrafts, excluding any prepaid financing costs. Any future increases in TransLink's borrowing limits need to be approved by the Mayors' Council (after consultation with Metro Vancouver) through an Investment Plan. During 2018, the borrowing limit was increased from \$4.0 billion to \$5.5 billion based on Phase Two of the 10-Year Vision 2018-2027 Investment Plan, approved on June 28, 2018.

As at December 31, 2018, TransLink's outstanding debt obligation, as defined above, was \$3.23 billion¹ (2017 - \$3.09 billion).

¹ Debt of \$2.67 billion plus MFA administered sinking funds of \$0.58 billion and net of capital lease reductions since inception, unamortized issue costs and unamortized premiums /discounts of \$0.02 billion.

7. Risk Factors

Financial Risk

The main financial risks TransLink is exposed to are credit, liquidity and market risks.

Credit Risk

Credit risk is the risk of loss resulting from bad debts on accounts receivables and non-performing investments.

a) Accounts Receivable

The large majority of TransLink's accounts receivables are from the Province of BC (fuel tax, capital project funding, toll replacement funding and program passes) and the Federal Government (GST rebate). For these balances, collectibility risk is not significant.

(b) Loan receivable

The loan receivable is due from Modern Green Development Corp. (formerly Intergulf-Modern Green Development Corp.), the purchaser of the Oakridge Transit Centre. The remaining payments are due over approximately the next 4 years and secured by a mortgage against the property.

(c) Investments

Credit risk within the treasury function arises from the investments of the cash resources held by TransLink to meet internal liquidity requirements and for general business purposes. TransLink's investment policy identifies authorized investment types, limits asset concentrations, stipulates credit evaluation standards and delegates approval authorities. As these investments are limited to approved, reputable counterparties that are monitored on an ongoing basis, the investment risk is considered low.

Liquidity Risk

Liquidity risk is the risk that TransLink may be unable to meet its financial obligations in a timely manner and at reasonable prices. Liquidity risk is low as TransLink maintains an optimal mix of cash, short-term investments and a \$500 million commercial paper program. The commercial paper program is a short-term borrowing facility where TransLink can issue promissory notes with terms to maturity generally ranging from 35 to 91-days. TransLink has a dealer group of six Canadian banks that can buy these promissory notes (more commonly known as commercial paper) and on-sell them to investors. An integral part of this commercial paper program is a standby credit facility of \$500 million committed out to March 2022 which acts as a liquidity backstop in the event that some or TransLink's entire dealer group declines to buy its promissory notes.

In addition, TransLink's long-term debt is directly accessed through the Canadian public and private debt capital markets. Another important liquidity risk mitigation measure has been the establishment of a self-administered sinking fund program to provide dedicated and restricted funding. This sinking fund investment portfolio is being built over time to help offset the repayment of TransLink issued bonds.

Market Price Risk

Market price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. For TransLink, the following are the main types of market risk: interest rate risk, foreign exchange risk, commodity risk and inflation risk.

(a) Interest Rate Risk

Interest rate risk related to TransLink's fixed interest rate long-term debt will be subject to the market interest rates at the date of refinancing. TransLink mitigates this source of interest rate risk by spreading maturities of borrowings over periods currently up to and including 2052 so that only a portion of outstanding debt will mature in any given fiscal year.

(b) Foreign Exchange Risk

TransLink receives all of its revenues in Canadian dollars and also incurs operating expenses and capital expenditures mostly in Canadian dollars. Accordingly, TransLink does not have a significant exposure to losses arising from fluctuations in exchange rates.

(c) Commodity Risk

TransLink's commodity risk pertains to usage of natural gas, electricity, gasoline and diesel to run its fleet of transit vehicles. Commodity risk is considered moderate as the current bus fleet, which a majority is powered by diesel fuel, is expected to be rapidly replaced with buses that are powered by more sustainable forms of fuel, such as compressed natural gas and electricity. The increase in fuel source diversity means that diesel fuel will continue to be a much smaller component of TransLink's total operating expenses.

(d) Inflation Risk

TransLink is subject to a certain amount of inflation risk, i.e. the risk that inflation will rise faster than expected. Inflation risk is considered to be moderate.

Business Risk

As the region's multi-modal transportation system, TransLink is exposed to various operational risks. TransLink identifies and manages these risks strategically through its Enterprise Risk Management program using a systematic approach to identify, assess and respond to risks that affect the achievement of its strategic, operational, project and financial objectives. TransLink maintains a comprehensive insurance program that utilizes a combination of insurers and its captive insurance company, the Transportation Property and Casualty Company, to reduce the impact of any potential losses.

Environmental Risk

TransLink and its operating companies use the principles of an Environmental Management System (EMS) to guide informed decision-making and effective management of environmental risk. CMBC and BCRTC both use ISO 14001:2015 as a guideline to manage environmental risk. The EMS is designed to ensure hazards and risks are identified and assessed and controls are implemented to mitigate significant risks. The EMS includes processes for identification and mitigation of environmental risks and regular review of environmental impacts, while continually improving environmental performance.

Labour Relations Risk

The substantial majority of employees across the TransLink enterprise are represented by six bargaining units including Unifor Locals 111 and 2200, the Canadian Union of Public Employees (CUPE) Locals 4500 and 7000, the Canadian Office and Professional Employees Union (MoveUP/COPE) Local 387 and Transit Police Professional Association (TPPA).

Three-year agreements have been successfully negotiated between TransLink, CMBC, BCRTC, Transit Police and their respective unions. Four of the three-year agreements expire on March 31, 2019. The agreement between BCRTC and their union expires on August 31, 2019 and Transit Police's is effective until December 31, 2019.

As six collective agreements are currently in place, there is no risk of a labour dispute until after the collective agreements expire. Notice to bargain typically occurs four months before the expiration of the collective agreement; therefore, negotiations will likely commence in early 2019 for those agreements terminating in the first quarter of 2019.

Project Risk

TransLink's capital projects can vary significantly in terms of scope and complexity depending on whether TransLink is maintaining its existing asset base, keeping assets in a state of good repair or undertaking significant capital infrastructure expansion plans for rapid transit lines. Risk areas of capital projects include cost estimates, design assumptions and considerations, scope definition, schedule, market rates for consultants/constructors, indemnities/insurance, project management, property, municipal approvals and the environment. To manage these risks for large projects, TransLink uses an appropriate mix of public private partnerships to design, build, finance, insure, operate and maintain the capital infrastructure to minimize and/or transfer risks to the private sector. TransLink supplements internal resources and expertise with specialized engineering, design, planning and construction and/or implementation skills as needed to provide the due diligence and oversight required by each project.

TransLink's capital approval process uses a two-stage approach that is aligned with the budget process. The first stage is the identification and definition of the project along with a budgetary estimate that is put forward for approval in principle. The second stage is more rigorous as this involves the creation of a detailed project work plan that includes scope definition, identification of key stakeholders, risk assessment, mapping against corporate objectives and financial details. These processes are supported by the infrastructure and technology project management offices (PMO) from a governance and quality management perspective.

The project applications are reviewed by senior management in the context of the available funding, business priorities and the capital program approved by TransLink's Board as part of the Investment Plan. Specific project approval recommendations are provided by the Capital Management Committee which includes Vice-Presidents from the Corporate Leadership team, including the operating companies. Projects that have moderate to higher risk profiles or are not part of the annual capital program require additional approval from the Executive Capital Oversight Group consisting of the Chief Executive Officer, Chief Financial Officer, the President of BCRTC and the President of CMBC or the Board of Directors.

Project delivery is monitored and reported on a monthly basis to TransLink executives with a focus on budget, scope, schedule, risks and issues. Each project has a project steering committee that includes a project sponsor, a member of the appropriate PMO and additional stakeholder representation as required. During project delivery, procurement risk is reduced through appropriate market review and due diligence, tendering of projects and the use of warranties and delay penalties.

Appendix 1 – Audited Consolidated Financial Statements

The 2018 Audited Consolidated Financial Statements will be attached once it has been reviewed by the Audit Committee and the Board of Directors.

Appendix 2 – Five Year Historical Schedules

5 YEAR CONSOLIDATED REVENUES

Year ended December 31						Compound Annual Growth Rate (CAGR)
(\$ millions)	2014	2015	2016	2017	2018	2014-2018
Taxation	744.2	772.7	825.7	821.3	819.4	2.4%
Transit	495.6	511.4	541.6	591.0	638.0	6.5%
Government transfers *	90.3	228.9	240.5	166.9	303.5	35.4%
Golden Ears Bridge tollings	41.6	48.4	52.1	29.7	-	(100.0%)
Investment income	34.7	34.4	40.6	50.3	53.2	11.3%
Amortization of deferred concessionaire credit	23.3	23.3	23.3	23.3	23.3	0.0%
Miscellaneous revenue	5.6	6.1	6.4	7.0	11.9	20.7%
Sub Total Continuing Operations	1,435.3	1,625.4	1,730.2	1,689.5	1,849.3	6.5%
AirCare	12.0	-	-	-	-	(100.0%)
Gain/loss on disposal of tangible capital assets	6.4	2.3	422.2	(1.1)	(0.03)	0.0%
Total Revenue	1,453.8	1,627.7	2,152.3	1,688.4	1,849.3	6.2%

* Restricted transfers from governments are deferred and recognized as revenue as the related stipulations in the agreement are met. Unrestricted transfers are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. With the elimination of tolls effective September 1, 2017, tolling revenue will be replaced by a provincial government transfer classified as Golden Ears Bridge Tolling Replacement revenue.

Total revenues have grown at a Compounded Annual Growth Rate (CAGR) of 6.2 per cent since 2014 while revenue from Continuing Operations grew at an annual CAGR of 6.5 per cent.

Taxation and transit revenues have grown in-line with population growth, inflationary growth and a strong economy. The largest service increase since 2009 and significant investment in assets and technology also contributed to growth in transit revenues.

Transfers from Governments have had a CAGR of 35.4 per cent since 2014, due to the change in revenue recognition relating to a Federal Gas Tax agreement in 2015 that does not include a stipulated holding period. A significant increase in 2018 is a result of timing of capital project spending and also due to the introduction of Tolling Replacement revenue to account for the elimination of the Golden Ears Bridge tolling on September 1, 2017.

Investment income has grown at 11.3 per cent CAGR over the five-year period due to growing investment balances which include the sinking funds and the receivable related to the sale of surplus property.

Miscellaneous revenue which includes third party recoveries related to warranties, sales of energy credits, sale contract breach penalty in favour of TransLink for \$4.1 million and other recoverable costs, all led to a significant growth with a CAGR of 20.7 per cent.

5 YEAR CONSOLIDATED EXPENSES (BY SEGMENT)

Year ended December 31						Compound Annual Growth Rate (CAGR)
(\$ millions)	2014	2015	2016	2017	2018	2014-2018
Bus division	633.2	643.5	656.5	688.9	724.9	3.4%
Corporate operations	67.2	80.9	91.2	98.0	96.8	9.6%
Rail division	255.6	268.3	265.9	297.4	309.2	4.9%
Roads & Bridges	83.6	71.2	52.5	84.2	91.2	2.2%
Transit Police	34.3	33.1	33.8	37.2	38.3	2.8%
Amortization of tangible capital assets *	161.5	168.3	181.7	192.2	197.8	5.2%
Interest *	171.1	167.9	172.7	181.8	183.5	1.8%
Sub Total Continuing Operations	1,406.5	1,433.2	1,454.3	1,579.5	1,641.7	3.9%
AirCare	15.8	-	-	-	-	(100.0%)
Corporate and Roads & Bridges One-time	4.6	32.1	29.7	12.6	22.0	47.9%
Total Expenses by Segment	1,426.9	1,465.3	1,484.0	1,592.1	1,663.7	3.9%

*Shown as a separate line to help facilitate analysis of debt service costs as GAAP statements allocate these amounts to the various segments

Total expenses have grown by a Compound Annual Growth Rate (CAGR) of 3.9 per cent since 2014. Excluding One-time costs, the CAGR is 3.9 per cent. Corporate operations costs have increased mainly due to higher credit card fees, contracted services and software licensing costs. One-time costs have increased by a CAGR of 47.9 per cent, mainly due to Compass delivery initiatives, Surrey-Newton-Guildford LRT and Broadway Subway Project studies, Evergreen Extension integration, B-Line expansion and the write-off of Pattullo Bridge capitalized costs due to the transfer of the bridge replacement project.

5 YEAR CONSOLIDATED EXPENSES (BY CATEGORY)

Year ended December 31						Compound Annual Growth Rate (CAGR)
(\$ millions)	2014	2015	2016	2017	2018	2014-2018
Administration	27.6	32.8	38.9	41.7	48.2	15.0%
Amortization of capital assets	161.5	168.3	181.8	192.2	197.9	5.2%
Capital infrastructure contributions	44.0	30.7	3.9	33.4	40.4	(2.1%)
Contracted services	197.8	203.5	211.7	219.1	220.3	2.7%
Fuel and power	70.2	62.9	56.8	65.5	71.7	0.5%
Insurance	18.7	20.6	21.2	23.8	24.1	6.5%
Interest	171.1	167.9	172.7	181.8	183.5	1.8%
Maintenance, materials and utilities	113.1	121.6	129.9	148.1	163.3	9.6%
Professional and legal	12.1	16.2	25.4	30.6	20.0	13.4%
Rentals, leases and property tax	40.0	40.9	24.7	24.3	26.9	(9.4%)
Salaries, wages and benefits	550.4	567.2	587.3	617.8	645.4	4.1%
Provision for asset valuation	0.0	0.6	0.0	1.2	0.0	0.0%
Sub Total Continuing Operations	1,406.5	1,433.2	1,454.3	1,579.5	1,641.7	3.9%
AirCare	15.8	0.0	0.0	0.0	0.0	(100.0%)
Corporate and Roads & Bridges One-time	4.6	32.1	29.7	12.6	22.0	47.9%
Total Expenses by Category	1,426.9	1,465.3	1,484.0	1,592.1	1,663.7	3.9%

The administration costs have increased by a Compound Annual Growth Rate (CAGR) of 15.0 per cent since 2014 mainly due to increase in software licensing costs and higher credit card fees associated Compass card and ticket sales. Professional and legal costs have increased by a CAGR of 13.4 per cent as a result of Pattullo Bridge replacement studies costs and environmental remediation costs related to Oakridge Transit Centre. The CAGR of rentals, leases and property tax costs have decreased by 9.4 per cent mainly due to buy-out of West Coast Express rail cars leases in 2015.

Appendix 3 – Operating Indicators

Operating Indicators

Year ended December 31	2014	2015	2016	2017	2018	Compound Annual Growth Rate (CAGR) 2014-2018 ⁸
Service Performance Item						
Safety: Customer Injuries (per 1 million boarded passengers) ¹						
- CMBC	4.4	5.0	5.6	4.7	4.2	(1.2%)
- Expo & Millennium Lines	1.3	1.3	1.1	1.3	1.1	(4.1%)
- West Coast Express	0.4	0.8	0.4	1.3	1.2	31.6%
- HandyDART (per 100,000 boarded passengers)	1.8	2.9	2.2	2.3	5.0	29.1%
Safety: Employee Lost Time Frequency						
- CMBC (per 200,000 hours worked)	8.8	7.1	8.6	8.7	7.7	(3.3%)
- Expo & Millennium Lines (per 200,000 hours worked) ²	3.1	3.6	3.9	5.1	5.3	14.3%
- West Coast Express (per 200,000 hours worked)	-	-	-	8.6	-	-
- HandyDART (per 200,000 hours worked)	18.2	14.0	18.3	15.8	16.1	(3.0%)
Safety: CMBC Operator Assaults (per 1 million service hours)	25.5	23.5	22.3	20.3	17.7	(8.7%)
Ridership: Boarded Passengers (thousands)						
- CMBC	235,113	241,707	244,992	253,150	273,375	3.8%
- Expo & Millennium Lines	77,482	77,593	93,850	105,117	111,325	9.5%
- Canada Line	40,245	40,972	43,526	46,253	48,716	4.9%
- West Coast Express	2,625	2,649	2,459	2,323	2,485	(1.4%)
- HandyDART	1,464	1,340	1,366	1,395	1,475	0.2%
Ridership: Revenue Passengers (thousands)						
- Overall System	234,625	238,795	n/a	n/a	n/a	-
Ridership: Journeys (thousands)						
- Overall System	n/a	n/a	234,205	247,821	262,626	-
Vehicle Service Delivery: Percentage of Service Hours Delivered						
- CMBC	99.6%	99.7%	99.6%	99.6%	98.9%	(0.2%)
- Expo & Millennium Lines	99.5%	99.5%	99.6%	99.6%	99.7%	0.1%
- Canada Line	100.0%	100.0%	100.0%	100.0%	100.0%	-
- West Coast Express	99.8%	99.6%	99.7%	98.0%	100.0%	0.1%
- HandyDART (% of requested trips delivered)	98.0%	99.6%	99.4%	99.3%	99.7%	0.4%
Vehicle Punctuality: On-Time Performance						
- CMBC (3 minutes late < On-Time < 1 minute early)	78.7%	78.8%	77.6%	78.3%	80.4%	0.6%
- Expo & Millennium Lines (headway + 3 minutes)	94.1%	95.9%	95.1%	95.3%	96.4%	0.6%
- West Coast Express (headway + 5 minutes)	97.7%	95.6%	95.3%	97.2%	96.7%	(0.3%)
- HandyDART (earlier than and within 15 minutes of Scheduled Pick-Up Time)	89.2%	89.5%	88.5%	88.0%	87.1%	(0.6%)
Vehicle Reliability: Mean Distance Between Failure						
- CMBC	14,846	15,486	16,745	18,441	19,768	7.4%
- Expo & Millennium Lines	550,329	437,320	360,406	372,854	545,152	(0.2%)
- West Coast Express	229,169	195,635	229,190	687,196	-	(100.0%)
HandyDart Vehicle Productivity						
- Trips per service hour (excludes taxis)	2.0	2.0	2.0	1.9	2.1	1.2%
- Trip Denials	16,869	1,613	3,558	1,362	729	(54.4%)
Environmental						
- CMBC (Spills per 1 Million Km)	9.8	9.0	7.2	7.5	5.0	(15.5%)
- CMBC (Revenue Vehicle Energy Consumption in Gigajoules)	1,828,144	1,838,967	1,843,990	1,899,303	1,974,898	1.9%

Operating Indicators continued

Year ended December 31	2014	2015	2016	2017	2018	Compound Annual Growth Rate (CAGR) 2014-2018 ⁸
Customer Service: Customer Satisfaction (overall score of 10)						
- Overall System ³	7.6	7.5	7.6	7.7	7.8	0.7%
- CMBC	7.8	7.7	7.9	7.9	7.9	0.3%
- Expo & Millennium Lines	7.9	8.0	8.1	8.2	8.3	1.2%
- Canada Line	8.7	8.6	8.5	8.6	8.5	(0.6%)
- West Coast Express	8.5	8.1	8.6	8.4	8.9	1.2%
- HandyDART	8.2	8.5	8.5	8.3	8.4	0.6%
Customer Service: Customer Complaints						
- Overall System (per 1 million boarded passengers) ³	96.0	95.3	98.7	93.4	95.4	(0.2%)
- CMBC (per 1 million boarded passengers) ⁴	111.5	108.9	114.3	104.2	106.2	(1.2%)
- Expo & Millennium Lines (per 1 million boarded passengers) ⁴	11.0	20.9	16.2	17.1	15.4	8.8%
- Canada Line (per 1 million boarded passengers) ⁴	8.1	2.4	3.9	4.3	4.8	(12.3%)
- West Coast Express (per 1 million boarded passengers) ⁴	197.7	335.2	314.7	101.6	104.2	(14.8%)
- HandyDART (per 100,000 boarded passengers)	108.0	99.7	107.7	120.2	187.3	14.8%
Financial: Operating Costs						
- Overall System (operating cost per capacity km) ⁵	0.082	0.084	0.085	0.084	0.086	1.0%
- CMBC (operating cost per capacity km)	0.119	0.119	0.123	0.126	0.128	1.9%
- Expo & Millennium Lines (operating cost per capacity km)	0.026	0.029	0.031	0.031	0.033	5.6%
- Canada Line (operating cost per capacity km)	0.103	0.105	0.106	0.105	0.107	1.1%
- West Coast Express (operating cost per capacity km)	0.097	0.099	0.089	0.092	0.095	(0.5%)
- HandyDART (operating cost per trip) ⁶	40.30	40.64	40.95	42.73	41.34	0.6%
Financial: Operating Cost Recovery						
- TransLink (conventional system) ^{7,8}	53.7%	53.6%	54.7%	55.9%	58.1%	2.0%

¹ The customer injury definition for CMBC and HandyDART represents the number of accepted injury claims arising from on-board incidents inside of the vehicle, while boarding, or as a result of a collision. The customer injury definition for Expo and Millennium Line and West Coast Express represents the number of injuries where the customer is transported to hospital for treatment and the incident is reported to transit staff.

² Restated 2014 and 2017 to reflect year end adjustments

³ Excludes HandyDART

⁴ Restated 2014-2017 to reallocate Compass Vending Machine complaints from SkyTrain and West Coast Express and "bus was full" complaints from CMBC to TransLink Corporate

⁵ Includes Bus, SeaBus, Expo & Millennium Line, Canada Line, West Coast Express and Police operating costs

⁶ 2018 operating cost per trip excludes TransLink allocated costs to Access Transit

⁷ Excludes corporate one-time costs. Restated 2017 to reflect year end adjustments

⁸ Calculations based on whole numbers

Appendix 4 – Allocated Costs between Divisions

Year ended December 31

(\$ thousands)	2014	2015	2016 ⁴	2017	2018
Shared Services¹					
Bus Operations	23,779	23,440	25,526	27,240	30,903
Access Transit ²	-	972	683	744	-
SkyTrain - Expo & Millennium Line	837	1,108	1,052	2,330	1,458
West Coast Express	47	70	66	84	86
Transit Police	1,525	1,679	1,550	1,883	3,108
Total Shared Services allocated	26,188	27,269	28,877	32,281	35,555
Costs Administered by TransLink and allocated to subsidiaries³					
Bus Operations	15,135	16,411	18,675	16,530	14,327
SkyTrain - Expo & Millennium Line	3,581	4,770	4,840	5,177	6,082
SkyTrain - Canada Line	2,009	2,215	2,451	2,107	2,164
West Coast Express	14,616	15,725	578	892	627
Transit Police	1,639	1,793	1,760	1,831	1,742
Costs Administered by TransLink allocated	36,980	40,914	28,304	26,537	24,942
Bus Operations	38,913	39,851	44,201	43,770	45,230
Access Transit	-	972	683	744	-
SkyTrain - Expo & Millennium Line	4,418	5,878	5,892	7,507	7,540
SkyTrain - Canada Line	2,009	2,215	2,451	2,107	2,164
West Coast Express	14,662	15,794	644	976	713
Transit Police	3,164	3,472	3,310	3,714	4,850
Total costs allocated to Subsidiaries from TransLink	63,166	68,182	57,181	58,818	60,497

¹ Includes Business Technology, Human Resources & Administration costs

² Access Transit allocated costs in 2018 are reflected in Bus Operations

³ Includes property tax, building leases, insurance, and fare media costs

⁴ Restated 2016 figures for year-over-year comparison purposes due to calculation methodology change applied in 2017 (no restatements made for 2015 and prior years)

TransLink's methodology for allocating costs to benefitting business units is equitable and consistent with leading practices. TransLink allocates costs to business units (Bus Operations, Access Transit, SkyTrain, West Coast Express and Transit Police) which directly benefit or consume the service or costs.

Business units can be allocated 100 per cent of a cost if it is the only one benefitting/consuming that cost or costs can be shared across multiple business units that benefit/consume the cost based on an allocation factor (e.g. head count, square footage). The charges that are allocated to the business units include; human resources, administration, rentals and leases and information technology.

To: Board of Directors

From: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services

Date: March 5, 2019

Subject: 2018 Audited Consolidated Financial Statements

PROPOSED RESOLUTION:

That the TransLink Board of Directors:

- A. Approves the 2018 Audited Consolidated Financial Statements; and
 - B. Authorizes the Board Chair and Audit Committee Chair to sign the approved 2018 Audited Consolidated Financial Statements.
-

EXECUTIVE SUMMARY:

Under the *South Coast British Columbia Transportation Authority Act*, the consolidated audited financial statements must be prepared annually for TransLink within 90 days after the end of each fiscal year. TransLink's fiscal year end is December 31. The 2018 Audited Consolidated Financial Statements are attached.

A full discussion of the consolidated statement of financial position and consolidated statement of operations is discussed in a separate report titled "2018 Year-End Financial and Performance Report".

In the opinion of Management, the attached consolidated financial statements present fairly the financial position and operations of TransLink for the year ended December 31, 2018. Representatives of KPMG will attend the Audit Committee meeting to provide an overview and respond to any questions on their audit process and findings.

Consolidated Financial Statements
(Expressed in thousands of dollars)

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION AUTHORITY**

Year ended December 31, 2018



KPMG LLP
PO Box 10426 777 Dunsmuir Street
Vancouver BC V7Y 1K3
Canada
Telephone (604) 691-3000
Fax (604) 691-3031

INDEPENDENT AUDITORS' REPORT

To the Members of the Board of the South Coast British Columbia Transportation Authority

Opinion

We have audited the consolidated financial statements of the South Coast British Columbia Transportation Authority (the "Entity"), which comprise:

- the consolidated statement of financial position as at December 31, 2018
- the consolidated statement of operations for the year then ended
- the consolidated statement of changes in net debt for the year then ended
- the consolidated statement of cash flows for the year then ended
- and notes to the consolidated financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the Entity as at December 31, 2018, and its consolidated results of operations, its consolidated changes in net debt and its consolidated cash flows for the years then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "**Auditors' Responsibilities for the Audit of the Financial Statements**" section of our auditors' report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for the other information. Other information comprises the information, other than the financial statements and the auditors' report thereon, included in the 2018 Statutory Annual Report and 2018 Year-End Financial and Performance Report documents.



Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit and remain alert for indicators that the other information appears to be materially misstated.

We obtained the information, other than the financial statements and the auditors' report thereon, included in the 2018 Statutory Annual Report and the 2018 Year-End Financial and Performance Report as at the date of this auditors' report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditors' report.

We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group Entity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

Chartered Professional Accountants

Vancouver, Canada
[Date]

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Financial Position
(Expressed in thousands of dollars)

December 31, 2018, with comparative information for 2017

	2018	2017
Financial assets		
Cash and cash equivalents	\$ 517,022	\$ 424,010
Accounts receivable (note 7(i))	250,598	120,852
Loan receivable (note 3)	250,734	310,197
Restricted cash and cash equivalents and investments (note 4(a))	979,894	780,240
Investments (note 4(b))	61,173	60,951
Debt reserve deposits (note 5)	29,421	32,754
	<u>2,088,842</u>	<u>1,729,004</u>
Liabilities		
Accounts payable and accrued liabilities (note 7(ii))	340,267	269,057
Debt (note 6)	2,665,085	2,462,731
Deferred government transfers (note 7(a))	1,249,094	1,149,696
Golden Ears Bridge contractor liability (note 8(a))	1,040,378	1,045,557
Deferred concessionaire credit (note 9(a))	502,512	525,785
Employee future benefits (note 10(b))	139,653	130,902
Deferred revenue and deposits	55,136	46,412
Deferred lease inducements	12,544	12,486
	<u>6,004,669</u>	<u>5,642,626</u>
Net debt	(3,915,827)	(3,913,622)
Non-financial assets		
Tangible capital assets (note 11)	5,079,162	4,907,241
Supplies inventory	74,244	65,293
Prepaid expenses	28,206	21,403
	<u>5,181,612</u>	<u>4,993,937</u>
Commitments and contingencies (note 12)		
Accumulated surplus	<u>\$ 1,265,785</u>	<u>\$ 1,080,315</u>

See accompanying notes to consolidated financial statements.

Approved on behalf of the Board:

Chair

Director

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Operations
(Expressed in thousands of dollars)

Year ended December 31, 2018, with comparative information for 2017

	2018 Budget (note 2(s))	2018 Actual	2017 Actual
Revenues:			
Taxation (note 16)	\$ 855,072	\$ 819,354	\$ 821,333
Transit (note 7(j))	606,805	638,015	590,964
Golden Ears Bridge tolling (note 7(h))	-	-	29,743
Government transfers (note 7(a))	424,078	303,498	166,902
Amortization of deferred concessionaire credit (note 9(a))	23,337	23,273	23,274
Investment income	48,189	53,203	50,278
Miscellaneous revenue	6,036	11,894	7,009
Loss on disposal of tangible capital assets	(447)	(34)	(1,104)
	1,963,070	1,849,203	1,688,399
Expenses:			
Bus operations	878,084	867,913	826,089
Corporate operations	163,718	145,675	136,460
Rail operations	426,351	422,185	407,761
Roads and bridges	202,861	189,273	184,351
Transit Police	38,917	38,687	37,495
	1,709,931	1,663,733	1,592,156
Surplus for the year	253,139	185,470	96,243
Accumulated surplus, beginning of year	1,089,682	1,080,315	984,072
Accumulated surplus, end of year	\$ 1,342,821	\$ 1,265,785	\$ 1,080,315

See accompanying notes to consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Changes in Net Debt
(Expressed in thousands of dollars)

Year ended December 31, 2018, with comparative information for 2017

	2018 Budget (note 2(s))	2018 Actual	2017 Actual
Surplus for the year	\$ 253,139	\$ 185,470	\$ 96,243
Acquisition of tangible capital assets	(789,646)	(382,466)	(234,568)
Amortization of tangible capital assets	214,436	197,854	192,171
Loss on disposal of tangible capital assets	447	34	1,104
Net proceeds from disposal of tangible capital assets	-	694	869
Write-down of tangible capital assets	-	8,299	1,179
	(574,763)	(175,585)	(39,245)
Change in supplies inventory	-	(5,287)	(3,462)
Change in prepaid expenses	6,806	(6,803)	(9,746)
	6,806	(12,090)	(13,208)
Decrease (increase) in net debt	(314,818)	(2,205)	43,790
Net debt, beginning of year	(4,029,965)	(3,913,622)	(3,957,412)
Net debt, end of year	\$ (4,344,783)	\$ (3,915,827)	\$ (3,913,622)

See accompanying notes to consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Cash Flows
(Expressed in thousands of dollars)

Year ended December 31, 2018, with comparative information for 2017

	2018	2017
Cash provided by (used for):		
Operating transactions:		
Surplus for the year	\$ 185,470	\$ 96,243
Non-cash changes to operations (note 14)	(41,402)	45,951
Changes in non-cash operating working capital (note 14)	6,312	70,975
Cash provided by operating transactions	150,380	213,169
Capital transactions:		
Purchase of tangible capital assets	(380,763)	(226,907)
Net proceeds from disposal of tangible capital assets	694	869
Cash used for capital transactions	(380,069)	(226,038)
Investing transactions:		
Increase in restricted cash and investments	(199,654)	(275,945)
Decrease (increase) in investments	(222)	19,966
Decrease in debt reserve deposits	3,333	2,295
Cash used for investing transactions	(196,543)	(253,684)
Financing transactions:		
Debt proceeds	400,000	200,000
Issue costs on financing	(2,331)	(1,469)
Repayments of debt	(197,425)	(90,880)
Repayments of Golden Ears Bridge contractor liability	(5,179)	(3,464)
Government transfers received for tangible capital additions	324,179	333,940
Cash provided by financing transactions	519,244	438,127
Increase in cash and cash equivalents	93,012	171,574
Cash and cash equivalents, beginning of year	424,010	252,436
Cash and cash equivalents, end of year	\$ 517,022	\$ 424,010
Supplementary information:		
Interest paid	\$ 185,067	\$ 182,955
Tangible capital assets acquired by capital lease and other adjustments	(1,961)	7,661

See accompanying notes to consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

1. Operations:

The South Coast British Columbia Transportation Authority, formerly the Greater Vancouver Transportation Authority, (the "Authority" or "TransLink") was established in June 1998 as a regional public transportation authority under the South Coast British Columbia Transportation Authority Act (the "Act") to provide for the planning, funding, management and operation of an integrated regional transportation system for the Greater Vancouver region.

2. Significant accounting policies:

(a) Basis of presentation:

The consolidated financial statements of the Authority have been prepared in accordance with Canadian public sector accounting standards as recommended by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada.

(b) Basis of consolidation:

The consolidated financial statements include the accounts of the Authority and its active wholly owned subsidiaries as follows:

- (i) Coast Mountain Bus Company Ltd. ("CMBC") – bus, SeaBus and community shuttle services;
- (ii) British Columbia Rapid Transit Company Ltd. ("BCRTC") – SkyTrain services on the Expo, Millennium and Canada Lines;
- (iii) West Coast Express Limited ("WCE") – commuter rail services;
- (iv) Transportation Property and Casualty Company Inc. ("TPCC") – a captive insurance company which provides insurance liability coverage to the Authority's operating subsidiaries; and
- (v) TransLink Security Management Ltd. ("TSML") – transit police services transferred from the TransLink entity to TSML effective March 4, 2013.

All intercompany balances and transactions have been eliminated upon consolidation.

(c) Basis of accounting:

TransLink follows the accrual method of accounting for revenues and expenses. Revenues are recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay. Interest expense is accrued as the obligation is incurred.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

2. Significant accounting policies (continued):

(d) Cash and cash equivalents:

Cash and cash equivalents include highly liquid investments with a term to maturity of three months or less at the date of purchase.

(e) Financial instruments:

Financial instruments are classified into two categories: fair value or cost.

(i) Fair value:

Investments and derivatives that are quoted in an active market and loans receivable are reflected at fair value as at the reporting date. The Authority does not hold any investments or derivatives that are quoted in an active market. Unrealized gains and losses on financial assets are recognized in the Statement of Remeasurement Gains and Losses until such time that the financial asset is derecognized due to disposal or impairment. At the time of derecognition, the related realized gains and losses are recognized in the Statement of Operations and related balances are reversed from the Statement of Remeasurement Gains and Losses. As at December 31, 2018, the Authority does not have any unrealized gains or losses and a Statement of Remeasurement Gains and Losses has not been included in these financial statements.

(ii) Cost:

All other financial instruments are recorded at cost. Gains and losses on financial instruments recorded at cost are recognized in the Statement of Operations when the financial asset is recognized due to disposal or impairment. Sales and purchases of investments are recorded on the trade date. Transaction costs related to the acquisition of investments are included in the cost of the related investments.

Accounts receivable and accounts payable and accrued liabilities are measured at cost using the effective interest rate method. Any gains, losses or interest expense is recorded in the annual surplus depending on the nature of the financial liability that gave rise to the gain, loss or expense. Valuation allowances are made when collection is in doubt.

(f) Supplies inventory:

Supplies inventory is valued at the lower of average cost and net realizable value. Cost includes purchase price, import duties, other net taxes, and transport, handling and other costs directly attributable to acquisition. Net realizable value is the estimated current replacement cost.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

2. Significant accounting policies (continued):

(g) Tangible capital assets:

Tangible capital assets have been recorded as follows:

- (i) Tangible capital assets are recorded at cost, including capitalized interest as described in note 2(h). Cost includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset, including the purchase price and other acquisition costs such as installation costs, design and engineering fees, legal fees, survey costs, site preparation costs, freight charges, transportation, insurance costs and duties.
- (ii) As part of the establishment of the Authority, certain tangible capital assets contributed by the Province of British Columbia (the "Province") and BC Transit were recorded at the estimated fair value at the date of acquisition based on appraisals carried out.
- (iii) Amortization is provided on the cost less estimated salvage value on a straight-line basis over a period not exceeding the estimated useful lives as follows:

Asset	Years
Land improvements	30
Buildings	30 - 50
Bridges, guideways, stations and tunnels	30 - 100
Other supporting systems (tracks, rail, roads, electrical, drainage, ventilation)	8 - 40
Vehicles and SeaBus	5 - 40
Equipment	5 - 40

(h) Capitalization of interest:

Interest costs directly attributable to construction projects and major capital acquisitions are capitalized from the commencement of the capital outlays until the assets are placed into service.

(i) Major Road Network ("MRN") expenditures:

Part 2 of the Act provides that the Authority must establish a MRN, comprising an integrated system of highways throughout the transportation service region, and the Authority must contribute funds to the municipalities for the purpose of constructing and maintaining any part of the MRN within that municipality if certain conditions are met.

Funding related to constructing the MRN is expensed under the heading "capital infrastructure contributions" as the related assets are the property of the appropriate municipalities who assume all the rights and obligations.

Funding related to operating and maintaining the MRN are expensed under the heading "maintenance, materials and utilities".

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

2. Significant accounting policies (continued):

(i) Major Road network ("MRN") expenditures (continued):

For the MRN and Bike ("MRNB") programs, the amount of allocated funding contribution to each municipality for construction is determined by the proportion of a municipality's regional population and employment growth, consistent with the Metro Vancouver Growth Strategy. For the Operations, Maintenance and Rehabilitation funding of the MRN, the amount of annual Operation and Maintenance ("O&M") contribution and the annual Pavement Rehabilitation ("R") contribution to each municipality are determined by the corresponding set funding rate per lane kilometer of the MRN.

(j) Pension plans and employee future benefits:

(i) Pension plan:

The Authority, its subsidiaries and employees make contributions to the Public Service Pension Plan ("PSPP"). These contributions to the PSPP are expensed as incurred.

(ii) Employee future benefits:

Post-retirement and post-employment benefits are available to the majority of the Authority's employees. The cost of post-retirement benefits is actuarially determined, prorated on service and management's best estimate of retirement ages and expected health care costs. The cost of post-employment benefits to disabled employees is actuarially determined based on future projected benefits of currently disabled employees. The obligations under these post-retirement and post-employment benefit plans are accrued as the employees render services necessary to earn the future benefits. The measurement date of the accrued benefit obligation coincides with the Authority's fiscal year. The most recent actuarial valuation of the plans was December 31, 2018. The plans are unfunded and require no contributions from employees. Employer contributions are based upon expected annual benefit payments.

Actuarial gains (losses) on the accrued benefit obligation arise from differences between actual and expected experience and from changes in the actuarial assumptions used to determine the accrued benefit obligation. The net accumulated actuarial gains (losses) are amortized over the average remaining service period of active employees in the consolidated statement of operations. The amortization period of the active employees covered by the post-retirement plan is 11 years (2017 - 11 years) and post-employment plan is 6 years (2017 - 6 years).

(k) Deferred revenue:

The Authority defers the portion of the revenue collected from transit services relating to services not yet rendered. This revenue is recognized in the year in which related services are provided.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

2. Significant accounting policies (continued):

(l) Deferred concessionaire credit:

Deferred concessionaire credit represents the funding provided by the Canada Line concessionaire towards the design and construction phases of the Canada Line in exchange for the right to operate the line over the 30 year operating term. This amount is amortized to income on a straight-line basis over the operating term of the concessionaire agreement which commenced in August 2009 and will expire in July 2040.

(m) Government transfers:

Restricted transfers from governments are deferred and recognized as revenue as the related stipulations in the agreement are met. Unrestricted transfers are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

A significant portion of the Authority's government funding for capital purposes is received from the federal government through the Gas Tax program and other similar programs. Under these agreements, the Authority is required to acquire specific transit assets with the funds. The Authority is also required under certain agreements to maintain the assets over a set holding period and repay funds if the associated assets are sold before the end of the holding period.

(n) Liability for contaminated sites:

Contaminated sites are a result of contamination being introduced into air, soil, water or sediment of a chemical, organic or radioactive material or live organism that exceeds an environmental standard. Liabilities are recorded net of any expected recoveries.

A liability for remediation of contaminated sites is recognized when all the following criteria are met:

- (i) an environmental standard exists;
- (ii) contamination exceeds the environmental standard;
- (iii) the Authority is directly responsible or accepts responsibility;
- (iv) it is expected that future economic benefits will be given up; and
- (v) a reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

2. Significant accounting policies (continued):

(o) Income taxes:

The Authority is a tax exempt corporation, which is exempt from Canadian Federal and British Columbia Provincial income taxes as it is deemed to be a public body performing the function of government in Canada. The Authority's subsidiaries file on the basis that they are exempt from Canadian Federal and British Columbia Provincial income taxes.

(p) Foreign currency translation:

Transactions of the Authority and its subsidiaries originating in foreign currencies are translated at the rates in effect at the time of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated to Canadian dollars at exchange rates in effect at the statement of financial position dates. Foreign exchange gains and losses are included in income.

(q) Use of estimates:

The preparation of the consolidated financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Significant areas requiring the use of estimates include determination of useful lives of tangible capital assets, percentage of completion of construction-in-progress, allowance for doubtful accounts receivable, obsolete inventory, determination of employee future benefits, liability for contaminated sites, self-insurance liability provisions and provisions for legal contingencies. Actual results could differ from those estimates.

(r) Segment disclosure:

A segment is defined as a distinguishable activity or group of activities of a government for which it is appropriate to separately report financial information to achieve the objectives of the standard. TransLink has provided definitions of segments used and presented financial information in the segmented format (note 17). Business Technology, Human Resource, Payroll and Administrative Services costs are managed by the corporate segment and allocated among the operating segments, as appropriate. Interest has been allocated based on the allocated depreciation.

(s) Budget data:

The budget data presented in these consolidated financial statements were approved by the Board of Directors on December 14, 2017.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

3. Loan receivable:

In 2016, the Authority sold the Oakridge Transit Centre land for proceeds of \$440,000,000. The Authority received \$66,000,000 of proceeds in 2018 (2017 - \$22,000,000) with the remaining payment due in annual instalments as follows:

	Instalments
January 20, 2020	\$ 66,000
January 20, 2021	66,000
January 20, 2022	66,000
January 20, 2023	66,000
Total	\$ 264,000

The instalments are secured by a mortgage on the land sold.

The loan receivable of \$250,734,000 (2017 - \$310,197,000) is the present value of the instalments due as at December 31, 2018 using a discount rate of 2.10%.

Interest accrues on each instalment if it is not paid one month prior to its due date. Interest accrues at 18.00% per annum, calculated and compounded half-yearly. Provided the purchaser is in compliance with the land sale agreement and related mortgage, the purchaser can prepay all or any part of the remaining instalments at any time without notice, bonus or penalty.

4. Restricted and unrestricted cash and investments:

The Authority holds investments consisting of term deposits, money market instruments, and bonds held at various financial institutions.

All these investments are recorded at amortized cost. The bonds have an average initial term of 191 months (2017 - 173 months) and an average remaining term to maturity of 164 months (2017 - 148 months). All bonds held by the Authority, as at December 31, 2018 and 2017, were rated A or higher.

Details of interest rate and maturity date ranges of the term deposits are as follows:

	2018	2017
Interest rate range	1.45% - 2.85%	1.45% - 2.15%
Maturity date range	January 2019 – December 2019	January 2018 – April 2019

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

4. Restricted and unrestricted cash and investments (continued):

Details of effective interest rates and coupon rates of the government and corporate bonds are as follows:

	2018		2017	
	Effective rates	Coupon rates	Effective rates	Coupon rates
Weighted average rate	3.05%	3.28%	2.87%	3.30%
Interest rate range	1.51% - 4.47%	1.50% - 5.20%	1.09% - 4.51%	1.50% - 5.60%

(a) Restricted cash and cash equivalents and investments:

	2018	2017
Government transfers for capital project funding (i):		
Cash and cash equivalents	\$ 377,859	\$ 242,317
Investments:		
Term deposits and money market instruments	135,812	118,842
Bonds (note 15(b))	19,866	47,804
Total government transfers for capital project funding	533,537	408,963
Self-administered sinking funds:		
Cash and cash equivalents	2	1
Bonds maturing beyond one year (note 15(b))	264,241	209,261
Total self-administered sinking funds	264,243	209,262
Land reserve:		
Cash and cash equivalents	72,762	91,406
Term deposits	72,569	47,482
Total land reserve	145,331	138,888
Green Bond proceeds:		
Cash and cash equivalents	11,688	-
TPCC (wholly-owned captive insurance subsidiary):		
Bonds (note 15(b))	25,095	23,127
Total restricted cash and investments	\$ 979,894	\$ 780,240

(i) Unspent government transfers for capital project funding consists of \$531,715,000 (2017 - \$405,924,000) of Gas Tax funds and \$1,822,000 (2017 - \$3,039,000) of other funding.

(b) Unrestricted investments:

Unrestricted investments are comprised of term deposits and money market instruments in the amount of \$61,173,000 (2017 - \$60,951,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

5. Debt reserve deposits and callable demand notes:

The Authority is required to pay the Municipal Finance Authority of British Columbia ("MFA") debt reserve deposits into a debt reserve fund of 1.00% of the face value of each debenture borrowing from the MFA. These are interest bearing restricted funds administered by the MFA and are only refundable once the respective debt issue has been fully repaid.

If at any time the MFA does not receive sufficient funds to meet payments or sinking fund contributions due on the Authority's debt obligations, the interest and principal payments or sinking fund contributions will be deducted from this debt reserve fund.

In addition to the debt reserve deposit, the Authority is required by the MFA to issue a non-interest bearing demand note for an amount equal to one-half the average annual installment of principal and interest relative to any debt borrowed less the debt reserve deposit. The demand notes payable to the MFA are callable only if, in the event of a default by the Authority or Metro Vancouver (the interposed significant lender over the Authority's long-term debt), there are insufficient funds in the Authority's debt reserve deposit held at the MFA to meet a required interest, principal payment or sinking fund contribution. As the Authority is in full compliance with its debt payments and no such call has been made by the MFA on these demand notes, their face value has not been recorded as a liability on the consolidated statement of financial position. At year-end, the maximum value of the demand notes totaled \$30,608,000 (2017 - \$36,070,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

6. Debt:

	2018	2017
Unsecured commercial paper, due next 12 months	\$ 120,000	\$ 239,636
Unsecured sinking fund bonds held by the MFA, weighted average coupon rate of 4.22% (effective rate 4.27%), maturing at various dates from 2019 to 2036, 10 to 30 year original term	1,149,784	1,288,228
Less: MFA administered debt sinking funds	(581,211)	(648,913)
Unsecured serial debenture held by the MFA, coupon rate of 5.10% interest payable semi-annually (effective rate 5.19%), maturing in 2025, principal repayment of approximately \$2 million annually, 20 year original term	18,939	21,410
Unsecured bullet maturity bond series TL-1, interest rate 3.80% (effective rate 3.88%), maturing 2020, original 10 year term	299,539	299,326
Unsecured bullet maturity bond series TL-2, interest rate 4.65% (effective rate 4.70%), maturing 2041, original 30 year term	198,640	198,613
Unsecured bullet maturity bond series TL-3, interest rate 3.85% (effective rate 3.82%), maturing 2052, original 40 year term	251,445	251,474
Unsecured bullet maturity bond series TL-4, interest rate 4.45% (effective rate 3.97%), maturing 2044, original 30.5 year term	394,220	394,925
Unsecured bullet maturity bond series TL-5, interest rate 3.05% (effective rate 3.06%), maturing 2025, original 10.5 year term	214,937	214,934
Unsecured bullet maturity bond series TL-6, interest rate 3.15% (effective rate 3.18%), maturing 2048, original 31 year term	198,703	198,682
Unsecured bullet maturity bond series TL-7 (Green), interest rate 3.25% (effective rate 3.31%), maturing 2028, original 10 year term	397,830	-
Capital lease, weighted average implicit rate of 3.25% (2017 - 4.00%), maturing at various dates from 2019 to 2022	2,259	4,416
	\$ 2,665,085	\$ 2,462,731

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

6. Debt (continued):

The Authority has an unsecured revolving credit facility with a syndicate of Canadian financial institutions totaling \$500 million which will expire on March 23, 2022. The credit facility is to be used primarily as a liquidity backstop of commercial paper and provides for loans at varying rates of interest based on certain benchmark interest rates, specifically the Canadian prime rate and the Canadian bankers' acceptance rate, and on the Authority's credit ratings at the time of drawdown. The Authority is also required to pay commitment fees, which are also dependent on the Authority's credit ratings. This credit facility has no financial covenants or requirement to maintain a specific credit rating and was not drawn upon in 2018.

The Authority's unsecured commercial paper program is backstopped by the abovementioned syndicated credit facility which enables it to issue commercial paper up to a maximum aggregate of \$500 million. As at December 31, 2018, \$120,000,000 (2017 - \$239,636,000), was owed under this commercial paper program at an average interest rate of 2.03% (2017 - 1.25%) and is due for repayment in January 2019 (2017 - January and February 2018).

The future debt payments, future actuarial interest on the MFA sinking fund payments and unamortized premium / issue costs are summarized as follows:

	Commercial Paper	Sinking Fund Bonds Held by MFA	Serial Debenture Held by MFA	Bullet Maturity Bonds	Capital Leases	Total
Future payments:						
2019	\$ 120,000	\$ 36,357	\$ 2,530	\$ -	\$ 1,319	\$ 160,206
2020	-	34,700	2,593	300,000	643	337,936
2021	-	34,700	2,659	-	260	37,619
2022	-	32,698	2,727	-	37	35,462
2023	-	30,278	2,797	-	-	33,075
Thereafter	-	135,293	5,809	1,630,000	-	1,771,102
	120,000	304,026	19,115	1,930,000	2,259	2,375,400
Future actuarial interest	-	265,963	-	-	-	265,963
	120,000	569,989	19,115	1,930,000	2,259	2,641,363
Unamortized premium / (issue costs)	-	(1,416)	(176)	25,314	-	23,722
	\$ 120,000	\$ 568,573	\$ 18,939	\$ 1,955,314	\$ 2,259	\$ 2,665,085

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

7. Transfers from other governments:

(a) Deferred government transfers:

	Balance, January 1, 2018	Contributions received	Interest earned	Recognized as revenue	Balance, December 31, 2018
Capital project funding:					
Gas Tax	\$ 502,447	\$ 234,750	\$ 9,235	\$ (187,330)	\$ 559,102
Canada Line	501,746	-	-	(24,321)	477,425
Public Transit Infrastructure Fund	54,788	79,504	-	-	134,292
Building Canada Fund	67,286	-	-	(4,464)	62,822
Evergreen Line	7,000	-	-	(700)	6,300
Transit Secure Fund	5,701	-	-	(794)	4,907
Public Transit Fund	5,856	-	-	(3,758)	2,098
Capstan Station	1,098	-	-	(199)	899
Public Transit Infrastructure Program	2,615	-	-	(1,740)	875
Urban Transportation Showcase	1,030	-	-	(687)	343
Miscellaneous programs	129	690	-	(788)	31
	1,149,696	314,944	9,235	(224,781)	1,249,094
Operating funding:					
Golden Ears Bridge foregone tolling	-	57,585	-	(57,585)	-
Canada Line Operating Fund (note 9(c))	-	19,174	-	(19,174)	-
Properties Environmental Program	-	1,818	-	(1,818)	-
Other cost sharing projects	-	140	-	(140)	-
	-	78,717	-	(78,717)	-
	\$ 1,149,696	\$ 393,661	\$ 9,235	\$ (303,498)	\$ 1,249,094

The balance as at December 31, 2018 of \$1,249,094,000 consists of:

- (i) Unspent Gas Tax funds of \$531,715,000 (2017 - \$405,924,000) and unspent funds for various other projects of \$1,822,000 (2017 - \$3,039,000); and
- (ii) Spent funds of \$715,557,000 (2017 - \$740,733,000) that will be recognized as revenue as the related stipulations in the agreements are met.

(b) Gas Tax funding:

The Authority receives funding annually from the Government of Canada via a Gas Tax funding agreement between the Authority and the Union of British Columbia Municipalities ("UBCM"). The Authority is required to spend the funds on defined tangible capital assets to support the mandate, as prescribed in the agreement.

In 2015, the Authority entered into a new funding agreement with UBCM (the "Agreement").

Under the terms of the Agreement, for tangible capital assets acquired prior to April 1, 2014, the Authority is required to continue to retain title to the ownership of the infrastructure for a period of 10 years, or the useful life of the asset, if less than 10 years. Accordingly, once the contributions are spent on eligible items and the assets are placed into service, the contributions are amortized to revenue over 10 years, or the assets' useful life if less than 10 years.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

7. Transfers from other governments (continued):

(b) Gas Tax funding (continued):

Tangible capital assets acquired on or after April 1, 2014 are not subject to stipulations and the contributions are recognized in revenue when the funds are spent on eligible items.

Receipts and disbursements for the year are as follows:

	2018	2017
Opening balance, unspent funds	\$ 405,924	\$ 190,464
Amount received during the year	234,750	272,672
Interest earned	9,235	4,939
Funding re-invested for early disposal of assets	1,681	-
Amount spent on designated public transit projects	(119,875)	(62,151)
Closing balance, unspent funds	\$ 531,715	\$ 405,924

(c) Canada Line funding:

The Authority has received certain contributions for the Canada Line infrastructure from the Federal and Provincial Governments with the stipulation that TransLink operate and maintain the Canada Line for a minimum of 30 years, equal to the operating agreement with the concessionaire. If the assets are disposed prior to the 30 year term, the Authority is required to refund a portion of the contributions received, the amount of which decreases over time. As such, the Authority recognizes the revenue from the contributors over the holding period of 30 years.

(d) Building Canada Fund:

The Building Canada Fund was established by the Federal Government to provide strategic funding to infrastructure projects managed by Canadian provinces, territories and municipalities. Through an agreement with the Province, the Authority obtains funding from the Major Infrastructure Component of the Building Canada Fund which supports various projects related to public transit. In addition to the federal funds, the Authority also receives provincial funding for certain Building Canada Fund related projects.

Under the agreement, if any of the assets acquired are disposed or used in a manner other than as described in their request for funding, the Authority is required to return a portion of the contribution to the Province as follows:

Portion of contribution refund	Up to 1 year after the project completion date	Reduction in refund each year afterward
Fixed assets (non-movable)	100%	4%
Non-fixed assets (movable)	100%	10%

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

7. Transfers from other governments (continued):

(d) Building Canada Fund (continued):

Accordingly, the Authority recognizes the revenue over the stipulation periods of 10 or 25 years.

(e) Public Transit Infrastructure Fund:

The Public Transit Infrastructure Fund ("PTIF") was established by the Federal Government to provide funding to support the rehabilitation of transit systems, new capital projects, and planning and studies for future transit expansion to foster long-term transit plans. The Government of Canada has entered into a bilateral agreement with the Province, which in turn has entered into an agreement with the Authority to provide senior government funding for eligible projects under the PTIF program.

Under the agreement, if any of the acquired or constructed assets are sold, leased, disposed or used in a manner other than as described in their request for funding for five years after the agreement end date, which has been extended to March 31, 2021, the Authority is required to return a portion of the contribution to the Province.

Accordingly, the Authority recognizes the revenue over the stipulation period of five years.

(f) Evergreen Line:

In 2016, TransLink received \$30,261,000 of Evergreen Line project assets funded by partners of the British Columbia Transportation Financing Authority ("BCTFA"), of which \$7,000,000 was funded by PPP Canada Inc. and has a 25 year holding period stipulation on the related tangible capital asset. If the assets are disposed prior to the 25 year term, the Authority is required to repay a portion of the funding, the amount of which decreases over time.

Accordingly, the Authority recognizes the revenue based on milestones throughout the stipulation period of 25 years.

(g) Capstan Station funding:

On March 21, 2012, TransLink entered into a Funding Agreement with City of Richmond ("CoR") in relation to the design and construction of the Canada Line Capstan Station. The project was divided into three phases: preliminary design, detailed design and construction, and CoR agreed to contribute funding for the three phases totaling \$25,316,600 (subject to inflationary adjustments). In 2017, TransLink received \$1,098,000 from CoR for funding of the preliminary design phase and is required to complete the construction of the project within 30 months upon receipt of the full amount of funding.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

7. Transfers from other governments (continued):

(h) Golden Ears Bridge foregone tolling revenue:

In August 2017, the Province announced the removal of tolls on the Golden Ears Bridge (the "GEB") effective September 1, 2017. The Authority entered into an agreement with the Province to receive payments for foregone projected toll revenue to 2050, provided that the Authority does not charge users tolls for any new crossings and ensures the continued availability and operation of the GEB. The Authority recognizes the funding as government transfers revenue if these conditions are met.

(i) Working capital balances:

	2018	2017
Trade accounts receivable	\$ 19,659	\$ 30,596
Due from Federal Government	7,744	4,984
Due from Province of British Columbia	215,298	78,588
Due from regional districts	5,824	4,344
Due from other authorities	2,073	2,340
Accounts receivable	\$ 250,598	\$ 120,852
	2018	2017
Trade accounts payable and accrued liabilities	\$ 284,132	\$ 215,020
Due to Federal Government	6,534	11,304
Due to Province of British Columbia	1,607	3,076
Due to regional districts	39,988	31,533
Due to other Authorities	8,006	8,124
Accounts payable and accrued liabilities	\$ 340,267	\$ 269,057

(j) Transit revenue:

Included in transit revenues is \$11,629,000 (2017 - \$10,888,000) of contributions from the provincial government to assist with administering the U-Pass BC program and to offset any lost transit revenues.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

8. Golden Ears Bridge:

(a) Golden Ears Bridge contractor liability:

In 2006, the Authority entered in a fixed-price contract with the Golden Crossing General Partnership (the "GCGP") to design, construct, finance, operate, maintain and rehabilitate the GEB. The contract was executed in March 2006 and terminates in June 2041.

The GEB contractor liability to finance the construction is repaid by the Authority over the operating term as follows:

	2018	2017
Opening balance	\$ 1,045,557	\$ 1,049,021
Interest accretion on contractor liability to last payment date	65,928	66,095
Payments made	(71,107)	(69,559)
Ending balance	\$ 1,040,378	\$ 1,045,557

As the last monthly payment of the year was made on December 8, 2018, the interest accrual from December 9 to 31, 2018 of \$4,054,000 (2017 - \$4,203,000) is included in accounts payable and accrued liabilities.

Capital and interest payments to the GCGP commenced on substantial completion of the project. The nominal (based on 2005 dollars) monthly blended capital and interest payments, prior to escalation for the CPI index, are \$4,792,000.

The obligation to the GCGP bears interest at an effective rate of 6.70% per annum. The effective interest rate is the implicit interest rate, which establishes the net present value of the payment stream equal to the cost of the bridge, considering future payments adjusted by the forecasted CPI index with an estimated annual inflation rate of 2.00%. The estimated payments in the next five years are as follows:

	Capital and interest
2019	\$ 74,477
2020	75,977
2021	77,504
2022	79,046
2023	80,632

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

8. Golden Ears Bridge (continued):

(b) Operating agreement with GCGP:

The Authority also pays the GCGP a monthly Operating, Maintenance, Rehabilitation (“OMR”) fee of \$316,198 (based on 2005 dollars), which escalates based on a CPI index. Including an estimated 2.00% inflation rate per annum, the OMR payments to GCGP in the next 5 years are expected to be as follows:

	OMR
2019	\$ 4,914
2020	5,013
2021	5,114
2022	5,215
2023	5,320

9. Canada Line:

The Canada Line is a light rail rapid transit line that links central Richmond, the Vancouver International Airport and downtown Vancouver. The concessionaire (“InTransit BC”) is contracted to operate the Canada Line from August 2009 to July 2040.

(a) Deferred concessionaire credit:

The deferred concessionaire credit represents contributions made by the concessionaire to design and construct the Canada Line in exchange for the right to operate. This amount is being amortized over the concession term which ends July 2040.

	2018	2017
Opening balance	\$ 525,785	\$ 549,059
Less: amortization	(23,273)	(23,274)
Closing balance	\$ 502,512	\$ 525,785

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

9. Canada Line (continued):

(b) Operating commitments:

Base operating and maintenance payments to the Canada Line concessionaire (with 2003 being the base year), prior to adjustments for operational metrics and inflation, are as follows:

	Each 28-day period
January 2019 to December 2034	\$ 6,462
January 2035	5,289
February 2035 to July 2040	4,117

The total estimated base operating and maintenance payments, excluding taxes, to the concessionaire for each of the next five years adjusted for certain operational metrics and inflation, are as follows:

2019	\$ 116,000
2020	119,000
2021	121,000
2022	123,000
2023	126,000

The base operating and maintenance payments are subject to special events and passenger volume adjustments as well as quality and availability deductions according to the provisions of the contract.

(c) Operating contributions:

The Province of British Columbia has committed to provide funding of \$1,478,000 at each 28 day period to November 2039 related to the Canada Line operating expenses, which is approximately \$19,300,000 per annum subject to quality and availability deductions. The funding received in 2018 was \$19,174,000 (2017 - \$19,290,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

10. Pension plans and employee future benefits:

(a) Pension plans:

The Authority and its subsidiaries contribute to the Public Service Pension Plan (the "Plan"), which is a multi-employer defined benefit plan, together with other British Columbia public service employers, in accordance with the Public Sector Pension Plans Act.

The British Columbia Pension Corporation administers the Plan, including the payment of pension benefits and other post-retirement benefits, on behalf of the employers and the employees to whom the Act applies. The long-term funding of the Plan is based on the level contribution method. Using this method, employer contribution rates are set out so that, in combination with member contributions, they will fully pay for benefits earned by the typical new entrants to the Plan and will maintain the Plan's unfunded accrual liability ("UAL") for funding purposes, if any, as a constant percentage of employer payroll. The actuary does not attribute portions of the UAL to individual employers. Contributions to the Plan are expensed in the year when payments are made. Every three years, an actuarial valuation is performed to assess the financial position of the Plan and the adequacy of plan funding. The latest full actuarial valuation for the Public Service Pension Plan, which was carried out as at March 31, 2017, resulted in a surplus of \$1,895,876,000. The total expense recorded in the consolidated financial statements, in respect of pension contributions to the Plan, amounts to \$47,920,000 (2017 - \$44,940,000).

(b) Employee future benefits:

(i) Post-retirement:

In addition to the post-retirement benefits provided by the Plan, the Authority, CMBC and TSML continue to provide life insurance benefits to eligible retired employees.

In fiscal 2011, PSPP officially announced that effective April 1, 2012 it will no longer subsidize the Retiree MSP for Retirees and their dependents and extended health benefits for the Retiree's dependents. As per the COPE collective agreements, the benefits are the responsibility of TransLink and CMBC and therefore, the Authority funds (for eligible retired COPE employees) the remaining cost of MSP and extended health, which is not paid by the PSPP.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

10. Pension plans and employee future benefits (continued):

(b) Employee future benefits (continued):

(i) Post-retirement (continued):

In the collective agreement between TSML and the Transit Police Professional Association (“TPPA”) union ratified on November 27, 2014, the parties eliminated the MSP and extended health retiree benefits for new employees. Employees with one complete year of service or more as of November 27, 2014 were eligible for retirement benefits as follows:

- employees with at least 10 consecutive years of service at TSML and eligible to retire on pension with TSML as of December 31, 2018 who elected by May 26, 2015 to retire on or before December 31, 2018.
- all other eligible employees were paid a lump-sum of \$750 per year of service calculated as of November 27, 2014.

BCRTC also sponsors a post-retirement plan which provides MSP coverage, extended health and dental benefits to eligible retired employees.

The total expense recorded in the consolidated financial statements, in respect of obligations under these plans, amounts to \$9,820,000 (2017 - \$12,347,000).

(ii) Post-employment:

The Authority, CMBC and TSML provide MSP, extended health, dental and life insurance benefits to employees on approved long-term disability leave (post-employment benefits).

BCRTC provides MSP, extended health, dental, life insurance and pension benefits to employees on approved long-term disability leave.

Effective December 24, 2012, WCE employees on approved long-term disability leave receive MSP, extended health, dental and life insurance benefits.

The total expense recorded in the consolidated financial statements for the year, in respect of obligations under these plans, amounts to \$2,701,000 (2017 - \$2,336,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

10. Pension plans and employee future benefits (continued):

(b) Employee future benefits (continued):

(iii) Summary of the Authority's post-retirement and post-employment plans is as follows:

	Post- retirement benefits	Post- employment benefits	Total 2018	Total 2017
Accrued benefit obligation	\$ 85,716	\$ 19,719	\$ 105,435	\$ 119,323
Unamortized net actuarial gain	22,892	11,326	34,218	11,579
Accrued benefit liability	\$ 108,608	\$ 31,045	\$ 139,653	\$ 130,902

The accrued benefit liabilities are not funded.

(iv) The expense for the year is comprised of the following components:

	Post- retirement benefits	Post- employment benefits	Total 2018	Total 2017
Current period benefit cost	\$ 6,820	\$ 5,506	\$ 12,326	\$ 11,310
Interest cost	3,390	674	4,064	4,620
Amortization of actuarial gains	(390)	(3,479)	(3,869)	(1,247)
Net expense	9,820	2,701	12,521	14,683
Actuarially determined payments	(1,279)	(2,491)	(3,770)	(3,928)
Change in accrued benefit liability	\$ 8,541	\$ 210	\$ 8,751	\$ 10,755

(v) The significant assumptions used are as follows:

	2018	2017
Discount rates	3.20% - 3.50%	2.90% - 3.20%
Expected health care cost trend rates	3.90% - 6.20%	4.40% - 6.80%

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

11. Tangible capital assets:

Cost	Balance, January 1, 2018	Additions	Disposals/ transfers	Write-down of assets	Balance, December 31, 2018
Land	\$ 358,678	\$ 51,808	\$ -	\$ -	\$ 410,486
Land improvements	40,397	-	-	-	40,397
Buildings	310,454	28,111	-	-	338,565
Bridges, guideways, stations and tunnels	2,372,044	-	-	-	2,372,044
Other supporting systems	1,051,057	34,891	-	-	1,085,948
Vehicles and SeaBus	1,691,943	160,425	(12,291)	-	1,840,077
Equipment	697,710	44,703	(5,509)	-	736,904
Tangible capital projects in progress	264,769	62,528	-	(8,299)	318,998
	\$ 6,787,052	\$ 382,466	\$ (17,800)	\$ (8,299)	\$ 7,143,419

Accumulated amortization	Balance, January 1, 2018	Amortization expense	Disposals/ transfers	Write-down of assets	Balance, December 31, 2018
Land	\$ -	\$ -	\$ -	\$ -	\$ -
Land improvements	(20,792)	(1,185)	-	-	(21,977)
Buildings	(114,674)	(8,050)	-	-	(122,724)
Bridges, guideways, stations and tunnels	(190,046)	(24,243)	-	-	(214,289)
Other supporting systems	(245,819)	(38,076)	-	-	(283,895)
Vehicles and SeaBus	(893,526)	(83,617)	12,020	-	(965,123)
Equipment	(414,954)	(42,683)	1,388	-	(456,249)
	\$ (1,879,811)	\$ (197,854)	\$ 13,408	\$ -	\$ (2,064,257)

Net book value	Balance, January 1, 2018			Balance, December 31, 2018
Land	\$ 358,678			\$ 410,486
Land improvements	19,605			18,420
Buildings	195,780			215,841
Bridges, guideways, stations and tunnels	2,181,998			2,157,755
Other supporting systems	805,238			802,053
Vehicles and SeaBus	798,417			874,954
Equipment	282,756			280,655
Tangible capital projects in progress	264,769			318,998
	\$ 4,907,241			\$ 5,079,162

Included in tangible capital assets is capital leased equipment with a net book value of \$7,996,000 (2017 - \$8,600,000).

Interest capitalized during the year amounted to \$3,257,000 (2017 - \$2,125,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

11. Tangible capital assets (continued):

(a) Pattullo Bridge Replacement Project:

During the year, the Province assumed the delivery of the Pattullo Bridge Replacement Project from TransLink. As a result, a write-down of \$8,299,000 was recognized to reflect the amount of unrecoverable costs incurred by TransLink up to the effective date of the transfer.

(b) Expo and Millennium Line:

As at December 31, 2018, the net book value of Expo and Millennium Line guideways or system improvements totaled \$354,642,000 (2017 - \$328,000,000) of which \$253,421,000 (2017 - \$227,000,000) relates to improvements on the assets that are leased/licensed from the Province. The guideways are leased/licensed from the Province for nominal proceeds and the Authority is responsible for operations and maintenance. The Expo and Millennium line leases expire on January 29, 2020. Both leases have available renewal options and the agreements provide the Authority with reimbursement of the unamortized cost of capital improvements to the assets that are leased/licensed from the Province should the leases not be renewed. As the Authority expects to either renew the leases or be reimbursed for any unamortized costs, the improvements are capitalized and amortized over their expected useful lives and not the term of the leases.

(c) West Coast Express:

BCTFA leases to TransLink all its interests (owned and otherwise) with respect to the West Coast Express properties and infrastructure. As at December 31, 2018, the net book value of West Coast Express improvements totaled \$3,375,000 (2017 - \$3,700,000).

(d) Evergreen Line:

The Evergreen Line (an extension of the Millennium Line) links neighborhoods in Burnaby, Port Moody and Coquitlam and is operated by TransLink as part of the regional transportation network. The Evergreen Line is funded by the Government of Canada, BCTFA, TransLink and other partners. On October 31, 2016, the Evergreen Line was substantially completed and accordingly, a portion of the Evergreen Line infrastructure ("TransLink Evergreen Line Infrastructure") was transferred from BCTFA to TransLink including stations, guideway and the related systems east of Inlet Centre station (excluding Inlet Centre station) and the vehicle storage facility. As at December 31, 2018, the net book value of Evergreen Line guideways and system owned by TransLink, excluding SkyTrain vehicles, totaled \$323,929,000 (2017 - \$331,675,000).

As BCTFA holds the underlying property rights on which the TransLink Evergreen Line Infrastructure is located, BCTFA and TransLink have agreed to enter into an agreement whereby TransLink may exercise and obtain the benefit of BCTFA's interests to such property rights for a 100 year term on certain terms and conditions, including that if the agreement expires or terminates then BCTFA will reimburse TransLink for the unamortized portion of the initial cost of the TransLink Evergreen Line Infrastructure.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

12. Commitments and contingencies:

(a) Operating leases:

The Authority is committed to annual lease payments in respect of office premises and vehicles, in the following amounts:

2019	\$ 16,915
2020	16,179
2021	15,949
2022	15,474
2023	15,538
	<hr/>
	\$ 80,055

Included in the payment schedule above are certain commitments that extend beyond 2023. Significant commitments beyond 2023 are as follows:

- (i) The Authority has a premise lease with the Brewery District Investments Ltd. for the head office of TransLink and TSML which ends in 2033. The monthly commitment for basic rent and operating costs subsequent to year 2023 ranges from \$834,000 to \$892,000.

(b) WCE - lease and operating commitments:

In connection with operating the Commuter Rail System, the operating commitment for WCE include train operations, office lease, rolling stock maintenance, land leases and miscellaneous services.

The following summarizes the WCE operating commitments:

2019	\$ 13,089
2020	11,567
2021	6,324
2022	6,212
2023	6,253
	<hr/>
	\$ 43,445

Subsequent to 2023, monthly operating commitments for WCE are \$437,000 to \$523,000 for 2024 to 2025.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

12. Commitments and contingencies (continued):

(c) Operating commitment with Cubic Transportation System Inc.:

The Authority has a contract with Cubic Transportation Systems Inc. ("Cubic") to operate its transit fare system. The contract expires in January 2026 with the Authority having the option to extend the term of the contract for an additional 5 years.

Base payments to Cubic under the contract terms for operations and maintenance are adjusted periodically based on a CPI index.

The base payments prior to adjustments for operational metrics based on 2011 dollars are as follows:

	Fixed component
2019	\$ 11,358
2020	11,531
2021	13,581
2022	12,028
2023	12,209
	\$ 60,707

Subsequent to 2023, the fixed monthly base payments range from \$1,036,000 to \$1,055,000 for 2024 to 2025. Additionally, an amount of \$6,258,000 is payable in 2025 should the Authority choose not to extend the contract.

(d) Diesel fuel purchase:

In 2018, the Authority adopted an internal strategy to manage diesel fuel purchases and no longer enters into fixed price future agreements and therefore has no such commitments at the end of the year (2017 - \$19,700,000).

(e) Natural gas supply contract:

The Authority has entered into multiple fixed price natural gas purchase agreements for varying terms up to October 2021. The approximate total payment relating to these agreements is as follows:

	Contract Amount
2019	\$ 1,679
2020	1,679
2021	1,442
	\$ 4,800

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

12. Commitments and contingencies (continued):

(f) Major Road Network ("MRN") Capital Funding:

The Authority has signed several funding agreements with municipalities on major MRN projects. At December 31, 2018, the net amount of MRN capital infrastructure contributions committed and not paid is \$59,310,000 (2017 - \$20,100,000). This amount will be paid to the municipalities upon completion of their projects.

(g) Lawsuits and claims:

As at December 31, 2018, a number of lawsuits and claims, arising in the ordinary course of business, have been initiated against the Authority. Management is of the opinion that sufficient provisions net of any recoveries have been recorded in the financial statements for any lawsuits and claims made against the Authority, except as noted below.

A number of lawsuits commenced against TransLink and/or its subsidiary, in relation to the Canada Line project remain outstanding. The Authority does not believe that reasonable estimates of any potential losses can be estimated at this time and therefore, no provisions have been made in the consolidated financial statements for the following:

- A class action lawsuit filed by Cambie area merchants, where no specific amount has been claimed at this time. The trial of the first phase of this class action concluded April 2, 2015. Reasons for Judgment were delivered November 6, 2015. The main claims of the merchants for damages for the tort of nuisance were dismissed. The Court's decision allows for a certain claim of lesser value, injurious affection to property interests, to be advanced. The number of claims that may be advanced in the future is approximately 100; the amount of these claims cannot be estimated at this time. Three test cases for assessment of compensation for injurious affection were heard at trial in April 2018 by the BC Supreme Court, and judgement issued by the BC Supreme Court, awarding damages in the aggregate amount of \$181,040, has been appealed by TransLink. The appeal has not yet been heard by year-end.
- A lawsuit filed by a number of Cambie area merchants, where no specific amount has been claimed at this time.
- Two additional lawsuits each filed by individual Cambie area merchants, where no specific amount has been claimed at this time.

Once a reasonable estimate of the potential liability, if any, is determined, a provision will be recognized.

(h) Other capital and inventory commitments:

At December 31, 2018, \$486,448,000 (2017 - \$403,018,000) has been contractually committed for other capital projects and inventory.

(i) Letters of credit:

As at December 31, 2018, the Authority has issued letters of credit to the City of Richmond and the City of Surrey totaling \$2,787,000 (2017 - \$1,005,000) which expire in 2019.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

13. Contractual rights:

The Authority is entitled to future revenues based on contracts and agreements it has entered into by year-end to fund operating costs, capital expansion and debt repayment. These include, but are not limited to, funding agreements for Canada Line, Golden Ears Bridge foregone tolling, Gas Tax, PTIF and the U-Pass BC program. The following summarizes the amounts receivable expected under all such contracts and agreements over the next five years:

2019	\$	381,209
2020		374,467
2021		191,556
2022		123,959
2023		233,181
	\$	1,304,372

The annual amounts beyond 2023 range from \$27,746,000 to \$174,603,000 until 2050.

14. Statement of cash flows:

	2018	2017
Non-cash changes to operations:		
Amortization of tangible capital assets	\$ 197,854	\$ 192,171
Amortization of bond premium	(112)	(35)
Amortization of debt issue cost	519	188
Amortization of deferred concessionaire credit	(23,273)	(23,274)
Amortization of deferred government transfers	(224,781)	(125,290)
Amortization of deferred lease inducements net of additions	58	(92)
Write-down of tangible capital assets	8,299	1,179
Loss on disposal of tangible capital assets	34	1,104
	\$ (41,402)	\$ 45,951
Changes in non-cash operating working capital:		
Decrease (increase) in accounts receivable	\$ (129,746)	\$ 12,884
Decrease in loan receivable	59,463	15,116
Increase in supplies inventory	(5,287)	(3,462)
Increase in prepaid expenses	(6,803)	(9,746)
Increase in accounts payable and accrued liabilities	71,210	34,535
Increase in deferred revenue and deposits	8,724	10,893
Employee future benefits payable	8,751	10,755
	\$ 6,312	\$ 70,975

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

15. Financial instruments:

(a) Credit, interest and foreign exchange risk:

Unless otherwise noted, it is management's opinion that the Authority is not exposed to any significant credit or interest rate risk as a result of these financial instruments. Interest rate risk related to the Authority's debt will be subject to the market interest rates at the date of refinancing, but this risk is mitigated by spreading maturities of borrowings over multiple years and also regularly making contributions to sinking funds in order to repay all long-term bullet debt over a pre-determined amortization period. The Authority's operations are all based in Canada and exposure to foreign exchange fluctuations is not significant. There has been no change to any of the risk exposures from 2017.

(b) Fair values:

The fair values of certain debt and assets are represented in the table below. Management considers term deposits and money market instruments carrying amounts to approximate fair values. For all other classes of financial instruments presented in these consolidated financial statements, management considers the carrying amounts approximate the fair values.

2018	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 19,906	\$ 19,866
TPCC - bonds	24,921	25,095
Self-administered sinking funds - bonds	266,575	264,241
2017	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 47,457	\$ 47,804
TPCC - bonds	22,989	23,127
Self-administered sinking funds - bonds	218,339	209,261

16. Taxation revenue:

	2018	2017
Property tax	\$ 355,838	\$ 339,124
Fuel tax	351,338	373,780
Parking sales tax	73,201	70,019
Hydro levy	21,088	20,576
Replacement tax	17,889	17,834
	\$ 819,354	\$ 821,333

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

17. Segmented information:

(a) Bus operations:

Fixed route bus services, SeaBus service and custom transit are delivered through TransLink's wholly-owned subsidiary, Coast Mountain Bus Company Ltd., and various contractors that operate the Community Shuttle routes, West Vancouver Blue Bus, and HandyDART. The Bus operations represent the operating costs and the allocated depreciation and interest costs.

(b) Corporate operations:

TransLink corporate is the organization's head office, responsible for organizational leadership and oversight, and the development and undertaking of TransLink's strategic transportation and financial plans. Other functions centralized at the corporate office include capital project approvals, legal services, information systems, human resources, corporate finance, transportation systems planning, internal audit, marketing, real estate services and the transportation demand management program.

(c) Rail operations:

Automated light rail and commuter train services are provided by TransLink's wholly-owned subsidiaries, British Columbia Rapid Transit Company Ltd. and West Coast Express Ltd., and through the concession agreement for the Canada Line. The Rail operations represent the operating costs and the allocated depreciation and interest costs.

(d) Roads and bridges:

TransLink owns and operates the Knight Street Bridge, Pattullo Bridge, Westham Island Bridge, and the Golden Ears Bridge. In partnership with the municipalities, TransLink supports the Major Road Network ("MRN"), a network of major roads throughout Metro Vancouver. The MRNs are generally owned by municipalities. TransLink provides funding for the operations, maintenance, and rehabilitation of the MRN, and shares in the costs of eligible capital improvements.

(e) Transit Police:

The South Coast British Columbia Transportation Authority Police Service ("Transit Police") maintains order, safety and security on transit facilities and adjacent areas, and is authorized to enforce laws. The Transit Police coordinate its activities with jurisdictional police as well as other transit security staff.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

17. Segmented Information (continued):

	2018					Total	2017
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police		
Revenues:							
Taxation	\$ -	\$ 819,354	\$ -	\$ -	\$ -	\$ 819,354	\$ 821,333
Transit	-	638,015	-	-	-	638,015	590,964
Golden Ears Bridge tolling	-	-	-	-	-	-	29,743
Government transfers	-	303,498	-	-	-	303,498	166,902
Amortization of deferred concessionaire credit	-	-	23,273	-	-	23,273	23,274
Investment income	-	53,203	-	-	-	53,203	50,278
Miscellaneous revenue	3,124	7,013	419	-	1,338	11,894	7,009
Gain (loss) on disposal of tangible capital assets	-	406	(440)	-	-	(34)	(1,104)
	3,124	1,821,489	23,252	-	1,338	1,849,203	1,688,399
Expenses:							
Administration	16,501	19,194	6,045	4,363	3,440	49,543	43,540
Capital infrastructure contributions	-	-	-	40,416	-	40,416	33,389
Contracted services	78,158	11,205	122,813	8,173	-	220,349	219,116
Fuel and power	55,140	-	16,566	-	-	71,706	65,520
Insurance	17,891	197	5,024	981	49	24,142	23,825
Maintenance, materials and utilities	79,544	2,330	47,091	33,155	1,486	163,606	148,214
Professional and legal	2,768	21,906	3,505	2,194	395	30,768	41,029
Rentals, leases and property tax	13,114	9,791	1,926	256	1,850	26,937	24,339
Salaries, wages and benefits	461,767	45,902	106,225	1,672	31,088	646,654	618,068
Write-down of tangible capital assets	-	8,299	-	-	-	8,299	1,179
Expenses before amortization and interest	724,883	118,824	309,195	91,210	38,308	1,282,420	1,218,219
Amortization of tangible capital assets	89,686	16,836	70,849	20,245	238	197,854	192,171
Interest	53,344	10,015	42,141	77,818	141	183,459	181,766
	143,030	26,851	112,990	98,063	379	381,313	373,937
	867,913	145,675	422,185	189,273	38,687	1,663,733	1,592,156
Surplus (deficit) for the year	\$ (864,789)	\$ 1,675,814	\$ (398,933)	\$ (189,273)	\$ (37,349)	\$ 185,470	\$ 96,243

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

(Tabular amounts expressed in thousands of dollars, unless otherwise indicated)

Year ended December 31, 2018

18. Comparative information:

Certain comparative information has been reclassified to conform to the financial statement presentation adopted for the current year.

TO: Finance and Audit Committee

FROM: Rob Malli, Chief Financial Officer and Executive Vice President, Finance and Corporate Services

DATE: March 4, 2019

SUBJECT: 2018 Statutory Annual Report

PROPOSED RESOLUTION

That the TransLink Board of Directors:

- A. Approves the 2018 Statutory Annual Report mandated by the *South Coast British Columbia Transportation Authority Act*, as presented in Appendix A to the report; and
 - B. Authorizes the release of the 2018 Annual Report to the Mayors' Council on Regional Transportation.
-

EXECUTIVE SUMMARY

This report is to present the 2018 Statutory Annual Report to the Board for review and approval, as required by the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) and for release to the Mayors' Council on Regional Transportation.

PURPOSE

The purpose of this report is to provide the 2018 Statutory Annual Report to the Board for review and approval.

BACKGROUND

Section 7(3) of the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) requires that TransLink, within 90 days after the fiscal year end (TransLink's fiscal year end is December 31):

- Prepare an annual report as prescribed in section 13.4 of the SCBCTA Act;
- Prepare audited financial statements; and
- Provide a copy of the annual report and audited financial statements to the Mayors' Council on Regional Transportation.

DISCUSSION

Section 13.4 of the SCBCTA Act provides the requirements for reporting on activities for the year which are:

- Summary of operations;
- Audited financial statements;
- Summary of complaints and actions to respond to those complaints;
- Summary of the articles; and
- Summary of board activities.

CONCLUSION

Management requests that the Board approve the 2018 Annual Statutory Report and authorize its release to the Mayors' Council on Regional Transportation.



2018 Annual Statutory Report

translink.ca

TRANS LINK

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
2018 STATUTORY ANNUAL REPORT**

The *South Coast British Columbia Transportation Authority* (TransLink) is required to provide an annual report and audited financial statements to the Mayors' Council on Regional Transportation by March 31st. This report fulfills the reporting obligation to provide:

- A. A summary of operations during the year with comparison to the strategic transportation plan and the applicable service, capital and operational plans;
- B. The audited financial statements for the year;
- C. A summary of the nature of complaints received in the year and actions taken in response to those complaints;
- D. A summary of the results of the customer satisfaction survey process;
- E. Amendments to the articles of the Authority;
- F. A summary of the date, type and outcome of meetings of TransLink's Board of Directors held during the year;
- G. Fare Collection Bylaw; and
- H. A summary of tickets issued and collection under Section 248.

This report should be read in conjunction with the 2018 Annual Report, in order to get a full understanding of the organization and its financial and operational performance. The 2018 Annual Report will be posted on TransLink's website.

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EXECUTIVE SUMMARY

Under the *South Coast British Columbia Transportation Authority Act*, TransLink is required to prepare an annual report that includes a summary of operations for the year along with a comparison to the organization's applicable strategic, service, capital and operational plans. This 2018 Statutory Annual Report meets that requirement and includes other reporting obligations such as audited financial statements, complaints and customer satisfaction summaries. This report should be read in conjunction with the 2018 Annual Report to obtain a full understanding of the organization and the strategic platform that drives its financial and operational performance. The 2018 Annual Report will be posted on the TransLink website.

TransLink's current strategic plan, applicable to 2018, as defined by legislation, is Phase Two of the 10-Year Vision, the 2018-2027 Investment Plan (the "Plan") approved by the Mayors' Council on Regional Transportation on June 28, 2018. This 2018 Statutory Annual Report makes reference to the 2018 year of the Plan.

A. OPERATIONS SUMMARY

1 Transit Service Levels

The table below provides a summary of conventional transit service hours, Access Transit trips and ridership numbers while comparing 2018 actual results to the Plan.

	Actual 2018	Investment Plan 2018	Fav/(Unfav) Over Plan	% Change
Conventional Transit <i>(thousands of service hours)</i>				
Conventional Bus	4,464	4,509	(45)	(1.0%)
Community Shuttle	667	645	22	3.4%
West Vancouver Conventional Bus	135	142	(7)	(4.9%)
SkyTrain Expo and Millennium Lines	1,339	1,327	12	0.9%
SkyTrain Canada Line	203	186	17	9.1%
SeaBus	12	12	-	-
West Coast Express	37	37	-	-
Total Conventional Transit	6,857	6,858	(1)	(0.0%)
Access Transit Trips <i>(thousands of trips)</i>				
HandyDART	1,166	1,233	(67)	(5.4%)
Taxi Supplement	149	102	47	46.1%
Total Access Transit Trips	1,315	1,335	(20)	(1.5%)
Ridership				
Ridership (millions of transit journeys)	263	252	11	4.5%
<i>Note: Ridership in this table is based on delivery of total conventional transit service hours and HandyDART Access Transit service.</i>				

Conventional Transit Service Levels

Conventional transit service hours were mainly consistent with the 2018 year of the Plan as a result of the successful execution of service expansion as committed to in the 10-Year Vision. The expansion increased the frequency and capacity on the Expo, Millennium and Canada Lines, improved reliability of SkyTrain infrastructure, and added new bus routes and service hours.

Access Transit Service Levels

Access Transit trips were mainly consistent with the 2018 Plan. HandyDART trips were slightly lower than the Plan due to lower than anticipated customer demand. Taxi supplement trips are used for overflow service demand only and were higher than the Plan due to increased demand at peak times when HandyDART was at full capacity. Service improvements committed to in Phase Two of the 10-Year plan includes 13 expansion and 40 replacement HandyDART vehicles entering service during 2018.

Ridership

Journeys for conventional transit service and Access Transit achieved a record of 263 million, growing by 4.5 per cent above the 2018 Plan. Journeys represent a complete transit trip using Compass fare media or other proof of payment regardless of the number of transfers. The exceptional growth in ridership is a result of improved transit service, a strong economy with low unemployment and higher gas prices which are influencing commuters to use more public transportation. Ridership growth continued throughout the year suggesting that the July 1, 2018 transit increase did not negatively impact customer behaviour.

2 2018 Investment Plan Status Report

Phase Two of the 10-Year Vision includes new investments in every mode of transportation – transit, roads, walking and cycling – as well as maintains the existing transportation system in a state of good repair. A status update of the Plan is provided below.

New Transportation Investments in the Phase Two Plan

The Plan expands rapid transit across Metro Vancouver according to the priorities established in the 10-Year Vision. It completes the rapid transit early works investments begun in Phase One, including the Broadway Subway.

Building New Rapid Transit

- Broadway Subway Project
 - During 2018, the Millennium Line extension from VCC-Clark to Arbutus was approved by both the Provincial and Federal governments. The Province of British Columbia is now the agency responsible for delivering the Broadway Subway Project with TransLink providing support.
- South of Fraser Rapid Transit
 - The Surrey-Newton-Guildford Light Rail Transit project was also approved. In October 2018, however, the City of Surrey withdrew support for the project and TransLink suspended the procurement process.
 - In December 2018, the Mayors' Council approved project planning work to inform the development of a business case for the Surrey Langley SkyTrain project along the Fraser Highway corridor. Mayors' Council also directed TransLink to refresh planning priorities along 104 Avenue and King George Boulevard corridors to complete the commitment to the 27 km of rapid transit identified in the 10-year Vision.
- Planning for Future Transportation Investments
 - A feasibility study was completed for a potential gondola to connect the Millennium Line to SFU Burnaby campus.
 - The Rail to UBC Rapid Transit Study was completed for presentation to the Mayors' Council in January 2019.

Upgrading the Existing Rail Network

- SkyTrain
 - Two new Mark III trains, for the Expo and Millennium Lines, arrived at the Burnaby maintenance facility in 2018. Additionally, 24 new Canada Line cars have been ordered.
 - British Columbia Rapid Transit Company (BCRTC) continued rail system maintenance by replacing running rail and rail pads. Work began on the BCRTC Asset Management System through implementation of annual maintenance plans, the maintenance status room and improved technical investigations for serious failures.

- Station Upgrades
 - In 2018, the Expo Line Escalator Replacement Project commenced at Granville Station where six escalators will be replaced.
 - The largest bus canopy in our system was installed at the Commercial-Broadway Station to help keep customers protected from the elements.
 - Joyce-Collingwood SkyTrain station platform tile replacement work commenced in June.
- The refurbishment of two locomotives for the West Coast Express trains progressed in 2018.

New Bus and HandyDART Investments

- Bus
 - Coast Mountain Bus Company (CMBC), along with contracted transit services, provided 5.3 million annual service hours, including approximately 75,000 hours of improvements made throughout the system with a concentration on peak time periods and high-demand corridors.
 - Additional running time was provided to over 100 routes to maintain schedule reliability in Metro Vancouver as congestion continues to increase which slows the average speed of buses.
 - The accelerated program to upgrade 8,400 bus stop signage and implement T-signs and Transit Information Panels with enhanced schedule information system-wide was completed in December 2018.
 - Orders for 254 replacement and expansion buses and 4 battery electric buses were placed.
- SeaBus
 - Construction of the new SeaBus vessel is in progress.
 - Seismic and accessibility upgrades at the South Terminal commenced.
- HandyDART
 - Trips provided in 2018 were 5.2 per cent higher compared to 2017.
 - 13 expansion and 40 replacement HandyDART vehicles entered service during the year.
- B-Line
 - The design for infrastructure advanced on three new and two upgraded B-Line or Better corridors.
 - The development of updated service and bus priority plans progressed for Fraser Highway and King George Boulevard / 104 Avenue in response to the new Mayors' Council (Fall 2018) direction on South of Fraser rapid transit.

New Road Investments

- Minor capital upgrades
 - Committed \$21.4 million for Major Road Network (MRN) infrastructure upgrades for roadway expansion, street corridor improvements and greenway developments.
- Structure rehabilitation and seismic upgrades
 - Allocated \$19.5 million towards rehabilitation and seismic upgrades of structures on the MRN, including Granville Bridge rehabilitation and Marine Drive bridge replacement at Mosquito Creek.
- Operations, maintenance, and rehabilitation of the MRN
 - Provided \$4.9 million in funding for the 10 per cent lane-kilometer expansion as well as operations, maintenance and rehabilitation of the MRN.

New Walking and Cycling Investments

- Walking Access to Transit
 - TransLink provided an additional \$5 million for a total of \$7.5 million from 2017-2018, of the \$12.5 million commitment by the end of 2019, in new regional funding for pedestrian infrastructure around transit corridors.
- Regional Cycling Infrastructure
 - TransLink provided an additional \$15.1 million for a total of \$22.0 million from 2017-2018, of the \$34.5 million commitment by the end of 2019, for municipal cycling infrastructure, including multi-use pathways and bike lanes expansion.

- TransLink-owned Cycling Infrastructure
 - Of the \$11.5 million commitment, \$3.7 million has been earmarked for specific projects, \$1.4 million is allocated to bike parkade upgrades and \$2.3 million for BC Parkway retaining wall rehabilitation in New Westminster and Vancouver.
 - Bike parkades opened at King Edward, Joyce-Collingwood and Metrotown SkyTrain stations, offering increased mobility options to customers.

New Mobility Investments

- New mobility
 - An early prototype of a flexible on-demand micro transit service (ride-hailing service) was launched in conjunction with First Transit, our bus service provider on Bowen Island.

Manage the System to be More Efficient and Customer-Focused

In 2018, TransLink continued to develop and implement a wide range of policies and strategies in order to make the regional transportation network more efficient and effective for more users.

Make Travel Safe and Secure

- Safety & Emergency Planning
 - Development is underway on several elements of the system including identification of top risks, training matrices and emergency exercise and communications programs. Several departmental business continuity plans are in development or have been completed.
- Security Operations
 - The Metro Vancouver Transit Police (“Transit Police”) continued to implement two dozen action plans associated with its three Strategic Goals: Deliver a Safe and Secure Transit System, Build Confidence in the Use of Public Transit and Provide Regional Services that Enhance Local Policing and Community Safety. Actions taken include launching the third phase of the Anti-Sex Offence Campaign, alongside several community partners, with over 700 safety advertisements placed on transit vehicles, bus stops, exchanges and SkyTrain stations.
- Technology & Cyber Security
 - A multi-year BCRTC Modernization Program is in progress to move to supported, modern systems.
 - The TransLink Technology Infrastructure Renewal Program and Software Application Renewal Program is proceeding as planned to ensure existing enterprise systems are maintained in a state of good repair.

Make Travel Easy and Informative

- Customer Experience Planning
 - TransLink’s enterprise-wide Customer Experience Plan was released to employees in 2018 and implementation of key projects and initiatives are now underway.
 - BCRTC and CMBC provided extra service for various special events, such as major sporting events, concerts, fireworks and festivals.
- Customer Information & Communication
 - TransLink completed several projects that will improve the flow, timeliness and accuracy of information delivered to customers; including the launch of Customer Information Live Chat and an upgrade of Text Alerts messaging.
 - During 2018, projects commenced to upgrade Trip Planner (delivering a responsive, map-based Trip Planner using real-time data) and to install new “Next Train” passenger information displays along the Expo and Millennium Lines.
 - TransLink completed the upgrade of all directional signs, maps and information panels on Expo and Millennium Lines as well as bus stops for a consistent and improved navigation experience.

- Implemented the Transit Alerting & Messaging System to improve the presentation, quality, consistency and timeliness of customer alerts and messages through SMS, email and the TransLink Alerts page on our website.
- Beginning in November, TransLink began adding 281 Passenger Information Displays, 264 new guideway cameras, replacing 1,200 CCTV cameras and upgrading the PA systems to improve customer communications technologies at all 33 stations throughout the Expo and Millennium Lines, excluding the Evergreen Extension.
- To make it easier for customers to find a reliable after-hours ride home late at night from Downtown Vancouver, in June, TransLink launched a new NightBus District pilot. All 10 NightBus routes that connect the downtown core with destinations across the region now start their routes at a new, well-lit hub in the heart of downtown at the corner of Granville and West Georgia streets. The pilot has since been fully integrated into NightBus service.
- Public Art
 - New art that was installed as part of the upgrades at Joyce-Collingwood Station won industry accolades.
- Accessibility
 - The Travel Training Program and strategy framework were developed and shared across the community in 2018. TransLink participated in 25 public events and reached out to 1,500 participants during large group presentations and information booths at major community events.
 - During 2018, the percentage of accessible bus stops increased to 77.5 per cent from 76.0 per cent in 2017.
Installation of radio-frequency identification (RFID) technology was completed at all SkyTrain and Canada Line stations. The installation of RFID is in support of the Universal Fare Gate Access Program which allows passengers unable to physically tap a Compass card enter and exit through the fare gates independently.

Make Travel More Efficient and Reliable

- Transit Network Performance
 - Pattern changes were implemented at the Lougheed Station platform leading to trains moving through the station faster resulting in more efficient and reliable trips for our customers.
 - The Annual Transit Service Performance Review (TSPR) that measures transit use and service reliability was completed. The results of the review indicate increased ridership across Bus, SkyTrain and SeaBus and improved service reliability.
 - The Bus Speed & Reliability report is under development as well as a new funding program for transit priority with the Regional Transportation Advisory Committee (RTAC).
- Road Network Performance
 - Work progressed on the development of Regional Road Network Strategy, that will help define and manage performance of the region's road network.
- Harmonizing Regulations
 - TransLink reached an agreement with municipal partners on implementing bylaw changes to harmonize truck-related definitions and regulations.
 - The Commercial Vehicle Route Planner beta had a soft launch in the fourth quarter of 2018 to help improve freight wayfinding and trip planning.
- Low-Carbon Fleet
 - Phase One of the Low Carbon Fleet Strategy, which consisted of the overall plan was approved during 2018. TransLink continued work on Phase Two, which will provide a detailed roadmap for the electrification of TransLink's bus fleet, including the development and design of an optimal network of in-route chargers and depot chargers.

Price the Transportation System to Reduce Congestion and Overcrowding, Improve Fairness, and Support Transportation Investment

- Payment
 - “Tap to Pay” was introduced in 2018 which allows customers to pay directly at fare gates and on buses with their contactless Visa, Mastercard or smartphone, enabling customers to quickly and conveniently pay for travel and transfer between services.
 - Compass wristbands were introduced in December, providing customers with a new, convenient way to pay.
 - TransLink continues to promote the Compass for Organizations program and has successfully enrolled several large organizations in 2018 including several hotels and tech industry companies.
- Transit
 - Management completed the four-phase Transit Fare Review. The Mayors’ Council and Board endorsed the final recommendations: eliminate zones and shift to pricing by distance, expand targeted off-peak discounts and/or rewards to better manage overcrowding and work with the Provincial Government to explore potential options for expanded discounts for low-income residents, children and youth. A phased approach will be used in implementing changes to the fare structure.
- Parking
 - Work was initiated to study variable demand-based pricing at parking facilities to ensure optimal usage.
- Roads
 - Management has continued to advance research and analysis on mobility pricing following the final report from the Mobility Pricing Independent Commission in May 2018.

Partner to Make It Happen

TransLink collaborates with a broad range of partners and stakeholders in order to maximize the value and effectiveness of the transportation services and infrastructure and to achieve the best regional planning outcomes.

Align Transportation and Land Use

- With Partner Agencies
 - The Southwest Area Transport Plan was completed in 2018 including Richmond, South Delta and Tsawwassen First Nation.
 - The Maple Ridge-Pitt Meadows and Lougheed Long-term Transit Corridor study was initiated.
 - TransLink collaborated with the City of Vancouver on East Fraser Lands transit study.
 - TransLink participated in and supported Metro Vancouver’s Transit-Oriented Affordable Housing Study.
 - A partnership was initiated with Metro Vancouver to jointly develop Long-Range Scenarios for the region, foundational to updates of both the Regional Transportation Strategy and the Regional Growth Strategy.
- With Real Estate and Commercial Partners
 - Planning progressed for retail amenities as part of the following projects: Broadway Subway, Phibbs Exchange and SeaBus terminals.
 - TransLink signed a partnership agreement with Shaw that will see the implementation of free Wi-Fi for transit customers throughout the system.
- Develop and Implement Project Partnership Agreements
 - Initial discussions were held with Surrey Planning staff about the future Partnership Agreement for the Fraser Highway corridor.

Innovate Through New Partnerships

- With Goods Movement Partners
 - The Greater Vancouver Urban Freight Council met three times in 2018, including one joint meeting with the Greater Vancouver Gateway Council. Several key priorities were advanced including harmonization of truck definitions and regulations across more of the region's municipalities.
- With New Mobility Partners
 - An "Open Innovation Call" was held and a partnership emerged between TransLink, Modo, Evo and Mobi. The four partners will prototype a bundled offering to assess the viability and consumer interest in a single integrated service.

Funding

New funding sources are needed to expand the transportation system and serve the rapidly growing population and increasingly urban region.

- In May 2018, the Province of BC passed legislation enabling TransLink to levy a new region-wide Development Cost Charge (DCC) to fund certain types of transit and regional transportation capital projects related to growth. The Phase Two Plan anticipates receiving \$252 million in DCC revenue starting in 2020 through to 2027.
- In October 2018, the Province of BC passed legislation to enable TransLink to increase the parking tax from 21 per cent to 24 per cent. The change comes into effect on July 1, 2019.
- Senior Government funding of \$3.2 billion was confirmed and announced for Broadway Subway and South of Fraser Rapid Transit projects.
- The Province of BC worked on introducing legislation to increase the motor fuel tax from 17.0 cents to 18.5 cents per litre. The legislation is expected to be approved in Spring 2019.

3 2018 Financial Plan

The Plan identifies operating expenditures over the next ten years (2018-2027) as well as how those expenditures will be funded from established revenue sources. These revenues and expenditures take into account commitments made, services and programs provided and assumptions using the accounting standards as recommended by the Public Sector Accounting Board (PSAB). The table below compares the 2018 actual results to the 2018 Year in the Phase Two Investment Plan.

TransLink

Consolidated Statement of Operations

(\$ millions)	Actual 2018	2018 Year in the Plan (June 28, 2018)	Fav/(Unfav) Over Plan	% Change
Revenue				
Taxation	819.3	825.1	(5.8)	(0.7%)
<i>Fuel tax</i>	351.3	358.4	(7.1)	(2.0%)
<i>Property tax</i>	355.8	355.9	(0.1)	-
<i>Parking Rights</i>	73.2	71.5	1.7	2.3%
<i>Hydro levy</i>	21.1	21.3	(0.2)	(0.7%)
<i>Replacement tax</i>	17.9	18.0	(0.1)	(0.6%)
Transit	638.0	606.8	31.2	5.1%
Government transfers				
<i>Senior Government Funding</i>	245.6	360.1	(114.5)	(31.8%)
<i>Golden Ears Bridge Tolling Replacement Revenue</i>	57.9	57.9	-	-
Investment income	53.2	51.9	1.3	2.4%
Amortization of deferred concessionaire credit	23.3	23.3	-	-
Miscellaneous revenue	11.9	6.1	5.9	96.7%
Sub Total Continuing Operations Revenue	1,849.2	1,931.2	(82.0)	(4.2%)
Gain/(loss) on disposal	-	(0.5)	0.5	100.0%
Total Revenue (PSAB)	1,849.2	1,930.7	(81.5)	(4.2%)
Expenditures				
Bus Operations	724.9	733.4	8.5	1.2%
Corporate Operations	96.8	95.2	(1.6)	(1.7%)
Rail Operations	309.2	309.7	0.5	0.2%
Roads and Bridges	91.2	104.3	13.1	12.5%
Transit Police	38.3	38.4	0.1	0.3%
Amortization of tangible capital assets	197.9	220.6	22.7	10.3%
Interest	183.5	181.5	(2.0)	(1.1%)
Sub Total Continuing Operations Expenditures	1,641.8	1,683.1	41.3	2.5%
Corporate - onetime expenditures	22.0	31.1	9.1	29.3%
Total Expenditures (PSAB)	1,663.8	1,714.2	50.4	2.9%
Surplus (Deficit) for the period (PSAB)	185.4	216.5	(31.1)	(14.4%)
Accumulated Surplus¹, beginning of the year	1,080.3	1,080.3	-	-
Accumulated Surplus¹, end of the year	1,265.7	1,296.9	(31.1)	(2.4%)

¹ The Accumulated Surplus is derived under Public Sector Accounting Standards and does not represent cash

Revenues:

Total 2018 revenue at \$1.8 billion was \$81.5 million (4.2 per cent) unfavourable to the 2018 year in the Plan. Fuel tax revenue was \$7.1 million (2.0 per cent) unfavourable to the Plan due to lower volumes of diesel and gasoline consumed in the region. This was as a result of record high fuel prices in the first half of 2018 as a result of a refinery shut down, which caused consumers to look outside the region to purchase fuel. This was offset slightly by Parking Rights Tax, which at \$73.2 million, was favourable to the Plan by \$1.7 million (2.3 per cent) due to higher

than expected parking volumes. Property and replacement tax, hydro levy and parking rights tax revenue for 2018, were mainly consistent with the Plan.

Transit revenue at \$638.0 million was \$31.2 million (5.1 per cent) favourable to the Plan due to record ridership and increased program participation.

Government transfers were \$114.5 million (31.8 per cent) unfavourable to the Plan primarily due to timing of planned projects. Major revenue vehicle replacement projects funded by Federal Gas Tax were delayed to 2019 due to changes in vehicle propulsion systems that increased lead time of ordering and delivery, resulting in a corresponding deferral of government transfers.

Investment income was \$1.3 million (2.4 per cent) favourable to the Plan primarily due to higher cash and investment holdings.

Miscellaneous income at \$11.9 million was \$5.9 million (96.7 per cent) favourable to the Plan mainly due to a one-time receipt of \$4.1 million for a contract penalty payment. The remaining favourable variance was driven by higher recoveries from external parties.

Loss on disposal of assets was \$0.5 million favourable to the Plan due to the unexpected net gain on disposal of vehicles in 2018, partly offset by the loss on disposal of BCRTC capital spares.

Expenditures:

Bus Operations expenditures for 2018 were \$724.9 million, \$8.5 million (1.2 per cent) favourable to the Plan mainly due to lower employer-paid benefit costs and lower labour costs from vacancies. These savings were partly offset by higher vehicle repair costs, overtime costs for vacancy coverage, higher fuel costs, higher insurance premium rates and deductibles.

Corporate Operations expenditures were \$1.6 million (1.7 per cent) unfavourable to Plan mainly due to higher software licensing costs and more consulting fees related to upgrading operating software. These were partly offset by contractual savings related to performance abatements, lower professional fees and vacancy savings.

Rail Operations were \$0.5 million (0.2 per cent) favourable to the Plan mainly due to lower employer-paid benefit costs, lower labour costs from vacancies and salary capitalization. Higher train and rail maintenance activities, insurance premiums and higher diesel prices related to the West Coast Express partly offset the favourable variance in the year.

Roads and Bridges spending was \$13.1 million (12.5 per cent) favourable to the Plan mainly due to timing of capital infrastructure contributions to municipalities, lower bridge maintenance costs and lower contractor payments to Golden Ears Bridge due to the elimination of tolls, partly offset by a one-time write-off of uncollectible accounts.

Transit Police expenditures were \$0.1 million (0.3 per cent) favourable to the Plan mainly due to lower labour costs from vacancy savings, lower radio communication costs, lower software licensing costs and lower property rental costs. The expenditures were partly offset by overtime costs for vacancy coverage and higher maintenance costs.

Amortization expense was \$22.7 million (10.3 per cent) favourable to the Plan mainly due to the number of vehicle deliveries in 2018 being lower than expected, changes in the estimated useful lives of the Richmond and Vancouver Transit Centre as compared to Plan and timing of project capitalization.

Interest expense was \$2.0 million (1.1 per cent) higher than the Plan due to lower capitalization of interest due to the timing of capital spending, partly offset by the effect of lower interest rates.

Corporate One-time expenditures were \$9.1 million (29.3 per cent) favourable to the Plan mainly due to unused operating contingency funding and the timing of project activities. The favourable variance was partly offset by the write-off of Pattullo Bridge capitalized costs due to transfer of bridge replacement project and accelerated project spending on the B-Line expansion.

4 2018 Capital Program

Schedule 1

Schedule 1 below lists the projects that were included in the 2018 Capital Program as Approved in Principle (AIP) and indicates their current status. The schedule includes activity related to new capital projects in 2018 including any carry forward AIP projects from 2017.

Project and Program Titles (\$ thousands)	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2018		Current Project Status as at December 31, 2018				
	Budget	Approval Date	Budget	Current Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
Equipment								
B-Line Passenger Information Displays (PIDS)	3,950	Jun-07-18	3,950	3,950	165	3,772	3,937	Dec-31-19
CCTV Camera System Upgrade on Expo and Millennium Lines ¹	10,500	Nov-22-18	10,500	11,615	609	11,057	11,666	Dec-31-20
CMBC Farebox Expansion and Replacement	2,000	Jun-20-18	1,900	1,900	382	1,275	1,657	Dec-31-19
Expo Line Traction Power Equipment Replacement	5,617	Nov-08-18	10,347	10,347	162	10,293	10,455	Dec-31-20
Operator Protection Barrier Retrofit	2,360	Apr-26-18	1,630	3,500	-	3,270	3,270	Dec-31-20
Passenger Address System Quality Improvement ¹	13,000	Jun-12-18	12,950	14,500	1,069	13,340	14,409	Dec-31-20
Propulsion Power Existing Equipment Maintenance Upgrade ²	275	-	-	780	573	-	573	Dec-31-18
Railborne Equipment Replacement	3,000	Nov-22-18	4,980	4,980	-	4,979	4,979	Dec-31-21
SkyTrain Customer and Operations Telecommunications (SCOT) Upgrade ^{1 2}	8,725	Nov-15-18	3,359	4,459	901	3,123	4,024	Dec-31-20
SkyTrain Physical Security System Project	7,415	Mar-08-18	7,104	7,704	495	6,955	7,450	Dec-31-19
Transit Management and Communications (TMAC) Radio Replacement ^{1 2}	34,195	Aug-15-18	20,543	25,600	771	21,652	22,423	Dec-31-20
Equipment Total	91,037		77,263	89,335	5,127	79,716	84,843	
Facilities								
2018 Transit Centre Infrastructure to Support Expansion	2,500	Jul-19-18	2,500	2,500	10	2,368	2,378	Dec-31-20
BTC South Garage Roof Replacement	2,199	May-24-18	2,199	2,505	127	2,378	2,505	Dec-31-19
BTC South Seismic Upgrade - Design ³	2,422	Mar-12-18	8,422	9,277	950	7,190	8,140	Dec-31-19
Burnaby Transit Centre (BTC) South Fleet Overhaul (FOH) Building Garage Doors Replacement	180	Jul-19-18	180	180	-	67	67	Dec-31-19
Fir and Bodwell Rectifiers - Roof Replacement	632	Nov-08-18	690	690	-	660	660	Oct-31-19
Marpole Transit Centre Silvertree Site - Pre-Design Services ⁴	3,002	-	-	-	-	3,000	3,000	Dec-31-19
Metro Vancouver Transit Police (MVTP) - Sapperton Facilities Expansion & Renovation	450	Aug-30-18	450	450	5	1	6	Dec-31-19
Operations & Maintenance Centre (OMC) 1 & 2 Space Optimization and Modernization ⁴	8,000	-	-	-	-	8,000	8,000	Dec-31-20
Operations & Maintenance Centre (OMC) Perimeter Security Upgrade ⁴	1,990	-	-	-	-	1,990	1,990	Dec-31-19
PowerSmart Upgrades - 2017	350	Jul-05-18	350	2,700	1,763	235	1,998	Dec-31-19

Project and Program Titles (\$ thousands)	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2018		Current Project Status as at December 31, 2018				
	Budget	Approval Date	Budget	Current Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
Richmond Transit Centre (RTC) Facility Upgrades to accommodate double decker Buses	4,000	Apr-12-18	4,000	4,000	154	3,836	3,990	Dec-31-19
RTC Maintenance Office Renovations	230	Apr-26-18	230	230	-	190	190	Dec-31-19
SeaBus Crew Facilities Rehabilitation	1,680	Jan-18-18	1,680	1,680	94	1,591	1,685	Dec-31-19
SeaBus Maintenance Dock Expansion	10,000	Apr-26-18	1,585	10,000	74	9,797	9,871	Dec-31-20
SeaBus Terminals Interior Refurbishment	1,868	Apr-12-18	1,867	1,867	174	1,809	1,983	Dec-31-19
SeaBus Transformer Replacement	480	Mar-15-18	480	480	38	438	476	Dec-31-19
Facilities Total	39,983		24,633	36,559	3,389	43,550	46,939	
Infrastructure								
BC Hydro Upgrades	3,700	Oct-25-18	3,428	16,728	9,158	7,232	16,390	Nov-30-19
BCRTC Yard Track Reconditioning	3,000	Dec-14-18	3,000	3,095	56	3,000	3,056	Oct-31-20
Bear Creek Replacement	2,500	Jun-20-18	2,778	23,531	11,774	11,964	23,738	Dec-31-19
Brentwood SkyTrain Station and Bus Facilities Upgrade Phased Design and Implementation	7,370	Aug-30-18	7,370	7,370	126	7,307	7,433	Dec-31-20
BTC North Garage Replacement - Design	7,866	Nov-19-18	7,866	8,620	414	7,586	8,000	Dec-31-19
Bus Stop Infrastructure for New Routes ⁴	750	-	-	-	-	750	750	Dec-31-19
Canada Line Bus Loops - Brighthouse ^{4 5}	4,000	-	-	-	-	4,000	4,000	Dec-31-20
Canada Line Fleet Expansion - Infrastructure ¹	25,000	Nov-23-17	25,000	35,885	15,427	20,405	35,832	Dec-31-20
CMBC BTC South Tire Shop & FOH Building Extension ³	6,000	-	-	-	-	-	-	-
CMBC SeaBus Emergency Exit Ramps Replacement	1,000	Oct-25-18	1,250	1,250	12	1,176	1,188	Dec-31-19
Edmonds OMC Capacity Upgrades	9,000	Apr-26-18	5,630	9,000	48	8,791	8,839	Dec-31-19
Evergreen Extension Station Bicycle Parkades	1,376	Apr-12-18	1,376	5,344	1,150	4,174	5,324	Dec-31-19
Expo Line Station Escalators - Stage 4 ^{4 5}	15,893	-	-	-	-	15,893	15,893	Dec-31-19
Expo Line Tunnel Ventilation System Condition Assessment Feasibility Study ¹	4,300	-	-	1,865	154	5,577	5,731	Dec-31-20
Expo Line Upgrade Strategy - Burrard Station: Design & Implementation ¹	59,780	Aug-15-18	675	60,700	1,291	59,118	60,409	Dec-31-20
Guideway Intrusion System Upgrade ¹	9,800	Mar-15-18	780	9,800	242	9,496	9,738	Dec-31-20
Guildford Exchange	2,643	Mar-27-18	10,048	14,000	1,016	11,630	12,646	Dec-31-19
Implement Enterprise-Level Regional Demand Management Strategies ⁴	500	-	-	-	-	500	500	Dec-31-19
Investments in Transit Priority on Priority B- Line Corridors	1,644	Aug-02-18	3,770	3,770	1,603	2,167	3,770	Dec-31-20
Knight Street Bridge Rehabilitation - Detailed Design ^{4 5}	1,800	-	-	-	-	1,800	1,800	Dec-31-21
Lonsdale Quay Bus Loop and SeaBus Terminal Upgrade	8,000	Jan-18-18	8,000	10,542	506	10,057	10,563	Dec-31-19
Metrotown Bus Loop Refurbishment ¹	3,720	-	-	5,000	309	3,757	4,066	Dec-31-20
Nanaimo Bus Loop Upgrades ²	9,440	Nov-02-18	5,680	6,240	665	5,547	6,212	Dec-31-19
Newton Exchange ⁴	12,017	-	-	-	-	3,185	3,185	Dec-31-20
Pattullo Bridge Wind Monitoring & Seismic Warning Systems - Detailed Design	5,000	Jul-19-18	5,000	5,595	551	5,081	5,632	Dec-31-19
Pattullo Procurement Readiness & Environmental Work ²	13,940	-	-	-	-	-	-	-
Phibbs Exchange Upgrade ^{2 4}	23,190	-	-	-	-	6,001	6,001	Dec-31-19

Project and Program Titles (\$ thousands)	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2018		Current Project Status as at December 31, 2018				
	Budget	Approval Date	Budget	Current Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
Propulsion Power Substation Redundant Incomers at 3 Locations	7,172	Nov-08-18	7,172	7,172	-	7,127	7,127	Nov-30-19
Rapid Transit Noise Migration Design ⁴	1,000	-	-	-	-	1,000	1,000	Dec-31-19
Replace Platform LEDs System	19,100	Apr-05-18	19,100	26,450	6,134	20,530	26,664	Dec-31-19
Roofing Replacements (#1&2)	5,540	Apr-26-18	5,540	7,575	1,238	6,458	7,696	Dec-31-19
Second Power Feed (BC Hydro) for SkyTrain OMC ²	2,650	-	-	410	374	-	374	Dec-31-18
SkyTrain OMC Upgrades	50,000	Dec-04-18	8,320	50,000	1,007	48,850	49,857	Dec-31-20
South SeaBus Terminal Accessibility Improvement Detail Design ⁴	250	-	-	-	-	250	250	Dec-31-19
Transit Centre Paving Replacement	950	Apr-12-18	950	950	39	877	916	Dec-31-19
Transit Plan for Millennium Line Broadway Extension Construction	8,950	Oct-12-18	9,590	9,590	-	9,590	9,590	Dec-31-20
TransLink Owned Bicycle Infrastructure ⁴	6,624	-	-	-	-	6,624	6,624	Dec-31-20
TransLink Owned Bicycle Infrastructure Program - 2017 ⁶	1,000	Nov-22-18	3,299	3,299	110	3,243	3,353	Dec-31-20
TransLink Owned Investment in Cycling Infrastructure ⁶	2,300	-	-	-	-	-	-	-
Trolley Overhead Pole Replacement - 2018	2,500	Mar-01-18	2,500	2,500	1,202	1,339	2,541	Dec-31-19
Westham Island Bridge Structural Assessment and Detailed Design	2,000	Mar-01-18	2,000	2,320	363	1,964	2,327	Dec-31-19
Infrastructure Total	353,265		150,122	338,601	54,969	324,046	379,015	
Technology								
BCRTC Enterprise Asset Management Implementation	5,490	-	-	11,760	1,761	10,015	11,776	Dec-31-21
BCRTC Modernization - System Management Center (SMC) Tape Analysis Reporting (STAR)	500	Aug-30-18	494	494	23	232	255	Dec-31-19
BCRTC Modernization 2017 ⁴	500	-	-	-	-	500	500	Dec-31-19
BTS Infrastructure, Applications, Projects - Run	3,750	May-10-18	2,939	2,339	227	1,694	1,921	Dec-31-19
Bus Daily Operations Management System Replacement	2,500	Aug-30-18	481	4,185	1,758	2,385	4,143	Dec-31-20
Bus Scheduling and Trip Planner System Update	3,500	Apr-26-18	3,490	3,490	588	2,541	3,129	Dec-31-20
Compass System Advancements ⁴	461	-	-	-	-	-	-	-
Data Warehouse Business Intelligence Program 2017 ²	500	-	-	-	-	-	-	-
Enterprise Financial System Multi-Currency Enablement ²	210	-	-	-	-	-	-	-
Enterprise Payroll Services - Onboarding BCRTC & WCE ⁴	1,500	-	-	-	-	1,500	1,500	Dec-31-19
Financial System Replacement Implementation ⁴	4,000	-	-	-	-	4,000	4,000	Dec-31-21
Health and Safety System Implementation ⁴	500	-	-	-	-	500	500	Dec-31-19
IT Infrastructure Program 2018	6,000	Jul-19-18	5,966	5,966	1,447	3,416	4,863	Dec-31-19
Online Customer Service (Live Chat) Implementation	300	Jan-18-18	207	207	136	-	136	Dec-31-18
Train Radio Information Management System (TRIMS) Upgrade Project ²	1,510	-	-	-	-	-	-	-
TransLink Enterprise Asset Management ⁴	3,240	-	-	-	1,862	4,738	6,600	Dec-31-21
Technology Total	34,461		13,577	28,441	7,802	31,521	39,323	

Project and Program Titles (\$ thousands)	Approved in Principle (AIP)	Specific Project Approval (SPA) for the year ended December 31, 2018		Current Project Status as at December 31, 2018				
	Budget	Approval Date	Budget	Current Budget	Actual Cost to Date	Forecast to Complete	Final Forecast Cost	Estimated Completion Date
Vehicles								
2018 BCRTC Non-Revenue Vehicles (NRV) Expansion Project	900	Feb-15-18	1,030	1,069	68	880	948	Dec-31-19
2019 Community Shuttle Vehicle Replacement	12,000	Aug-30-18	12,000	12,000	-	12,000	12,000	Dec-31-20
2019 Conventional Bus Expansion	82,000	Mar-01-18	82,742	82,742	1,596	81,285	82,881	Dec-31-20
2019 Conventional Bus Replacement	33,300	Apr-12-18	33,922	33,922	618	33,589	34,207	Sep-30-20
2019 HandyDART Vehicle Replacement	5,750	May-24-18	5,750	5,750	112	5,599	5,711	Dec-31-20
2019 HandyDART Vehicles Expansion	1,500	May-24-18	1,550	1,550	30	1,523	1,553	Dec-31-20
Non-Revenue Vehicles - Replacements	1,518	Jul-05-18	1,300	1,300	-	1,207	1,207	Dec-31-20
NRV Fleet Life Cycle Management	217	Feb-15-18	217	217	-	216	216	Dec-31-19
TOH Truck Replacement	2,400	Aug-02-18	2,424	2,424	-	2,424	2,424	Dec-31-20
Transit Police NRV Expansion	225	Feb-01-18	218	218	177	-	177	Dec-31-18
Transit Police NRV Replacement	305	Feb-01-18	292	292	260	-	260	Dec-31-18
Vehicles Total	140,115		141,445	141,484	2,861	138,723	141,584	
Major Road Network (MRN)								
2017 MRN and Bicycle Infrastructure Capital Cost Sharing Program (BICCS) Capital Program	3,102	-	-	20,555	3,322	17,232	20,554	Dec-31-21
2018 Bicycle Infrastructure Capital Cost Sharing (BICCS) Funding Program	13,450	Jun-20-18	15,148	15,148	-	15,147	15,147	Dec-31-21
2018 MRN and Bike Upgrade Funding Program	20,000	Jun-20-18	21,404	21,404	-	21,404	21,404	Dec-31-21
2018 MRN Minor Capital Program	22,718	Jun-20-18	22,718	22,799	22,784	-	22,784	Dec-31-21
2018 MRN Structures Rehabilitation & Seismic Upgrade Funding Program ⁷	13,000	Jun-20-18	19,500	19,500	-	19,500	19,500	Dec-31-21
2018 Walking Infrastructure to Transit Funding Program	5,000	Jun-20-18	5,000	5,000	-	5,000	5,000	Dec-31-21
MRN Structures Rehabilitation & Seismic Upgrade Funding Program ⁷	6,500	-	-	-	-	-	-	-
Major Road Network (MRN) Total	83,770		83,770	104,406	26,106	78,283	104,389	
Major Construction								
Broadway Subway ⁸	16,627	Dec-14-17	16,627	39,627	27,500	5,942	33,442	Dec-31-19
South of Fraser Rapid Transit ⁸	13,249	Dec-14-17	13,249	33,249	29,108	4,439	33,547	Dec-31-19
Major Construction Total	29,876		29,876	72,876	56,608	10,381	66,989	
Grand Total	772,507		520,686	811,702	156,862	706,220	863,082	

- (1) These are Public Transit Infrastructure Fund (PTIF) funded projects that have Phases which will be completed after March 31, 2020. The phases of these project which are eligible for funding under PTIF are on schedule to be completed prior to March 31, 2020.
- (2) These were cancelled projects or projects that disencumbered Approved in Principle funds. See Schedule 1a for details.
- (3) Approved in Principle budget of project "CMBC BTC South Tire Shop & FOH Building Extension" consolidated with project "BTC South Seismic Upgrade - Design" and a single Specific Project Approval issued out of project "BTC South Seismic Upgrade - Design".
- (4) These projects were not initiated in 2018 or have a partial remainder of the Approved in Principle budget not used in 2018 and are being carried forward to year 2019, see Schedule 1a for details.
- (5) The 2018 Planned Approved in Principle Budget of these projects have not been initiated, while the prior program years' phases have commenced.
- (6) Approved in Principle budget of project "TransLink Owned Investment in Cycling Infrastructure" consolidated with project "TransLink Owned Bicycle Infrastructure Program - 2017" and a single Specific Project Approval issued out of project "TransLink Owned Bicycle Infrastructure Program - 2017".
- (7) Approved in Principle budget of project "MRN Structures Rehabilitation & Seismic Upgrade Funding Program" consolidated with project "2018 MRN Structures Rehabilitation & Seismic Upgrade Funding Program" and a single Specific Project Approval issued out of project "2018 MRN Structures Rehabilitation & Seismic Upgrade Funding Program".
- (8) These are projects that received advance approvals in 2017.

Schedule 1a

Schedule 1a below lists the status of TransLink capital programs with project additions, cancellations, disencumbered Approved in Principle projects and projects not yet initiated.

Project and Program Titles (\$ thousands)	Budget	Reason
Additions		
Sapperton Building - Leasehold Improvements	5,225	In order to mitigate capacity challenges that TransLink's Sapperton office faced by mid-2018, this project was initiated to secure the lease for the remaining 8th Floor at Sapperton headquarters. This new space was fitted out to align with current Sapperton building standards. This project received funding from the 2018 capital contingency.
SeaBus South Seawall and Skywalk Seismic Design	8,100	This project was initiated in 2018 to minimize customer disruptions by undertaking it in parallel to the Seismic Improvement project. It will expand the South SeaBus terminal and replace the escalators and elevators. This project was funded by the Public Transit Infrastructure Fund (PTIF).
Vulnerability Management System	1,115	This project is to create a vulnerability management practice at TransLink, which will implement a system to identify and assess the risks associated with cyber security. This project received funding from the 2018 capital contingency.
Additions Total	14,440	
Project Cancellations and Disencumbered Projects		
Data Warehouse Business Intelligence Program 2017	500	This project was not required due to other data business intelligence projects initiated in 2018. Majority of the scope of this project will now be delivered in 2019, under the Transportation Analytics Program.
Enterprise Financial System Multi-Currency Enablement	210	As a result of the Financial System Replacement Feasibility Study, the scope of this project was determined to be covered under the 2019 Enterprise Financial System project and therefore cancelled.
Nanaimo Bus Loop Upgrades	3,760	Project budget cancelled in order to allow \$2.5 million to be made available for another bus exchange project (Lonsdale Quay Exchange Upgrade) and the remainder of \$1.2 million was returned to the capital envelope.
Pattullo Procurement Readiness & Environmental Work	13,940	In 2018, the Province took over the funding and construction of the replacement bridge. Upon completion, the Province will own and operate the new Pattullo Bridge.
Phibbs Exchange Upgrade	17,190	The project has been transferred to the BC Ministry of Transportation and Infrastructure (MOTI). Of the original project budget of \$23.2M, \$17.2M has been disencumbered, TransLink remains responsible for providing transit-specific design criteria and standards and development of the transit-related infrastructure with its remaining budget of \$6M. Delays in awarding the construction contract has shifted the project to 2019.
Propulsion Power Existing Equipment Maintenance Upgrade	275	The scope of three projects (Second Power Feed (BC Hydro) for SkyTrain OMC, Power System Upgrades for SkyTrain at OMC and Propulsion Power Existing Equipment Maintenance Upgrade), were consolidated to provide better coordination and contracting for the delivery of future power capacity at OMC 1.

Project and Program Titles (\$ thousands)	Budget	Reason
Second Power Feed (BC Hydro) for SkyTrain OMC	2,650	The scope of three projects (Second Power Feed (BC Hydro) for SkyTrain OMC, Power System Upgrades for SkyTrain at OMC and Propulsion Power Existing Equipment Maintenance Upgrade), were consolidated to provide better coordination and contracting for the delivery of future power capacity at OMC 1.
SkyTrain Customer and Operations Telecommunications (SCOT) Upgrade	5,366	The final phase of this project was established prior to the Expo Millennium Upgrade Program (EMUP) being approved. The scope of this project has been transferred and will now be delivered under EMUP.
Train Radio Information Management System (TRIMS) Upgrade Project	1,510	This project was not required as the scope was included within the SkyTrain Customer and Operations Telecommunications (SCOT) Upgrade project.
Transit Management and Communications (TMAC) Radio Replacement	10,000	Scope and required budget of the project was reassessed resulting in a reduction to the planned budget by \$10 million.
Project Cancellations and Disencumbered Projects Total	55,401	
Projects Not Initiated		
BCRTC Modernization 2017	500	Labour resource constraints led to a delay in completing the planning and due diligence requirements. The project is now expected to initiate in 2019.
Bus Stop Infrastructure for New Routes	750	The project delayed as additional work is needed for defining project scope and cost estimates. The project is now expected to initiate in 2019.
Canada Line Bus Loops - Brighthouse	4,000	The final scope of the project was contingent on development permit approval and subject to a delay in reaching execution of the agreement with the City of Richmond. The project is expected to initiate in 2019.
Compass System Advancements	461	Substantial work on several Compass system enhancements has been completed. The delay to the remaining phase is due to the vendor being unable to complete planned work as anticipated. The remaining phase is now expected to be initiated in March 2019.
Enterprise Payroll Services - Onboarding BCRTC & WCE	1,500	The schedule of this project was adjusted in order to implement the new payroll system alongside a proposed scheduling and timekeeping system. Project is now expected to initiate in 2019.
Expo Line Station Escalators - Stage 4	15,893	Consolidating all phases of the upgrades to Expo Line Station Escalators under one project caused delays in subsequent phase initiation. Project is expected to initiate in 2019.
Financial System Replacement Implementation	4,000	The scope of this project was expanded to include the consideration of an Enterprise Resource Planning (ERP) solution. This has increased the complexity and analysis requirements and this project is now expected to initiate in 2019.
Health and Safety System Implementation	500	An increase in the complexity of the project scope has led to further planning being required prior to approval.
Implement Enterprise-Level Regional Demand Management Strategies	500	Project delayed as additional work is needed for defining project scope and cost estimates. Project is now expected to initiate in 2019.
Knight Street Bridge Rehabilitation - Detailed Design	1,800	Project delayed as additional work is needed for defining project scope and cost estimates. Project is now expected to initiate in 2019.

Project and Program Titles (\$ thousands)	Budget	Reason
Marpole Transit Centre Silvertree Site - Pre-Design Services	3,002	At the end of 2018, this project is pending approval to commence in 2019.
Newton Exchange	3,185	Of the original project budget of \$12.0M, \$8.8M was transferred to the Guildford Exchange project. The project schedule pertaining to the remaining \$3.2M budget has been adjusted due to pending decisions related to South of Fraser Rapid Transit.
Operations & Maintenance Centre (OMC) 1 & 2 Space Optimization and Modernization	8,000	Project delayed as additional work is needed for defining project scope and cost estimates. Project is now expected to initiate in 2019.
Operations & Maintenance Centre Perimeter Security Upgrade	1,990	The delay is due to the intent to deliver this project in conjunction with the OMC 1 & 2 Space Optimization and Modernization project. Project is now expected to initiate in 2019.
Phibbs Exchange Upgrade	6,000	The project has been transferred to the BC Ministry of Transportation and Infrastructure (MOTI). Of the original project budget of \$23.2M, \$17.2M has been disencumbered, TransLink remains responsible for providing transit-specific design criteria and standards and development of the transit-related infrastructure with its remaining budget of \$6M. Delays in awarding the construction contract has shifted the project to 2019.
Rapid Transit Noise Migration Design	1,000	The project was delayed as it took longer than anticipated to complete the Noise Assessment and feasibility study. The project is now expected to initiate in 2019.
South SeaBus Terminal Accessibility Improvement Detail Design	250	The project was delayed as the scope of this project was consolidated for delivery through the SeaBus South Seawall and Skywalk Seismic Design project.
TransLink Enterprise Asset Management	3,240	The project schedule has been adjusted as program initiatives are reviewed and prioritized to take advantage of the efficient financial management of the current phase. The project is expected to initiate in 2019.
TransLink Owned Bicycle Infrastructure	6,624	The current work is still being funded by the previous program budget. Funding from this project is expected to commence in 2019.
Projects Not Initiated Total	63,195	

Schedule 2

Schedule 2 provides a comparison of the 2018 cash flow forecast in the 2018 Investment plan to actual spending in 2018. This schedule includes comments for variances greater than \$1 million.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Equipment				
ATC Existing Equipment Replacement on Expo Line	5,081	1,653	3,428	Variance is due to a change in the scope of the project to incorporate findings from the feasibility study completed in 2017. This resulted in a change to the work schedule and cash flows from those anticipated in the Investment Plan.
CCTV Camera System Upgrade on Expo and Millennium Lines	6,222	609	5,613	Variance is due to delays in the design phase, relative to that anticipated in the Investment Plan. This resulted in shifting of cash flows related to planning and implementation to later years.
CMBC Farebox Expansion and Replacement	2,000	382	1,618	Variance is due to delayed arrival of the fareboxes, resulting in the installation costs shifting to the first quarter of 2019, compared to the Investment Plan which expected arrival and installation to occur in 2018.
Expo Line Traction Power Equipment Replacement	6,565	162	6,403	Variance is due to a revision in the project schedule. Project expenses incurred in 2018 relate to inspection, testing and design. Implementation related cash flows will commence in 2019.
Mark (MK) III Vehicle Lifting Jacks	1,646	55	1,591	Variance is due to delays in contract negotiation and execution with the equipment supplier. The cash flows are expected to take place in 2019.
Millennium Line Fire Life Safety System	7,530	1,303	6,227	Variance is due to delays in contract negotiation and execution. The cash flows are now expected to take place in 2019 and 2020.
Operator Protection Barrier Retrofit	1,159	-	1,159	The variance is due to project schedule shift to allow for scope increase to retrofit the operator protection barriers on 256 trolley coaches in addition to the original scope. The cash flows are expected to take place in 2019.
Passenger Address System Quality Improvement	6,332	923	5,409	Variance is due to changes to TransLink's design standards associated with customer communications. This resulted in a delay to the system design phase. The schedule was also realigned for it to be delivered in conjunction with two associated customer communication projects.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Railborne Equipment Replacement	2,991	-	2,991	Variance is due to longer than expected time required during the feasibility study to ensure sufficient due diligence on the railborne equipment specifications. The commencement and cash flows are expected to take place in 2019.
Replace Rail Rotary Grinder 1 (including Dust Collection System)	3,063	-	3,063	Variance is due to delays in contract negotiation and execution. The cash flows are now expected to take place in 2019 and 2020.
SkyTrain Customer and Operations Telecommunications (SCOT) Upgrade	2,918	853	2,065	Variance is due to the system architecture and phasing reviews being shifted to 2019.
SkyTrain Physical Security System Project	6,278	326	5,952	Variance is due to timing shifts related to the design phase which have shifted cash flows to 2019.
Transit Management and Communications (TMAC) Radio Replacement	9,894	709	9,185	Variance is mainly due to change in project scope to include other transit management and communication projects. As a result, the project is expected to be completed in multiple phases. Majority of the costs have shifted to 2019 and 2020.
Equipment projects with current year variances less than \$1 million	889	3,375	(2,486)	Variances are mainly due to project schedule shifts caused by installation technical and delayed equipment deliveries of the ATC Existing Equipment Replacement - Phase 2 project; longer than expected completion of the Running Rail Replacement project and the Transit Police Next Generation Radios (E-Comm) project. This has resulted in anticipated cash flows shifting from earlier years into 2018.
Equipment Total	62,568	10,350	52,218	
Facilities				
BTC South Seismic Upgrade - Design	6,224	876	5,348	Variance is due to project scope change to include the delivery of the Tire Shop and Fleet Overhaul Building Extension. As a result, the majority of the cash flows have shifted to from 2018 to 2019.
Operations & Maintenance Centre (OMC) Perimeter Security Upgrade	1,990	-	1,990	Project initiation is delayed due to the intent to deliver this project in conjunction with the OMC 1 & 2 Space Optimization and Modernization project.
Marpole Transit Centre Silvertree Site - Pre-Design Services	34,310	-	34,310	Variance is due to delays in the project initiation, largely attributable to permitting delays, which have resulted in cash flows shifting to 2019.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
SeaBus Crew Facilities Rehabilitation	1,133	94	1,039	Variance is due to delays in the design phase, relative to the Investment Plan. This impacted the planned permit approvals and implementation.
SeaBus Terminals Interior Refurbishment	1,856	174	1,682	Variance is due to delays in awarding the contract for project design, resulting in the implementation phase shifting to 2019.
Facilities projects with current year variances less than \$1 million	8,846	3,598	5,248	Variances are mainly due to a longer lead time than expected for lighting fixtures required for the PowerSmart Upgrades project and delayed deliveries of the BTC South Garage Roof Replacement project and OMC 1 & 2 Space Optimization and Modernization project.
Facilities Total	54,359	4,742	49,617	
Infrastructure				
2017 Trolley Overhead Hanger Replacement	1,050	-	1,050	Variance is due to project completing ahead of schedule in 2017.
BC Hydro Upgrades	-	7,392	(7,392)	Variance is due to a revision in the project schedule and invoicing based on completed milestones. As a result of these milestones completing in 2018, related cash flows shifted from 2017 to 2018.
Brentwood SkyTrain Station and Bus Facilities Upgrade Phased Design and Implementation	3,003	126	2,877	Variance is due to a delay in finalizing the project scope, which resulted in project initiation and related cash flows shifted to 2019.
Broadway Commercial 99 B-line Canopy	-	1,023	(1,023)	Variance is due to rescheduling this project from 2017 to 2018 that was delivered in conjunction with the Commercial Broadway Station Upgrade project in 2018.
BTC North Garage Replacement - Design	7,339	414	6,925	Project initiation was delayed as it took longer than expected to receive a development permit.
Canada Line Bus Loops	3,988	1,109	2,879	Variance is due to delays in obtaining design and permit approvals for the final bus loop at Richmond Brighthouse, as a result cash flows have shifted from 2018 to 2019.
Canada Line Fleet Expansion - Infrastructure	7,500	15,125	(7,625)	Variance is due to project schedule shifting planned expenditure from 2017 to 2018 for station updates.
Commercial Broadway SkyTrain Station Phase 2 Upgrade Design	27,943	14,642	13,301	Variance is due to increased CN rail traffic in the Grandview cut which caused construction schedule delays. Project is expected to complete in 2019.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Edmonds OMC Capacity Upgrades	8,160	48	8,112	Variance is due to delays as a result of an extension to the procurement phase. The cash flows are expected to take place in 2019.
Expo and Millennium Line Signage and Station Fixture Replacement	1,621	3,018	(1,397)	Variance is due to project scope change to include Canada Line and West Coast Express stations, which extended contract negotiations. As a result, planned expenditure shifted from 2017 to 2018.
Expo Line Station Escalators Replacement	6,981	5,439	1,542	Variance is due to consolidating all phases under one project and re-phasing initiation dates. Cash flow is shifted to 2019.
Expo Line Tunnel Ventilation System Condition Assessment Feasibility Study	2,476	131	2,345	Variance is due to longer than expected procurement phase. As a result, cash flows shifted from 2018 to 2019.
Expo Line Upgrade Strategy - Burrard Station: Design & Implementation	9,420	935	8,485	Variance is due to delays resulting from higher cost estimates in the proof of concept phase.
Guideway Intrusion System Upgrade	9,800	242	9,558	Variance is due to delays in commencing Phase 2 Implementation resulting in cash flows shifting from 2018 to 2019.
Guildford Exchange	5,000	909	4,091	Variance is due to delays in receiving required development permits from the City of Surrey, resulting in delayed project initiation and a shift in cash flows from 2018 to 2019.
Hoist Replacements - 2017	3,000	1,206	1,794	Variance is due to delays caused by an increase in the scope of the project to include a third articulated bay. Cash flows shifted to 2019.
Implement Enterprise-Level Regional Demand Management Strategies	1,500	-	1,500	Project timing shifted as additional work is needed for defining project scope and cost estimates. Project is now expected to initiate in 2019.
Investments in Transit Priority on Priority B-Line Corridors	-	1,603	(1,603)	Delivery of Phase 1 B-Line expansion has been moved up to Fall 2019, as a result work planned for later years has been executed early and cash flows advanced to 2018.
Joyce-Collingwood Station Upgrade Design	36,782	10,666	26,116	Variance is due to delays in acquiring the necessary land and tree cutting permits needed to commence Phase 2 construction.
Lonsdale Quay Bus Loop and SeaBus Terminal Upgrade	8,000	506	7,494	Variance is due to delays in completion of concept design. This has shifted timing of the implementation phase and the related cash flows has shifted from 2018 to 2019.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Metrotown Bus Loop Refurbishment	2,500	216	2,284	The design phase was extended to accommodate additional stakeholder input into the schematic design. The revised cost estimates for the construction phase exceeded available funding, as a result the project is on hold pending further engagement with the City of Burnaby.
Metrotown Station and Exchange Upgrade Design	14,748	9,074	5,674	Variance is due to additional costs incurred related to water intrusion into the station, installation of CCTV cameras and implementing a permanent cooling solution for the elevator machine room, resulting in cash flows being advanced from 2018 into 2017.
Nanaimo Bus Loop Upgrades	5,000	538	4,462	Variance is due to delays in resolving design requirements with the City of Vancouver and bus scheduling constraints. This resulted in the project schedule and related cash flows shifting from 2018 to 2019.
Pattullo Bridge Rehabilitation Phase 2 - Design	5,554	711	4,843	Variance is due to the project having to do less repair work than expected based on previous years' expenditure.
Pattullo Bridge Wind Monitoring & Seismic Warning Systems - Detailed Design	4,747	436	4,311	Variance is due to delays in project expenditures due to longer than anticipated design and procurement phases.
Phibbs Exchange Upgrade	19,960	-	19,960	Variance is due to the project being transferred to the BC Ministry of Transportation and Infrastructure (MOTI).
Power System Upgrades for SkyTrain at OMC	1,550	2,836	(1,286)	Variance is due the consolidation of three OMC power system upgrade projects, which delayed the design completion and procurement phase from 2017 to 2018.
Propulsion Power Substation Redundant Incomers at 3 Locations	2,126	-	2,126	Variance is due to previous delays in 2017, leading to late project initiation. Cash flows were shifted from 2018 to 2019.
Rail Clamping Retrofit	-	2,864	(2,864)	Variance is due to capacity constraints on scheduling rail closures alongside other train operations. This has resulted in project schedule shifts in prior years' anticipated project closures and related cash flows shifted from 2017 into 2018.
Replace Platform LEDs System	1,844	4,780	(2,936)	Variance is due to project schedule shifting planned expenditure from 2017 to 2018 and 2019.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Roofing Replacements (#1&2)	5,735	1,152	4,583	Variance is due to challenges in completing the original project scope in one roofing season, consequently the project schedule was extended to allow an additional year of construction and thereby shifted substantial portion of expected cash flow from 2018 to 2019.
Running Rail Replacement	5,411	1,277	4,134	Variance is due to changes in the scope following RFP and a lower rail production rate than initially estimated.
SeaBus South Seawall and Skywalk Seismic Design	8,350	2,518	5,832	Variance is due to change of project scope. The installation phase of accessibility improvement project was combined into this project.
SkyTrain OMC Upgrades	17,646	1,007	16,639	Variance is due to a delay in initiation as additional time was required to identify the location for the new Operations Control Centre. Resulting in significant cash flows shifting to 2019.
SkyTrain Storage - Port Coquitlam Vehicle Storage Facility Expansion	86,193	846	85,347	Variance is due to delays caused by complexities in the procurement phase and a change in project delivery methodology from Design Build to Design Bid Build which shifted the project schedule and related cash flows from 2018 to 2019.
Surrey Central Station Upgrades Design	23,521	9,140	14,381	Variance is due to the extension of the construction schedule from 2018 to 2019.
Surrey Transit Centre Compressed Natural Gas Facility Retrofit	-	3,075	(3,075)	Variance is due to project construction being delayed from issues with unforeseen site conditions. Cash flows were shifted from 2017 to 2018.
Transit Plan for Millennium Line Broadway Extension Construction	1,011	-	1,011	Variance is due to delay in project approval as a result of ongoing negotiations with the Province regarding cost recoveries.
TransLink Owned Bicycle Infrastructure	5,555	-	5,555	The current work is still being funded by the previous program budget. This funding will be applied towards state of good repair and capital improvements in 2019 and 2020.
Trolley Overhead Pole Replacement - 2017	3,055	1,692	1,363	Variance is due to work being completed ahead of schedule in 2017 and costs to replace the underground cable being less than expected.
University of British Columbia (UBC) Diesel Bus Terminal TransLink Related Infrastructure	3,000	10	2,990	Variance is due to extended project schedule caused by design changes, resulting in shifting cash flows from 2018 into 2019.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Westham Island Bridge Structural Assessment and Detailed Design	1,301	117	1,184	Variance is due to stakeholders' restrictions on the Bridge closures, which caused project schedule delays. The cash flows are expected to take place in 2019.
Infrastructure projects with current year variances less than \$1 million	28,936	25,304	3,632	Variance is mainly due to delays in contract negotiation and execution for the ATC System Recovery and Operation Improvements project and reduced costs due to circuitry relocation in the TOH Pole Replacement project.
Infrastructure Total	391,306	132,127	259,179	
Technology				
BCRTC Enterprise Asset Management Implementation	10,396	1,761	8,635	Variance is due to the project schedule being adjusted to be delivered as within a larger Enterprise Resource Planning initiative in 2019.
BTS Infrastructure, Applications, Projects - Run	1,609	227	1,382	Variance is due to lower than expected costs for contract resources to deliver the scope of the project.
Compass Fare Adjustment Utility	5,220	2,923	2,297	Variance is due to delays in Broadway Station, Surrey Central and Joyce Station upgrades. The fare gate radio-frequency identification (RFID) installation cannot be completed until each of these stations are substantially completed. This has resulted in a shift of the cash flows from 2018 to 2019.
Compass System Advancements	4,824	286	4,538	Variance is due to lower marketing costs and the completion of system change requirements being delayed to 2019.
Customer Digital Services - Customer Messaging	18	1,354	(1,336)	Variance is due to delays in commencement of the project, which resulted in majority of the expected project cash flows shifting from 2017 into 2018.
MyTime System Update	1,074	18	1,056	Variance is due to an overall lower than expected project costs, mainly from savings in implementation, contract resource costs and needing to access contingencies built into planned costs.
Technology projects with current year variances less than \$1 million	9,073	8,395	678	Variance is mainly due to lower than expected internal labour cost for the Bus Scheduling and Trip Planner System Update project and timing differences for equipment replacement activity related to the 2017 and 2018 IT Infrastructure Programs.
Technology Total	32,214	14,964	17,250	

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Vehicles				
100-400 Series MK I Refurbishment Project	8,044	3,074	4,970	Variance is due to a delay in renegotiation of the procurement contract. Cash flows shifted to 2019 and 2020.
2016 Conventional Bus Replacement	5,400	1,179	4,221	Variance is due to 30 compressed natural gas (CNG) buses being delayed in order to prioritize the 60-foot hybrid buses for delivery.
2017 Conventional Bus Replacement (54-40G and 52-60H)	95,085	50,416	44,669	Variance is due to an increase in the scope of the project, to purchase an additional 52 diesel electric hybrid powered 60-foot articulated buses. This resulted in delays to securing contracts and shifted the cash flows to 2019.
2017 HandyDART Vehicle Replacement	4,163	2,614	1,549	Variance is due to a reduction in the budget from more accurate vehicle pricing. Funding related to early vehicle deliveries was also advanced to 2017.
2018 Community Shuttle Vehicle Replacement	3,534	2,352	1,182	Variance is due to delays caused by issues at the manufacturer's assembly area. This resulted in the delivery of vehicles and cash flows shifted to 2019.
2018 Conventional Bus Replacement	62,381	51,460	10,921	Variance is due to shifting from 2018 to 2019 the delivery of 17 compressed natural gas (CNG) buses, in order to allow prioritizing the delivery for 60-foot hybrid buses under other projects. As a result, this has shifted the cash flows from 2018 to 2019.
Bus-Vehicles Conventional 40-foot	68,075	41,310	26,765	Variance is due to delays in finalizing purchase contracts caused by a scope change from a standard diesel engine system to a hybrid vehicle propulsion system. This has resulted in an overall increase in project costs over the project life as well as shift in cash flows from 2018 to 2019.
Bus-Vehicles Conventional 60-foot	11,669	140	11,529	Variance is due to delays in finalizing purchase contracts caused by a scope change from a standard diesel engine system to a hybrid vehicle propulsion system. This has resulted in an overall increase in project costs over the project life as well as shift in cash flows from 2018 to 2019.
Canada Line Fleet Expansion - Fleet	44,000	21,327	22,673	Variance is due to revisions in the milestone payment schedule subsequent to the Investment Plan being developed, resulting in shifting the cash flows from 2018 to 2019 and 2020.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
CMBC Trolley Overhead (TOH) Replacement - Phase 2	2,400	-	2,400	Variance is due to revisions in the project scope and schedule subsequent to the Investment Plan being developed. The trolley overhead truck replacement will not be delivered in two stages and this project will be implemented in 2019.
Community Shuttle Vehicles	3,060	653	2,407	Variance is due to delays caused by issues at the manufacturer's assembly area. This resulted in the delivery of vehicles and cash flows shifted to 2019.
CUTRIC Battery Electric Bus Trial	9,482	1,734	7,748	Variance is due to delays in fabrication and the delivery times of equipment from manufacturers. As a result, scheduled cash flows shifted into 2019.
Expansion SeaBus Vessel	20,684	7,091	13,593	Variance is due to delays in vessel construction by the manufacturer, resulting in project delays and the shift of scheduled cash flows into 2019.
HandyDART Vehicles	2,851	1,801	1,050	Variance is due to lower pricing being secured during the RFP process than previously anticipated, resulting in overall lower project costs and minor cash flows shifted to 2019.
PTIF MK III Vehicle Procurement	68,167	41,570	26,597	Variance is due to manufacturing delays which resulted in less contract milestone payments being paid than originally forecasted for 2018.
WCE Fleet Expansion	10,500	141	10,359	Variance is due to delays in Request for Proposal (RFP) procurement process, which resulted in changes in project schedule and related cash flows shifting from 2018 to 2019 and 2020.
Non-Revenue Vehicles - Replacements	1,331	-	1,331	Variance is due to delays in approval to commence procurement. As a result, vendor lead times for delivery and outfitting shifted to 2019.
Vehicles projects with current year variances less than \$1 million	8,299	10,653	(2,354)	Variance is mainly due to delays in cash flows in 2019 Fleet projects and Non-Revenue Vehicle Replacement projects.
Vehicles Total	429,125	237,515	191,610	
Major Road Network (MRN)				
2010 MRN Minor Capital Program	-	2,535	(2,535)	Variance is due to delays in receiving final vendor invoices pertaining to prior year programs, resulting in cash flows in 2018.

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
2011 MRN Minor Capital Program	-	2,842	(2,842)	Variance is due to delays in receiving final vendor invoices pertaining to prior year programs, resulting in cash flows in 2018.
2012 MRN Minor Capital Program	277	1,634	(1,357)	Variance is due to delays in receiving final vendor invoices pertaining to prior year programs, resulting in cash flows in 2018.
2017 MRN and Bicycle Infrastructure Capital Cost Sharing (BICCS) Program Capital Program	5,996	3,063	2,933	The BICCS Funding Program allows municipalities up to four years to complete construction. Municipalities have an additional year to invoice TransLink following completion of the projects. The variance is due to remaining projects not yet completed and delayed invoices.
2018 Bicycle Infrastructure Capital Cost Sharing Funding Program	3,363	-	3,363	The BICCS Funding Program allows municipalities up to four years to complete construction. Municipalities have an additional year to invoice TransLink following completion of the projects. The variance is due to remaining projects not yet completed and delayed invoices.
2018 MRN and Bike Upgrade Funding Program	5,000	-	5,000	The Bike Upgrade Funding Program allows municipalities up to four years to complete construction. Municipalities have an additional year to invoice TransLink following completion of the projects. The variance is due to remaining projects not yet completed and delayed invoices.
2018 MRN Structures Rehabilitation & Seismic Upgrade Funding Program	6,500	-	6,500	The Structures Rehabilitation & Seismic Upgrade Funding Program allows municipalities up to four years to complete construction. Municipalities have an additional year to invoice TransLink following completion of the projects. The variance is due to remaining projects not yet completed and delayed invoices.
2018 Walking Infrastructure to Transit (WITT) Funding Program	1,250	-	1,250	The WITT Funding Program allows municipalities up to four years to complete construction. Municipalities have an additional year to invoice TransLink following completion of the projects. The variance is due to remaining projects not yet completed and delayed invoices.
MRN projects with current year variances less than \$1 million	27,826	26,437	1,389	Variance is mainly due to delays in vendor invoices pertaining to 2015 MRN and 2017 MRN Capital Program projects, resulting in shifting cash flows into 2019.
Major Road Network (MRN) Total	50,212	36,511	13,701	
Major Construction				

Project and Program Titles (\$ thousands)	2018 Cash Flow (\$ thousands)			Comments on Variances > \$1 Million
	10 Year Plan	Actual Jan 1 - Dec 31 2018	Variance Plan - Actuals	
Broadway Subway	217,956	17,460	200,496	Variance is mainly due to delays in finalizing the external funding for the project and completing procurement readiness. Also, as of October 31, 2018 it was decided that the project will be executed by the BC Ministry of Transportation and Infrastructure.
South of Fraser Rapid Transit	70,897	20,164	50,733	Variance relates to reassessment of project scope to reflect decisions by the Mayors' Council.
Major Construction projects with current year variances less than \$1 million	-	902	(902)	It was anticipated that there would be little spending on Evergreen Extension beyond 2017. There continues to be some system integration works being done on the line by BCRTC.
Major Construction Total	288,853	38,526	250,327	
Grand Total	1,308,637	474,735	833,902	

5 Transportation Demand Management

Transportation Demand Management (TDM) is coordinated in Metro Vancouver under TransLink's TravelSmart Program. TravelSmart represents partnerships between TransLink, municipalities, various government / non-governmental agencies and industry partners all committed to helping more people choose transit, ridesharing, carpooling, car sharing, cycling and walking in place of single occupancy vehicle (SOV) trips. Changing behavior is a component of the TDM measures necessary to balance growing mobility expectations against the capacity of our transportation system and the impacts of our travel choices.

Transportation Demand Management is legislated as part of TransLink's mandate in the South Coast British Columbia Transportation Authority Act (under section 4(1) (b)) and TravelSmart was Canada's first integrated transportation demand management program. The TravelSmart program identity was established following a successful pilot in nine Metro Vancouver communities in 2005/06.

The 10 Year Investment Plan and Regional Growth Strategy 1 (RGS 2013) adopted describe policies to meet the growing demands from an anticipated one million-plus new residents and 600,000 new jobs to the region over the next 30 years. Central to the strategy are goals for denser land use and increased investment in transit and active transportation to create the conditions for reducing the high level of single occupancy vehicle trips in most areas. The Regional Transportation Strategy Framework2 (RTS 2013) responds to the RGS and describes how to "design our communities and transportation systems in such a way that they reduce the distances driven in the region by 33 per cent and make half our trips by walking, cycling and transit". Behaviour change measures are essential to the RTS as they provide the motivation, information and support necessary to enable individuals to change their travel habits.

The following summarizes activity and outcomes from the 2018 business year according to the 'target area' headings contained in the 2018 TravelSmart work and program plans.

2018 TravelSmart Headline Results

- 200+ TravelSmart / Transit 101 presentations and workshops delivered to over 10,000 people in schools, workplaces, senior centers and newcomer groups.
- Community outreach encouraging sustainable transportation use at 30+ events and festivals. Over 20,000 people boarded the TransLink engagement bus and garnered 1.5+ million positive brand impressions.
- Released the "Getting Around on Transit" online video series providing tips, tools and information on transit services to encourage transit and sustainable transportation use.
- Engaged with 100+ regional workplaces / organizations with TravelSmart for Business Solutions.
- 100,000+ customers assisted during the Tap to Pay "don't tap your wallet" behavior change campaign / service launch.
- Supported the Night Bus District launch through in person outreach and scaled key messages through partnerships including entertainment, universities, government and businesses.
- Partnered with HUB Cycling, Mobi, Better Environmentally Sound Transportation (BEST) and Project 529 on 5 new bike parkade opening celebration events at SkyTrain Stations.
- 6,700+ children and adults learned how to bike safely through cycling education programs.
- 20,500+ bicycles were parked by BEST's Bike Valet at 180+ community events.
- Bike to Work Week counted a record 55,000+ bikes at over 132 celebration stations across the region. Bike to School Week had a record 122 participating schools.
- Sponsored and supported the launch of bc211, a non-profit organization that specializes in providing free information and referral regarding community, government and social services in BC with a focus on transit to seniors.

2018 TravelSmart Programs, Partners & Initiatives

- 50,000+ personal safety reflectors distributed to transit customers through pedestrian safety campaign in partnership with ICBC, regional police forces, BCRTC and CMBC.
- 175 participants and over \$125,000 spent at 230 local shops at the second annual TravelSmart-sponsored Bike to Shop Days.
- Fostered a Regional School Travel Planning working group to advance active youth travel, including but not limited to, partnerships with health authorities, municipalities and service providers.
- The Newcomer Bike Host Program, a collaborative partnership between HUB Cycling and the Immigrant Services Society of BC, and the first of its kind in Western Canada, delivered over 1,100 hours of cycling instruction and orientation to 30+ new families to the region.
- Over 3,200 registrants participated in the annual Commuter Challenge, a national campaign to encourage sustainable transportation through the workplace. Over 267,000kms travelled were logged.
- Through *story, music, interactive media* and *live theatre*, Planet Protector engaged with 574 kids (2,600 participant hours) and reached an estimated 1,150 family members. The program instilled positive environmental values among kids, such as sustainable transportation.
- Delivered 10 transit “Cool It!” Climate Leadership workshops to 8 schools, 248 youth. During the program challenge, students committed to several energy saving actions over a 4-week period.
- Delivered a *#biketotransit* campaign in partnership with HUB Cycling and MOBI Bike-Share which resulted in 2,637 24-hour MOBI bike share passes redeemed, 106 registrations and an estimated 4 million impressions.
- Completed installation of the first on transit system bus bike rack demo station @ Main Street Station.
- Launched the School Travel Planning Toolkit for teachers & PAC’s.
- Ran the second annual “*I Love Transit Week*” in October, that engages youth to celebrate transit and encourage teachers to use transit for field trips through contests and free bus travel. This year’s campaign received over 100 contest entries.
- Developed and launched a Charitable Donation Program providing access to transit to those most in need, allowing access to community programs and services. The program also supports institutions and emergency services with retired equipment & fleet vehicles for training purposes.
- To increase the customer experience, the number of buskers / musicians performing on the transit system was expanded from 43 to 69. Two new performance locations were introduced at Metrotown Station and Surrey Central Station (10 in total).
- Offered free trolley rides aboard a 1957 Historical Trolley to thousands of excited passengers to celebrate the 70th Anniversary of trolley service in Metro Vancouver.

Activity and outcome report

Target Area 1: Strengthen relationships with Municipalities, Non-governmental Organizations (NGO's) and Corporate Partners through delivery of relevant Transportation Demand Management Programs	
Objectives	Results
Supported stronger municipal partnerships through shared resources, information, campaigns, programs and initiatives.	<ul style="list-style-type: none"> Facilitated TDM Municipal Roundtable meetings with municipal TDM partners to share resources, encourage collaboration and update and report on TransLink/TravelSmart initiatives. Delivered a TDM project grant program for municipalities, to support TDM initiatives. 10 grants were awarded in 2018 including: City of Surrey, Bowen Island, City of North Vancouver, District of North Vancouver, District of West Vancouver, City of Vancouver, Township of Langley, Maple Ridge, New Westminster, and the City of Richmond. 2018 TDM Grant projects included but were not limited to school travel planning, seniors transit education and individualized marketing to targeted areas encouraging sustainable transportation. Attended various municipal celebrations and events to support and celebrate sustainable transportation, including Car Free Day festivals in Vancouver and Port Moody, Canada Day in Surrey, Shipped in North Vancouver and World Festival in Richmond.
Delivered Travel Training for Schools, Workplaces, Seniors and Newcomers across the region	<ul style="list-style-type: none"> Continued to promote as a tool within the TravelSmart for Business Program, <i>Compass for Organizations</i>, to encourage workplace transit subsidies for commuting. In 2018 we facilitated sign ups from 11 new companies including LUSH Cosmetics, RAM Engineering and Arbutus Capital. Conducted an employee commuting survey with over 400 Amazon staff. Supported the Hotel Employee subsidy study in partnership with the City of Vancouver, SFU, Hotel Association and 11 local hotels. Further developed partnerships with settlement service providers. Among them were the Immigrant Service Society of BC, S.U.C.C.E.S.S, Mosaic and HUB cycling, which provided newcomers with relevant travel training including catered webinar training.
Increase partnerships with mobility service providers and internal and external stakeholders	<ul style="list-style-type: none"> Ongoing relationship development with mobility services including but not limited to; car, bike sharing services, cycling advocates, walking advocates, health authorities, regional planning agencies (such as Metro Van) and clean energy groups such as the Metro Vancouver-led Regional Clean Air Committee. Introduced 5 new service agreements aimed at scaling active and sustainable transportation messages including MOBI, Planet Protector, BCSEA, Garage 529

	<p>and Pedal Power.</p> <ul style="list-style-type: none"> • In partnership with local car share operators, provided customer awareness to support new car share priority parking at Skytrain Stations: King George, Scott Road, Coquitlam Central, Lougheed, Edmonds and Braid. • Managed annual <i>#biketotransit</i> campaign in partnership with HUB Cycling, BEST and MOBI Bike Share, to encourage the benefits of combining bike trips with transit, such as increased access to the transit network. • Supported New Mobility Dept. with the launch of a Vanpool pilot program launch at SeaSpan, project development of improved transit services on Bowen Island, Open Innovation Call and New Mobility Forums.
<p>Developed strategic partnerships to strengthen community relations and develop ridership</p>	<ul style="list-style-type: none"> • Successful community partnerships delivered in 2018 included: Tourism Vancouver, YVR, Port Authority, BC Ferries, Vancouver Marathon Society, Bar Watch, ICBC, DVBA, United Way, Car Free Day Festivals, TRAMS Historical Vehicle Society, Donnelly Events, BC Lions, World Junior Hockey Championship. • Fostered a Regional School Travel Planning working group to advance active youth travel and partner with health authorities, municipalities and service providers. • Participated with transit vehicles, alongside marching staff at 3 major cultural parades including Chinese New Year, Pride and Santa.
<p>Major Event Partnerships</p>	<ul style="list-style-type: none"> • TransLink’s TravelSmart team worked collaboratively with municipalities and event producers to support street festivals, community events and civic plaza celebrations to enable communities to celebrate urban life, reclaim streets and explore their cities with sustainable and active transportation. • Types of support offered include: wayfinding (getting to the event info, additional transit services, volunteer transit training/tickets, contests promotion, bike valet, and activation). • 2018 Examples: New Year’s Eve, Khatsahlano Street Party, Surrey Party for the Planet, BC Lions Playoffs, World Junior Hockey Championship and Canada 150 celebrations.

Target Area 2: Support Enterprise priorities through community outreach including; Compass, Millennium Line Evergreen Extension, service changes and service improvements and customer experience	
Objectives	Results
Enhance the customer experience with education and awareness in the community	<ul style="list-style-type: none"> Working with various stakeholders, partners and at community events, workshops and presentations; the TravelSmart team continues to provide information, encourage use, and educate on Compass, particularly in area’s receiving new transit services such as Tri-Cities/Maple Ridge and South Surrey. Dozens of presentations, workshops and outreach events focused on the education and awareness of Tap to Pay and Night Bus services.
Continued efforts to build ridership along the Evergreen Extension and awareness of new and improved bus services in communities	<ul style="list-style-type: none"> Partnered with various community groups to leverage marketing channels, disseminate information and foster long term relationships for ridership growth initiatives. Some partners included School District 43, SUCCESS, Coquitlam Library, Coquitlam Mall, Port Moody Business Parks, Eagle Ridge Hospital, Tri-Cities Chamber of Commerce and ICBC Tri-Cities.
Improve the Customer Experience	<ul style="list-style-type: none"> Partnered with existing customer ambassador programs (YVR Green Coats & Tourism Vancouver) to provide relevant transit and transportation information.
Target Area 3: Support Enterprise priorities through customer engagement including; Quarterly Service changes, Area transportation plans, Fare Policy Review	
Informed and promoted Quarterly Service Changes	<ul style="list-style-type: none"> Provided education materials at major transit exchanges to promote and educate on Quarterly Service Changes (delivery of 10-Year Plan) and distributed information materials through TravelSmart partners. Supported promotion and education of Fare Policy Review. Supported promotion and education of revised NightBus services in partnership with Business Improvement Associations, Bar Watch and Restaurant Associations. Supported Tap to Pay launch at stations and transit hubs.
Utilized Community Engagement Bus at community events and public outreach activities	<ul style="list-style-type: none"> Community Engagement Bus and TDM staff participated in large community events providing the public with key messages, travel planning/tips, tools and information related to TransLink projects, products and services. Some events attended included: Car Free Days (Vancouver & Port Moody), Khatsalano Festival (Vancouver), Welcome to Coquitlam, Richmond World Festival, Shipped North Van and more.

	<ul style="list-style-type: none">• Launched a kid’s zone on the Outreach Bus with interactive activities and games.• Improved logistics on Outreach Bus including access ramps, storage, lighting and games.
Supported Fare Policy Review	<ul style="list-style-type: none">• Delivered key messages, relevant information and awareness through strategic partner channels, community workshops and presentations and at community events.

6 Short-Term Fares Assessed

Short-term fares for bus, SeaBus, SkyTrain and HandyDART in 2018 are shown in the table below.

Fare Type	Status	Time	Within 1-Zone	Within 2-Zones	Within 3-Zones
Regular Short-Term Fares:					
Cash*	Adult	Regular	\$2.95	\$4.20	\$5.70
		Off-Peak	All Zones — \$2.95		
	Concession	Regular	\$1.90	\$2.90	\$3.90
		Off-Peak	All Zones — \$1.90		
DayPass*	Adult	No	\$10.25 — valid all zones		
	Concession	restrictions	\$8.00 — valid all zones		
Discounted Short-Term Fares:					
Stored Value*	Adult	Regular	\$2.30	\$3.35	\$4.40
		Off-Peak	All Zones — \$2.30		
	Concession	Regular	\$1.85	\$2.85	\$3.85
		Off-Peak	All Zones — \$1.85		
FareSavers	Adult		All Zones — \$23.00 (10 tickets)		

Buses and HandyDART are all 1-Zone travel daily, every day of the week. FareSavers are only available for sale to HandyDART customers and remain eligible for use only on bus and HandyDART services.

West Coast Express operates on a different fare structure than other transit services. Short-term fares for West Coast Express are shown in the table below.

Fare Type	Status	Within 1-zone	Within 2-zones	Within 3-zones	Within 4-zones	Within 5-zones
Regular Short-Term Fares:						
One-way Ticket*	Adult	\$5.70	\$7.45	\$9.20	\$12.45	
	Concession	\$3.40	\$4.40	\$5.65	\$7.65	
Return Ticket	Adult	\$10.75	\$14.25	\$17.50	\$23.50	
	Concession	\$6.75	\$8.75	\$11.00	\$15.00	
Discounted Short-Term Fares:						
One-way Ticket- Stored Value*	Adult	\$4.80	\$6.25	\$7.65	\$10.40	
	Concession	\$2.80	\$3.60	\$4.70	\$6.35	
Return Ticket- Stored Value	Adult	\$10.50	\$13.50	\$16.75	\$22.50	
	Concession	\$6.50	\$8.25	\$10.50	\$14.25	

*The Canada Line YVR Add-Fare is required. Add-Fare is a short-term fare premium over the applicable fare in the amount of \$2.50 each way, which is collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station for conventional SkyTrain and SeaBus travel.

7 Borrowings Undertaken in 2018

7.1 Long-term Borrowing

TransLink continues to minimize debt costs through strategic borrowing strategies. During 2018, TransLink issued a new inaugural Green Bond, with a total par value of \$400 million. TransLink has now raised more than \$1.93 billion from investors in the capital market since 2010. There was also a scheduled rate reset on one MFA debt issue in 2018, with a term to maturity of ten years.

The terms of TransLink's long-term debt issuance are detailed below:

Issue No.	Amount Borrowed (Note 1)	Coupon Rate (Note 2)	Remaining Term	Maturity Date	Semi-Annual Interest Payments	Principal due on maturity
TL-7 Green (issued on 23-Nov-2018)	\$400,000,000	3.25%	10 Years	23-Nov-2028	\$6,500,000	\$400,000,000

Note 1: Unsecured, par value.

Note 2: Coupon rate fixed to maturity. Effective yield: **3.314%**.

The terms of the MFA Issue 104B (20 Year Loan Amortization) rate resets are detailed in the table below:

Issue No.	Balance Outstanding at Date of Interest Rate Reset	Coupon Rate (Note 1)	Remaining term	Final Maturity Date	Semi-Annual Interest Payments	Annual Sinking Fund Payments (Note 2)
MFA 104B	\$59,681,391	2.90%	10 Years	20-Nov-2028	\$1,450,000	\$3,358,175

Note 1: Rate reset from 5.15% down to 2.90% on Nov 20, 2018. This rate is only fixed for the next 5-years until Nov 20, 2023.

Note 2: Due annually on anniversary date. These payments plus accrued interest in the MFA administered sinking funds are expected to reduce the outstanding balances to zero on maturity.

7.2 Short-term Borrowing – via Commercial Paper Program

On May 13, 2010, TransLink launched a \$500 million Commercial Paper Program backstopped with a line of credit from a syndicate of six Canadian chartered banks. Having this \$500 million program available at favourable interest rates, compared to using a bank facility, provides flexibility in managing TransLink's cash flow needs.

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Repay	234	(\$60,000,000)		04-Jan-18		\$180,000,000
Issue	237	\$60,000,000	1.39964	04-Jan-18	08-Mar-18	\$240,000,000
Repay	235	(\$60,000,000)		11-Jan-18		\$180,000,000
Issue	238	\$60,000,000	1.40976	11-Jan-18	15-Feb-18	\$240,000,000
Repay	231	(\$60,000,000)		18-Jan-18		\$180,000,000
Issue	239	\$60,000,000	1.45159	18-Jan-18	22-Feb-18	\$240,000,000

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Repay	236	(\$60,000,000)		08-Feb-18		\$180,000,000
Issue	240	\$60,000,000	1.44113	08-Feb-18	15-Mar-18	\$240,000,000
Repay	238	(\$60,000,000)		15-Feb-18		\$180,000,000
Issue	241	\$60,000,000	1.42022	15-Feb-18	22-Mar-18	\$240,000,000
Repay	239	(\$60,000,000)		22-Feb-18		\$180,000,000
Issue	242	\$60,000,000	1.43067	22-Feb-18	29-Mar-18	\$240,000,000
Repay	237	(\$60,000,000)		08-Mar-18		\$180,000,000
Issue	243	\$60,000,000	1.47250	08-Mar-18	12-Apr-18	\$240,000,000
Repay	240	(\$60,000,000)		15-Mar-18		\$180,000,000
Issue	245	\$60,000,000	1.47250	15-Mar-18	19-Apr-18	\$240,000,000
Repay	241	(\$60,000,000)		22-Mar-18		\$180,000,000
Issue	246	\$60,000,000	1.48296	22-Mar-18	26-Apr-18	\$240,000,000
Repay	242	(\$60,000,000)		29-Mar-18		\$180,000,000
Issue	247	\$60,000,000	1.50388	29-Mar-18	03-May-18	\$240,000,000
Repay	243	(\$60,000,000)		12-Apr-18		\$180,000,000
Issue	248	\$60,000,000	1.50388	12-Apr-18	17-May-18	\$240,000,000
Repay	245	(\$60,000,000)		19-Apr-18		\$180,000,000
Issue	249	\$60,000,000	1.51434	19-Apr-18	24-May-18	\$240,000,000
Repay	246	(\$60,000,000)		26-Apr-18		\$180,000,000
Issue	250	\$60,000,000	1.51434	26-Apr-18	31-May-18	\$240,000,000
Repay	247	(\$60,000,000)		03-May-18		\$180,000,000
Issue	251	\$60,000,000	1.51434	03-May-18	07-Jun-18	\$240,000,000
Repay	248	(\$60,000,000)		17-May-18		\$180,000,000
Issue	252	\$60,000,000	1.52480	17-May-18	21-Jun-18	\$240,000,000
Repay	249	(\$60,000,000)		24-May-18		\$180,000,000
Issue	253	\$60,000,000	1.52480	24-May-18	28-Jun-18	\$240,000,000
Issue	254	\$30,000,000	1.61893	24-May-18	23-Aug-18	\$270,000,000
Repay	250	(\$60,000,000)		31-May-18		\$210,000,000
Issue	255	\$90,000,000	1.56852	31-May-18	02-Aug-18	\$300,000,000
Repay	251	(\$60,000,000)		07-Jun-18		\$240,000,000
Issue	256	\$60,000,000	1.51434	07-Jun-18	12-Jul-18	\$300,000,000
Issue	257	\$30,000,000	1.51434	14-Jun-18	19-Jul-18	\$330,000,000
Repay	252	(\$60,000,000)		21-Jun-18		\$270,000,000
Issue	258	\$60,000,000	1.50388	21-Jun-18	26-Jul-18	\$330,000,000
Issue	259	\$60,000,000	1.50388	21-Jun-18	26-Jul-18	\$390,000,000
Repay	253	(\$60,000,000)		28-Jun-18		\$330,000,000
Issue	260	\$90,000,000	1.51434	28-Jun-18	02-Aug-18	\$420,000,000
Repay	256	(\$60,000,000)		12-Jul-18		\$360,000,000
Issue	261	\$60,000,000	1.70263	12-Jul-18	16-Aug-18	\$420,000,000

Action	Deal #	Amount	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Issue	262	\$30,000,000	1.78882	12-Jul-18	11-Oct-18	\$450,000,000
Repay	257	(\$30,000,000)		19-Jul-18		\$420,000,000
Issue	263	\$30,000,000	1.70263	19-Jul-18	23-Aug-18	\$450,000,000
Repay	258	(\$60,000,000)		26-Jul-18		\$390,000,000
Repay	259	(\$60,000,000)		26-Jul-18		\$330,000,000
Issue	264	\$60,000,000	1.70263	26-Jul-18	30-Aug-18	\$390,000,000
Repay	255	(\$90,000,000)		02-Aug-18		\$300,000,000
Repay	260	(\$90,000,000)		02-Aug-18		\$210,000,000
Repay	261	(\$60,000,000)		16-Aug-18		\$150,000,000
Issue	265	\$60,000,000	1.70263	16-Aug-18	20-Sep-18	\$210,000,000
Repay	254	(\$30,000,000)		23-Aug-18		\$180,000,000
Repay	263	(\$30,000,000)		23-Aug-18		\$150,000,000
Issue	266	\$60,000,000	1.71310	23-Aug-18	27-Sep-18	\$210,000,000
Repay	264	(\$60,000,000)		30-Aug-18		\$150,000,000
Issue	267	\$60,000,000	1.70263	30-Aug-18	04-Oct-18	\$210,000,000
Repay	265	(\$60,000,000)		20-Sep-18		\$150,000,000
Issue	268	\$60,000,000	1.69217	20-Sep-18	25-Oct-18	\$210,000,000
Repay	266	(\$60,000,000)		27-Sep-18		\$150,000,000
Issue	269	\$60,000,000	1.68171	27-Sep-18	01-Nov-18	\$210,000,000
Repay	267	(\$60,000,000)		04-Oct-18		\$150,000,000
Issue	270	\$60,000,000	1.72356	04-Oct-18	08-Nov-18	\$210,000,000
Repay	262	(\$30,000,000)		11-Oct-18		\$180,000,000
Issue	271	\$30,000,000	1.95076	11-Oct-18	10-Jan-19	\$210,000,000
Repay	268	(\$60,000,000)		25-Oct-18		\$150,000,000
Issue	272	\$60,000,000	1.93286	25-Oct-18	29-Nov-18	\$210,000,000
Repay	269	(\$60,000,000)		01-Nov-18		\$150,000,000
Issue	273	\$60,000,000	1.96426	01-Nov-18	06-Dec-18	\$210,000,000
Repay	270	(\$60,000,000)		08-Nov-18		\$150,000,000
Issue	274	\$60,000,000	1.96426	08-Nov-18	13-Dec-18	\$210,000,000
Repay	272	(\$60,000,000)		29-Nov-18		\$150,000,000
Issue	275	\$30,000,000	2.02708	29-Nov-18	03-Jan-19	\$180,000,000
Repay	273	(\$60,000,000)		06-Dec-18		\$120,000,000
Issue	276	\$30,000,000	2.04801	06-Dec-18	10-Jan-19	\$150,000,000
Repay	274	(\$60,000,000)		13-Dec-18		\$90,000,000
Issue	277	\$30,000,000	2.11084	13-Dec-18	17-Jan-19	\$120,000,000

B. AUDITED FINANCIAL STATEMENTS

The 2018 Audited Financial Statements will be attached once it has been reviewed by the Audit Committee and the Board of Directors.

C. COMPLAINTS SUMMARY

Corporate Overview

In 2018, ridership on the system continued to grow, and TransLink is continuing to increase service hours on all services to accommodate this growth in demand. Concurrent with these increases, there was also an increase in feedback from customers in 2018. TransLink and its operating companies use this feedback to inform planning and policy work as well as to improve the customer experience. A summary of complaints and customer interactions is provided in Table A below.

The most common sources of customer feedback in 2018 were:

- a bus was early or late
- operator behaviour
- operator drove past a stop
- operator driving
- request for increase in service or a service change
- bus did not show up
- bus was full
- other issues: escalators/elevators, rail disruptions, bus delays caused by construction, air conditioning on buses and delays due to special events

The increase in complaints to TransLink Corporate are largely due to the reclassification of “bus was full” complaints that were previously attributed to CMBC. These complaints are now attributed to TransLink which is responsible for network planning. Also, Compass Vending Machine (CVM) complaints previously reported under SkyTrain and West Coast Express have now been categorized under TransLink Corporate.

Table A

Corporate Summary	2018	2017	2016	2015
CMBC	29,019	26,375	27,995	26,371
SkyTrain (Expo and Millennium Lines)	1,711	1,796	1,518	1,622
SkyTrain (Canada Line)	233	201	170	97
West Coast Express	259	236	774	888
HandyDART	2,763	1,676	1,471	1,337
Transit Service Complaints	33,985	30,284	31,928	30,261
Golden Ears Bridge*	N/A	351	315	203
TransLink Corporate	10,370	9,408	7,533	5,655
Total Complaints**	44,355	40,043	39,776	36,119
Total Customer Interactions	437,375,700	423,406,928	399,717,623	376,957,159
Complaints per Million Customer Interactions	101.4	94.6	99.5	95.8

* On September 1st, 2017, the Province of British Columbia eliminated bridge tolling throughout the province. Complaints related to bridge tolling are no longer tracked.

** Restated 2015 - 2017 to reallocate CVM complaints from SkyTrain and West Coast Express and “bus was full” complaints from CMBC to TransLink Corporate.

Coast Mountain Bus Company

CMBC saw an increase of 2,644 complaints which is 10 per cent higher compared to the previous year mainly due to service expansion in the region as ridership increased by 7 per cent.

Focus on customer experience continued in 2018 and resulted in the following accomplishments:

- Completed the accelerated program to upgrade the bus stop signage and implement T-signs and Transit Information Panels with enhanced schedule information system-wide.
- Implemented high visibility signage for HandyDART taxi trips.
- Launched the Transit Alert Management System and Live Chat.
- Continued to increase visibility aboard buses with Transit Security as well as in the new Night Bus District.

For CMBC, in 2018, more than half (55 per cent) of the complaints involved staff (operators), while 32 per cent of complaints were related to service delivery.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are urgent and in 2018 all were resolved within 48 hours. P3 complaints are less critical and must be resolved within 15 business days. Approximately 95 per cent of complaints were closed within 15 business days, which is the same as last year.

SkyTrain — Expo and Millennium Lines

The Expo and Millennium Lines received 1,711 complaints in 2018 which is a decrease of 4.7% compared to the previous year. The decline is mainly due to fewer customer concerns relating to delays, which saw a 35.5 per cent decrease in this category. The decline in delay complaints is in conjunction with improved on-time performance, where on-time performance was 96.38 per cent versus 95.32 per cent in 2017 – the highest performance on record.

Complaints relating to track noise declined by 7.2 per cent compared to 2017. The decrease is due to an ongoing, comprehensive track maintenance program, which resulted in the reduction of track noise levels along with ensuring the safety, reliability and preservation of the rail system.

Customer complaints related to inoperative elevating devices due to major overhauls or regular mandatory monthly inspections as set out under Technical Safety BC remains an ongoing issue. Our maintenance practices for elevating devices creates an inconvenience for many passengers but safety is a priority at SkyTrain and performing maintenance tasks in intervals ensures the safe operation of all elevating devices. BCRTC makes every effort to schedule inspections during off peak hours to alleviate customer inconvenience.

SkyTrain - Canada Line

The Canada Line received 233 complaints in 2018 which is a 16% increase from the previous year. The majority of the complaints received were related to stations, trains and customer relations.

There was a correlation between the service delays experienced in 2018 and the number of complaints related to customer relations and trains. During the months of July and August when the Canada Line experienced several longer delays there were 16 customer relations complaints compared to 12 complaints in 2017 and 38 complaints related to trains, delays and announcements in 2018 compared to 12 in the previous year.

In addition, the warm weather experienced in Vancouver particularly in July and August generated complaints about the quality of air conditioning on the trains. There was also an increase in complaints related to cleanliness of stations, walkways and trains.

West Coast Express

West Coast Express received a total of 259 complaints for the year 2018, representing an 8 per cent increase over the previous year. January saw the greatest number of complaints as a result of service impacts from an incident near the Second Narrows Bridge. This incident resulted in 57 complaints for the month or 22 per cent of the year's total.

Service Delivery and Reliability complaints dropped for the fourth year in a row from a high of 514 in 2015 to 462 in 2016, 49 in 2017 and 35 in 2018. These reductions are the result of efforts by BCRTC and WCE to reduce service delays.

HandyDART

HandyDART complaint numbers increased by 65 per cent from 2017 while the number of trips increased by 5 per cent. Significant increases in complaints were in areas of on-time performance and scheduling.

Of all complaints, taxi complaints accounted for 25 per cent, operator-related complaints for 48 per cent and Service-related complaints for 27 per cent. There were no complaints for service availability in 2018. This can be attributed to the additional service that was implemented in 2017 and 2018.

Follow-up after each complaint is done as well as any required coaching provided to employees by the HandyDART service providers. Taxi complaints are reviewed with the taxi company and it is expected that the driver receives coaching when appropriate. Since July 1, 2018, First Transit became the new HandyDART Service provider taking over from MVT Canadian Bus Inc. (MVT).

All complaints, HandyDART and Taxi, were followed-up with the employee and the customer. In some situations, we also spoke with the caregiver and/or other stakeholders. Training for taxi drivers continues to be provided by the Justice Institute, the taxi companies and by First Transit. Currently First Transit provides their train-the-trainer program to taxi companies at no cost and a full roll out of the program will be established in 2019. For organizations that do not have a training department, First Transit will provide the training directly to the taxi drivers.

Meetings with the Vancouver Taxi Association and BC Taxi Association have been held and there is a commitment from these organizations to work with us to improve the customer experience. Complaint statistics were shared with them when we initiated the discussion and will serve as a measure of our success.

Over the course of the contract with First Transit, customer facilitating improvements will be made including; better scheduling, dispatching of HandyDART services and online booking. First Transit has demonstrated a commitment to service excellence and a focus on continuous improvement in their operations.

Detailed Complaint Tables

Tables “B” and “C” show complaints received in 2018, 2017, 2016 and 2015. Table “B” reflects specific transit service complaints for the same period. Table “C” covers TransLink Corporate for the same period.

Table B

Complaints by Transit Service Type			2018	2017	2016	2015
CMBC	Bus 2018*	HandyDART 2018	Total	Total	Total	Total
Service Delivery**	9,335	1,418	10,753	10,019	9,877	9,179
Service Planning	1,856	0	1,856	1,524	2,731	2,151
Staff	15,839	1,345	17,184	14,332	15,413	15,140
Website	161	0	161	181	98	20
Fares/Fare Equipment	0	0	0	0	3	2
Cell Phone/Radio	64	0	64	39	51	55
Accessibility/Racks	421	0	421	218	161	132
Other	1,343	0	1,343	1,738	1,132	975
Subtotal	29,019	2,763	31,782	28,051	29,466	27,654

* Includes SeaBus and Community Shuttle, plus the contracted services of Langley, New Westminster Community Shuttles and West Vancouver Transit. Prior year total numbers also include HandyDART.

** Restated 2015 - 2017 to reallocate “bus was full” complaints which are reported under TransLink Corporate starting 2018.

Complaints by Transit Service Type				2018	2017	2016	2015
BCRTC	SkyTrain Expo and Millennium Line	SkyTrain Canada Line	West Coast Express	Total	Total	Total	Total
System Schedule	246	0	59	305	77	522	684
Fares*	0	0	17	17	22	18	78
Stations/Parkways	600	37	35	672	400	358	331
Trains	311	98	49	458	1,087	805	900
Customer Relations	392	65	74	531	507	580	475
Safety/Security	162	33	25	220	123	74	63
Other	0	0	0	0	17	105	76
Sub-Total	1,711	233	259	2,203	2,233	2,462	2,607
Total Complaints (CMBC + BCRTC)				33,985	31,292	33,286	31,191
Boarded Passengers (actual)				437,375,700	408,237,428	386,191,923	364,261,259
Complaints per Million Boarded Passengers				77.7	74.2	82.7	83.1

* Restated 2015 - 2017 to reallocate CVM complaints which are reported under TransLink Corporate starting 2018.

Table C

TransLink Corporate	2018	2017	2016	2015
Policy-Related (Fares, service optimization, advertising, Compass, fare gates, etc.)*	10,370	9,408	7,533	5,655

* Restated 2015 - 2017 to include CVM complaints from BCRTC and “bus was full” complaints from CMBC.

Complaint Handling Through Social Media

TransLink's main social media channels for handling complaints in 2018 were Twitter, Facebook and the Buzzer Blog.

Social media enables TransLink to respond almost instantly to customers, which is critical when there is a transit service disruption and customers need accurate service information quickly. Through social media, TransLink is able to quickly and effectively address issues directly with customers and indirectly with many others as customers re-broadcast TransLink's response. From a complaint management standpoint, this quick response time addresses many of the complaints TransLink would typically receive. When complaints are made via social media, the protocol is to ask customers to log their complaints with our Customer Information department and to respond via social media as best as possible.

Twitter

Our @TransLink Twitter channel became permanently staffed in 2011 after the proven success of the 2010 social media pilot. Customers continue to enjoy quick replies to their transit service questions, which contributes to continued growth of the channel.

Near the end of 2018, @TransLink had reached 180K followers. By comparison, at the end of 2017, @TransLink had 169K followers a significant growth compared to 136K followers by the end of 2016.

By year end, TransLink averaged roughly 120 tweets a day, which is down from previous years (211 in 2017 and 150 in 2016). This can be attributed to fewer major disruptions on SkyTrain.

Seth Rogen, Guest Voice on Transit, #ThankYouSedins, Take transit to the Jay Z/Beyoncé concert, and record ridership were a few of the most popular topics on Twitter for TransLink in 2018.

Facebook

TransLink's Facebook page continues to grow since its inception in 2010. The TransLink Facebook page is a place to communicate with our customers on transit-related information, share photos and videos, and provide information on major service changes. Near the end of 2018, the TransLink page was approaching 35 thousand continuing the steady growth of the channel over the years (31,218 & 26,148 followers in 2017 and 2016 respectively).

The top post this year by a large margin was the Seth Rogen, Guest Voice on Transit announcement. Tap to Pay also did well through this channel.

Buzzer Blog

The Buzzer blog serves as a place for long-form conversations about transportation in Metro Vancouver since 2008. The blog is part of TransLink's digital presence and is often accessed by links posted on our other social media properties. The Buzzer blog had roughly the same page views as previous years at roughly 200,000-page views a year.

Nine Epic Transit Friendly Hikes in Metro Vancouver, More B-Line Service, 12 Days of Giveaways, Wayfinding 101 and I Love Transit were the most visited blog posts.

D. CUSTOMER SATISFACTION

2018 Customer Service Performance Ratings

Table D below summarizes the percentage of customers who gave good-to-excellent service ratings, which is defined as a rating of 8, 9, or 10 out of 10.

All Transit System and mode-specific attribute measures, including overall service, are based on asking customers directly. In other words, overall service is not calculated mathematically from any of the specific service attributes, such as frequency or reliability.

The analysis is segmented into the following groups:

- Transit System (includes people who have ridden the bus, SeaBus or SkyTrain at least once within the last 30 days);
- Bus System (includes all CMBC bus service as well as West Vancouver Transit and contracted Community Shuttle service);
- SeaBus;
- SkyTrain (as of August 17, 2009, the SkyTrain segment includes the Canada Line);
- West Coast Express (excludes TrainBus); and
- HandyDART (with registered HandyDART customers).

Data is from three sources:

- TransLink's Bus, SkyTrain, SeaBus Customer Service Performance Survey interviews adults who have taken transit at least once within the last 30 days in Metro Vancouver. Interviews are conducted daily and by phone;
- TransLink's West Coast Express Customer Service Performance Survey is conducted twice per year (March and September) onboard the West Coast Express train. Surveys are partially administered by an interviewer and may be completed by the individual;
- TransLink's HandyDART Customer Service Performance Survey is conducted once per year in the fall by phone and primarily with past month's users of the service.

Customer Service Performance Summary for 2018 — Transit System, Bus, SeaBus, SkyTrain, West Coast Express and HandyDART

Transit System

In 2018, two-thirds of adult transit riders (66 per cent) gave the system good-to-excellent scores of 8, 9 or 10 out of 10 for overall service. This is up from last year (63 per cent), with an unprecedented 68 per cent in the second quarter of the year.

The transit system service attribute that customers remain most critical of is the availability of bus shelters at bus stops throughout the region. Transit bus shelters are primarily managed by the municipalities. Less than half of customers consistently rate this aspect of transit service as being good to excellent (8 out of 10 or higher). However, more than half (57 per cent) of TransLink's customers feel they are getting good-to-excellent value for the money they spend on transit. This has been trending upward over the past few years (55 per cent in 2017 and 53 per cent in 2016) and hit a peak in the second quarter of this year, just prior to the June announcement of the July fare change.

Bus

Nearly two-thirds (65 per cent) of bus riders rated the overall bus service provided in Metro Vancouver as good-to-excellent, which is consistent with 2017.

The top three areas of bus service strength remain: having an operator who drives safely and professionally, feeling safe from crime on board the bus and having a direct route. Four in five riders gave scores of 8 or higher to each of these attributes.

Overcrowding, frequency of service and on-time reliability remain the three lowest-rated bus service attributes (50 per cent, 51 per cent and 58 per cent, respectively). Most attributes of bus service are consistent with last year.

SkyTrain

In 2018, 77 per cent of SkyTrain customers, which includes Canada Line, gave the overall service good-to-excellent scores. This is an increase of one percentage point over 2017.

Ratings for overcrowding have dropped in 2018 (46 per cent, down from 48 per cent in 2017), and have risen for on-time reliable service (84 per cent, up from 81 per cent in 2017).

The two lowest-rated attributes of SkyTrain service relate to staff availability and the announcement and explanation of delays. The ratings for announcement of delays increased over 2017 (38 per cent, up from 36 per cent) while staff availability remained the same over 2017 at 38 per cent.

SeaBus

SeaBus is the highest-rated transit mode with four in five SeaBus customers (83 per cent) rating the service as an 8 out of 10 or higher for overall service. The overall service and most other SeaBus attributes ratings are mostly consistent with last year, however staff availability has dropped (63 per cent down from 68 per cent last year).

West Coast Express

Nine in ten (90 per cent) West Coast Express riders gave overall WCE service good-to-excellent scores (up from 79 per cent in 2017). This increase in overall WCE service can be linked to an increase in ratings for on time reliable service (83 per cent, up from 69 per cent in 2017), good connections with other modes of transit (67 per cent, up from 58 per cent), value for money (66 per cent, up from 60 per cent) and delays announced and explained (70 per cent, up from 64 per cent).

HandyDART

HandyDART Service is a highly-rated transit service, with three quarters of its riders (76 per cent) giving it good-to-excellent ratings for overall service, which is directionally higher than last year's ratings (74 per cent). Most attributes continue to achieve very high ratings, especially those related to drivers' abilities. Ratings for value for money remain very high as well (87 per cent).

Ratings for ease of booking a trip on HandyDART are up significantly this year (79 per cent, up from 70 per cent in 2017), probably a reflection of the extra booking and call centre staff hired by First Transit. Availability is also showing a directional increase in ratings (76 per cent, up from 73 per cent in 2017).

Table D - 2018 Customer Service Performance Scores

Attributes	Transit System	Bus System ¹	SkyTrain ²	SeaBus	West Coast Express	Handy DART ³
	Per cent who gave scores of 8, 9 or 10 out of 10					
Overall Service	66	65	77	83	90	76
Value for Money	57				66	87
Good Connections	50				67	
Adequacy of Transit Information — Stops/Stations	53					
Adequacy of Transit Information On-Board — Bus	52					
Adequacy of Transit Information On-Board--SkyTrain	67					
Adequacy of Transit Information On-Board — SeaBus	61					
Transit Information Availability (On-Board and Stations)					76	
Operation of Service During Convenient Hours	55				42	
Having Enough Bus Shelters	36					
Ease of Getting Information from Telephone Information Line	70					
Ease of Finding Information on Website	60					
Having a Courteous Bus Operator/Having Courteous, Competent and Helpful Staff/Drivers		79	79	89	95	95
Safe and Professional Bus Operator		86				
Feeling Safe from Crime On Board the Bus / SkyTrain		83	82			
Feeling Safe from Crime at the Stop and Transit Exchange /Inside SkyTrain Stations / at SeaBus		77	75	87		
Feeling Safe from Crime (On-Board and Stations)					93	
Feeling Safe from Crime (WCE Parking Lots)					60	
Not Being Overcrowded		50	46	71	64	
On-Time, Reliable Service		58	84	93	83	67
Clean and Graffiti Free Buses / SkyTrain Cars / Vessel / Vehicles and Stations		74	75	81	93	
Having A Direct Route		80				
Trip Duration from the Time You Boarded to the Time You Got Off		75		86	91	
Frequency of Service		51	76	69	60	

Attributes	Transit System	Bus System¹	SkyTrain²	SeaBus	West Coast Express	Handy DART³
Staff Availability			38	63	90	
Delays Are Announced and Explained			38		70	
Enough Parking					43	
Equipment Provides a Safe Ride					95	
Driver's Skills to Assist Passengers Who Have a Physical Disability						93
Feeling Safe from Injury When Riding HandyDART						95
Ease of Booking a Trip on HandyDART						79
HandyDART Vehicle Cleanliness and Good Repair						92
Availability of HandyDART When Needed						76

E. CHANGES TO ARTICLES OF THE AUTHORITY

The following amendments to the Articles of the Authority were approved by the Board of Directors in 2018:

13.1 Specific Skills and Experience

Given the Board's strategic priorities, and the associated challenges and opportunities, the Board members, as a group, should possess the following skills and experience, with each Director contributing knowledge, experience, and skills in at least one or two domains.

- Previous Board experience;
- Policy considerations surrounding the establishment and delivery of a wide variety of road and transit services and the public environment of transportation;
- Transportation operations similar in scope to TransLink's operations;
- Strategic planning;
- Capital project oversight;
- Complex procurement processes;
- Real estate development;
- Environmental strategies;
- Corporate leadership;
- Finance;
- Audit and internal controls;
- Legal;
- Risk management;
- [Safety](#);
- Sustainability;
- Information technology, ~~e-commerce~~ [cyber security](#);
- Marketing and communications;
- Human resource processes;
- Knowledge of the local government environment; and
- Credibility with federal, provincial and municipal governments.

F. BOARD SUMMARY

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
January 24, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved appointments to standing and ad hoc Board Committees. • Approved appointment of 2018 Board Vice-Chair.
February 8, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved transfer of Pattullo Bridge Replacement Project to the Province. • Approved Subsidiary board appointments.
February 8, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received report on the Phase Two Plan Funding Strategy. • Received report on the Project Partnerships Agreement.
February 21, 2018	Joint Regional Mobility Pricing Steering Committee	<ul style="list-style-type: none"> • Approach for Receiving and Preparing a Response to the Mobility Pricing Independent Commission's Final Report, recommended for Mayors' Council approval.
March 2, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received report on the Phase Two Investment Plan Funding Strategy. • Received report on the Project Partnerships Agreement.
March 19, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Enactment of South Coast British Columbia Transportation Authority 2018 Property Tax Bylaw Number 117-2018, recommended for Board adoption. • Enactment of South Coast British Columbia Transportation Authority 2018 Replacement Tax Bylaw Number 118-2018, recommended for Board adoption. • 2017 Year End Financial and Performance Report, endorsed for public release. • 2017 Audited Consolidated Financial Statements, recommended for Board approval. • 2017 Annual Statutory Report, recommended for Board approval. • South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 120-2018, recommended for Board adoption. • Commercial-Broadway SkyTrain Station Upgrade Project funding request, recommended for Board approval.
March 19, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received report on the Phase Two Investment Plan Funding Strategy. • Received report on the Project Partnerships Agreement.
March 20, 2018	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Appointment of Conduct Review Advisor, recommended for Board approval. • 2018 Board and Mayors' Council Joint Committees, recommended for Board approval.

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
March 20, 2018	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> • Independent Transit Service Application – Port Moody, recommended for Board approval. • Independent Transit Service Application – White Rock, recommended for Board approval.
March 21, 2018	Joint Planning Committee	<ul style="list-style-type: none"> • Received report on recommendations for Transit Fare Review. • Received report on the Massey Crossing Technical Review. • Received report on the Regional Transportation Strategy Community Engagement Strategy.
March 29, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved Commercial-Broadway SkyTrain Station Upgrade Project funding request. • Approved appointments to Joint Board and Mayors' Council Joint Committees. • Approved appointment of Conduct Review Advisor. • Approved 2017 Statutory Annual Report. • Approved 2017 Audited Consolidated Financial Statements. • Adopted South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 120-2018. • Adopted South Coast British Columbia Transportation Authority 2018 Property Tax Bylaw Number 117-2018. • Adopted South Coast British Columbia Transportation Authority 2018 Replacement Tax Bylaw Number 118-2018. • Approved Independent Transit Service Application – Port Moody. • Approved Independent Transit Service Application – White Rock.
April 5, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received report on the design of Phase Two Investment Plan Revenue Sources. • Received an update on Phase Two Investment Plan Public Consultation. • Received report on Green Infrastructure Fund.
April 10, 2018	Joint Mobility Pricing Steering Committee	<ul style="list-style-type: none"> • Received update report from the Mobility Pricing Independent Commission.
April 19, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Authorization for proposed property acquisitions, recommended for Board approval.
April 19, 2018	Board Meeting	<ul style="list-style-type: none"> • Adopted South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 121-1028. • Adopted South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 122-2018. • Approved authorization for proposed property acquisitions. • Approved appointment of Board Vice-Chair.
May 7, 2018	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Executive Compensation Plan amendment, recommended for Board approval.

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
May 7, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved appointment of replacement Director. • Approved Executive Compensation Plan amendment.
May 11, 2018	Joint Planning Committee	<ul style="list-style-type: none"> • Received report on recommendations for Transit Fare Review. • Received update report on the Regional Transportation Strategy. • Received update report on the Burnaby Mountain Gondola. • Received update report on the Phase Two Investment Plan.
May 14, 2018	Joint Regional Mobility Pricing Steering Committee	<ul style="list-style-type: none"> • Received Mobility Pricing Commission Final Report for review.
May 16, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received draft Public Consultation Report for Phase Two Investment Plan. • Received update report on development of Phase Two Investment Plan.
May 22, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Q1 2018 Financial and Performance Report, endorsed for public release. • 2017 <i>Financial Information Act</i> filing report, recommended for Board approval.
May 24, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved 2017 <i>Financial Information Act</i> filing report.
May 24, 2018	Joint Mayors' Council and Board Meeting	<ul style="list-style-type: none"> • Reviewed Final Report of the Mobility Pricing Independent Commission. • Received report on Phase Two Investment Plan Consultation. • Received report on Transit Fare Review Phase 4 Consultation. • Received update report on Regional Transportation Strategy.
June 11, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Capital Approval Policy, recommended for Board approval.
June 11, 2018	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Amendments to the Board Governance Manual, recommended for Board approval. • TransLink Respectful Workplace Policy, recommended for Board approval. • 2019 Board Chair selection process, approved by the Human Resources and Governance Committee.
June 12, 2018	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> • Received updates on various Planning and Stakeholder Relations Committee matters.
June 12, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received update on Phase Two Investment Plan Funding.
June 20, 2018	Joint Finance Committee	<ul style="list-style-type: none"> • Received report on Phase Two Investment Plan funding and fare increases. • Received presentation on Development Cost Charges policy. • Received presentation on Project Partnership Agreements for Phase Two Investment Plan. • Received report on Green Infrastructure Fund.

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
June 21, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved appointment of 2019 Board Chair. • Approved Capital Project Approval Policy. • Approved amendments to the Board Governance Manual. • Approved TransLink Respectful Workplace Policy.
June 28, 2018	Joint Mayors' Council and Board Meeting	<ul style="list-style-type: none"> • Approved Phase Two Investment Plan (2018-2027). • Approved fare increases beyond targeted fares. • Adopted Regional Transportation Strategy (2018 update).
July 18, 2018	Joint Planning Committee	<ul style="list-style-type: none"> • Policy direction on Transit Fare Review, recommended for Mayors' Council approval.
July 25, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Received updates on the status of major capital projects.
August 22, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • 2018 Q2 Financial and Performance Report, endorsed for public release.
September 24, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • 2018 Bond Issuance, recommended for Board approval. • Amendments to Hedging Policy, Debt Management Policy, and Investment Policy, recommended for Board approval. • Surrey Newton Guildford (SNG) Light Rail Transit Project, recommended for Board approval. • Fare Policy for the Universal Fare Gate Access Program Radio Frequency Identification (RFID) Card, recommended for Board approval. • South Coast British Columbia Transportation Authority 2018 Tariff Bylaw 126-2018, recommended for Board adoption. • South Coast British Columbia Transportation Authority Bylaw Number 124-2018: A Bylaw Imposing Development Cost Charges, recommended for Board adoption. • South Coast British Columbia Transportation Authority Bylaw Number 125-2018: A Bylaw to Establish a Waiver of Development Cost Charges for Affordable Housing, recommended for Board adoption.
September 25, 2018	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> • Langley Community Shuttle Service Contract (2019), recommended for Board approval. • Independent Transit Service Application – Broadway, recommended that the Board does not grant approval to operate. • Independent Transit Service Application – Surrey-UBC, recommended for Board approval.
September 25, 2018	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Subsidiary board appointments, recommended for Board approval.

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
October 4, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved subsidiary board appointments. • Approved 2018 Bond Issuance. • Approved amendments to Hedging Policy, Debt Management Policy, and Investment Policy. • Adopted Greenhouse Gas (GHG) emissions reduction and Renewable Energy Targets. • Approved Fare Policy for the Universal Fare Gate Access Program RFID Card. • Adopted South Coast British Columbia Transportation Authority 2018 Tariff Bylaw 126-2018. • Approved Langley Community Shuttle Service Contract (2019). • Approved North Langley Truck Route amendments to the designated truck route network. • Independent Transit Service Application – Broadway, approval was not granted to operate. • Independent Transit Service Application – Surrey-UBC, approved with conditions.
October 17, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Approved appointment of Executive Director Internal Audit and Performance Management.
October 24, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved South Coast British Columbia Transportation Authority Bylaw Number 124-2018: A Bylaw Imposing Development Cost Charges.
November 7, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved resolutions related to change in direction for the South of Fraser Rapid Transit Project.
November 9, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • 2018 Q3 Financial and Performance Report, endorsed for public release.
November 16, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved resolutions related to change in direction for South of Fraser Rapid Transit Projects.
November 26, 2018	Finance and Audit Committee	<ul style="list-style-type: none"> • Approved 2019 Interim Strategic Internal Audit Plan. • 2019 Business Plan, Operating and Capital Budget, recommended for Board approval. • Ninth Extension of Credit Agreement, recommended for Board approval. • South Coast British Columbia Transportation Authority Bylaw Number 124-2018: A Bylaw to Impose Development Cost Charges, recommended for Board adoption. • South Coast British Columbia Transportation Authority Bylaw Number 125-2018: A Bylaw to Establish a Waiver or Reduction of Development Cost Charges for Not-for-Profit Housing, recommended for Board adoption. • South Coast British Columbia Transportation Authority Parking Rights Tax Bylaw Number 127-2018, recommended for Board adoption.

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
November 27, 2018	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> • Pets on Transit Policy, recommended for Board approval. • Customer Washrooms on Transit Policy, recommended for Board approval. • Public Art Policy, recommended for Board approval. • South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 128-2018, recommended for Board adoption. • South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 123-2018, recommended for Board adoption.
November 27, 2018	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Subsidiary board appointments, recommended for Board approval • Appointments to standing Board Committees, recommended for Board approval. • Appointment of 2019 Board Vice-Chair, recommended for Board approval.
December 6, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved 2019 Business Plan, Operating and Capital Budget. • Approved Public Art Policy. • Approved Customer Washrooms on Transit Policy. • Approved Pets on Transit Policy. • Adopted South Coast British Columbia Transportation Authority Bylaw Number 124-2018: A Bylaw to Impose Development Cost Charges. • Adopted South Coast British Columbia Transportation Authority Bylaw Number 125-2018: A Bylaw to Establish a Waiver or Reduction of Development Cost Charges for Not-for-Profit. • Adopted South Coast British Columbia Transportation Authority Parking Rights Tax Bylaw Number 127-2018. • Adopted South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 128-2018. • Adopted South Coast British Columbia Transportation Authority Major Road Network Bylaw Number 123-2018. • Approved Ninth Extension of Credit Agreement. • Approved subsidiary board appointments. • Approved appointments to standing Board Committees. • Approved appointment of 2019 Board Vice-Chair.
December 14, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved South of Fraser Rapid Transit Project resolution.
December 21, 2018	Board Meeting	<ul style="list-style-type: none"> • Approved policy framework for executive relocation expenses.

G. FARE COLLECTION BYLAW

The current version of the Fare Collection Bylaw is shown below.

Definitions

1. In this regulation:

"Act" means the *South Coast British Columbia Transportation Authority Act*;

"pass" means a record that the authority or a related party has issued or recognized as authorization for the person to whom it was issued to enter a fare paid zone or board a transit vehicle that is not a fare paid zone, and includes, without limitation, a transfer, a fare receipt, a monthly pass, any other time-limited pass and a payment card;

"payment card" means a record issued by the authority or a related party if the following apply:

- (a) the person to whom the record is issued can, by paying money to the authority or a related party, create or increase a credit balance on the record;
- (b) the credit balance on the record can be applied by the person to whom the record was issued towards any fare;

"surcharge date", in relation to a ticket, means the later of

- (a) the date that is 180 days after the date of service of the ticket,
- (b) if the person to whom the ticket was issued disputes his or her liability under the ticket in accordance with section 4, the date that is 31 days after the date on which a notice of decision in response to the dispute is provided to that person under section 4 (4), and
- (c) if the person to whom the ticket was issued appeals his or her liability under the ticket in accordance with section 7, the date that is 7 days after the date on which a notice of decision in response to the appeal is provided to that person under section 7 (5);

"ticket" means a ticket issued under section 248 of the Act.

Description of infraction

2. Every word and phrase set out in Column 2 of Schedule 1 to this regulation is authorized to be used on a ticket to describe the infraction of contravening the provision of the Act referred to in Column 1 opposite that word or phrase.

Ticketed amounts

3. (1) For the contravention of a provision of the Act set out in Column 1 of Schedule 1 to this regulation,
 - (a) Column 2 of Schedule 1 sets out the description of the infraction for the purposes of section 2, and
 - (b) Column 3 of Schedule 1 prescribes the fine for the infraction.(2) On the surcharge date applicable to a ticket, a surcharge of \$40 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made before the surcharge date.
(3) On the date that is 366 days after the date of service of the ticket, an additional surcharge of \$60 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made on or before that date.

Dispute process

4. (1) For the purposes of section 251 (1) of the Act, a person to whom a ticket has been issued may dispute his or her liability under the ticket
 - (a) within 14 days after the date of service of the ticket, or

- (b) if the authority is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 14 day period to dispute liability under the ticket, within any longer period that the authority may, in writing, specify.
- (2) To dispute liability under a ticket, the person to whom the ticket was issued must, within the dispute period referred to in subsection (1) of this section, provide to the authority, in accordance with subsection (3), a notice of the dispute
 - (a) identifying on which of the grounds set out in section 251 (1) of the Act the person is basing the dispute, and
 - (b) providing any information relevant to the dispute.
- (3) A notice of dispute under subsection (2) of this section must be provided to the authority by
 - (a) mailing it to the head office of the authority, or
 - (b) providing it electronically in the manner set out on the authority's website.
- (4) Within 30 days after receiving a notice of dispute under subsection (2), the authority must
 - (a) decide whether to confirm or cancel the ticket, and
 - (b) provide to the person who submitted the notice of dispute, in accordance with subsection (5), notice of that decision and the basis on which it was made.
- (5) A notice of decision under subsection (4) must be provided to the person who submitted the notice of dispute by
 - (a) mailing the notice of decision to the postal address provided for that person in the notice of dispute, or
 - (b) emailing the notice of decision to the email address provided for that person in the notice of dispute.

Appeal period

- 5. (1) For the purposes of section 253 of the Act, a person who has disputed liability under a ticket in accordance with section 4 of this regulation and Division 3 of Part 12 of the Act may appeal liability under the ticket to an arbitrator
 - (a) within 30 days after the authority provided notice under section 4 (4) of this regulation of the authority's decision, or
 - (b) if the arbitrator is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 30 day period to appeal liability under the ticket, within any longer period that the arbitrator may, in writing, specify.
- (2) A request under subsection (1) (b) for an extension of time within which to appeal liability under a ticket must
 - (a) set out the reason why the person was unable to provide a notice of appeal within the 30 day period referred to in subsection (1) (a), and
 - (b) be provided to the authority by
 - (i) mailing the request to the head office of the authority, or
 - (ii) providing the request electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a request referred to in subsection (2), the authority must provide the request to the arbitrator.
- (4) Within 14 days after receiving a request under subsection (3), the arbitrator must provide notice to the appellant and the authority as to whether an extension of time within which to appeal liability under the ticket has been granted and if an extension is granted, indicate the date before which the notice of appeal must be provided to the authority.

Additional grounds for appeal

- 6. For the purpose of section 253 (c) of the Act, a person may appeal liability under a ticket on the ground that relevant information was not submitted in the dispute procedure.

Appeal process

7. (1) To appeal liability under a ticket, the person to whom the ticket was issued must, within the appeal period referred to in section 5 (1), provide to the authority, in accordance with subsection (2) of this section, a notice of appeal
 - (a) identifying on which of the grounds set out in section 253 of the Act or section 6 of this regulation the person is basing the appeal, and
 - (b) providing any information relevant to the appeal.
- (2) A notice of appeal under subsection (1) must be provided to the authority by
 - (a) mailing it to the head office of the authority, or
 - (b) providing it electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a notice of appeal under subsection (2), the authority must provide the notice of appeal to the arbitrator who has the earliest availability.
- (4) An arbitrator to whom a notice of appeal is provided under subsection (3) may request from the appellant or the authority any additional records or information that the arbitrator considers appropriate and may, in his or her sole discretion, authorize the appellant and the authority to provide the additional records or information to the arbitrator in one or more of the following manners:
 - (a) in person;
 - (b) in writing;
 - (c) electronically.
- (5) After receiving a notice of appeal under subsection (3), the arbitrator must
 - (a) confirm or cancel the ticket, and
 - (b) provide, in accordance with subsection (6), to
 - (i) the person who submitted the notice of appeal, and
 - (ii) the authority notice of that decision and the basis on which it was made.
- (6) A notice of decision under subsection (5) must be provided to the person who submitted the notice of appeal by
 - (a) mailing the notice of decision to the postal address provided for that person in the notice of appeal, or
 - (b) emailing the notice of decision to the email address provided for that person in the notice of appeal.

Cancellation of tickets

8. If a ticket is cancelled under section 4 or 7 and some or all of the ticketed amount of the ticket has been paid to the authority, the authority must refund the amount paid.

Payment of fare

9. For the purposes of section 244 (1) (a) of the Act, a person may satisfy the requirement to pay the fare required by the tariff in any of the following manners:
 - (a) if a pass has been issued to the person and that pass is valid for application to the fare,
 - (i) if a device that can record the use of the pass has been installed or made available by the authority or a related party for the fare paid zone or transit vehicle, by using the pass in such a way that
 - (A) its use is recorded by the device, and
 - (B) if the pass is a payment card, the unpaid portion, if any, of the fare is debited from the pass, or
 - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that pass to that transit employee for inspection;

- (b) if, under the tariff, another form of payment is authorized,
- (i) if a device that can recognize that form of payment has been installed or made available for the fare paid zone or transit vehicle by the authority or a related party, by using that form of payment in such a way that
 - (A) its use is recorded by the device, and
 - (B) if applicable, the unpaid portion, if any, of the fare is debited from the form of payment, or
 - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that form of payment to that transit employee for inspection.

Proof of payment

- 10.** To comply with section 244 (1) (b) of the Act in relation to a fare, a person must
- (a) obtain and retain any receipt issued by the authority or a related party for the payment of that fare,
 - (b) if a pass that is valid for application to the fare is used, retain the pass, or
 - (c) if under the tariff another form of payment is authorized and that other form of payment is used, retain that form of payment and obtain and retain
 - (i) any receipt issued by the authority or a related party, and
 - (ii) any record in the person's power or control, whether in electronic form or otherwise, that confirms that the form of payment was used in payment of the fare.

Schedule 1

South Coast British Columbia Transportation Authority Act

Provision	Contravention	Fines
Section 244 (1) (a)	Fare evasion	\$173
Section 244 (2)	Failure to produce	\$173

H. SECTION 248 TICKETS AND COLLECTIONS

The numbers of tickets issued and collected under Section 248 from January 1 to December 31, 2018 are represented in the table below.

	Tickets issued under Section 248 (number)	Collected ticket amounts (\$)
January 1 to December 31, 2018	16,273	932,032

TO: Board of Directors

FROM: Simon Tang, Vice President, Major Projects Division

DATE: March 1, 2018

SUBJECT: Broadway Subway Project Update

EXECUTIVE SUMMARY

The Transition Project Advisory Board for the Broadway Subway Project (BSP) has been established by the Ministry of Transportation and Infrastructure (MoTI) to provide guidance and oversight to the Project team through the procurement and implementation of the project.

Third party agreement negotiations are ongoing for Canada Line Concession Agreement Amendment with Intransit BC led by TransLink, and the Municipal Master Agreement with the City of Vancouver led by the Province. The BSP Support Agreement (SA) negotiation between TransLink and the Province is underway.

The Request for Qualification (RFQ) was released by the Province on February 15, 2019. Closure of the RFQ will be on 4 April 2019. Request for Proposal (RFP) is targeted to be in June 2019.

Trolley overhead wires relocation to accommodate bus route changes in support of bus operations during project construction commenced on February 19, 2019.

PURPOSE

The purpose of this report is to provide an update of the current progress and the upcoming milestones.

BACKGROUND

The BSP will be an approximately six-kilometre extension to the Millennium Line SkyTrain from VCC-Clark Station to Arbutus Street via a primarily underground alignment beneath the Broadway corridor. The Project will include six new stations. A future phase of investment is expected to further extend rapid transit to the University of British Columbia.

Full capital funding confirmation for the Broadway Subway Project was announced on September 4, 2018 by the Federal and Provincial governments. The Province was announced as the delivery agency for the \$2.83 billion project, and will own the assets upon completion. TransLink will operate and maintain the extension similar to the rest of the SkyTrain system. The Province as the delivery agency assumes all responsibility for delivery risks, including cost and schedule overruns. A Memorandum of Understanding and Transfer Agreement was signed effective October 31, 2018 to formally transfer the project to the Province and outline TransLink's future role.

ON-GOING WORK

The Transition Project Advisory Board has been established. It consists of two representatives from Ministry of Transport and Infrastructure, one each from Ministry of Municipal Affairs & Housing, Partnership BC, TransLink and City of Vancouver, with the last two being non-voting members.

The BSP Support Agreement (SA) negotiation with the Province to establish respective roles and responsibilities of each party is underway. Review of the first draft of the SA heads of terms has been completed and generally in alignment with the Province. Negotiation on the budget for the TransLink resources has made progress with the Province providing a budget based on the business case for TransLink to consider. It is targeted to complete the first draft of the full document in early May.

The Canada Line Concession Agreement Amendment negotiation, which deals mainly with but is not limited to the interface at the Broadway-City Hall Station is ongoing. Agreement on the changes to the Broadway-City Hall station to accommodate the BSP interface works is expected to be ready in June 2019 for inclusion in the RFP.

The Municipal Master Agreement between the Province and City of Vancouver is in progress.

UPCOMING MILESTONES

The following upcoming milestones are scheduled for the next quarter:

- i. The RFQ was released by the Province on February 15 to select up to three respondent teams to design, build and finance the BSP. The RFQ will close on April 4, after which the Province will issue the RFP in June as the next phase of the competitive selection process.
- ii. Trolley overhead wires relocation to accommodate bus route changes in support of bus operations during project construction for Routes 16 and 17 commenced on February 19. The remaining Route 14 will commence in July 2019. Upcoming milestones in the next three months will include:
 - a. Completion of trolley overhead relocation at the Joyce Station bus exchange.
 - b. Completion of Route 16 civil base installation and commencement of trolley overhead pole and hardware installation.

CUSTOMER IMPACTS AND COMMUNICATIONS UPDATE

TransLink is working closely with the Ministry of Transportation and Infrastructure and City of Vancouver to execute a robust communications strategy to support early works activities, including the installation of new trolley wires along three bus routes to maintain access to transit along the Broadway corridor during the construction. The plan includes notifying neighbours and keeping our customers aware of the progress through our website, social media channels and Customer Information.

TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management and Engineering

DATE: March 5, 2019

SUBJECT: Surrey Langley SkyTrain Project Update

EXECUTIVE SUMMARY

In December, 2018, the TransLink Mayors' Council and Board directed Management to proceed with project development work for a SkyTrain on Fraser Highway project and to initiate a planning process to refresh the South of Fraser Rapid Transit Plan.

The Surrey Langley SkyTrain (SLS) project development scope includes reference case development, design requirements, ridership forecasting, procurement strategy, quantifying costs and benefits, public and First Nations engagement, environmental review, municipal partnership agreements with the City of Surrey, City of Langley and Township of Langley, and drafting a business case for senior government approval. The available budget for this scope is \$30 million, with target completion in spring 2020.

Since December 2018, Management has formed a project team and made progress on the design requirements, environment review, and First Nations consultation processes. The team is on-target for an interim update briefing to the Board and Mayors' Council in July 2019.

PURPOSE

This report provides an update on the Surrey Langley SkyTrain (SLS) Project.

BACKGROUND

As the population south of the Fraser continues to grow, so does demand for transit. A SkyTrain extension of the Expo Line along Fraser Highway will help meet current and future transit needs and will efficiently connect Surrey and Langley with the region through frequent, reliable and convenient rapid transit. In December 2018, the Mayors' Council and Board directed management to proceed with project development work for a Surrey Langley SkyTrain project, and to initiate a planning process to refresh the overall South of Fraser Rapid Transit Plan.

In 2017, the preliminary cost estimate for a 16-kilometre SkyTrain extension from Surrey's King George Station to 203 Street in the City of Langley was \$2.9 billion. As shown in Figure 1 the proposed alignment along Fraser Highway consists of approximately 14.3 kilometres in Surrey and 1.7 kilometres in Langley, and includes 8 stations:

- Two stations between King George Boulevard and the Fleetwood area
- Two stations in the Fleetwood area
- Two stations in the Clayton area
- One station in the Township of Langley and one station in the City of Langley

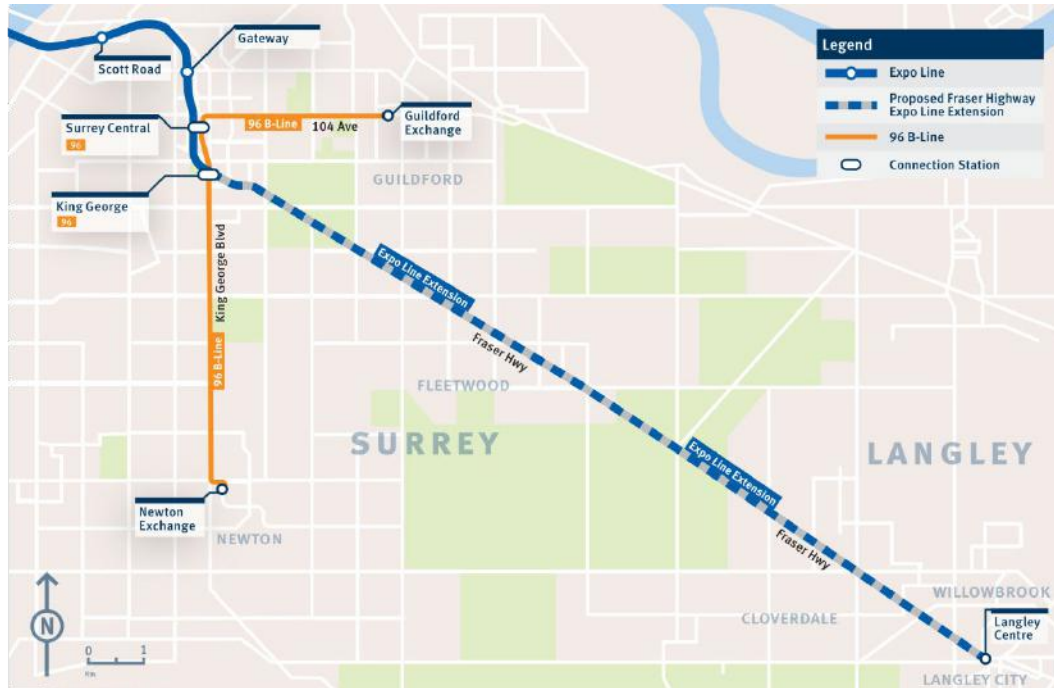


Figure 1 – Fraser Highway Corridor

Approximately \$1.6 billion is currently available for delivering a Surrey Langley SkyTrain project. This is the remaining amount approved in TransLink's Phase 2 Investment Plan for rail transit expansion south of the Fraser. The current work scope includes updating costs and benefits and determining how far along Fraser Highway the line could be constructed with the currently available funding. Efforts to secure Phase 3 Investment Plan funding are expected to continue, and a staged delivery approach to facilitate the eventual completion of the entire Surrey-Langley route will be considered as part of the procurement and delivery strategy.

DISCUSSION

Using the reference design developed for the 2017 South of Fraser Rapid Transit ALRT study as a starting point, the current project development work scope includes reference case development, design requirements and technical specifications, ridership forecasting, procurement strategy, costing, public engagement, First Nations engagement, an environmental review, municipal partnership agreements with the City of Surrey, City of Langley and Township of Langley, and drafting a business case for senior government approval.

The current project activities are expected to be completed by spring 2020. Upon securing business case approval by the federal and provincial governments as well as the Mayors' Council and Board, a procurement process (15 to 18 months in duration) would be launched, followed by construction (3 to 4 years in duration, to be confirmed).

Status:

A budget allocation of \$30 million to undertake project development activities was approved in January 2019. Accomplishments to date include:

- A TransLink project team was formed, to date consisting of 7 dedicated staff members
- The Owner's Engineer contract was awarded in February 2019
- Mobilization of further requisite resources is underway
- Requirements gathering commenced with the City of Surrey and BCRTC
- Scoping review of environmental requirements was initiated
- Initial review of First Nation interests commenced, and letters issued
- Project website launched
- A robust communications and engagement strategy is under development

Over the next 14 months, the project is on track to complete the following activities:

- Finalize requirements gathering with municipalities and BCRTC
- Final reference design including scoping elements for the guideway, stations, vehicles and supporting infrastructure
- Updating capital and operating cost estimates
- Updating ridership forecasting and other project benefits
- Confirming the procurement and delivery strategy
- Confirming scope that can be delivered for approximately \$1.6 billion
- Public and stakeholder engagement
- Environmental review and studies (including confirmation of provincial and federal requirements)
- First Nations reviews
- Municipal support agreements
- Business case development
- Keeping senior government officials informed of progress

Upcoming Milestones include:

1. Confirm environmental requirements – March 2019
2. First round of public engagement - April/May 2019
3. Reference design update – March to June 2019
4. Board and Mayors' Council update on scope, schedule, cost estimates and contribution agreements - July 25, 2019

COMMUNICATIONS

On February 19, 2019, Management hosted an information and discussion session with City of Surrey Council. The session introduced the project context, overall schedule and milestones, progress to date, and the general characteristics of SkyTrain technology, particularly as related to land use and urban integration.

To ensure transparency and alignment, management initiated a communications and engagement working group including membership from the City of Surrey, City of Langley, Township of Langley, Infrastructure Canada and the Province. The SLS Project website was launched in early February 2019 at www.surrey-langley-skytrain.ca. The site will be updated on a regular basis.

TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management & Engineering

DATE: February 25, 2019

SUBJECT: Pattullo Bridge Condition Monitoring Report

EXECUTIVE SUMMARY

This report provides an update on condition monitoring activities on the Pattullo Bridge. TransLink continues to closely monitor and inspect the condition of the Bridge and take corrective action where appropriate. Recent and on-going activities since the previous update to the Board include:

- *Condition Inspection* by the Ministry of Transportation and Infrastructure, Mott MacDonald, and WSP;
- *Pattullo Bridge Railing Inspection* by COWI North America Ltd and Mainroad Contracting Ltd;
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP;
- *2019 Winter Monitoring and Survey* by Northwest Hydraulic Consultants; and,
- *Wind and Seismic Warning System* project by PBX (design) and Mainroad Contracting Ltd. (Construction).

PURPOSE

This recurring status report provides an update on condition monitoring activities on the Pattullo Bridge. The previous report was issued in November 2018.

BACKGROUND

The Pattullo Bridge is 81 years old. Most of the structural components have passed the predicted design life and are reaching the end of their useful life. Temperature fluctuation, rainfall, wind, river action, live traffic loads and the aging of the steel and concrete components all contribute to the condition of the bridge.

With responsibility for the safety and operations of the bridge, TransLink monitors the condition of the structure closely through regular inspections, and regularly consults with experienced bridge engineers. Management then performs the necessary maintenance and repairs in response to the inspection findings.

DISCUSSION

Recent and on-going inspection activities since the November 2018 update to the Board are listed in Table 1.

Table 1: November 2018 to February 2019 Pattullo Bridge Ongoing Inspections and Monitoring

REFERENCE	ACTIVITY	CONSULTANTS / PARTNERS	STATUS
1	Condition Inspection	Ministry of Transportation and Infrastructure (Ministry) Mott MacDonald (Mott) – structural consultant WSP – deck consultant	To be scheduled for Q3/Q4 2019
2	Pattullo Bridge Railing Inspection	COWI North America Ltd. Mainroad Contracting Ltd.	2018 inspection - completed in Q3. Railing repairs - to be completed Q2 2019. 2019 inspection - to be scheduled.
3	Deck Condition Monitoring	Mainroad Contracting Ltd. WSP	Ongoing deck monitoring
4	2019 Winter Monitoring Survey	Northwest Hydraulic Consultants	Winter Survey - completed Q1 2019. Freshet survey – to be scheduled.
5	Wind and Seismic Warning System Implementation	PBX Engineering Ltd. Mainroad Contracting Ltd.	Substantial completion – spring 2019

A summary of each of these activities is provided as follows:

1. Condition Inspection

Each year, the BC Ministry of Transportation and Infrastructure performs a condition inspection of the Pattullo Bridge with the aid of a snooper truck. The 2018 inspection was conducted in Q3 2018. To take advantage of the snooper truck, TransLink reserved the snooper truck for an additional two nights to enable TransLink's structural and deck consultants to complete inspections of select areas, specifically the

south approach girder and cantilever beams, the through arch steel elements, and the soffit between pier 3 and pier 4, that were previously identified for follow-up investigation.

Based on the findings, no new areas of concern requiring immediate repairs were noted. Given the expectation that the Bridge will be replaced by 2023, TransLink's consultants recommended that annual monitoring be continued, and that additional investigation be conducted if accelerated deterioration is detected. Subject to the availability of the Ministry's snooper truck, the 2019 condition inspection of the Bridge will occur in either Q3 or Q4.

2. Railing Inspection

In Q3 2018, COWI North America Ltd. (COWI) completed an inspection of the railings on both sides of the Bridge. A total of 606 railing posts were inspected and assigned deficiency ratings based on their observed conditions. Of the 606 posts inspected, 128 posts were classified as needing immediate repair or replacement.

Based on the findings of the inspection, documented in the *Pattullo Bridge Railing Inspection* report, TransLink is currently working with Mainroad Contracting Ltd. (Mainroad) to repair all railings requiring immediate attention. The work varies from repairing and replacing individual posts to replacing nuts and bolts at connections. Due to lead paint on the railings, work originally scheduled for 2018 was deferred until new work procedures to mitigate environmental risks were developed. Railing repairs will resume in Q1 2019, and subject to weather, all repairs are expected to be completed by Q2 2019.

As the railings will continue to deteriorate over the remaining service life of the Bridge, TransLink will continue to monitor and repair or replace the railing posts as needed. An inspection of all bridge railings, as part of the annual program, will be scheduled once all repairs have been completed. A tracking spreadsheet is used to track the condition of each railing post on the structure.

3. Deck Condition Monitoring and Repairs

The reinforced concrete deck of the Pattullo Bridge is in an active and advanced state of deterioration, primarily due to corrosion of the reinforcing steel. While repairs to the north portion of the deck between Pier 0 and Pier 9 were completed in the summer of 2016, the risk of pothole formation still exists, particularly for the south approach of the Bridge (Pier 9 to Pier 29).

To ensure the entire deck is functional and safe for operations, bridge deck experts from WSP conduct bi-weekly walk-through inspections from the deck, ground and catwalk levels. Signs of pothole formation are monitored and flagged for future interventions during overnight lane closures or during full bridge closures. No new significant repair requiring full bridge closures are currently anticipated.

In addition to the top surface of the deck, extensive corrosion-related damage is also occurring to the bottom surface (soffit). Debris netting is currently in place to protect the public and other infrastructure, including the railway tracks, from concrete falling from the deck soffit. WSP will continue to monitor the condition of the deck soffit. A close proximity inspection was conducted on the Main Span by WSP using the Ministry's snooper truck in September 2018 (see Item 1). Overall, it was found that the bridge deck of the Main Span remains in sound and serviceable condition.

4. 2019 Winter Monitoring and Survey

The Pattullo Bridge is situated in the narrowest part of the river, which experiences large tidal fluctuations. This elevates the risk to the Bridge from scour and erosion. To proactively address risks arising from changing river hydraulics, Northwest Hydraulic Consultants Ltd (NHC) conducts bi-annual surveys, once after peak of freshet and once during the winter, to monitor the condition of the pier protection and to identify whether any repairs are required. In 2019, the winter monitoring survey was conducted in January, and the freshet monitoring survey will be conducted in Q2.

Based on preliminary results of the winter survey, NHC considers the pier protection currently in place to be effective and recommends on-going monitoring. A report documenting the results of the survey is expected in March 2019.

Due to upcoming in-river works required for building the new Pattullo Bridge, NHC recommended more frequent pier protection surveys. Starting in January 2019, monthly surveys have been initiated. TransLink will continue to work with the Pattullo Bridge Replacement team to monitor and manage the impacts of the planned project on the existing Pattullo Bridge.

5. Wind and Seismic Warning Systems

The Pattullo Bridge was not designed to meet current wind and seismic loading standards that would apply to a new bridge constructed today, and as a result, may be vulnerable in a seismic or hurricane-level wind event.

To improve safety for Bridge users, an advance warning and monitoring system is being designed and implemented. The wind warning system will monitor and measure wind speeds at the bridge, and a seismic warning system will sense an earthquake in progress and provide alerts up to one minute prior to damaging ground waves reaching the bridge. Both systems will provide opportunities to reduce risks to bridge users through warnings and closures. PBX Engineering Ltd. (PBX) has completed the detailed design and Mainroad has been contracted to install the system. The system is expected to be substantially completed by spring 2019.

Customer Impact and Communications

Upcoming work for the Bridge will be scheduled to occur during the standard nightly lane closures with no additional impacts to the public.

A robust communications plan has been developed to utilize all available channels in support of any ongoing inspection and maintenance work that is expected to have an impact on the public.

Financial Impacts

All monitoring, inspection, and repair work is being performed under existing approved operating and capital funds.

TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management and Engineering

DATE: February 26, 2019

SUBJECT: Expo Millennium Upgrade Program (EMUP) Status Update

EXECUTIVE SUMMARY

The Expo and Millennium Line Upgrade Program (EMUP) consists of critical investments in fleet and infrastructure to address forecast demand on the SkyTrain network and enable the delivery of the Mayors' Vision. The program is comprised of 13 projects under six program components, funded through Phases 1 and 2 of the 10-Year Investment Plan, with a total capital budget of \$1.86 billion supported by the Provincial and Federal governments.

Program Component	Investment Plan Ph. 1 (\$M)	Investment Plan Ph. 2 (\$M)	Total Capital Cost (\$M)
Fleet	\$215	\$932	\$1,146
Storage	\$21	\$270	\$291
Maintenance	\$9	\$73	\$82
Power	-	\$96	\$96
Systems	\$54	\$99	\$153
Stations	\$64	\$28	\$92
Total	\$363	\$1,497	\$1,860

Phase 1 projects are underway, and the first new SkyTrain vehicles have arrived in Vancouver for testing and are entering revenue service sequentially. Work on an expanded Vehicle Storage Facility (OMC 3A) in Coquitlam is underway with a target for completion in early 2020. In preparation for pending funding agreements with senior government, most Phase 2 projects are undergoing feasibility studies or conceptual design activities that will further inform scope, budget, and schedule.

Program and project specific risks are identified, updated and monitored on an on-going basis, including inter-dependencies and schedule requirements among the individual projects, resourcing requirements, and on-going consultation with internal and external stakeholders.

PROGRESS IN LAST QUARTER

The Province of BC entered into an Integrated Bilateral Agreement with the Government of Canada under the Investing in Canada Infrastructure Program in March 2018. While EMUP had received Provincial Treasury Board approval, Phase 2 projects require Federal Treasury Board approval via Infrastructure Canada. In coordination with the Province, management submitted an application to Infrastructure Canada in October 2018, including budgets, projected cashflows and the required climate lens assessment reports. Confirmation of federal funding approval is anticipated in March 2019.

GOVERNANCE UPDATE

Management created the EMUP & Rail Projects Oversight Group (ERPOG) to guide program definition and delivery, including the capital approval processes and reporting requirements. Program Coordination Committees have been convened to identify, address and manage inter-dependencies among individual projects, to ensure the projects are delivered in an integrated manner. Upon securing federal funding approval and the Province's approval of program Work Plans, TransLink and the Province will establish a joint committee to oversee implementation.

ON-GOING WORK & UPCOMING MILESTONES

A dashboard showing the status of the EMUP projects under the six program components is shown in Appendix 1. The Fleet Acquisition, Storage Expansion and Maintenance Upgrade projects are highly interdependent in terms of schedule, scope and integration requirements.

Fleet Acquisition:

- A Request for Proposals (RFP) is expected to be issued in Q2 2019 for the procurement of more than 200 new SkyTrain vehicles, with contract award targeted in early 2020. A Fleet and Service Plan is being developed to integrate the schedule between the fleet arrival and availability of the new vehicle storage facility as well as the upgrade of the existing maintenance facility in Burnaby.

Storage Expansion and Maintenance Upgrade:

- Site options are being evaluated for a new SkyTrain storage facility (OMC 4). Evaluation criteria include availability, land use and zoning, cost, constructability and impacts to SkyTrain operations and customer service. Management is also reviewing the need for expanded maintenance facilities at the new site.
- Design work for the Burnaby Operations and Maintenance Centre (OMC 1) Capacity Upgrade is underway.

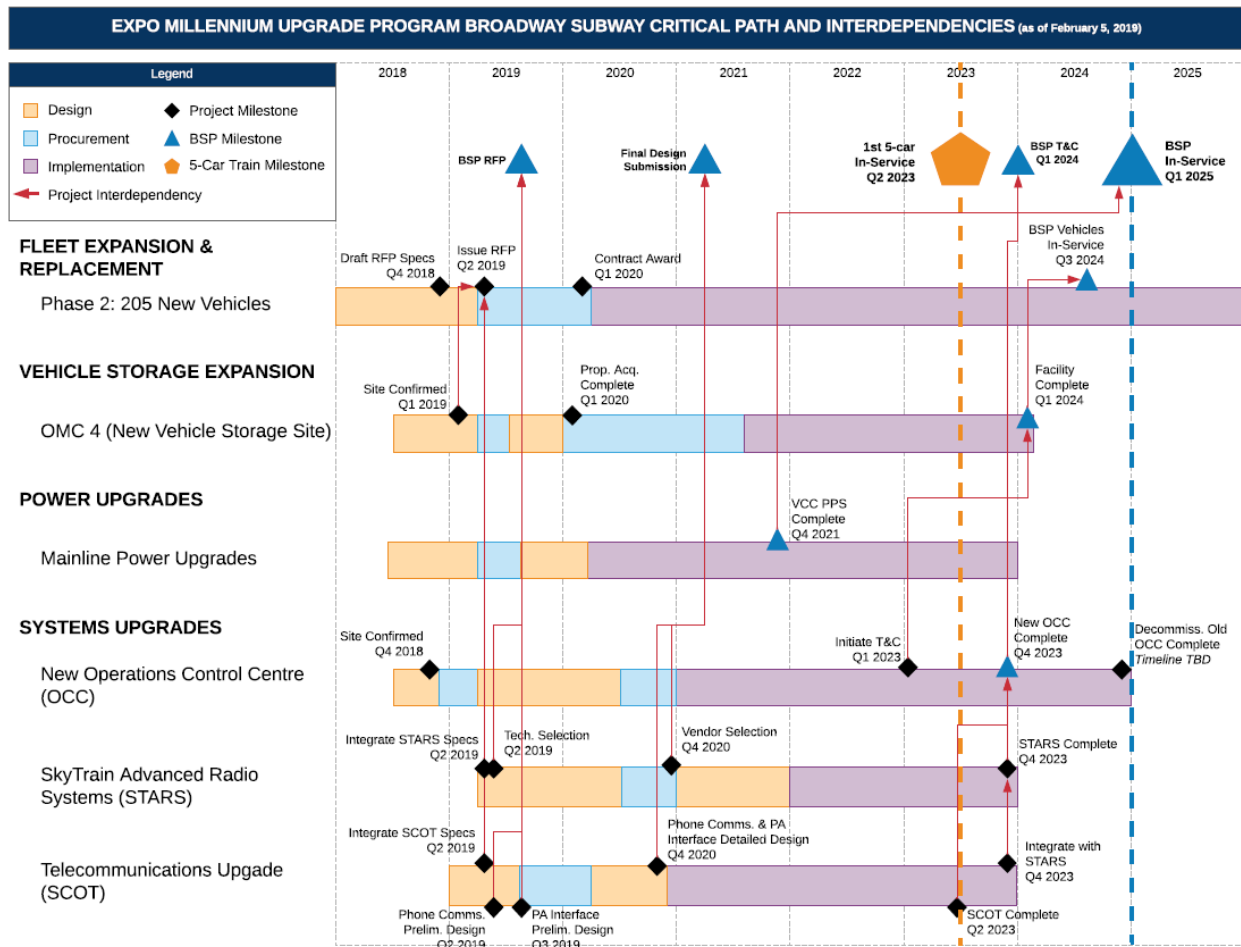
BUDGET, SCHEDULE AND RISK UPDATE

The EMUP program is being planned and delivered according to the project budget documented in the Business Case approved by the Province (March 2018). The Phase 2 Program budget is included in TransLink's 2019 Capital Program in anticipation of the Federal government approving the Business Case.

A program master schedule has been developed to consolidate all key project milestones and project inter-dependencies. A high-level overview of the program critical path and key interdependencies are shown on the next page.

A program risk register was developed as part of the EMUP Business Case submitted to the Province earlier this year. Management is actively tracking and mitigating risks related to:

- Approval of the Business Case by the Federal government
- Schedule integration with the Broadway Subway Project and fleet acquisition timeline
- Project interdependencies across all EMUP components
- Third party approvals, supplier performance and constructability challenges
- Resource availability and work priorities at BCRTC relative to State of Good Repair and other capital projects

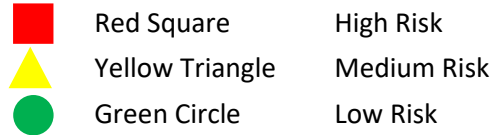


CUSTOMER IMPACTS AND COMMUNICATIONS UPDATE

No significant customer impacts are anticipated during the current stage of primarily design and procurement activities. Robust communications management and stakeholder engagement plans support the program and individual project milestones.

APPENDIX 1

PROJECT DASHBOARD



Program Component	Project	Status		
A. Fleet Acquisition	Expansion Vehicles Phase 1 (56 vehicles) Budget: \$215M Current Stage: Implementation Target completion: Q1 2020	Scope	●	Contract executed for 14 MK3 trains (56 rail cars) in November 2016 funded under PTIF 1.
		Budget	●	On budget
		Schedule	▲	Manufacturing and testing delays by Bombardier. Trains 1-3 undergoing commissioning in Burnaby OMC. Trains 4-5 undergoing testing in Kingston.
		Risk	●	Bombardier preparing recovery plan to reduce schedule delay.
	Expansion Vehicles Phase 2 (203 vehicles) Budget: \$932M Current Stage: Procurement Target completion: End 2026	Scope	●	RFP for 200+ rail cars under development; Full SPA in early 2019.
		Budget	●	On budget
		Schedule	●	RFI closes late 2018 RFP anticipated for Q3 2019
		Risk	●	Train specification updates and vehicle integration risk
B. Vehicle Storage Expansion	SkyTrain Storage Coquitlam VSF Expansion (OMC 3A) Budget: \$21M Current Stage: Implementation Target completion: End 2019	Scope	●	Expanded storage for 28-30 vehicles to the west of existing Coquitlam VSF; Scope and track design confirmed
		Budget	●	On budget
		Schedule	▲	Automatic Train Control (ATC) negotiations taking longer to finalize; Contract award for design-build contract in Q1 2019.
		Risk	●	Thales ATC upgrade pricing confirmed; material pre-order agreed.
	New Rail Storage Facility (OMC 4) Budget: \$270M	Scope	▲	Site evaluation is ongoing; due diligence studies underway to confirm constructability and operational impacts.
		Budget	■	Budget undergoing high-level due diligence review in coordination with site selection

Program Component	Project	Status		
	Current Stage: Feasibility Study Target completion: TBD	Schedule	●	Due diligence review on constructability and project schedule.
		Risk	▲	New storage site availability, maintenance upgrade at existing OMC, and new vehicle arrival schedule need to be coordinated.
C. Vehicle Maintenance Upgrade	OMC Maintenance Capacity Upgrade Budget: \$9M (Phase 1) \$73M (Phase 2) Current Stage: Design Target completion: Fall 2024	Scope	●	Preliminary scope determined from Feasibility Study in 2017
		Budget	●	To be confirmed after Preliminary Design
		Schedule	▲	Delayed project approval and procurement process in 2018; integrated trackwork requires specialized design team
		Risk	●	High interdependencies with other OMC projects; maintenance specs for 5-car trains to be defined.
D. Power Upgrade	Mainline Power Upgrade Budget: \$97M Current Stage: Feasibility Study Target completion: End 2023	Scope	●	Follow-up studies to confirm scope and location for 8 new power sub-stations
		Budget	●	Budget to be confirmed
		Schedule	●	Implementation schedule to be confirmed
		Risk	●	Land requirements and budget for new sub-station at Burrard Station to be confirmed
E. Systems Upgrade	New Operations Control Centre (OCC) and ATC Upgrade Budget: \$110M Current Stage: Feasibility Study Target completion: Q1 2023	Scope	●	Preliminary scope and location confirmed at OMC 2
		Budget	●	Budget to be confirmed after preliminary design
		Schedule	●	To be completed by end 2023 for Broadway Subway testing and commissioning in 2024
		Risk	▲	Complex requirements and interdependencies for Broadway Subway implementation
	Vehicle Radio Systems (STARS) Budget: \$21M Current Stage: Conceptual Design Target completion: End 2023	Scope	●	Phase 1 (Conceptual design & short-term improvements); Phase 2 (long term solution)
		Budget	●	Budget to be confirmed
		Schedule	▲	Delay in requirements definition and technology assessment for long-term solution.
		Risk	▲	High inter-dependencies among systems projects; implementation alignment with parallel projects

Program Component	Project	Status		
	Optical Transport Network (OTN) Budget: \$11M Current Stage: Feasibility Study Target completion: End 2023	Scope	●	Backbone fibre network for data communications between stations and OMC; upgrade to accommodate Broadway Subway
	Budget	●	Budget to be confirmed	
	Schedule	●	Implementation plan to be confirmed	
	Risk	▲	High inter-dependencies among systems projects; implementation alignment with parallel projects	
	Telecommunications Upgrade (SCOT) Budget: \$11M Current Stage: Feasibility Study Target completion: End 2023	Scope	●	Multiple phases including study, high priority implementation and long-term solution
	Budget	●	Budget to be confirmed	
	Schedule	●	Implementation plan/packages to be confirmed	
	Risk	▲	High inter-dependencies among systems projects; implementation alignment with parallel projects	
F. Station Upgrade	Burrard Station Budget: \$75M Current Stage: Feasibility Study Target completion: TBD	Scope	●	To be confirmed after West Entry Conceptual Design
	Budget	▲	Construction cost estimate (Q1 2018) for East Entry concept higher than available budget; Reviewing West Entry option to confirm alternative solution, scope and budget.	
	Schedule	●	To be confirmed.	
	Risk	▲	Depending on design outcomes, trade-offs between scope and budget may be needed. Delivery may be dependent on third party approvals.	
	Brentwood Station (Phase 2) Budget: \$17M Current Stage: Pending Phase 1 Completion Target completion: Q4 2023	Scope	●	To be confirmed after Phase 1 complete
	Budget	●	On budget	
	Schedule	●	Phase 2 to start in Q2 2020 after Phase 1 complete	
	Risk	●	No interdependency with other EMUP projects	

TO: Finance and Audit Committee

FROM: Sany Zein, Vice President, Infrastructure Management and Engineering

DATE: March 1, 2019

SUBJECT: Station Upgrade Projects Status Update

EXECUTIVE SUMMARY

The Station Upgrade Program is substantially completion. Seven stations (Scott Road, Main Street, New Westminster, Metrotown, Joyce-Collingwood Phase 1, Commercial-Broadway, and Surrey Central) are now upgraded. The second phase of Joyce-Collingwood (funded separately) is under construction and well-advanced. Commercial Broadway and Surrey Central achieved substantial completion on January 21, 2019 and February 8, 2019 respectively and Joyce-Collingwood Phase 2 is scheduled for completion in May 2019 (date is subject to upcoming testing, safety inspection and certification activities).

As the program is now substantially complete and remaining risks are low, further reports to the Board will be provided if significant or unforeseen issues arise.

PURPOSE

This is an information report describing the current status of the Station Upgrade initiatives.

DISCUSSION




At **Commercial-Broadway**, substantial completion was achieved on January 21, 2019 and the new platform was opened to the public on February 2, 2019. Management continues to track potential additional contractor claims resulting from delays caused by increased freight train activity and will advise the Board if any further budget adjustments are needed. At this time, the risk is considered low.








At **Surrey Central**, work progressed as planned, resulting in substantial completion on February 8, 2019. The new station entrances opened to the public on March 2 2019.

Phase 1 of the **Joyce-Collingwood** Station Upgrade was completed and opened to the public on October 6, 2017. Phase 2 is completing all remaining upgrades required at the station and is accessing PTIF Phase 1 Funding. Substantial completion is expected in May 2019.

As the program is now substantially complete and remaining risks are low, further reports to the Board will be provided if significant or unforeseen issues arise.

The rest of this report provides a dashboard-style overview of the status of current significant station upgrade projects. Each of these projects is partially funded from the Build Canada Fund (BCF).

-  Red Square High Risk
-  Yellow Triangle Medium Risk
-  Green Circle Low Risk

Station	Process	Risk	Status
Main Street/Science World Budget: \$36.9M Current SPA ¹ : \$36.9M Current Stage: Close-out	Scope		The station is complete.
	Budget		\$36.9M approved. The project has been completed within the approved budget.
	Schedule		All work has been completed well before the BCF ² deadline.
	Communication		The station opening was communicated to the public.
Joyce Collingwood Budget: \$46.0 M Current SPA: \$ 46.0 M Current Stage: Phase 1: Complete Phase 2: Construction	Scope		Phase 1 station improvements include two new escalators and one elevator at East Station House. At Platform level there will be new ceiling panels, lighting, CCTV, PA speakers and expanded metal panels will be replaced with glazing. Phase 2 includes West Station house renovation including replacement of escalator and elevator, West Bus Loop curb realignments, East bus loop construction and BC Parkway.
	Budget		Total SPA Budget is now \$46.0 M (Phase 1 at \$25.978M and Phase 2 at \$20.0 M). Construction Phase 2 SPA was approved by CMC on August 31, 2017.
	Schedule		Phase 1: Substantially completed on October 6, 2017. Deficiencies completed. Phase 2: West Bus Loop and West Station House upgrade in progress. Completion of construction: May 2019.

¹ Specific Project Approval

² Build Canada Fund

Station	Process	Risk	Status
	Communication	●	Bi-monthly updates to residents through noise variance process. After-hours call centre established for construction-related complaints.
Surrey Central Budget: \$24.27M Current SPA: \$24.27M Current Stage: Deficiency correction/Close-out	Scope	●	Scope includes new north station house with two entrances, soft and hard landscaping at exterior ground level, and new wayfinding signage at existing station house and at new station house.
	Budget	●	Budget is \$24.27M with the Construction Phase approved by CEC on November 3, 2016. The project has been completed within the approved budget.
	Schedule	●	Construction of the new station house is substantially complete. This project is the last station in the BCF program and has been completed ahead of the BCF deadline of March 2019.
	Communication	●	Representatives from all three levels of government attended a project completion event in late February, including the unveiling of the public art piece "The Sea Captain" by Indigenous artist Marianne Nicolson. A customer appreciation event was also held.
Commercial / Broadway Budget: \$81.0m Current SPA: \$81.0m Current Stage: Deficiency Correction	Scope	●	Construction of a new station platform, passerelle, and a widened pedestrian overpass are substantially complete.
	Budget	▲	The project has been completed within the approved budget. Trailing costs to follow.
	Schedule	●	Construction commenced April 2015 with substantial completion obtained in January 2019. Completion date is within the BCF deadline of March 2019.

Station	Process	Risk	Status
	Communication	●	A robust communication and marketing plan helped educate customers on the new station layout. A media event took place prior to the opening of the new stationhouse. A customer appreciation event was held after the new platform opened.
Metrotown Budget: \$68.8m Current SPA: \$68.8m Current Stage: Closeout	Scope	●	The project is complete.
	Budget	●	The project was completed within approved budget.
	Schedule	●	Substantial Performance was reached March 19, 2018. The completion date is well within the BCF deadline of March 2019.
	Communication	●	Station opening was communicated to the public and customer appreciation activities occurred on June 1 2018.
New Westminster Station Budget: \$12.3M Design Phase SPA: \$1.0M Construction Phase SPA: \$11.3M Current Stage: Close-Out	Scope	●	The project is complete.
	Budget	●	The project completed within the approved budget.
	Schedule	●	Construction commenced in Q2 2015. Station construction is 100% complete. Substantial Completion was awarded on September 23, 2016. Total completion has been obtained.
	Communication	●	A completion event with partners was held on November 18, 2016 at the station. Onsite signs indicated that construction was complete and residents in the area were thanked for their patience during construction.

TO: Board of Directors

FROM: Rob Malli, Chief Financial Officer & Executive VP, Finance and Corporate Services
Christine Dacre, Vice President, Financial Services

DATE: March 13, 2019

SUBJECT: Transit Tariff Amendment – effective July 1, 2019

PROPOSED RESOLUTION:

That the TransLink Board of Directors:

- A. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority 2019 Tariff Bylaw Number 131-2019*, attached to this report as Attachment 1, effective July 1, 2019; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority 2019 Tariff Bylaw Number 131-2019*.

EXECUTIVE SUMMARY

This resolution implements the 2019 fare increase within the limits contemplated in the 2018-2027 Investment Plan: Phase Two of the 10-Year Vision (the “Investment Plan”) and the issuance of proof of payment tickets on community shuttle service.

In its funding strategy for the 10-Year Vision, the Mayors’ Council identified a 2% increase to fares over the next ten years over what passengers would have otherwise paid with the Phase One Investment Plan increases, to help support expanded transit service. The Investment Plan calls for annual increases of approximately 5 to 25 cents for single-use fares, and \$3 to \$12 for monthly passes. Increases are uniformly applied to One-Zone, Two-Zone and Three-Zone fare products.

To accommodate the new Community Shuttle fareboxes, paper bus proof of payment tickets will be provided to passengers who have paid by cash or FareSaver on community shuttles to provide proof of payment, and to facilitate fare inspection and transfers to other buses.

PURPOSE

The purpose of this Report is to amend the South Coast British Columbia Transportation Authority Transit Tariff (the “Transit Tariff”) to implement the 2019/20 fare increase contemplated to occur on July 1, 2019 in the Investment Plan, and to implement the paper bus proof of payment tickets on community shuttles.

BACKGROUND

2019 Fare Increase

The Investment Plan approved by the Mayors’ Council and TransLink’s Board to support the 10-Year Vision for Metro Vancouver Transportation provides for annual transit fare increase as one of the funding sources. The annual fare increases for 2019 within the Investment Plan is indicated to take effect July 1st,

2019. The funding strategy identified an additional 2% fare increase over the fare increases contemplated in the Phase One Investment Plan to help support expanded transit service.

Bus Proof of Payment tickets

With expansion in the revenue vehicle fleet to fulfill the commitments made in the Investment Plan, we will be removing existing fareboxes from community shuttles and installing them to the new bus fleet. Simple mechanical fareboxes will be installed into all community shuttle vehicles as the volume of cash customers is low. These new fareboxes do not have the functionality to dispense magnetic bus transfers, validate FareSavers, nor issue proof of payment receipts. To continue supporting transferability between buses, paper proof of payment tickets will be provided to cash and FareSaver customers on community shuttles by transit operators.

DISCUSSION

The Transit Tariff amendment set out in Bylaw Amendment 131-2019, attached as Attachment 1, is effective July 1, 2019 and is summarized below. A blacklined version of the proposed July 1, 2019 Transit Tariff, compared to the current January 1, 2019 Transit Tariff, is included as Attachment 2 for reference.

2019 Fare Increase

This Transit Tariff amendment incorporates the increase to the regular and discounted fares as set out in the transit fare rate schedules in the Investment Plan, however, the Transit Tariff amendment proposed incorporates a five-cent increase to Concession cash fares, rather than the ten cent increase originally contemplated in the Investment Plan. This is to be consistent with the five-cent increase being implemented on Adult cash fare rates.

Bus Proof of Payment tickets

Management recommends dispensing paper proof of payment tickets on community shuttles to cash and FareSaver passengers to provide proof of payment, and to facilitate fare inspection and transfers to other buses. The change required to the Tariff for this is as follows:

Part A – Definitions

Adding FareSaver to the definition of Bus Transfer to allow for the issuance of a Bus Transfer upon payment by Faresaver (in addition to cash). This is required because the new fareboxes on community shuttle will not have the ability to validate the FareSavers.

Part B – Terms & Conditions:

11. FareSaver Validation – added language to allow for FareSavers being deposited in fareboxes (rather than only validated in a farebox).

TABLE 12A: TRANSIT FARE RATES

REGULAR, SHORT TERM FARE			2018	2019	nominal increase	percentage increase
Conventional Transit						
Cash / Compass Ticket	Adult	1-Zone	\$2.95	\$3.00	\$0.05	1.69%
		2-Zone	\$4.20	\$4.25	\$0.05	1.19%
		3-Zone	\$5.70	\$5.75	\$0.05	0.88%
	Concession	1-Zone	\$1.90	\$1.95	\$0.05	2.63%
		2-Zone	\$2.90	\$2.95	\$0.05	1.69%
		3-Zone	\$3.90	\$3.95	\$0.05	1.27%
Daypass	Adult	All zones	\$10.25	\$10.50	\$0.25	2.44%
	Concession	All zones	\$8.00	\$8.25	\$0.25	3.13%
	Canada Line YVR AddFare		\$5.00	\$5.00	\$0.00	0.00%
Custom Transit	Cash	All Zones	\$2.95	\$3.00	\$0.05	1.69%
DISCOUNTED, SHORT TERM FARE						
Conventional Transit						
Compass Card Single Trip (Stored Value)	Adult	1-zone	\$2.30	\$2.40	\$0.10	4.35%
		2-zone	\$3.35	\$3.45	\$0.10	2.99%
		3-zone	\$4.40	\$4.50	\$0.10	2.27%
	Concession	1-zone	\$1.85	\$1.95	\$0.10	5.41%
		2-zone	\$2.85	\$2.95	\$0.10	3.51%
		3-zone	\$3.85	\$3.95	\$0.10	2.60%
Custom Transit	FareSaver / Compass Card Single Trip	All zones	\$2.30	\$2.40	\$0.10	4.35%
NON-SHORT TERM FARES						
Conventional Transit Monthly Pass						
	Adult	1-zone	\$95.00	\$98.00	\$3.00	3.16%
		2-zone	\$128.00	\$131.00	\$3.00	2.34%
		3-zone	\$174.00	\$177.00	\$3.00	1.72%
	Concession	All zones	\$54.00	\$56.00	\$2.00	3.70%
	Custom Transit	Monthly Pass	All zones	\$95.00	\$98.00	\$3.00

TABLE 12B: TRANSIT FARE RATES – WEST COAST EXPRESS

SHORT TERM FARE PRODUCTS			2018	2019	nominal increase	percentage increase
One-Way Compass Ticket (Cash)	Adult	1- or 2-Zone	\$5.70	\$5.75	\$0.05	0.88%
		3-Zone	\$7.45	\$7.50	\$0.05	0.67%
		4-Zone	\$9.20	\$9.25	\$0.05	0.54%
		5-Zone	\$12.45	\$12.50	\$0.05	0.40%
Return Compass Ticket (Cash)	Concession	1- or 2-Zone	\$3.40	\$3.45	\$0.05	1.45%
		3-Zone	\$4.40	\$4.45	\$0.05	1.12%
		4-Zone	\$5.65	\$5.70	\$0.05	0.88%
		5-Zone	\$7.65	\$7.70	\$0.05	0.65%
	Adult	1- or 2-Zone	\$10.75	\$11.00	\$0.25	2.33%
		3-Zone	\$14.25	\$14.50	\$0.25	1.75%
		4-Zone	\$17.50	\$17.75	\$0.25	1.43%
		5-Zone	\$23.50	\$23.75	\$0.25	1.06%
Concession	1- or 2-Zone	\$6.75	\$7.00	\$0.25	3.70%	
	3-Zone	\$8.75	\$9.00	\$0.25	2.86%	
	4-Zone	\$11.00	\$11.25	\$0.25	2.27%	
	5-Zone	\$15.00	\$15.25	\$0.25	1.67%	
DISCOUNTED, SHORT TERM FARES						
One-Way Compass Card (Stored Value)	Adult	1- or 2-Zone	\$4.80	\$4.90	\$0.10	2.08%
		3-zone	\$6.25	\$6.35	\$0.10	1.60%
		4-zone	\$7.65	\$7.75	\$0.10	1.31%
		5-zone	\$10.40	\$10.50	\$0.10	0.96%
	Concession	1/2-zone	\$2.80	\$2.90	\$0.10	3.57%
		3-zone	\$3.60	\$3.70	\$0.10	2.78%
		4-zone	\$4.70	\$4.80	\$0.10	2.13%
		5-zone	\$6.35	\$6.45	\$0.10	1.57%
Return Compass Card (Stored Value)	Adult	1/2-zone	\$10.50	\$10.75	\$0.25	2.38%
		3-zone	\$13.50	\$13.75	\$0.25	1.85%
		4-zone	\$16.75	\$17.00	\$0.25	1.49%
		5-zone	\$22.50	\$22.75	\$0.25	1.11%
	Concession	1/2-zone	\$6.50	\$6.75	\$0.25	3.85%
		3-zone	\$8.25	\$8.50	\$0.25	3.03%
		4-zone	\$10.50	\$10.75	\$0.25	2.38%
		5-zone	\$14.25	\$14.50	\$0.25	1.75%
NON- SHORT TERM FARES						
Monthly Pass	Adult	1/2-zone	\$155.75	\$158.75	\$3.00	1.93%
		3-zone	\$205.00	\$208.00	\$3.00	1.46%
		4-zone	\$248.00	\$251.00	\$3.00	1.21%
		5-zone	\$339.75	\$342.75	\$3.00	0.88%
	Concession	1/2-zone	\$95.00	\$97.00	\$2.00	2.11%
		3-zone	\$126.50	\$128.50	\$2.00	1.58%
		4-zone	\$156.25	\$158.25	\$2.00	1.28%
		5-zone	\$219.25	\$221.25	\$2.00	0.91%

CONCLUSION

It is recommended that the Board approve and adopt the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number **131-2019**.

ATTACHMENTS:

Attachment 1: South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 131-2019

Attachment 2: South Coast British Columbia Transportation Authority Tariff Bylaw (*Blacklined*)

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 131-2019

A bylaw to amend the South Coast British Columbia Transportation Authority
2018 Tariff Bylaw Number 122-2018

WHEREAS, pursuant to the *South Coast British Columbia Transportation Authority Act* (the Act), the Authority may, by by-law, assess user fees on persons using the regional transportation system (as defined in the Act) in the transportation service region (as defined in the Act);

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This By-law may be cited as the “South Coast British Columbia Transportation Authority Bylaw Number 131-2019.”
2. The South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 122-2018 is amended as follows:
 - (a) Part A – Definitions is amended to delete the definition of “Bus Transfer” and replace it with the following:

“A single use transfer issued to passengers paying by cash or FareSaver (if deposited into a farebox) for travel on Conventional Bus service. This single use transfer will allow a passenger to transfer between Conventional Buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.”;
 - (b) Part B – Terms & Conditions is amended to delete Section 11(a) and to replace it with the following:
 - “(a) A FareSaver must be validated or deposited, in the case of fareboxes that do not validate, in the farebox when boarding a Conventional Bus or validated by a HandyDART driver when boarding a HandyDART vehicle. A validated FareSaver or the Bus Transfer issued in the case of deposited FareSavers must be retained as Proof of Payment while travelling on Conventional Bus or HandyDART vehicle, as applicable.”;
 - (c) Appendix “2” – Fare Media: Fares and Proof of Payment attached to this Bylaw as Schedule 1 replaces the Appendix “2” attached to the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 122-2018.

3. This Bylaw comes into force and takes effect on July 1, 2019.

READ A FIRST, SECOND AND THIRD TIME this 22nd day of March, 2019.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 22nd day of March, 2019.

Tony Gugliotta, Chair

Gigi Chen-Kuo, General Counsel and Corporate Secretary

APPENDIX “2” – FARE MEDIA: FARES AND PROOF OF PAYMENT
Table “1” – Cash Fares and Proof of Payment

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Conventional Transit (3 Zones)									
Canadian National Institute for the Blind (CNIB) Pass on Compass Card*	Person with vision impairment who holds a CNIB Pass and displays valid identification	N/A		No	Valid for unlimited travel through all Zones			Not valid	No Add-Fare required
DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)	Purchaser who holds a valid DayPass (Adult)	All Zones – fare of \$10.50		No	Valid for unlimited travel through all Zones		\$3.00 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**
DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)	All Zones – fare of \$8.25		No	Valid for unlimited travel through all Zones		\$1.95 credit toward WCE applicable fare	Not valid	Add-Fare required**
Employee Pass on Compass Card* (until revoked or expired)	Employee Pass Holder who holds a valid Employee Pass	N/A		No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5.75	\$3.00	No	Valid for unlimited travel through all Zones during the Hours paid for		\$3.00 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**
FareCard* – Adult (calendar month)	Eligible HandyDART User who displays a valid Adult FareCard	<p>Conventional Bus and HandyDART: All Zones (1 Zone FareCard - \$98.00 per month)</p> <p>Conventional Bus and HandyDART: 2 Zone FareCard - \$131.00 per month 3 Zone FareCard - \$177.00 per month</p> <p>(Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional Transit and travel more than one zone on Conventional SkyTrain and SeaBus – see Section 9(c), Part B of the Tariff).</p>		Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who displays a valid Adult FareSaver that has been validated	Conventional Bus and HandyDART: All Zones (1 Zone FareSaver - 1 yellow ticket (book of 10, \$24.00))	No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART: 2 Zone FareSaver – 1 red ticket (book of 10, \$34.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$45.00) (No longer available for sale to the general public but accepted as valid Proof of Payment on Conventional Bus and for Eligible HandyDART Users on HandyDART. Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional SkyTrain and SeaBus and travel more than one zone – see Section 9(c), Part B of the Tariff).						
FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	Conventional Bus: All Zones – 1 brown ticket (book of 10, \$19.50)	No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid	Not valid	Not valid	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Government Bus Pass on Compass Card*	Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province		No	Valid for unlimited travel through all Zones		Eligible for WCE Concession fare	Not valid	No Add-Fare required
GradPass on Compass Ticket* (on specified date between May 1 st and June 30 th)	Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification	N/A		No	Valid for unlimited travel through all Zones for the specified date			Not valid	No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Conventional Bus: All Zones - \$98.00 per month	Conventional Bus: All Zones - \$98.00 per month	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through 1 Zone	\$3.00 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	No Add-Fare required
		Conventional SkyTrain and SeaBus: 1 Zone - \$98.00 2 Zones - \$131.00 3 Zones - \$177.00 per month	Conventional SkyTrain and SeaBus: All Zones - \$98.00 per month			Valid for unlimited travel through the number of Zones paid for			

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)	All Zones - \$56.00 per month	Yes	Valid for unlimited travel through all Zones		\$1.95 credit toward WCE applicable fare	Not valid	No Add-Fare required
MultiPass on Compass Card* or Compass Ticket* (specified dates)	Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations	N/A for officials of other transit agencies \$6.85 per pass (if > 500 passes purchased per day); \$5.85 per pass (if > 5,000 purchased per day)	No	Valid for unlimited travel through all Zones		\$3.00 credit toward WCE applicable fare	Not valid	No Add-Fare required
RFID Card	RFID Cardholder who displays valid identification	N/A	No	Not valid	Valid for unlimited travel through all Zones	Not valid	Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Purchaser who holds a Single Fare (Adult)	Conventional Bus: Cash or Contactless Payment: All Zones \$3.00	Conventional Bus: Cash or Contactless Payment: All Zones \$3.00	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: \$3.00 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Conventional Bus: No Add-Fare required
		Conventional Bus: Stored Value ¹ : All Zones \$2.40	Conventional Bus: Stored Value ¹ : All Zones \$2.40						
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.00 2 Zones \$4.25 3 Zones \$5.75	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.00				Valid for unlimited travel during the Hours and through the number of Zones paid for		
Conventional SkyTrain and SeaBus: Stored Value ¹ : 1 Zone \$2.40 2 Zones \$3.45 3 Zones \$4.50	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.40	Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**							

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	Conventional Bus: Cash: All Zones \$1.95	Conventional Bus: Cash: All Zones \$1.95	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$1.95 credit toward WCE applicable fare	Not valid	Conventional Bus: No Add-Fare required	
		Conventional Bus: Stored Value: All Zones \$1.95	Conventional Bus: Stored Value: All Zones \$1.95				Stored Value: \$1.95 credit toward WCE applicable fare			
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$1.95 2 Zones \$2.95 3 Zones \$3.95	Conventional SkyTrain and SeaBus: Cash: All Zones \$1.95			Valid for unlimited travel during the Hours and through the number of Zones paid for				Conventional SkyTrain and SeaBus: Cash: Add-Fare required**
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone \$1.95 2 Zones \$2.95 3 Zones \$3.95	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$1.95							Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who holds a Single Fare (Adult)	All Zones \$3.00 (cash only)	All Zones \$3.00 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Not Valid
Single Fare (Concession) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	All Zones \$1.95 (cash only)	All Zones \$1.95 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid	Not Valid
Special Event Ticket on Bus Transfer*, Compass Card* or Compass Ticket* (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	No	Valid for unlimited travel during the Hours paid for	Valid for unlimited travel during the Hours and through the number of Zones paid for		Not valid	Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
U-Pass BC on Compass Card* (calendar months)	A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card	As determined by the agreement between the post-secondary educational institution, its student society, and TransLink		No	Valid for unlimited travel through all Zones		Valid toward purchase of a WCE Monthly U-Pass or \$3.00 credit toward WCE applicable fare	Valid for an Eligible HandyDART User	No Add-Fare required
War Amputee Pass on Compass Card* (calendar year)	Veterans of WW1 & WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification	N/A		No	Valid for unlimited travel through all Zones			Not valid	No Add-Fare required
West Coast Express (WCE) Service (5 Zones)									
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$158.75 ¹ , 3 Zones - \$208.00 ¹ , 4 Zones - \$251.00 ¹ , 5 Zones - \$342.75 ¹		Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for		Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required
WCE Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession)	1 or 2 Zones - \$97.00 ¹ , 3 Zones - \$128.50 ¹ , 4 Zones - \$158.25 ¹ , 5 Zones - \$221.25 ¹		Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for		Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

WCE Monthly U-Pass on Compass Card* (calendar month)	Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass	All Zones - \$100.00 per month ¹ .	No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required
WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Purchaser who holds a valid WCE One-Way Fare (Adult)	Cash or Contactless Payment: 1 or 2 Zones - \$5.75 3 Zones - \$7.50 4 Zones - \$9.25 5 Zones - \$12.50 Stored Value ¹ : 1 or 2 Zones: \$4.90 3 Zones: \$6.35 4 Zones: \$7.75 5 Zones: \$10.50	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	Add-Fare required**	
WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)	Cash: 1 or 2 Zones - \$3.45 3 Zones - \$4.45 4 Zones - \$5.70 5 Zones - \$7.70 Stored Value ¹ : 1 or 2 Zones: \$2.90 3 Zones: \$3.70 4 Zones: \$4.80 5 Zones: \$6.45	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Purchaser who holds a valid WCE Return Fare (Adult)	Cash: 1 or 2 Zones - \$11.00 3 Zones - \$14.50 4 Zones - \$17.75 5 Zones - \$23.75	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required	
		Stored Value: 1 or 2 Zones: \$10.75 3 Zones: \$ 13.75 4 Zones: \$17.00 5 Zones: \$22.75							
WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession)	Cash: 1 or 2 Zones - \$7.00 3 Zones - \$9.00 4 Zones - \$11.25 5 Zones - \$15.25	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required	
		Stored Value: 1 or 2 Zones: \$6.75 3 Zones: \$8.50 4 Zones: \$10.75 5 Zones: \$14.50							
HandyDART Service (10 Zones)									
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones - \$3.00	No	Not valid****	Not valid****	Not valid****	Valid for travel through all Zones	No Add-Fare required	

- ¹ Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.
- * Indicates Proof of Payment.
- ** Canada Line YVR Add-Fare is a short term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.
- *** For transfers from WCE to Canada Line or Conventional Bus where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Conventional Bus.
- **** Eligible HandyDART Users using FareCards/FareSavers or paying cash fare for travel on a HandyDART vehicle will be permitted to transfer onto Conventional Transit or WCE by obtaining valid Compass Fare Media in accordance with subsection 9(c), Part B of the Tariff.

Table “2” – Exemptions

Eligible Person	Conditions	Exemption		
		Conventional Transit	West Coast Express	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment	N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder
Child under 5 years of age	Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children under the age of 5		Exempt from Add-Fare
Persons having their regular location of work on Sea Island	Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare
Residents of Burkeville, Richmond	Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare

Table “3” – Private Charters

Rates, Charges and Cancellation Fees	
Conventional Bus, Community Shuttle and HandyDART Vehicle (includes operator or driver)	\$62.50 per ½ hour or part Minimum charge of \$125.00 Bridge and road tolls, special licence fees and other out-of-pocket expenses extra
Cancellation Fee	\$125.00
WCE train	To be determined by WCE on a case-by-case basis

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION
AUTHORITY**

(TRANSLINK)

TRANSIT TARIFF

| Effective ~~January~~July 1, 2019

This Tariff is available for public inspection at:

1. TransLink Head Office, 400 - 287 Nelson's Court, New Westminster
Transit Police Office, 300 - 287 Nelson's Court, New Westminster
2. The following Coast Mountain Bus Company Ltd. offices:
 - Head Office, 13401 108th Avenue, Surrey
 - Vancouver Transit Centre, 9149 Hudson Street, Vancouver
 - Burnaby Transit Centre, 3750 Kitchener Street, Burnaby
 - Hamilton Transit Centre, 4111 Boundary Road, Richmond
 - Surrey Transit Centre, 7740 132nd Street, Surrey
 - Port Coquitlam Transit Centre, 2061 Kingsway, Port Coquitlam
 - SeaBus Administration Office, 2 Chesterfield Place, North Vancouver
3. West Vancouver Transit, 221 Lloyd Avenue, North Vancouver
4. British Columbia Rapid Transit Company Ltd., 6800 - 14th Avenue, Burnaby
5. West Coast Express Limited, 295 - 601 West Cordova Street, Vancouver
6. HandyDART Operator – FirstCanada ULC, 17535 - 55B Avenue, Surrey
7. TransLink Website: www.translink.ca

GENERAL

All persons using TransLink's transit system must comply with this Tariff. This includes, but is not limited to, the requirement to pay sufficient fare and possess valid fare media / proof of payment at all times while in a fare paid zone as more specifically set out herein. Any individual failing to comply with the terms and conditions contained in this Tariff may be subject to fines or any other measures or consequences available to TransLink.

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PART A - Definitions

In this Transit Tariff, the following terms will have the following meanings:

Add-Fare	Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.
Adult	Person who is not a Child, Youth or Senior.
Adult Fare	<p>Fare required to:</p> <ul style="list-style-type: none"> (i) obtain the Single Fare (Adult) required to travel on Conventional Transit for the applicable Hours and Zones, as set out in Appendix “2”; (ii) obtain an Adult WCE One-Way Fare to travel on WCE Service, for the applicable Hours and Zones, as set out in Appendix “2”; (iii) travel on HandyDART by paying the necessary cash fare, for the applicable Zones, as set out in Appendix “2”; and (iv) travel between Canada Line Bridgeport and Templeton Stations, as set out in Appendix “2” as an Add-Fare, in addition to one of the fares described in paragraphs (i) or (ii) above.
Attendant	A person who is required to accompany and assist an Eligible HandyDART User in using HandyDART service or a HandyCard Holder in using Conventional Transit or WCE Service.
Business Day	Any day other than a Saturday, Sunday, or Statutory Holiday.
Bus Transfer	A single use transfer issued to passengers paying by cash <u>or FareSaver (if deposited into a farebox)</u> for travel on Conventional Bus service. This single use transfer will allow a passenger to transfer between Conventional Buses within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus or WCE Service.
Card Reader	A card and ticket reader, Fare Gate, mobile validator, bus or rail station validator or any other mechanism implemented by TransLink from time to time, used by passengers to Tap In and/or Tap Out.
Child	Person who is 13 years of age or younger.
Compass Card	A long-term use, reusable electronic Compass farecard or Compass Wearable for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission and which is subject to the Compass Card Terms and Conditions of Use.
Compass Card Terms and Conditions of Use	The Compass Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca .

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Compass Customer Service	Customer service that can be reached by calling 604.398.2042, by emailing customerservice@compasscard.ca or by mail at PO Box 2212, Station Terminal, Vancouver, V6B 3W2.
Compass Customer Service Centre	The customer service centre that can be reached by visiting the walk-in centre at Stadium-Chinatown SkyTrain Station.
Compass Fare Media	Compass Tickets, Compass Cards and any other electronic Compass fare media issued by or on behalf of TransLink.
Compass Retailer	TransLink-authorized vendor of Compass Cards.
Compass Ticket	A single or limited use electronic ticket for transit use in TransLink’s Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission and which is subject to the Compass Ticket Terms and Conditions of Use.
Compass Ticket Terms and Conditions of Use	The Compass Ticket Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca .
Compass Vending Machine	A vending machine located outside Fare Paid Zones for the sale of: <ul style="list-style-type: none"> (i) Compass Tickets, Compass Cards (excluding Compass Wearables) or other Compass fare media; and/or (ii) Compass fare products which may be loaded or issued on Compass Fare Media, by or on behalf of TransLink.
Compass Wearable	A long-term use, reusable electronic Compass smart-chip enabled wearable product or device, other than a long-term use, reusable electronic farecard or Compass Ticket, issued by or on behalf of TransLink for transit use in TransLink’s Transportation Service Region.
Contactless Payment	A contactless payment card or contactless payment method issued by third parties other than TransLink and accepted by TransLink for the purposes of the contactless payment of fares in accordance with this Tariff, but excluding all Compass Fare Media issued by or on behalf of TransLink. TransLink’s accepted contactless payment cards, brands and methods of payment are posted on TransLink’s website at www.translink.ca .
Conventional Bus	Transit service provided by or on behalf of TransLink in the Transportation Service Region on transit buses, and a bus service extension between Haney Place Exchange and the WCE Mission station, except SeaBus service, SkyTrain service, WCE Service and HandyDART service.

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Conventional SkyTrain and SeaBus	Transit service provided by or on behalf of TransLink in the Transportation Service Region on SkyTrain and SeaBus, except Conventional Bus service, WCE Service, HandyDART service and Canada Line service between Bridgeport and Templeton Stations.
Conventional Transit	Conventional Bus and Conventional SkyTrain and SeaBus transit service provided by or on behalf of TransLink.
Eligible HandyDART User	<p>Person who:</p> <ul style="list-style-type: none"> (i) has a temporary or permanent physical or cognitive disability, confirmed by a medical practitioner, that is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and (ii) has completed TransLink’s registration process and has been approved by TransLink as a HandyDART user.
Employee Pass Holder	<p>Person who is:</p> <ul style="list-style-type: none"> (i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation; (ii) a spouse or dependant child of an employee described in paragraph (i); (iii) a retired, former full-time employee of TransLink or TransLink subsidiary who retired after 2 or more years of employment (or who, after 5 or more years of employment, ceased employment by reason of medically proven total disability); (iv) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999; (v) a spouse of a person described in paragraph (iii) or (iv) above; (vi) a full-time employee of a HandyDART Operating Company; or (vii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes, and has been issued an Employee Pass as set out in Appendix “2”.
Excursion Fare	<p>If using Stored Value, a fare equivalent to a Single Fare (Adult) or Single Fare (Concession), as applicable, based on the applicable Hours at the Stored Value rate, as set out in Appendix “2”.</p> <p>If using Contactless Payment, a fare equivalent to a Single Fare (Adult) based on the applicable Hours at the Contactless Payment rate, as set out in Appendix “2”.</p>
Exit Ticket	A Compass Ticket purchased from an Exit Ticket Machine that will allow a passenger to proceed through a Fare Gate to exit a Fare Paid Zone upon payment of the fare for such Exit Ticket as set out in Appendix “2”.
Exit Ticket Machine	A vending machine located within Fare Paid Zones for the sale of Exit Tickets.

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- Fare Gate** A physical fare gate located at the entry and exit points of a Fare Paid Zone.

- Fare Paid Zones** All transit vehicles (including buses, SeaBuses, SkyTrain cars and WCE cars), all areas within Fare Gates, regardless of whether such Fare Gates are open or closed, and any other transit property designated as “fare paid zones” from time to time by TransLink but excluding all HandyDART vehicles.

- HandyCard Holder** Resident of the Transportation Service Region who:
 - (i) is a person with a permanent physical or cognitive disability, confirmed by a medical practitioner, which is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and
 - (ii) has completed TransLink’s registration process and been issued a HandyCard.

- HandyDART** Custom transit service which provides Eligible HandyDART Users with accessible service from a pick-up location to a drop-off location, in accordance with the policies, procedures and guidelines of TransLink’s Custom Transit Policy & Procedure Manual.

- Hours** Regular Hours and Off-Peak Hours.

- In-System Time** The time from Tap In as set out in Appendix “2” within which passengers may complete their journey and Tap Out without paying additional fare, excluding any applicable Add-Fare which shall remain payable, provided that any Tap In for the last part of the journey must occur prior to the expiry of the Transfer Time.

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Maximum Fare If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:

- (i) on Conventional Bus, for travel during Regular Hours and Off-Peak Hours for Conventional Bus;
- (ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and
- (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Stored Value rate for Conventional SkyTrain and SeaBus and WCE Service,

as set out in Appendix “2”.

If using a Period Pass, and travelling outside the Zone(s) within which such Period Pass is valid, the maximum fare will be the applicable Add-Fare, based on the cash rate, as set out in Appendix “2”.

If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:

- (i) on Conventional Bus, for travel during Regular Hours and Off-Peak Hours for Conventional Bus;
- (ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and
- (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Contactless Payment rate for Conventional SkyTrain and SeaBus and WCE Service,

as set out in Appendix “2”.

Mobility Device Wheelchair or scooter required by a passenger with a physical disability.

Off-Peak Hours Hours of service after 6:30 p.m. from Monday to Friday (excluding Statutory Holidays), and all day on Saturday, Sunday and Statutory Holidays.

Operating Company A company, including a subsidiary of TransLink, operating transit service on behalf of TransLink.

Period Pass The electronic equivalent of a pass based on a calendar period (including DayPasses and Monthly Passes), and loaded on a Compass Card, or in the case of DayPasses only loaded on a Compass Ticket.

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Proof of Payment	Verifiable Compass Fare Media and Verifiable Contactless Payment, designated as proof of payment in Appendix “2” and personal identification as required in Appendix “2”, with respect only to HandyDART service and Conventional Bus service, FareSavers, FareCards and Bus Transfers, and with respect only to Conventional SkyTrain and SeaBus, RFID Cards and personal identification as required in Appendix “2”.
Registered Users	Passengers who have acquired a Compass Card and successfully registered such Compass Card with TransLink on TransLink’s Compass website at www.compasscard.ca , through Compass Customer Service or in person at the Compass Customer Service Centre, all in accordance with the Compass Card Terms and Conditions of Use.
Regular Hours	Hours of service other than Off-Peak Hours.
RFID Card	A long-term use, reusable radio frequency identification fare card issued under the Universal Fare Gate Access Program for opening Fare Gates for transit use on Conventional SkyTrain and SeaBus and which is subject to the RFID Card Terms and Conditions of Use.
RFID Cardholder	Resident of the Transportation Service Region who: <ul style="list-style-type: none"> (i) is a person who travels independently and due to a disability, confirmed by a medical practitioner, is physically not able to tap fare media, without assistance, at a Fare Gate; and (ii) has completed TransLink’s registration process for the Universal Fare Gate Access Program and been issued a RFID Card.
RFID Card Terms and Conditions of Use	The RFID Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca .
Senior	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> (i) a Gold Carecard issued by the Province of BC; (ii) a valid driver’s license, passport, birth certificate indicating date of birth; (iii) a Health and Welfare Canada Old Age Security Identification Card; or (iv) equivalent picture identification issued by any national, provincial or state government agency showing age or date of birth.
SkyTrain	Rail rapid transit service on the Expo Line, Millennium Line, including the Evergreen Extension, and Canada Line.
Statutory Holidays	New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.

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Stored Value	The electronic equivalent of cash stored on a Compass Card, excluding the deposit payable at the time a Compass Card is acquired in accordance with the Compass Card Terms and Conditions of Use.
Tap In	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to commence a single transit trip and for entry into a Fare Paid Zone.
Tap Out	The presentation and acceptance of Compass Fare Media, loaded or issued with a fare as set out in Appendix “2”, or the presentation and acceptance of Contactless Payment, at a Card Reader as a valid form of fare payment to complete a single transit trip and to exit a Fare Paid Zone.
TaxiSaver Coupons	Coupons that may be: <ul style="list-style-type: none"> (i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and (ii) used by HandyCard Holders described in paragraph (i) to pay their metered taxi fare, up to the face value of the coupons, when travelling on taxis operated by participating taxi companies in the Transportation Service Region.
Transfer Time	The time from: <ul style="list-style-type: none"> (i) validation of a FareSaver; (ii) issuance of a Bus Transfer; or (iii) Tap In of Compass Fare Media or of Contactless Payment, as set out in Appendix “2”, within which passengers may transfer to another transit vehicle, without paying additional fare, excluding any applicable Add-Fare which shall remain payable.
Transit Employee	Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
Transit Police	South Coast British Columbia Transportation Authority Police Service.
TransLink	South Coast British Columbia Transportation Authority.
Transportation Service Region	All municipalities and rural areas located within the Greater Vancouver Regional District.

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U-Pass BC Student	Person who: <ul style="list-style-type: none"> (i) is attending a post-secondary educational institution that has entered into a written agreement with TransLink to participate in the U-Pass BC program; (ii) has been issued a valid student card from such post-secondary educational institution, and displays such valid student card, together with valid government issued photo identification if there is no photograph on the student card; and (iii) has obtained a Compass Card and loaded such Compass Card with the benefits available to the holder of a U-Pass BC.
Verifiable Compass Fare Media	Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones, as set out in Appendix “2” and Tapped In.
Verifiable Contactless Payment	Contactless Payment which has been Tapped In.
WCE	West Coast Express Limited, a subsidiary of TransLink.
WCE Service	Commuter rail transit service provided by WCE between Vancouver and Mission.
Youth	Person who: <ul style="list-style-type: none"> (i) is between the ages of 14 and 18 years (inclusive); and (ii) holds: <ul style="list-style-type: none"> (A) a valid school identification card issued by any secondary school which displays such person’s photograph, name and school and validated, in the space provided, by an official of the school; or (B) a valid picture identification issued by any national, provincial or state government agency showing age or date of birth.
Zones	Designated fare zones for Conventional Transit, WCE Service and HandyDART service as shown in Appendix “1” of this Tariff.

Any capitalized fare products referenced in this Tariff, that are not defined above, will have the meanings set out in Appendix “2”.

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PART B - Terms & Conditions

1. APPLICABILITY

- (a) The terms and conditions contained in this Tariff are applicable to transit services operated by or on behalf of TransLink within the Transportation Service Region and WCE Service and Conventional Bus service to the WCE Mission station in the District of Mission.
- (b) The use of Contactless Payment, FareSavers, FareCards and Bus Transfers is governed by this Tariff.
- (c) The use of Compass Fare Media is governed by this Tariff together with the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, as applicable. Any inconsistencies between this Tariff and the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use shall be resolved in favour of this Tariff.
- (d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card Terms and Conditions of Use shall be resolved in favour of this Tariff.

2. ENFORCEABILITY

- (a) This Tariff is authorized by and made pursuant to the *BC South Coast British Columbia Transportation Authority Act*.
- (b) Any Transit Employee may exercise all of the rights of TransLink under this Tariff and enforce all provisions of this Tariff.

3. SERVICE DELIVERY/NON-GUARANTEE

- (a) Transit services operated by or on or behalf of TransLink are under continuous review and subject to change. While efforts are made to advise the public of service revisions and schedule adjustments, TransLink does not undertake or guarantee that any transit service will be operated in accordance with published timetables and notices, or at all.
- (b) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.
- (c) TransLink, its subsidiaries, and their Boards of Directors and employees, are not responsible for any loss, damage or inconvenience caused by any operating failure, transit service disruption or any lack of or delay in transit service.

4. REFUSAL OF TRANSPORTATION

- (a) TransLink reserves the right to refuse to carry in any transit vehicle, or cause to be removed from any transit vehicle, Fare Paid Zone or other transit property:

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- (i) any person who is sick, intoxicated, boisterous, disorderly or profane, or who for any other reason may be offensive or dangerous or pose a risk to others or their property;
- (ii) any person who does not tender the required fare as set out in Appendix “2” or does not possess and present valid Proof of Payment;
- (iii) any person who, in the sole discretion of TransLink, uses or fails to use a Fare Gate in any manner other than as permitted by this Tariff, the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use including, but not limited to, proceeding over or under a Fare Gate, forcing a Fare Gate open or closed, holding a Fare Gate open for more than one passenger to proceed through a Fare Gate at one time based on one Tap In (with the exception of children under five years of age and Attendants as permitted by subsection 5(i) of this Part B), or vandalizing, damaging or in any way marking a Fare Gate;
- (iv) any passenger with a Mobility Device that a Transit Employee considers unsafe;
- (v) anything (including baggage) that, in the sole opinion of a Transit Employee, might cause inconvenience to others, soil or damage transit property, or represent a safety hazard; or
- (vi) any person who does not comply with the terms and conditions of this Tariff.

5. REQUIREMENT TO PAY FARE AND POSSESS PROOF OF PAYMENT

- (a) Except as otherwise permitted by this Tariff, all persons (other than Transit Employees acting in the course of duty and contractors and licensees of TransLink or any Operating Company requiring access solely for work purposes) boarding a transit vehicle or entering a Fare Paid Zone must:
 - (i) pay an Adult Fare as set out in Appendix “2” prior to boarding a transit vehicle or entering a Fare Paid Zone;
 - (ii) if travelling with a FareSaver, FareCard or Bus Transfer, obtain a valid FareSaver, FareCard or Bus Transfer for an Adult fare as set out in Appendix “2” prior to boarding a HandyDART vehicle or Conventional Bus, and validate such FareSaver as set out in Section 11(a);
 - (iii) if travelling with Compass Fare Media: (A) Tap In the Compass Fare Media loaded or issued with the required fare for the applicable Hours and Zones as set out in Appendix “2” when entering a Fare Paid Zone, and (B) Tap Out the Compass Fare Media loaded or issued with Verifiable Compass Fare Media when exiting a Fare Paid Zone, except as provided in Section 5(c);
 - (iv) if travelling with Contactless Payment: (A) Tap In the Contactless Payment when entering a Fare Paid Zone, and (B) Tap Out the Contactless Payment when exiting a Fare Paid Zone, except as provided in Section 5(c);
 - (v) possess Proof of Payment for the entire duration of his or her journey; and
 - (vi) present Proof of Payment to any Transit Employee upon request.

If using a mobile phone or other contactless device for Contactless Payment, such phone or device must have sufficient battery or charge to complete the journey and Tap Out, and to possess and present Proof of Payment as required in this Tariff.

Failure to comply with the foregoing may result in fines being levied and/or other consequences imposed pursuant to the *BC South Coast British Columbia Transportation Authority Act* and a

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Maximum Fare being deducted from a Compass Card or charged to a Contactless Payment, if applicable.

- (b) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, the minimum Stored Value for entry into a Fare Paid Zone is \$0.01. For passengers using a Compass Card with Stored Value for travel on WCE Service, the minimum Stored Value for entry into a Fare Paid Zone is the amount equal to the Adult WCE One-Way Fare for one Zone during Regular Hours, based on the Stored Value rate for WCE Service as set out in Appendix “2”. No minimum Stored Value is required for entry for passengers using a valid Period Pass for travel on either Conventional Transit or WCE Service. For passengers using Contactless Payment, if the Contactless Payment has unpaid fares for previous travel, the passenger will not be able to use the Contactless Payment for travel until the amount owed has been paid in full by calling Compass Customer Service or by visiting the Compass Customer Service Centre.
- (c) Passengers using Compass Fare Media or Contactless Payment for travel on Conventional Bus must Tap In when boarding a Conventional Bus vehicle but are not required to Tap Out when departing the Conventional Bus vehicle.
- (d) Subject to subsection 5(c) above, passengers who Tap In but fail to Tap Out, or Tap Out but fail to Tap In, will be charged a Maximum Fare. Passengers are responsible for ensuring that the same Contactless Payment or Compass Fare Media, as the case may be, used to Tap In is used to Tap Out to avoid being charged Maximum Fare on each such fare media used.
- (e) Passengers will have the Transfer Time and/or In-System Time for the applicable Proof of Payment as set out in Appendix “2”. Passengers using Compass Fare Media or Contactless Payment who transfer to another vehicle and Tap In after expiry of the Transfer Time will be charged the applicable fare as set out in Appendix “2” as if the passenger is beginning a new journey. Passengers who complete their journey and Tap Out (except on Conventional Bus) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.
- (f) Passengers with Compass Cards, Compass Tickets or Contactless Payment may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards, Compass Tickets or Contactless Payment seeking to travel at no cost between Canada Line stations located on Sea Island must first obtain a zero-value Sea Island Compass Ticket from a Compass Vending Machine. A zero-value Sea Island Compass Ticket will not allow entry to or exit from TransLink’s transit system outside of the Canada Line stations located on Sea Island.
- (g) Passengers using a Compass Card with Stored Value or Contactless Payment for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value or Contactless Payment at a SkyTrain station, at a SeaBus terminal or at a WCE Station to begin a new journey, can reverse the transaction if:
 - (i) on Conventional SkyTrain and SeaBus, the passenger Taps Out to exit the Fare Paid Zone at the same SkyTrain or at the same SeaBus station if such Tap Out occurs within 21 minutes after Tap In at the SkyTrain Station or Seabus terminal; and
 - (ii) on WCE, the passenger Taps Out to exit the Fare Paid Zone at the same WCE Station within 60 minutes after Tap In at the WCE Station.

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Passengers cannot reverse a transaction resulting from an unintentional Tap In on a Conventional Bus. If the Tap Out on Conventional SkyTrain and SeaBus or WCE Service occurs within the applicable In-System Time as set out in Appendix “2” but later than the time periods set out in this subsection 5(g) above, the passenger will be charged an Excursion Fare.

- (h) Except as permitted by this Tariff, Proof of Payment is not transferable and must not be used by any person, unless it was purchased for use by such person at the required fare as set out in Appendix “2”. Use of Proof of Payment by any person other than to whom it was issued or by whom it was purchased is fraudulent use of Proof of Payment.
- (i) Except as permitted by this Tariff, multiple passengers are not permitted to travel on a single Compass Card or Contactless Payment, and all persons proceeding past a Card Reader into a Fare Paid Zone must Tap In. No more than one person is permitted to proceed through a Fare Gate at any one time based on the Tap In of Compass Fare Media loaded or issued with valid fare or Contactless Payment as set out in Appendix “2”, provided that Attendants and children under five years of age, as set out in Table “2” (Exemptions) of Appendix “2” are not required to Tap In and may proceed through a Fare Gate together with and at the same time as a HandyCard Holder or accompanying passenger, as applicable, who has Tapped In and possesses sufficient Proof of Payment. A RFID Cardholder is not required to Tap In or Tap Out on Conventional SkyTrain and SeaBus and may proceed through a Fare Gate on Conventional SkyTrain and SeaBus opened by the RFID Cardholder’s RFID Card.
- (j) Any Compass Fare Media, FareSaver, FareCard, Bus Transfer or RFID Card is invalid if mutilated, altered, taped, waxed, validated more than once (in the case of FareSavers), modified in any manner, or expired. Contactless Payment is invalid if damaged, expired or does not have sufficient battery or charge to Tap In, complete the journey, Tap Out and/or to possess and present as Proof of Payment as required under this Tariff.
- (k) If a Transit Employee is of the opinion that Proof of Payment is being used fraudulently or improperly by any passenger, in addition to any other rights and remedies available to TransLink, the passenger must immediately pay an Adult Fare as set out in Appendix “2” prior to continuing his or her journey and, except in the case of Contactless Payment, surrender the Proof of Payment to the Transit Employee upon request. The passenger will not be entitled to any refund of payment or other compensation with respect to the specific transit trip during which the passenger was required to pay an Adult Fare as set out in this subsection 5(k).
- (l) In addition to any other rights and remedies available to TransLink, if a Transit Employee is not satisfied with the validity of Proof of Payment or identification demonstrating eligibility for any fare as set out in Appendix “2” other than an Adult Fare, passengers must:
 - (i) pay an Adult Fare as set out in Appendix “2”; and
 - (ii) obtain Proof of Payment for an Adult Fare as set out in Appendix “2”,
before continuing their journey.
- (m) If a passenger travelling with a FareSaver, FareCard or Bus Transfer on Conventional Bus loses Proof of Payment as set out in Appendix “2” prior to exiting a Fare Paid Zone, the passenger

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must immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger's journey while in a Fare Paid Zone.

- (n) If a passenger travelling with Compass Fare Media or Contactless Payment on Conventional Transit or WCE Service, who has Tapped In upon entry into a Fare Paid Zone with Compass Fare Media loaded or issued with the required fare, or Contactless Payment, loses Proof of Payment as set out in Appendix "2" prior to Tapping Out and exiting a Fare Paid Zone, the passenger must:
- (i) if travelling on Conventional Bus, immediately purchase a new Bus Transfer and retain the Bus Transfer as Proof of Payment for the duration of the passenger's journey while in a Fare Paid Zone; or
 - (ii) if travelling on Conventional SkyTrain and SeaBus or WCE Service, immediately purchase an Exit Ticket and retain the Exit Ticket as Proof of Payment for the duration of the passenger's journey while in a Fare Paid Zone.

Exit Tickets are available for purchase at Exit Ticket Machines located within SkyTrain and SeaBus stations. Availability of Exit Tickets or any other form of fare media, including Compass Fare Media or Contactless Payment, do not in any manner exempt passengers from being required to possess Proof of Payment at all times while in a Fare Paid Zone and a valid Exit Ticket or other form of Verifiable Compass Fare Media or Verifiable Contactless Payment must be in the possession of the passenger to constitute valid Proof of Payment.

- (o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder's journey while in the Fare Paid Zone.
- (p) All Compass Fare Media, FareSavers, FareCards, Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, FareCards, Bus Transfers and RFID Cards or any fare product loaded or stored thereon as set out in Appendix "2", may be cancelled by TransLink at any time and must be surrendered to TransLink or a Transit Employee upon request.
- (q) For passengers travelling with Contactless Payment:
- (i) Tap In and Tap Out with Contactless Payment authorizes TransLink to charge the applicable fare as set out in Appendix "2", including any Maximum Fare or unpaid fares, to the Contactless Payment.
 - (ii) If the Contactless Payment is declined when TransLink submits it for payment of the applicable fare, the passenger authorizes TransLink to seek to obtain payment using the Contactless Payment again on a number of additional occasions until payment is made.
 - (iii) If the Contactless Payment is declined when TransLink submits it for payment, TransLink will also attempt to collect any unpaid fares the next time the Contactless Payment is used to Tap In or Tap Out or touched to a Card Reader. Alternatively any such unpaid fares may be paid by by calling Compass Customer Service or by visiting the Compass Customer Service Centre.

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6. FARES OTHER THAN ADULT FARES

- (a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Proof of Payment described in such table, in accordance with the conditions and restrictions set out therein.
- (b) Any passenger paying a fare other than an Adult Fare as set out in Appendix “2”, presenting Proof of Payment for a fare other than an Adult Fare as set out in Appendix “2”, or presenting a non-transferable Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth and/or as otherwise required by this Tariff.
- (c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any FareSaver, FareCard, Bus Transfer, Compass Fare Media and/or RFID Card if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “2” other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Single Fare (Adult) or WCE One-Way Fare (Adult), as applicable, as set out in Appendix “2” must be paid. With respect to any form of identification authorized or issued by or on behalf of TransLink, such identification must be surrendered to TransLink or a Transit Employee upon request.
- (d) TransLink reserves the right to withhold any FareSaver, FareCard, Bus Transfer, Compass Fare Media and/or RFID Card from any person who has not complied with the terms of this Tariff or has previously been required to surrender any FareSaver, FareCard, Bus Transfer, Compass Fare Media and/or RFID Card.

7. ADD-FARES

- (a) A passenger must upgrade any Proof of Payment for travel in additional fare Zones or for an additional transit service beyond that for which the passenger has already paid by paying, in advance of entering a Zone or use of additional transit service for which the passenger has not paid the applicable fare, an Add-Fare equivalent to the difference in fares as set out in Appendix “2”. Proof of Payment may be upgraded with Add-Fare as follows:
 - (i) ***FareSavers, FareCards and Bus Transfers*** - FareSavers, FareCards and Bus Transfers are not valid for travel on Conventional SkyTrain and SeaBus or WCE Service, and therefore are not eligible for upgrading with Add-Fare. Passengers must purchase other forms of Compass Fare Media loaded or issued with a fare as set out in Appendix “2” or Tap In with Contactless Payment for any travel in additional fare Zones or for an additional transit service;
 - (ii) ***Compass Card*** - passengers may purchase Add-Fare by loading a Compass Card with Stored Value at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations. For passengers travelling on a valid Period Pass who require Add-Fare, the Add-Fare will be charged to the passenger’s Compass Card Stored Value at the applicable cash fare rates set out in Appendix “2”; or

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(iii) **Compass Ticket** - passengers may purchase Add-Fare by upgrading an existing Compass Ticket at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations, with upgrades to zero-value Sea Island Compass Tickets requiring, in addition to any other fare required by Appendix “2”, the Add-Fare required to travel outside the Canada Line stations located on Sea Island.

(b) Passengers must retain upgraded Proof of Payment while in a Fare Paid Zone.

8. EXEMPTIONS FROM PAYMENT/DISCOUNTS

(a) The persons described in Table “2” (Exemptions) of Appendix “2” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.

(b) The TransLink Board of Directors may, from time to time, reduce the fares as set out in Appendix “2” required to be paid by this Tariff on selected days and for a limited number of days to promote the introduction of new transit services, to encourage the use of specific transit services, or to facilitate travel for special or seasonal events without the necessity of amending this Tariff to reflect such temporary fare modification.

(c) TransLink and its subsidiaries may, from time to time, provide fare media, including any fare media loaded or issued with a fare as set out in Appendix “2”, at no charge:

- (i) for promotional purposes, service recovery, fare replacement, or advertising; and/or
- (ii) to specified persons or categories of persons as authorized by resolution of the TransLink Board of Directors from time to time.

(d) TransLink may, upon request and subject to eligibility, provide Compass Fare Media loaded or issued with a fare as set out in Appendix “2” at no charge to Police Departments within the Transportation Service Region for use by undercover police officers while on duty. Requests should be directed to Transit Police.

(e) TransLink has absolute discretion in making decisions regarding fare reductions, or provision of FareSavers, FareCards, Bus Transfers and Compass Fare Media, including those products loaded or issued with a fare as set out in Appendix “2”, at no charge, under this Tariff.

9. PURCHASE OF PROOF OF PAYMENT

(a) **Conventional Transit** - Compass Fare Media and fares set out in Appendix “2” for travel on Conventional Transit may only be purchased directly from TransLink, an Operating Company or a Compass Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Period Passes for use on Conventional Transit are not available at Compass Vending Machines located at certain WCE stations. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

(b) **WCE Service** - Compass Fare Media and fares set out in Appendix “2” for travel on WCE Service may only be purchased directly from TransLink, an Operating Company or a Compass

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Retailer as set out in the Compass Card Terms and Conditions of Use and Compass Ticket Terms and Conditions of Use, as applicable. Compass Tickets for WCE Service are only available at Compass Vending Machines located at WCE stations and Waterfront Station. Contactless Payment cards which may be accepted by TransLink are issued by financial institutions and not by TransLink.

- (c) **HandyDART** - Adult FareSavers and Adult FareCards may only be purchased directly from TransLink or an Operating Company. Eligible HandyDART Users who wish to transfer from a HandyDART vehicle onto Conventional Transit or WCE may do so as follows:
- (i) Eligible HandyDART Users paying in cash to travel on a HandyDART vehicle will be provided with a Compass Ticket for the number of Zones paid for;
 - (ii) Eligible HandyDART Users using an Adult FareSaver to travel on a HandyDART vehicle will be provided, in exchange for such Adult FareSaver, a Compass Ticket valid for the number of Zones equivalent to the number of Zones for which such Adult FareSaver is valid; and
 - (iii) Eligible HandyDART Users using a FareCard to travel on a HandyDART vehicle will be provided with a Compass Ticket equivalent to the number of Zones for which such FareCard is valid,

and such Compass Tickets may be used by such Eligible HandyDART Users to transfer onto Conventional Transit or WCE in accordance with Appendix “2”.

Eligible HandyDART Users who:

- (iv) commence a trip on Conventional Transit or WCE Service and wish to transfer to a HandyDART vehicle to complete a transit trip;
- (v) hold valid Proof of Payment for an Adult fare on Compass Fare Media or Contactless Payment; and
- (vi) remain within the Transfer Time,

may use such Proof of Payment for an Adult fare on Compass Fare Media or Contactless Payment to transfer onto a HandyDART vehicle in accordance with Appendix “2”. Eligible HandyDART Users will not be permitted to initiate or commence a transit trip on a HandyDART vehicle using Compass Fare Media or Contactless Payment.

- (d) **TaxiSaver Coupons** - Each month, a HandyCard Holder is eligible to purchase TaxiSaver Coupons, with a face value of up to \$100, by visiting the Compass Customer Service Centre or through the mail from:

Access Transit Office
400 - 287 Nelson’s Court,
New Westminster, BC V3L 0E7

10. FARE PAYMENT AT TIME OF TRAVEL

- (a) Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “2” or the applicable FareSaver, FareCard, Bus

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Transfer or RFID Card as set out in Appendix “2”, must pay their fare at the time of travel as follows:

- (i) ***Conventional Bus Service*** – Passengers must either Tap In with Contactless Payment or pay cash using exact change in Canadian funds and deposited in fareboxes for Conventional Bus service. Upon payment of the required cash fare as set out in Appendix “2”, a Bus Transfer will be dispensed and must be retained as Proof of Payment. A Bus Transfer will allow a passenger to transfer between Conventional Buses or from Conventional Bus to a HandyDART vehicle, within the Transfer Time, but is not valid for travel on Conventional SkyTrain and SeaBus service or WCE Service. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
- (ii) ***Conventional SkyTrain and SeaBus*** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines for Conventional SkyTrain and SeaBus service. If paying by cash or debit/credit transaction at a Compass Vending Machine, a passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by Contactless Payment, a passenger must retain such Contactless Payment used to Tap In as Proof of Payment.
- (iii) ***HandyDART*** - Cash payment for fares on HandyDART service must be paid using exact change in Canadian funds and given to the driver.
- (iv) ***WCE Service*** – Passengers must either Tap In and Tap Out with Contactless Payment or pay by cash or debit/credit transactions in Canadian funds at Compass Vending Machines located at WCE stations or Waterfront Station for WCE Service. If paying by cash or debit/credit transaction at a Compass Vending Machine, a passenger must purchase a Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by Contactless Payment, a passenger must retain such Contactless payment used to Tap In as Proof of Payment.

11. FARESAVER VALIDATION (CONVENTIONAL BUS OR HANDYDART ONLY)

- (a) A FareSaver must be validated or deposited, in the case of fareboxes that do not validate, in the farebox when boarding a Conventional Bus or validated by a HandyDART driver when boarding a HandyDART vehicle. A validated FareSaver or the Bus Transfer issued in the case of deposited FareSavers must be retained as Proof of Payment while travelling on Conventional Bus or HandyDART vehicle, as applicable.

12. BULK COMPASS TICKETS

- (a) A person may order by phone or by mail to TransLink, a minimum of 50 Compass Tickets at the applicable Stored Value rate as set out in Appendix “2”. Prepayment is required for all bulk orders. All Compass Tickets purchased in bulk at the Stored Value rate will have a set expiry date of no more than 254 days from the date of issuance.

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13. INITIAL SYSTEM CHARGE

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit, a Maximum Fare will be deducted upon Tap In. For passengers using a Compass Card with Stored Value for travel on WCE Service, the amount deducted upon Tap In will be:
- (i) in the a.m., the fare as set out in Appendix “2” between the originating WCE station and Waterfront Station; and
 - (ii) in the p.m., the fare as set out in Appendix “2” between the originating WCE station and Mission Station.
- (b) For passengers using Contactless Payment for travel on Conventional Transit, an amount up to a Maximum Fare will be pre-authorized to the Contactless Payment upon Tap In. For passengers using Contactless Payment for travel on WCE Service, the amount determined in Section 13(a)(i) and (ii) will be pre-authorized to the Contactless Payment upon Tap In. After the journey is complete, the Contactless Payment will be charged the applicable fare as set out in Appendix “2” for the Zones travelled. The amount of time it takes for the final charge to appear on the statement issued by the applicable financial institution issuing the Contactless Payment card may vary depending upon the applicable financial institution. If more than one journey is travelled by a passenger within a short period using the same Contactless Payment the applicable fares charged as set out in Appendix “2” for such journeys may appear as a single charge or as multiple charges totalling the applicable fares charged.
- (c) For passengers using a Compass Card for travel on Conventional SkyTrain and SeaBus and WCE Service, Compass Cards will be credited upon Tap Out for any difference between the amount initially deducted from Stored Value upon Tap In and the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being deducted from the Compass Card in accordance with subsection 5(a) of this Part B. For passengers using Contactless Payment for travel on Conventional SkyTrain and SeaBus and WCE Service, the Contactless Payment will be charged upon Tap Out for the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being charged to the Contactless Payment in accordance with subsection 5(a) of this Part B.

14. COMPASS CARD REGISTRATION

- (a) A Registered User who reports his or her Compass Card lost or stolen is eligible for Compass Card deactivation and transfer of all fare products loaded or issued on such registered Compass Card, at the time of reporting such Compass Card lost or stolen, subject to and in accordance with the Compass Card Terms and Conditions of Use. An individual who does not register a Compass Card with TransLink or a Registered User who does not report his or her Compass Card as lost or stolen bears all risk for loss or theft of such unregistered Compass Card, including all fare products loaded or issued on such Compass Card. Additional details respecting the benefits associated with registration, and the registration process, are set out in the Compass Card Terms and Conditions of Use.

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15. REFUND POLICY

- (a) TransLink will not consider or grant any requests for refunds or replacements for lost or damaged fare media or Proof of Payment, except as specifically described in this Section 15.
- (b) **Compass Card deposit** - Subject to the Compass Card Terms and Conditions of Use, the deposit paid in accordance with the Compass Card Terms and Conditions of Use at the time a Compass Card is acquired, less any amounts owed to TransLink for transit fare as set out in Appendix “2”, is refundable upon surrender of the cardholder’s Compass Card to TransLink.
- (c) **Stored Value** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within a two year period from the date on which the Compass Card was last Tapped In or Tapped Out, obtain a refund of Stored Value on a registered Compass Card.
- (d) **Period Passes** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within 60 days of the date of purchase, obtain a refund of a Period Pass on a registered Compass Card provided travel has not been initiated on the Period Pass by Tap In or Tap Out of the Compass Card holding the Period Pass and the Period Pass has not otherwise been used by the Registered User.
- (e) **Program passes** - Subject to the Compass Card Terms and Conditions of Use, an individual may obtain a refund of a program pass as set out in Appendix “2”, if permitted under the terms of the applicable program, by contacting the program administrator.
- (f) **Compass Tickets** - Compass Tickets are not refundable. Compass Tickets purchased in bulk pursuant to subsection 12(a) of this Part B may be replaced at the request of the initial purchaser in accordance with the Compass Ticket Terms and Conditions of Use.
- (g) **FareSavers and FareCards** - FareSavers and FareCards are not refundable.
- (h) **Compass Vending Machine malfunctions** - When a Compass Vending Machine issues a receipt indicating that an amount to be refunded was not returned, a product was not dispensed, or another malfunction occurred, a refund will be issued in accordance with the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use, as applicable.
- (i) **TaxiSaver Coupons** - TransLink will (through the Access Transit Office) refund TaxiSaver coupons at 50% of face value to the HandyCard Holder.
- (j) **Contactless Payment** – Fares purchased by Contactless Payment are not refundable. TransLink is not responsible for lost or stolen Contactless Payment, including without limitation cards, devices or other Contactless Payment methods. In the event that a Contactless Payment card is lost or stolen passengers must contact their card issuer as soon as possible. In addition, TransLink is not the responsible for any transaction fees or charges applied by a third party, including financial institutions or Contactless Card issuers, in connection with use of a Contactless Payment.

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(k) **General -**

- (i) Details respecting refunds for Compass Fare Media, the process for obtaining a refund, and the manner in which refunds will be paid, are set out in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, which are posted on TransLink’s website at www.translink.ca.
- (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, FareCards, Bus Transfers or RFID Cards, or fares purchased by Contactless Payment, other than those, if any, described in this Section 15 and in the Compass Card Terms and Conditions of Use, the Compass Ticket Terms and Conditions of Use and the RFID Card Terms and Conditions of Use, as applicable, will be considered or granted by TransLink, and TransLink reserves the right to require proof of purchase in connection with any refund or replacement.
- (iii) TransLink reserves the right to restrict the number of refunds for Stored Value or Period Passes granted to an individual in a calendar year.
- (iv) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for partial or complete refunds and/or adjustments or replacements for otherwise valid FareCards, Compass Tickets, Period Passes or Stored Value that cannot be used due to:
 - (A) transit service being completely shut down for at least for 3 consecutive Business Days (Monday to Friday) in any one month, in which event:
 - a. Stored Value may be granted equivalent to two Stored Value trips of the same Zone purchased, per day or a replacement Compass Ticket if applicable; or
 - b. a prorated discount may be applied to the purchase of a FareCard for the next month upon presentation and surrender of the previous month’s FareCard;
 - (B) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid in connection with:
 - a. a FareCard, by cheque, calculated from the date the FareCard is physically surrendered to TransLink or the post-marked date for a FareCard returned by mail;
 - b. a Period Pass, based on the number of days remaining in the month; or
 - c. Stored Value, based on the remaining balance; or
 - (C) death, upon request from the estate of a deceased person substantiated by a death certificate, in which event a prorated refund may be paid for a FareCard or a monthly pass on a Compass Card, based on the number of days remaining in the month, a full refund may be paid for unused DayPass(es) and/or a refund of the balance may be paid in the case of Stored Value.

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The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “2”.

- (v) Notwithstanding the above, TransLink will consider, and in its absolute discretion may grant, requests for refunds for valid FareCards if a FareCard is physically surrendered to TransLink for refund (or exchange) prior to the first day of the month for which the FareCard is valid.

16. ACCESSIBILITY

- (a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:
- (i) Mobility Devices:
- must be safe and well maintained with functioning brakes;
 - must not carry any aerials, flagpoles or other projections which could injure others or interfere with the securement of the Mobility Device;
 - must have secure and suitably located compartments to which securement straps can be attached (passengers must ensure that securement straps do not cause damage to the Mobility Device);
 - must be secured only at designated locations on the transit vehicle;
 - for HandyDART service, must have escort handles if passengers require assistance to board HandyDART vehicles;
- (ii) Wheelchair lifts:
- Conventional Bus (including community shuttle) - combined weight of the Mobility Device and passenger must not exceed 205 kgs, and Mobility Device must be smaller than 61 cm wide x 122 cm long;
 - HandyDART - combined weight of the Mobility Device, passenger and HandyDART driver must not exceed 364 kgs, and Mobility Device must be smaller than 94 cm wide and 122 cm long; and
- (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

17. CARRIAGE OF SPECIFIC GOODS

- (a) **Animals** - TransLink has no obligation to carry any animals except assistance animals recognized by the BC *Guide Animal Act* which are assisting or being trained by an accredited animal training school. Small pets, including dogs, cats, rabbits and small fur bearing or feathered pets, may be permitted on Conventional Transit vehicles provided they are in hand held cages.
- (b) **Bicycles and Other Personal Transportation Devices** - Two wheeled bicycles, having a maximum length of 73 inches (185 cm), are permitted on Conventional Transit and WCE cars in accordance with this Tariff, any rules established by TransLink from time to time, and any posted signs. Bicycle trailers are not permitted. TransLink reserves the right to restrict the carriage of bicycles at any time, in its absolute discretion. No motorized bicycles or other personal transportation devices are permitted except as set out in this Tariff or in accordance with rules established by TransLink or posted signs.

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- (c) **Buses** - Bicycles are permitted on exterior bike racks of buses at no additional charge. Passengers travelling with bicycles are required to load and unload the bicycles.
- (d) **SeaBus** - Bicycles are permitted on a SeaBus at no additional charge. Passengers with bicycles must enter the SeaBus through the doorway closest the stern (rear) section.
- (e) **WCE** - Bicycles are permitted in WCE cars at no additional charge, and are limited to two bikes per car.
- (f) **SkyTrain** - Bicycles are permitted in SkyTrain cars at no additional charge, and are limited to two bikes per car on Expo and Millennium lines and two bikes per train on Canada Line.

18. PRIVATE CHARTER SERVICE

- (a) Transit vehicles (with operator or driver) may be chartered at the absolute discretion of TransLink, provided that TransLink’s ability to provide public transit service will not be adversely affected or the transit vehicle is not otherwise required. TransLink reserves the right, in its absolute discretion, to refuse any request for charter service. TransLink will require a written agreement and may require pre-payment of fees and/or payment of a damage deposit prior to providing the charter service.
- (b) Minimum rates and charges for charter service are set out in Table “3” of Appendix “2”. TransLink reserves the right, in its absolute discretion, to charge a higher charter rate if limited availability of labour or transit vehicles increases TransLink’s cost to provide charter service. Charter rates will be calculated from the time the transit vehicle leaves its depot or garage until it is returned to the same depot or garage. Charter service cancelled by the charterer with fewer than 12 hours notice will be subject to the cancellation fee set out in Table “3” of Appendix “2”.
- (c) Despite the rates set out in Table “3” of Appendix “2”, where public institutions require charter service in excess of two consecutive weeks, charter rates may, at the absolute discretion of TransLink, be calculated based on the actual cost of providing the charter service less any fare revenue accruing to TransLink for providing such charter service, as specified in the written charter agreement.

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APPENDIX “1”

FARE ZONES

Conventional Transit

Zone 1

City of Vancouver
University Endowment Lands

Zone 2

District of West Vancouver
District of North Vancouver
City of North Vancouver
City of Burnaby
Bus stops located on Barnet Highway at the Petro-Canada refinery
City of New Westminister
Annacis Island (“*Suburban Zone Boundary (Zones 2 and 3)*”)
City of Richmond
Village of Lions Bay
Bowen Island

Zone 3

Corporation of Delta, except Annacis Island
City of Surrey
City of White Rock
City of Langley
Township of Langley
Village of Belcarra
Village of Anmore
Electoral Area "C" east of Indian Arm
City of Port Moody
City of Coquitlam
City of Port Coquitlam
District of Pitt Meadows
District of Maple Ridge

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Conventional Transit – Fare Zone Map



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HandyDART – Fare Zone Map



HandyDART

Zone 1

City of Vancouver
University Endowment Lands

Zone 2

District of North Vancouver
District of West Vancouver
City of North Vancouver

Zone 3

City of Burnaby

Zone 4

City of New Westminster (including Queensborough)
City of Coquitlam
City of Port Coquitlam
City of Port Moody
Village of Anmore
Village of Belcarra

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Zone 5

City of Richmond

Zone 6

North Surrey (north of Colebrook Road)

Zone 7

Corporation of Delta (Tsawwassen, Ladner, North Delta, Annacis Island)

Zone 8

City of Langley

Township of Langley

South Surrey (Colebrook Road and South)

City of White Rock

Zone 9

District of Pitt Meadows

District of Maple Ridge

Zone 10

(not shown on above map) Horseshoe Bay, Lion’s Bay (Bowen Island excluded)

APPENDIX “2” – FARE MEDIA: FARES AND PROOF OF PAYMENT

Table “1” – Cash Fares and Proof of Payment

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Conventional Transit (3 Zones)									
Canadian National Institute for the Blind (CNIB) Pass on Compass Card*	Person with vision impairment who holds a CNIB Pass and displays valid identification	N/A		No	Valid for unlimited travel through all Zones			Not valid	No Add-Fare required
DayPass (Adult) on Compass Card* or Compass Ticket* (on specified date)	Purchaser who holds a valid DayPass (Adult)	All Zones – fare of \$10. 25 50		No	Valid for unlimited travel through all Zones		\$2. 95 3.00 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**
DayPass (Concession) on Compass Card* or Compass Ticket* (on specified date)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid DayPass (Concession)	All Zones – fare of \$8. 00 25		No	Valid for unlimited travel through all Zones		\$1. 90 95 credit toward WCE applicable fare	Not valid	Add-Fare required**
Employee Pass on Compass Card* (until revoked or expired)	Employee Pass Holder who holds a valid Employee Pass	N/A		No	Valid for unlimited travel through all Zones			Valid for an Eligible HandyDART User	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5. 70 <u>75</u>	\$2. 95 <u>3.00</u>	No	Valid for unlimited travel through all Zones during the Hours paid for	\$2. 95 <u>3.00</u> credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Add-Fare required**	
FareCard* – Adult (calendar month)	Eligible HandyDART User who displays a valid Adult FareCard	Conventional Bus and HandyDART: All Zones (1 Zone FareCard) – \$95 - \$98.00 per month Conventional Bus and HandyDART: 2 Zone FareCard - \$128 <u>131.00</u> per month 3 Zone FareCard - \$174 <u>177.00</u> per month (Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional Transit and travel more than one zone on Conventional SkyTrain and SeaBus – see Section 9(c), Part B of the Tariff).		Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

FareSaver – Adult FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who displays a valid Adult FareSaver that has been validated	Conventional Bus and HandyDART: All Zones (1 Zone FareSaver) - 1 yellow ticket (book of 10, \$ 2324 .00)	No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART: 2 Zone FareSaver – 1 red ticket (book of 10, \$ 3334 .50) 3 Zone FareSaver – 1 green ticket (book of 10, \$ 4445 .00) (No longer available for sale to the general public but accepted as valid Proof of Payment on Conventional Bus and for Eligible HandyDART Users on HandyDART. Available for purchase by Eligible HandyDART Users who may wish to transfer to Conventional SkyTrain and SeaBus and travel more than one zone – see Section 9(c), Part B of the Tariff).						

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
FareSaver – Concession FareSaver* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who displays a valid Concession FareSaver that has been validated	Conventional Bus: All Zones – 1 brown ticket (book of 10, \$ 18 <u>19</u> .50)		No	Valid for unlimited travel through all Zones during the Hours paid for	Not valid	Not valid	Not valid	Not Valid
Government Bus Pass on Compass Card*	Eligible person, as determined by the Province of BC, who holds a valid Government Bus Pass issued by TransLink with valid identification	Purchased by the Province of BC from TransLink and sold directly to eligible persons by the Province, at a user cost determined by the Province		No	Valid for unlimited travel through all Zones	Eligible for WCE Concession fare	Not valid	No Add-Fare required	
GradPass on Compass Ticket* (on specified date between May 1 st and June 30 th)	Grade 12 student who is graduating in that year from a secondary school in the Transportation Service Region, who displays a valid GradPass and valid school or government issued photo identification	N/A		No	Valid for unlimited travel through all Zones for the specified date		Not valid	No Add-Fare required	
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Conventional Bus: All Zones - \$ 95 <u>98</u> .00 per month	Conventional Bus: All Zones - \$ 95 <u>98</u> .00 per month	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through 1 Zone	\$ 2,953 <u>953</u> .00 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

		Conventional SkyTrain and SeaBus: 1 Zone - \$9598.00 2 Zones - \$128131.00 3 Zones - \$174177.00 per month	Conventional SkyTrain and SeaBus: All Zones - \$9598.00 per month			Valid for unlimited travel through the number of Zones paid for		transferring from Conventional Transit to HandyDART	
Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid Monthly Pass (Concession)	All Zones - \$5456.00 per month		Yes		Valid for unlimited travel through all Zones	\$1.9095 credit toward WCE applicable fare	Not valid	No Add-Fare required
MultiPass on Compass Card* or Compass Ticket* (specified dates)	Members of delegations with a specific business interest in transit matters or officials of other transit agencies, all as approved by the Director, Compass Operations	N/A for officials of other transit agencies \$6.7585 per pass (if > 500 passes purchased per day); \$5.7585 per pass (if > 5,000 purchased per day)		No		Valid for unlimited travel through all Zones	\$2.953.00 credit toward WCE applicable fare	Not valid	No Add-Fare required
RFID Card	RFID Cardholder who displays valid identification	N/A		No	Not valid	Valid for unlimited travel through all Zones	Not valid	Not valid	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
Single Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Purchaser who holds a Single Fare (Adult)	Conventional Bus: Cash or Contactless Payment: All Zones <u>\$2.953.00</u>	Conventional Bus: Cash or Contactless Payment: All Zones <u>\$2.953.00</u>	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: <u>\$2.953.00</u> credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Conventional Bus: No Add-Fare required
		Conventional Bus: Stored Value ¹ : All Zones <u>\$2.3040</u>	Conventional Bus: Stored Value ¹ : All Zones <u>\$2.3040</u>						
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone <u>\$2.953.00</u> 2 Zones <u>\$4.2025</u> 3 Zones <u>\$5.7075</u>	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones <u>\$2.953.00</u>				Valid for unlimited travel during the Hours and through the number of Zones paid for		

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

		Conventional SkyTrain and SeaBus: Stored Value¹: 1 Zone \$2. 3040 2 Zones \$3. 3545 3 Zones \$4. 4050	Conventional SkyTrain and SeaBus: Stored Value¹: All Zones \$2. 3040						Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**
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Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions					
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**	
Single Fare (Concession) on Compass Card* or Compass Ticket* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time; 120 min. In-System Time on Conventional SkyTrain and SeaBus)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	Conventional Bus: Cash: All Zones <u>\$1.9095</u>	Conventional Bus: Cash: All Zones <u>\$1.9095</u>	No	Valid for unlimited travel through all Zones during the Hours paid for	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: <u>\$1.9095</u> credit toward WCE applicable fare	Not valid	Conventional Bus: No Add-Fare required	
		Conventional Bus: Stored Value: All Zones <u>\$1.8595</u>	Conventional Bus: Stored Value: All Zones <u>\$1.8595</u>							Stored Value: <u>\$1.8595</u> credit toward WCE applicable fare
		Conventional SkyTrain and SeaBus: Cash: 1 Zone <u>\$1.9095</u> 2 Zones <u>\$2.9095</u> 3 Zones <u>\$3.9095</u>	Conventional SkyTrain and SeaBus: Cash: All Zones <u>\$1.9095</u>				Valid for unlimited travel during the Hours and through the number of Zones paid for			
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone <u>\$1.8595</u> 2 Zones <u>\$2.8595</u> 3 Zones <u>\$3.8595</u>	Conventional SkyTrain and SeaBus: Stored Value: All Zones <u>\$1.8595</u>							Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

Single Fare (Adult) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Purchaser who holds a Single Fare (Adult)	All Zones \$2.953.00 (cash only)	All Zones \$2.953.00 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	Not Valid
Single Fare (Concession) on Bus Transfer* (90 min. Transfer Time, except travel to Bowen Island 180 min. Transfer Time and travel from Bowen Island 110 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a Single Fare (Concession)	All Zones \$1.9095 (cash only)	All Zones \$1.9095 (cash only)	No	Valid for unlimited travel during the Hours paid for, other than on Conventional SkyTrain and SeaBus	Not Valid	Not valid	Not valid	Not Valid
Special Event Ticket on Bus Transfer*, Compass Card* or Compass Ticket* (specified period)	Purchaser	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	Payment of applicable fares, in accordance with fares for Single Fare (Adult) or Single Fare (Concession)	No	Valid for unlimited travel during the Hours paid for	Valid for unlimited travel during the Hours and through the number of Zones paid for		Not valid	Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
U-Pass BC on Compass Card* (calendar months)	A U-Pass BC Student who displays a valid student card (together with valid government issue photo identification if no photograph on student card) and holds a valid U-Pass BC on a Compass Card	As determined by the agreement between the post-secondary educational institution, its student society, and TransLink		No	Valid for unlimited travel through all Zones		Valid toward purchase of a WCE Monthly U-Pass or \$2,953.00 credit toward WCE applicable fare	Valid for an Eligible HandyDART User	No Add-Fare required
War Amputee Pass on Compass Card* (calendar year)	Veterans of WW1 & WW2 who are members of the War Amputees Association and who holds a valid War Amputee Pass with valid identification	N/A		No	Valid for unlimited travel through all Zones		Not valid	No Add-Fare required	
West Coast Express (WCE) Service (5 Zones)									
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$155158.75 ¹ , 3 Zones - \$205208.00 ¹ , 4 Zones - \$248251.00 ¹ , 5 Zones - \$339342.75 ¹		Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required	
WCE Monthly Pass (Concession) on Compass Card* (calendar month)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Monthly Pass (Concession)	1 or 2 Zones - \$9597.00 ¹ , 3 Zones - \$126128.50 ¹ , 4 Zones - \$156158.25 ¹ , 5 Zones - \$219221.25 ¹		Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

WCE Monthly U-Pass on Compass Card* (calendar month)	Student of an eligible educational institution who holds a valid student card (together with valid government issue photo identification if no photograph on student card), a valid U-Pass BC and a valid WCE Monthly U-Pass	All Zones - \$98 <u>100</u> .00 per month ¹ .	No	Valid for unlimited travel through all Zones		Valid for an Eligible HandyDART User	No Add-Fare required
WCE One-Way Fare (Adult) on Compass Card*, Compass Ticket* or Contactless Payment* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Purchaser who holds a valid WCE One-Way Fare (Adult)	Cash or Contactless Payment: 1 or 2 Zones - \$5.70 <u>75</u> 3 Zones - \$7.45 <u>50</u> 4 Zones - \$9.20 <u>25</u> 5 Zones - \$12.45 <u>50</u> Stored Value! 1 or 2 Zones: \$4.80 <u>90</u> 3 Zones: \$6.25 <u>35</u> 4 Zones: \$7.65 <u>75</u> 5 Zones: \$10.40 <u>50</u>	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	Add-Fare required**
WCE One-Way Fare (Concession) on Compass Card* or Compass Ticket* (120 min. Transfer Time and In-System Time***, except travel to Bowen Island 180 min. Transfer Time)	Child, Youth, Senior or HandyCard Holder with valid identification, who holds a valid WCE One-Way Fare (Concession)	Cash: 1 or 2 Zones - \$3.40 <u>45</u> 3 Zones - \$4.40 <u>45</u> 4 Zones - \$5.65 <u>70</u> 5 Zones - \$7.65 <u>70</u> Stored Value! 1 or 2 Zones: \$2.80 <u>90</u> 3 Zones: \$3.60 <u>70</u> 4 Zones: \$4.70 <u>80</u> 5 Zones: \$6.35 <u>45</u>	No	Valid for unlimited travel through all Zones during the hours paid for	Valid for unlimited travel in one direction through the number of Zones paid for	Not valid	Add-Fare required**

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Conventional Bus (3 Zones)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	HandyDART (10 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

WCE Return Fare (Adult) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Purchaser who holds a valid WCE Return Fare (Adult)	Cash: 1 or 2 Zones - \$10.75 <u>11.00</u> 3 Zones - \$14. 25 <u>50</u> 4 Zones - \$17. 50 <u>75</u> 5 Zones - \$23. 50 <u>75</u>	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid, except for Eligible HandyDART Users transferring from WCE Service to HandyDART	No Add-Fare required	
		Stored Value: 1 or 2 Zones: \$10. 50 <u>75</u> 3 Zones: \$13. 50 <u>75</u> 4 Zones: \$16.75 <u>17.00</u> 5 Zones: \$22. 50 <u>75</u>						
WCE Return Fare (Concession) on Compass Card* or Compass Ticket* (until day's end-of-service In-System Time)	Child, Youth, Senior or HandyCard Holder with valid identification who holds a valid WCE Return Fare (Concession)	Cash: 1 or 2 Zones - \$6.75 <u>7.00</u> 3 Zones - \$8.75 <u>9.00</u> 4 Zones - \$11. 00 <u>25</u> 5 Zones - \$15. 00 <u>25</u>	No	Valid for unlimited travel through all Zones	Valid for unlimited travel through the number of Zones paid for	Not valid	No Add-Fare required	
		Stored Value: 1 or 2 Zones: \$6. 50 <u>75</u> 3 Zones: \$8. 25 <u>50</u> 4 Zones: \$10. 50 <u>75</u> 5 Zones: \$14. 25 <u>50</u>						
HandyDART Service (10 Zones)								
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones - \$2.95 <u>3.00</u>	No	Not valid****	Not valid****	Not valid****	Valid for travel through all Zones	No Add-Fare required

¹ Indicates a discounted fare in effect for an introductory period as part of the introduction of Compass Card fare media, expiring at such time as determined by TransLink, in its sole discretion.

* Indicates Proof of Payment.

** Canada Line YVR Add-Fare is a short term fare premium over the applicable fare in the amount of \$2.50 each way, which will be collected as a return fare premium of \$5.00 payable at YVR-Airport Station, Templeton Station or Sea Island Centre Station.

*** For transfers from WCE to Canada Line or Conventional Bus where the Tap In for the transfer to Canada Line or a bus occurs within the initial 120 min. Transfer Time and In-System Time, the passenger will have 90 min. of Transfer Time from the time of Tap In on Canada Line or Conventional Bus.

**** Eligible HandyDART Users using FareCards/FareSavers or paying cash fare for travel on a HandyDART vehicle will be permitted to transfer onto Conventional Transit or WCE by obtaining valid Compass Fare Media in accordance with subsection 9(c), Part B of the Tariff.

Table “2” – Exemptions

Eligible Person	Conditions	Exemption		
		Conventional Transit	West Coast Express	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations
Any person	None	Exempt from fare payment while travelling between Canada Line stations located on Sea Island	Not exempt from fare payment	N/A
Attendant	Only one Attendant is eligible for the exemption	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder	Exempt from fare payment, when accompanying HandyCard Holder
Child under 5 years of age	Child must be accompanied by a passenger possessing Proof of Payment	Exempt from fare payment, if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children under the age of 5		Exempt from Add-Fare
Persons having their regular location of work on Sea Island	Persons must (i) provide proof of eligibility acceptable to TransLink to a dealer as designated by TransLink, and (ii) purchase from such dealer and possess as valid Proof of Payment, a Compass Ticket having the applicable fare	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare
Residents of Burkeville, Richmond	Person who holds and uses as valid Proof of Payment a Sea Island Compass Card, issued to such person by TransLink upon such person providing to TransLink proof of residency acceptable to TransLink, having the applicable fare and with valid identification	Not exempt from fare payment	Not exempt from fare payment	Exempt from Add-Fare

Table “3” – Private Charters

Rates, Charges and Cancellation Fees	
Conventional Bus, Community Shuttle and HandyDART Vehicle (includes operator or driver)	\$62.50 per ½ hour or part Minimum charge of \$125.00 Bridge and road tolls, special licence fees and other out-of-pocket expenses extra
Cancellation Fee	\$125.00
WCE train	To be determined by WCE on a case-by-case basis

To: Board of Directors

From: Rob Malli, Chief Financial Officer & Executive Vice President, Finance and Corporate Services

Date: February 27, 2019

Subject: 2019 Property Tax Bylaw and 2019 Replacement Tax Bylaw

PROPOSED RESOLUTION:

Property Tax Bylaw:

- A. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2019 Property Tax Bylaw Number 129-2019” attached to this report as Attachment 1.
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2019 Property Tax Bylaw Number 129-2019” attached to this report as Attachment 1.

Replacement Tax Bylaw:

- C. That the TransLink Board of Directors introduces and reads a first, second and third time the “South Coast British Columbia Transportation Authority 2018 Replacement Tax Bylaw Number 130-2019” attached to this report as Attachment 2.
 - D. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2019 Replacement Tax Bylaw Number 130-2019” attached to this report as Attachment 2.
-

EXECUTIVE SUMMARY

The property and replacement tax rates for 2019 are set to target:

- Property Tax revenue of \$381.8 million – amount is set based on a 4.8% (3% annual statutory increase + 1.8% actual Development Growth) increase over previous year’s planned property tax revenue plus an additional one-time \$10 million increase to help fund Phase Two expansion, as approved by the Mayors’ Council in June 2018 as part of the Phase Two Investment Plan.
- Replacement Tax revenue of \$18 million – this is a fixed annual amount.
- Year over year consistency – while meeting the prescribed British Columbia Hospital District Act Regulation ratio requirements.

The 2019 Property Tax rates have decreased in all property classes except for residential and farm because the increase in property assessed values exceeded the 4.8% increase in property tax revenue. Residential average assessed values were lower than this, resulting in a \$0.015 increase in the rate.

The administration of these two taxes is different and therefore separate bylaws are required.

PURPOSE

The purpose of the attached report is to establish property and replacement tax rates for 2019 and to enact the bylaws to bring these rates into effect.

BACKGROUND

On December 6, 2018, TransLink's Board of Directors approved TransLink's 2019 consolidated operating and capital budget (the "Budget") which includes revenues of \$384.7 million from property taxes and \$18 million from replacement taxes to be assessed and collected in accordance with Section 25 of the *South Coast British Columbia Transportation Authority Act ("SCBCTA Act")*.

These amounts are consistent with Phase Two of the 10-Year Vision Investment Plan (Plan) approved on June 28, 2018.

The administration of these two taxes is different and therefore separate bylaws are required.

DISCUSSION

TransLink has received and reviewed the 2019 completed property tax assessment rolls from BC Assessment (BCA).

Property Tax

The 2019 property tax revenue to be collected through the rate setting process of \$381.8 million increased from previous year's planned property tax revenue for the following 3 factors:

- 3.0% is the annual statutory increase noted under the SCBCTA Act;
- 1.8% accounts for actual Development Growth (including new construction and zoning) to better reflect growth and development in the region; and
- a one-time \$10 million increase approved by the Mayors' Council to help fund part of the Phase Two Plan expansion.

The amount to be collected through the rate setting process of \$381.8 million is lower than the budgeted amount of \$384.7 million due to:

- the actual Development Growth Rate (1.8%) in the region being lower than budgeted Development Growth (2.3%) which results in \$1.7 million less revenue; and
- a reduction of \$1.2 million for estimated adjustments due to assessment appeals, partially offset for payments-in-lieu of taxation

The property tax revenue to be collected through the rate setting process represents an 8% increase over prior year.

Table 1 – Summary of Property Class Growth in Assessment Values:

Property Class	2019 Completed Roll (\$ millions)	2018 Revised Roll (\$ millions)	Total Increase/ (Decrease) (\$ millions)	Year over Year		
				Develop- ment Growth	Market Growth	Total Growth
01 Residential	998,840	966,695	32,145	2.0%	1.4%	3.4%
02 Utilities	2,012	1,789	223	-0.3%	12.8%	12.5%
04 Major Industry	2,721	2,279	442	4.1%	15.3%	19.4%
05 Light Industry	20,146	16,714	3,432	0.1%	20.4%	20.5%
06 Business And Other	177,073	147,730	29,343	1.2%	18.7%	19.9%
08 Rec/Non-Profit	2,076	1,821	255	-0.1%	14.1%	14.0%
09 Farm	98	101	(3)	-7.9%	4.9%	-3.0%
	\$1,202,967	\$1,137,128	\$65,837	1.8%	4.0%	5.8%

*Some amounts may not add due to rounding

Comparing the 2019 completed roll to the 2018 revised roll, the largest growth was in light industry, business and other, major industry, recreation/non-profit, and utilities.

Looking at Development Growth, Major Industry experienced growth over of 4.1% and Residential of 2%. Other property classes experiencing little to negative growth.

Properties with significant changes in assessed values do not necessarily experience significant changes in taxes. In all property classes where the assessed value increase outpaced the required revenue increase for 2019 of 7.6%, the rate (per \$1,000) is lower than prior year.

The recommended 2019 property tax rates comply with the requirements of the SCBCTA Act relating to changes in tax rates tied to the prescribed British Columbia Hospital District Act Regulation ratios. The recommended rates also provide a consistent year-to-year tax impact on property owners' average tax bills.

Table 2 – Property Tax Revenues Summary:

Property Class	2019 Completed Roll (\$000s)	2019 Property Tax Rate (per \$1000)	2018 Property Tax Rate (per \$1000)	Increase / (Decrease) in Property Tax Rates	2019 Revenue Forecast (\$000s)	2018 Revenue Invoiced (\$000s)
01 Residential	\$998,840,255	\$0.2193	\$0.2088	\$0.0105	\$219,015	\$201,846
02 Utilities	\$2,012,307	\$2.2208	\$2.3524	(\$0.1316)	\$4,469	\$4,207
04 Major Industry	\$2,721,496	\$1.4694	\$1.5920	(\$0.1226)	\$3,999	\$3,627
05 Light Industry	\$20,145,997	\$0.9467	\$1.0708	(\$0.1241)	\$19,071	\$17,897
06 Business And Other	\$177,073,195	\$0.7617	\$0.8494	(\$0.0877)	\$134,880	\$125,482
08 Rec/Non-Profit	\$2,076,285	\$0.1734	\$0.1858	(\$0.0124)	\$360	\$338
09 Farm	\$98,317	\$0.3510	\$0.3458	\$0.0052	\$35	\$35
Total	\$1,202,967,852				\$381,828	\$353,433

*Some amounts may not add due to rounding

Replacement Tax

The SCBCTA Act permits TransLink to collect up to \$18 million as replacement tax on property classes 1, 2, 4, 5 and 6, in proportions determined by the Authority.

The 2019 replacement tax rates meet the planned target revenue of \$18 million and provide a consistent year-to-year tax impact on property holders' average tax bills.

The 2019 replacement tax rates have been set to minimize the impact on the average tax bills of property owners. In all property classes, the 2019 replacement tax rate is lower than the 2018 rate.

Table 3 – Replacement Tax Revenues Summary:

Property Class	2019 Completed Roll (\$000s)	2019 Repl Tax Rate (per \$1000)	2018 Repl Tax Rate (per \$1000)	Increase / (Decrease) in Repl Tax Rates	2019 Revenue Forecast (\$000s)	2018 Revenue Invoiced (\$000s)
01 Residential	\$998,840,255	\$0.0023	\$0.0027	(\$0.0004)	\$2,311	\$2,610
02 Utilities	\$2,012,307	\$0.0885	\$0.1033	(\$0.0148)	\$178	\$185
04 Major Industry	\$2,721,496	\$0.0919	\$0.1073	(\$0.0154)	\$250	\$244
05 Light Industry	\$20,145,997	\$0.0781	\$0.0912	(\$0.0131)	\$1,574	\$1,524
06 Business And Other	\$177,073,195	\$0.0773	\$0.0902	(\$0.0129)	\$13,686	\$13,325
Total	\$1,200,793,250				\$18,000	\$17,889

*Some amounts may not add due to rounding

Table 4 – Summary of Combined Property and Replacement Tax impacts:

Property Class	2019 Average Assessment	2018 Average Assessment	2019 Average Property & Repl Tax	2018 Average Property & Repl Tax	\$ Change from Prior Year	% Change (2019 vs 2018)	% Change (2018 vs 2017)
01 Residential	\$1,248,099	\$1,226,786	\$277	\$259	\$18	7%	4%
02 Utilities	\$1,746,795	\$1,544,495	\$4,034	\$3,793	\$241	6%	2%
04 Major Industry	\$15,915,183	\$13,482,693	\$24,848	\$22,911	\$1,937	8%	5%
05 Light Industry	\$5,253,193	\$4,357,050	\$5,383	\$5,063	\$320	6%	4%
06 Business And Other	\$4,326,245	\$3,653,613	\$3,630	\$3,433	\$197	6%	4%
08 Rec/Non-Profit	\$2,887,739	\$2,554,416	\$501	\$475	\$26	5%	11%
09 Farm	\$19,746	\$19,446	\$7	\$7	\$0	0%	0%

*Some amounts may not add due to rounding

The average property and replacement taxes have been calculated by multiplying the average assessment values by the corresponding tax rates per thousand dollars of assessed values.

The overall impact of the 2019 tax rates (both property tax and replacement tax) for an average residential property will experience an increase of approximately \$18 (or 7%) over the prior year. An average business class property will experience an increase of approximately \$197 (or 6%) over the prior year

Prior year's percentage change for Rec / Non-Profit of 11% was skewed by a few select properties that accounted for the majority of its Development Growth.

RECOMMENDATION

It is recommended that the Board approve and adopt the attached bylaws effective January 1, 2019.

ATTACHMENTS

Attachment 1: Bylaw # 129-2019

Attachment 2: Bylaw # 130-2019

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 129-2019

A Bylaw imposing 2019 Property Tax

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 129-2019

A Bylaw imposing 2019 Property Tax

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region, as defined in the Act, other than land and improvements that are taxable for school purposes only by special act.

AND WHEREAS in assessing the tax the Authority must adopt a variable tax rate system in which individual tax rates are determined and imposed for each property class.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This Bylaw may be cited as the “South Coast British Columbia Transportation Authority 2019 Property Tax Bylaw Number 129-2019.”
2. In this Bylaw, “transportation service region” means all municipalities and rural areas located in the Greater Vancouver Regional District and any area added to the Region pursuant to the South Coast British Columbia Transportation Authority Act.
3. There is assessed and levied on the net taxable value of land and improvements in the transportation service region, other than land and improvements that are taxable for school purposes only by special act, a tax at the variable rates set out in Schedule 1 attached thereto.
4. This Bylaw comes into force and takes effect on January 1, 2019.

READ A FIRST, SECOND AND THIRD TIME this 22nd day of March, 2019.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 22nd day of March, 2019.

Original signed by Tony Gugliotta
Tony Gugliotta, Chair

Original signed by Gigi Chen-Kuo
Gigi Chen-Kuo, Corporate Secretary

SCHEDULE 1 attached to and forming part of
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
2019 PROPERTY TAX BYLAW NUMBER 129-2019

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.2193
02	Utilities	2.2208
04	Major Industry	1.4694
05	Light Industry	0.9467
06	Business/Other	0.7617
08	Recreational and Non-Profit	0.1734
09	Farm	0.3510

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 130-2019

A Bylaw imposing 2019 Replacement Tax

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 130-2019

A Bylaw imposing 2019 Replacement Tax

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region, as defined in the Act, other than land and improvements that are taxable for school purposes only by special act.

AND WHEREAS the Authority may, by bylaw, assess a tax on the net taxable value of land and improvements in the transportation service region if the additional tax generates property tax revenue that is not more than \$18 million in this fiscal year and the additional tax is collected only from property classes 1, 2, 4, 5 and 6 in whatever proportions the authority may determine.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. This Bylaw may be cited as the “South Coast British Columbia Transportation Authority 2019 Replacement Tax Bylaw Number 130-2019.”
2. In this Bylaw, “transportation service region” means all municipalities and rural areas located in the Greater Vancouver Regional District and any area added to the Region pursuant to the South Coast British Columbia Transportation Authority Act.
3. There is assessed and levied on the net taxable value of land and improvements in the transportation service region, other than land and improvements that are taxable for school purposes only by special act, a tax at the rates set out in Schedule 1 attached thereto.
4. This Bylaw comes into force and takes effect on January 1, 2019.

READ A FIRST, SECOND AND THIRD TIME this 22nd day of March, 2019.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 22nd day of March, 2019.

Original signed by Tony Gugliotta
Tony Gugliotta, Chair

Original signed by Gigi Chen-Kuo
Gigi Chen-Kuo, Corporate Secretary

SCHEDULE 1 attached to and forming part of
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
2019 REPLACEMENT TAX BYLAW NUMBER 130-2019

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.0023
02	Utilities	0.0885
04	Major Industry	0.0919
05	Light Industry	0.0781
06	Business/Other	0.0773

To: TransLink Finance and Audit Committee

From: Rob Malli, Chief Financial Officer and Executive Vice President Financial and Corporate Services

Date: March 8, 2019

Subject: Enact Funding Increase – Motor Fuel Tax

PROPOSED RESOLUTION:

That the TransLink Board of Directors:

- A. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Motor Fuel Tax Bylaw Number 132-2019*, attached in this report as Attachment 1, effective July 1st, 2019; and
 - B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Motor Fuel Tax Bylaw Number 132-2019* attached in this report as Attachment 1.
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EXECUTIVE SUMMARY

Phase 2 of the 10-Year Vision, 2018 – 2027 Investment Plan (“Investment Plan”), approved June 28, 2018, included an increase of 1.5 cents per litre to the motor fuel tax. The Government of British Columbia has committed to introducing legislation (Bill 5) to enable this increase. In order for TransLink to approve a bylaw to increase this rate, legislation must be in place. This report presents the Motor Fuel Tax Bylaw for TransLink Board awareness, to implement a 1.5 cent increase to the motor fuel tax effective July 1st, 2019 upon Bill 5 receiving royal assent.

PURPOSE

The purpose of this report is to present a bylaw to implement a previously announced and approved 1.5 cent per litre increase in the motor fuel tax levied by the South Coast British Columbia Transportation Authority (“TransLink”) under and in accordance with the *Motor Fuel Tax Act* and the *South Coast British Columbia Transportation Authority Act (“SCBCTA Act”)*, and as stated in Phase 2 of the 10-Year Vision, 2018 – 2027 Investment Plan (“Investment Plan”).

The 1.5 cent per litre increase to the motor fuel tax collected by TransLink is expected to be enabled by amendments to the *Motor Fuel Tax Act* and the *SCBCTA Act* through Bill 5 – 2019 (Budget Measures Implementation Act, 2019). As of the date of this report, Bill 5 has gone through second reading but has not yet been enacted. Legislation must be in place before TransLink can approve the bylaw.

BACKGROUND

The Investment Plan identified new sustainable funding sources that are required in order to build and operate the transportation infrastructure for our region. The Government of British Columbia has committed to introducing legislation to increase the cap on the regional motor fuel tax from 17 cents to 18.5 cents per litre. This change will increase annual operating revenue by approximately \$30 million annually. These funds are required in order to deliver the expansion of services in the transportation system and meet the increasing demand for transportation across the region as approved in the Investment Plan.

DISCUSSION

Pursuant to Bill 5, as presented for first and second readings, the *SCBCTA Act* will be amended to provide for a new Section 27.12, authorizing TransLink to approve a bylaw for collection of an additional 1.5 cents per litre of motor fuel tax in the Transportation Service Region. The additional 1.5 cents per litre of motor fuel tax will be enabled by amendments to Sections 4 and 10 of the *Motor Fuel Tax Act* also enacted through Bill 5.

Section 27.12 of the *SCBCTA Act* will also require that the motor fuel tax to be levied by TransLink pursuant to Section 27.12 of the *SCBCTA Act* be included in an investment plan approved by the Mayors' Council. The Investment Plan, approved by the Mayors' Council in June 2018, included the increased rate of 18.5 cents per litre for motor fuel tax.

The proposed Section 27.12 also requires that TransLink provide a copy of the approved TransLink motor fuel tax bylaw together with the Mayors' Council resolution approving the applicable investment plan to the Director of the *Motor Fuel Tax Act* no less than two months prior to the implementation of the increased tax. The deadline for submission to the Director in order to implement the 1.5 cent per litre increase on July 1st, 2019 is April 30th, 2019.

CONCLUSION

In the event that Bill 5 has not received royal assent prior to the March 22nd, 2019 meeting of the Board, the *South Coast British Columbia Transportation Authority Motor Fuel Tax Bylaw Number 132-2019* will be presented to the Board for approval at a subsequent meeting of the Board.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 132-2019

A Bylaw imposing Motor Fuel Tax

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW 132-2019

A Bylaw imposing Motor Fuel Tax

WHEREAS pursuant to the *South Coast British Columbia Transportation Authority Act* the Authority must manage and operate the regional transportation system and generate and manage funds for that purpose.

AND WHEREAS the *Motor Fuel Tax Act* sets a rate of tax payable to the Authority, pursuant to sections 4(1)(c) and 10(1)(c) of the *Motor Fuel Tax Act*, of \$0.12 per litre;

AND WHEREAS in addition to the rate of tax payable to the Authority pursuant to sections 4(1)(c) and 10(1)(c) of the *Motor Fuel Tax Act*, the Authority has set by bylaw (pursuant to s. 27.1 of the *South Coast British Columbia Transportation Authority Act*) the rate of tax payable pursuant to sections 4(1)(d)(i) and 10(1)(d)(i) of the *Motor Fuel Tax Act* to be \$0.03 per litre;

AND WHEREAS in addition to the rate of tax payable to the Authority pursuant to sections 4(1)(c), 4(1)(d)(i), 10(1)(c) and 10(1)(d)(i) of the *Motor Fuel Tax Act*, the Authority has set by bylaw (pursuant to s. 27.11 of the *South Coast British Columbia Transportation Authority Act*) the rate of tax payable pursuant to sections 4(1)(d)(ii) and 10(1)(d)(ii) of the *Motor Fuel Tax Act* to be \$0.02 per litre; and

AND WHEREAS in addition to the rates of tax payable to the Authority pursuant to sections 4(1)(c), 4(1)(d)(i), 4(1)(d)(ii), 10(1)(c), 10(1)(d)(i) and 10(1)(d)(ii) of the *Motor Fuel Tax Act*, the Authority may set by bylaw (pursuant to s. 27.12 of the *South Coast British Columbia Transportation Authority Act*) a rate of tax payable pursuant to sections 4(1)(d)(iii) and 10(1)(d)(iii) of the *Motor Fuel Tax Act* that does not exceed \$0.015 per litre.

NOW THEREFORE the Board of Directors of the South Coast British Columbia Transportation Authority enacts as follows:

1. The rate of tax payable under sections 4(1)(d)(iii) and 10(1)(d)(iii) of the *Motor Fuel Tax Act* shall be \$0.015 per litre.
2. This Bylaw may be cited as the "South Coast British Columbia Transportation Authority Motor Fuel Tax Bylaw Number 132-2019."
3. This Bylaw comes into force and takes effect on July 1, 2019.

READ A FIRST, SECOND AND THIRD TIME this 22nd day of March, 2019.

RECONSIDERED, PASSED AND FINALLY ADOPTED 22nd day of March, 2019.

Tony Gugliotta, Chair

Gigi Chen-Kuo,
General Counsel and Corporate Secretary

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Policy and Planning

DATE: February 27, 2019

SUBJECT: Background to the Update on the Implementation of the Custom Transit Service Delivery Review

The Board of Directors' Planning and Stakeholder Engagement Committee received the report *Update on the Implementation of the Custom Transit Service Delivery Review* during the December 2018 Board cycle. This report was intended to be included in the public Board agenda package but was omitted. It is now included in this package as Appendix A to this memo.

ATTACHMENT

Appendix A: Update on the Implementation of the Custom Transit Service Delivery Review

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: November 8, 2018

SUBJECT: Update on the Implementation of the Custom Transit Service Delivery Review

EXECUTIVE SUMMARY

Since the update provided to the Board in June 2018, TransLink and CMBC continue to advance the recommendations from the Custom Transit Service Delivery Review (CTSDR) endorsed by the Board in March 2017. Several recommendations have been implemented, with many others nearing completion; others require a multi-year implementation process.

On July 1, 2018, the HandyDART contractor transitioned from MVT Canada Bus to First Canada. This transition was highly successful with no reports of service disruption. TransLink and CMBC continue to work with First Canada, our customers and our stakeholders in implementing improvements to HandyDART service through recommendations made as part of the CTSDR.

PURPOSE

This report provides an update on the implementation status of the CTSDR recommendations.

BACKGROUND

Between June 2016 and March 2017, a review was undertaken of the policies and delivery model for HandyDART, TransLink's custom transit service. This culminated in the TransLink Board endorsement of recommendations on both HandyDART policies and the service delivery model, with a focus on improving customer experience and increasing the availability of service. Progress reports on the implementation of the CTSDR recommendations are provided to the Board every six months. In December 2017, the Board directed management to execute a contract with First Canada for delivery of HandyDART services beginning July 1, 2018.

DISCUSSION

On July 1, 2018, First Transit took over HandyDART operations from MVT Canadian Bus. This transition was successful with no disruption to HandyDART service and a seamless transition for customers. Within the first three months of service First Transit hired and trained staff, reorganized the call centre and modified their shift-pick schedule. While we continue to work through some service challenges, there has been a demonstrated focus on continuous improvement by working closely with CMBC staff, customers and stakeholders. We anticipate continued improvement in the remainder of the year.

Consistent with the format of the recommendations approved by the Board in March 2017, the following tables provide updates on the implementation status of the policy recommendations to improve HandyDART service.

OBJECTIVE: Improve Customer Experience by Improving Reservation Convenience

Action	Progress
Extend the HandyDART booking reservation window to 4 p.m. by mid 2017.	<i>Completed</i>
Continue to pursue online booking options and determine the financial implications.	A business case for the required web-booking software has been submitted and approved in principle; implementation is currently planned for 2019. An engagement process will be undertaken to ensure customers are supported as this new option is introduced.

OBJECTIVE: Improve Customer Experience by Reducing Wait Times

Action	Progress
Develop strategies to improve the performance of the 10-minute advance warning of vehicle arrival, for completion by the end of 2017.	<i>Completed</i>
Add wait times to the TransLink Accountability Dashboard by end of 2017.	<i>Completed</i>
Complete a feasibility assessment to reduce wait times by end of 2017.	Based on the findings of the feasibility assessment completed in October 2017, the following recommendations have been implemented: 1) Training operators to pick up in the first half of the window if possible and 2) more proactive dispatching. Additional recommendations are being evaluated using new technology that allows for: 1) scheduling parameters that emphasize pick up in the earlier part of the window and 2) assessing the use of a 20 minute window (15 minute early window and a five minute late window). If successful these would be implemented.

OBJECTIVE: Improve Customer Experience by Reducing Travel Times

Action	Progress
Complete a feasibility assessment by end of 2017 for the implementation of a policy where trips take no longer than 1.5x the duration of the same trip on the conventional system.	A feasibility assessment was completed in October 2017 and the following recommendations were implemented: 1) Next-day scheduled trips greater than 90 minutes are reviewed and adjusted as required 2) Delivered trips greater than 90 minutes are reviewed and dispatch follow-up conducted as required. Further analysis will be conducted before a formal policy is brought forward for consideration.

Continuing improvements to dispatching.	A full review has been conducted by First Canada resulting in a reallocation of resources to improve dispatch. A full review of template schedules is under way which may result in improved dispatch practices.
Engage a specialist to review all parameter settings in the scheduling software by the end of 2017.	An initial review of all parameters has been completed and a plan developed for schedule optimization. The first changes were implemented in October 2018 resulting in more efficient operator scheduling (e.g. Extra service added in peaks and on weekends; new software approved for 2019 to support improvements in scheduling).

OBJECTIVE: Improve Customer Experience by continuing to use and enhancing HandyDART taxi service

Action	Progress
Develop an implementation plan by the end of 2017 for a taxi driver training program.	A training program has been developed and rolled out to one taxi company. Full scale rollout will occur in January 2019 pending First Canada's successful hiring of a taxi trainer; CMBC will review the program quarterly.
At the conclusion of the current contract cycle, taxi service agreements be transferred to TransLink (from MVT) to improve oversight and build in performance levers. Other mechanisms to achieve customer service standards from taxis and new opportunities for customer feedback on taxis will also be investigated.	As First will be managing the taxi service on a day-to-day basis they are in a better position achieve the objectives of the contracts. Therefore, following a review, the decision was made that the taxi contracts would be managed by First Transit with TransLink oversight. TransLink is working with First on the business terms for these contracts.
Exploration of technical solutions to integrate HandyDART and taxi scheduling software for tracking customer pick-up/drop-off information be completed by early 2018.	Training has been provided to taxi company dispatch staff to use existing technology more effectively. Initial discussions have begun to understand hardware requirements for integration. Consideration is being given to including this requirement in the new contracts with taxi companies for HandyDART service.
Implement policy by end of 2017 making high-visibility signage mandatory for all taxis performing HandyDART trips.	First Canada is continuing to rollout the taxi vest program and is completing a Taxi Program survey during the month of October, which includes questions regarding vest use. The outcome of the survey will help manage this program more effectively.

OBJECTIVE: Ensure HandyDART trips are Available for Customers When They Need to use the HandyDART System.

Action	Progress
Deliver sufficient HandyDART trips to meet customer demand.	A 3.5 % service expansion is being rolled out in 2019 with the arrival of 10 new HandyDART vehicles. We are meeting demand through a combination of HandyDART and taxi service and have very few denials. The Phase 2

	Investment Plan was approved and includes a total 7% increase in service hours for 2020 and 2021.
Develop an implementation strategy for the Family of Services approach and include a phased, multi-year rollout.	Family of services is delivered through: 1) Maximizing the accessibility of the conventional system 2) Implementing an eligibility process that provides substantive information about registrant's abilities 3) Establishing protocols for intermodal service and 4) Creating a travel training program. Work on these individual initiatives is underway; a comprehensive implementation plan for family of services is a longer-term initiative.
Develop an implementation plan for a Travel Training program in 2017 and implement the program in 2018.	The Travel Training program is under development and it is anticipated that implementation will be completed by 2020, at which point a sustainment strategy will be in place to ensure continuous improvement. To date, 14 sessions with seniors groups and homes have been completed, reaching approximately 1100 participants; another five sessions are scheduled and we continue to receive requests from programs, communities and agencies.
Continue to make improvements to the accessibility of the conventional system through established guidelines and policies, and with the support of the Access Transit Users' Advisory Committee.	In 2019 we anticipate undertaking an assessment of the conventional system to ensure our work is aligned with best practices in accessible design and to guide TransLink's efforts in advancing the accessibility of the conventional system. In addition, Access Transit Users' Advisory Committee members recently led TransLink Board members on an accessibility tour of TransLink's system to better understand issues that impact customers with disabilities.
Immediately establish a working group with customers, stakeholders and staff to develop an implementation strategy for an eligibility process that provides substantive information on registrants' abilities by end of 2017 that includes a phased, multi-year rollout.	Work is underway to establish the format and structure of the working group, planning process and broader engagement. To inform the planning process, we continue to work with BC Transit to gain insight into the changes to their HandyDART eligibility processes that are currently being rolled out across the province in a phased approach.

OBJECTIVE: Ensure that HandyDART is appropriately funded.

Action	Progress
Continue to advance analysis on how best to forecast demand for HandyDART service.	A demand projection tool has provided preliminary results based on age cohorts of existing and previous HandyDART registrants and demographic projections. The tool is under refinement; once confirmed, we will analyze data to understand implications.
Work with senior government and agencies and develop opportunities for	A Custom Transit Working Group has been established with representation from the Ministry of Transportation and Infrastructure, BC Transit, and TransLink; goals

funding solutions for HandyDART and other accessibility improvements.	include 1) establishing a sustainable funding framework and 2) examining ways to provide universal access to HandyDART service across the province.
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Stakeholder and Customer Engagement

Two open house sessions were held by CMBC at TransLink on June 1, 2018 to give customers the opportunity to learn about HandyDART initiatives, provide feedback and meet the First Canada management team. A winter HandyDART newsletter will soon be distributed onboard HandyDART vehicles, online and through social media platforms; the last one was released in May 2018. It provides an update from First Canada, information about the Universal Fare Gate Access Program, and discusses the findings of the HandyDART Customer Service Performance Survey. Finally, CMBC and TransLink will be hosting another engagement session for HandyDART customers, caregivers and agency representatives in the coming months.

TransLink's Users Advisory Committee has been regularly informed on the implementation of the Custom Transit Service Delivery review and the transition to the new contractor. Staff are also exploring the format and scope of a working group that will advise on new eligibility processes for HandyDART, other opportunities for customers to provide input on HandyDART service.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: March 5, 2019

SUBJECT: Establishing a Standing Public HandyDART Advisory Committee

PROPOSED RESOLUTIONS:

That the TransLink Board of Directors:

- A. Direct Management to establish a standing public HandyDART Advisory Committee; and
- B. Direct Management to undertake an open call for applications and recommend committee members for appointment by the Board of Directors.

EXECUTIVE SUMMARY

Public advisory committees benefit organizations by connecting them with the customers they serve. Currently the Access Transit Users' Advisory Committee (UAC) is TransLink's only standing public advisory committee. Its primary focus is on providing accessibility-related advice regarding TransLink's conventional services.

Establishing a HandyDART Advisory Committee would allow TransLink to hear directly from customers. This committee would provide advice and guidance on HandyDART plans, programs and other initiatives and advise TransLink on matters to improve HandyDART service for customers. It would be composed of individuals who are HandyDART customers or have direct experience working with them, and who take a collaborative approach to improving the service.

PURPOSE

To seek Board of Directors' approval for the recommendations to establish a standing public HandyDART Advisory Committee, and to undertake an open call for applications and recommend committee members for appointment by the Board of Directors.

BACKGROUND

Standing public advisory committees connect organizations with customers and stakeholders

Standing public advisory committees provide an opportunity to hear directly from customers and stakeholders on a regular basis and in a formal manner to ensure plans, policies and initiatives reflect the needs of customers. They allow organizations to build relationships with the public and provide a clear point of reference in a particular area of expertise. In addition, they help ensure that efforts and investment provide the maximum benefit for customers by connecting with the people who use services.

Recommendations to improve HandyDART service call for more input from customers

In March 2017, the Board of Directors endorsed the Custom Transit Service Delivery Review (CTSDR) recommendations to improve the quality and availability of HandyDART service. These recommendations represent a clear path to better meet the needs of our HandyDART customers.

One of the recommendations from the CTSDR includes a commitment to establish additional ways for HandyDART customers to provide input on the service; another identified the need to establish a working group with customers to develop an implementation strategy for changes to the HandyDART eligibility process.

DISCUSSION

Access Transit Users' Advisory Committee focuses on TransLink's conventional services

Currently, TransLink has one formalized standing public advisory committee, the Access Transit Users' Advisory Committee (UAC). It is composed of customers with disabilities, seniors and their representatives, and provides accessibility related advice on TransLink's plans, policies and initiatives.

The UAC is principally focused on the accessibility of the conventional system. While HandyDART is within its scope of work and is discussed from time to time, the large number of projects relating to the conventional system does not permit the time warranted to properly address HandyDART issues.

We have consulted with the UAC about the possible creation of a dedicated HandyDART committee and they are supportive and suggested that a member of the UAC act as a liaison between the two committees, which Management supports. The UAC is eager to continue to receive information about HandyDART projects.

A HandyDART Advisory Committee would focus on improving HandyDART experience for customers

The needs and experiences of HandyDART customers can vary significantly from customers with disabilities that use conventional services. A HandyDART Advisory Committee would allow TransLink to hear directly from customers and stakeholders and ensure that this service meets their needs, particularly as Management delivers an ambitious workplan that includes a number of significant policy changes that were identified as part of the CTSDR. TransLink wants to ensure that these changes are delivered so that they can be enthusiastically adopted by customers; an advisory committee is one way to ensure there is alignment between staff delivering these projects and the needs of customers.

Purpose and composition of the HandyDART Advisory Committee

The purpose of the HandyDART Advisory Committee would be to:

- Provide advice and guidance on HandyDART plans, programs and other initiatives.
- Advise TransLink on matters to improve HandyDART service for customers.

The committee would be composed of:

- A maximum of 13 members in total, which includes one UAC member.
- Individuals who are HandyDART customers or have direct experience working with them and who take a collaborative approach to improving the experience of HandyDART for customers.
- A diversity of disability sectors, municipal and regional districts, age groups, gender and cultural diversity.

Meetings would be held four times a year, or as needed. The committee would provide an annual report to the Board of Directors outlining the status of HandyDART service and their work over the past year.

Committee members would be appointed by the Board following an open application process

To ensure transparency, consistency and high-quality advice, it is recommended that Management conduct an open application process to recruit committee members by advertising through the TransLink website and contacting stakeholder networks. Candidates would submit written applications and would be evaluated based on their experience and understanding of HandyDART service, their ability to work collaboratively, and how they contribute to the diversity of the committee. Management would recommend members to the Board for approval. This process would take place each time new members are required.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Policy and Planning

DATE: March 1, 2019

SUBJECT: Background to the 2018 Access Transit Users' Advisory Committee Annual Report

The Access Transit Users' Advisory Committee (UAC) continues to provide critical input into TransLink plans, policies and initiatives. Their annual report to the Board is attached to this report as Appendix A.

As noted in the 2018 Annual Report, this advisory committee was established from TransLink's 2007 Access Transit Strategy, holding its first meeting in 2008. The Committee's terms of reference identify the following activities that guide its work:

- a. Advise TransLink on matters which will enhance accessibility
- b. Assist TransLink in determining whether its measures are inclusive or exclusive of persons with disabilities and/or seniors
- c. Assist TransLink in setting priorities on accessibility issues
- d. Provide comment on TransLink policies and strategies

The Access Transit Planning group in the Transportation Policy and Planning division provides administrative support to the Committee. The Manager of Access Transit Planning is a non-voting ex-officio member of the Committee and sits as second Vice Chair.

Through 2018, the Committee's work included input into the major projects being undertaken from the Mayors' Council's 10-Year Vision as well as involvement a number of procurement projects including double decker buses, low-floor buses and Mark III SkyTrains. An area of significant discussion and concern for the Committee continues to be the provision of accessible information at bus stops for customers with vision loss. In 2018, TransLink staff met with key organizations representing individuals with vision loss in Metro Vancouver and conducted a wide-reaching survey to better understand the challenges and needs of this customer group. Based on the findings of this work, staff continue to work with internal and external stakeholders to evaluate options.

TransLink staff look forward to a productive year in 2019 working with this important advisory resource of transit customers across Metro Vancouver.

ATTACHMENT

Appendix A: 2018 Access Transit Users' Advisory Committee Activities

TO: Board of Directors

APPENDIX A

FROM: The Access Transit Users' Advisory Committee

DATE: March 1, 2019

SUBJECT: 2018 Access Transit Users' Advisory Committee Annual Report

PURPOSE

To inform the TransLink Board of Directors of the Access Transit Users' Advisory Committee's activities throughout 2018.

BACKGROUND

The purpose of the Access Transit Users' Advisory Committee (UAC) is to establish an ongoing, independent customer voice to provide accessibility-related advice on TransLink plans, programs and other initiatives.

The UAC began meeting in 2008 and continues to meet approximately eight times throughout the year. The Committee is currently composed of 17 members representing a wide range of demographics, including seniors and people with various physical, cognitive and sensory disabilities, and their representatives. The UAC Terms of Reference call for an annual report to the TransLink Board.

2018 UAC ACTIVITIES

Double-Decker Bus Accessibility Review

At the UAC's January meeting, a tour of one of the new double-decker buses was arranged at the Sapperton TransLink offices for committee members to board the bus and provide feedback on the accessibility of the vehicle.

Feedback collected by staff included: ensure there was enough space on the first level for customers with mobility aids to manouver into position and for service dogs to sit with their handlers in the first row of forward-facing seats; extend the stairway hand rail on the upper level; and install padding on the upper level ceiling. The feedback provided by UAC members during the assessment is being reviewed and implemented in the procurement of these vehicles, where appropriate.

Millennium Line Broadway Extension

The committee was first consulted on accessibility features and potential impacts to accessibility during construction of the Millennium Line Broadway Extension (now the Broadway Subway Project) at the February meeting. Due to feedback received through

Customer Information about the difficulties faced by customers using mobility devices when elevators are out of order for repair or maintenance, the committee recommended that two elevators be installed at all new stations. The committee also highlighted the need for additional staffing to assist customers with vision loss and other needs during construction periods. These recommendations are being taken into consideration as the design and construction planning progresses.

Joyce–Collingwood Station Public Art

At the April meeting, the UAC received a presentation by the artist designing the public art installation as part of the Joyce-Collingwood Station upgrade. Concerns raised by UAC members included issues pertaining to the visual accessibility of this piece and how alternating colour strips on the ground could create the illusion of different depths for people with dementia. This resulted in the re-design of some elements of the project; the artist worked collaboratively with the UAC to make colour and contrast adjustments in the design that mitigated the committee's concerns.

SkyTrain Passenger Information Display Upgrade

At its June meeting, the UAC expressed support for this upgrade project, as customers with communication and print disabilities rely heavily on clear and legible text displays. UAC members advised on aspects of the new units, including: best practices for font size, style and colour for people with vision loss; the challenges presented to many customers by scrolling versus static messages; and the need for the use of plain and concise language for comprehension of customers with intellectual disabilities. These comments are being taken into consideration in the design and configuration of these displays.

Phibbs Exchange Upgrade

During the summer, UAC members participated in an ad hoc meeting to provide accessibility advice on the Phibbs Exchange upgrade project. Members expressed support for the provision of public washroom facilities at this exchange and highlighted the need for tactile walking surface indicators at curb cuts and bus stops. The Committee also provided feedback that resulted in a shelter being added at the HandyDART stop.

Mark III SkyTrain Fleet Procurement

At the UAC's September meeting, committee members provided recommendations for accessibility improvements to be included in the specifications of the new fleet of Mark III SkyTrain cars.

These recommendations included: Coloured lights on both the inside and outside of train doors to indicate to customers who are deaf or hard of hearing that the doors are closing; an audible door locator tone that would sound outside the train when the doors open for safe wayfinding to the door for customers with vision loss; balancing space allocation

between the needs of customers using mobility aids and those needing seats; providing Wi-Fi on-board trains to assist customers who are deaf needing to use the Video Relay service; addressing height differential between track and platform that can hinder boarding for those in mobility aids; and the use of different colour seat to designate priority seating on-board trains.

The recommendations provided during this consultation are being addressed as part of the Mark III procurement where possible. Recommendations that are not included in the scope of this project are being referred to the appropriate departments to be addressed.

Transit Accessibility Tour

In October, Board members Tony Gugliotta, Murray Dinwoodie, Andy Ross and Karen Horcher joined UAC members Pam Horton, David McGregor and Richard Marion for an informative tour of accessibility features and challenges along the Transit system. The tour included SkyTrain, SeaBus, Canada Line, conventional bus and HandyDART.

Pam Horton is a transit user in a power wheelchair and demonstrated how she is now able to independently enter and exit fare gates using the RFID card as part of the Universal Fare Gate Access Program. Pam also highlighted the universally accessible public washroom at the SeaBus Terminal, the importance of maintaining access to elevators by minimizing maintenance periods and outages, and the benefit of the flex space Canada Line trains for customers with mobility aids.

Richard Marion is a transit user with vision loss who travels with a guide dog, and he showed how tactile markings on the ground help customers who are blind or partially sighted navigate safely on train platforms, as well as locate bus stops. Richard also explained the value of on-platform announcements that inform customers of the direction of the incoming train at Canada Line stations. He hopes to have similar announcements implemented at SkyTrain stations. In addition, Richard demonstrated the value of the Station Assistance Program where Station Attendants provide sighted assistance at Canada Line and Skytrain stations.

David McGregor is a deaf transit user. As a customer who is deaf and not able to communicate verbally, David explained the importance of real-time visual information, both on platforms and on-board transit vehicles, especially in the cases of service disruptions or emergencies. He also explained how access to Wi-Fi on-board vehicles would allow customers who are deaf, and rely on sign language to communicate, to connect to a video relay service to access translation services. Without Wi-Fi, this uses a large amount of data that most customers cannot afford. Lastly, David highlighted a new HandyDART booking option whereby customers who are deaf or non-verbal can request ride bookings via email; this is a recent change that the UAC recommended be implemented.

Bus Stop Accessibility for Customers with Vision-Loss

Throughout 2018, the UAC gave advice and guidance on TransLink's bus stop accessibility. For more than two decades, some stakeholders from the vision loss community have been advocating for TransLink to provide customers who are blind or partially sighted a level of information at bus stops that is similar to what is available for sighted customers.

At the June meeting, TransLink staff presented an option for tactile and braille signage at bus stops. The UAC passed a motion stating that members did not support this option as it did not contain the level of information requested by stakeholders. UAC reaffirms that it supports the information displayed on the piloted tactile and braille signage previously installed at Joyce-Collingwood Station and outlined in the 2007 Draft Universally Accessible Bus Stop Design Guidelines. Staff is continuing work to identify a path forward for this project.

Review of Low Floor Community Shuttle

At the UAC's November meeting, the committee provided feedback on the accessibility of the new low floor community shuttles currently being used by West Vancouver Blue Bus. This review looked at many accessibility issues and suggested changes for the interior layout of the community shuttles that could improve circulation for customers with reduced mobility when two people in wheelchairs are in position. General comments were made that the overall space on the shuttle felt confining. Procurement staff will consider these comments in the final specifications.

Public Washrooms Policy

The UAC would like to thank the board for its approval of the new public washrooms on transit policy. At the UAC December meeting the committee heard the details of the policy and was very pleased with the direction moving forward. The committee paid tribute to one of the long-time advocates for public washrooms, Lorraine Logan, who unfortunately passed away last year.

Conclusion

Committee members share their knowledge and experiences gathered from their networks. In 2019, the UAC will continue to provide valuable insight, advice and recommendations to TransLink and its subsidiaries.

The UAC looks forward to receiving information and continuing to provide advice on existing and upcoming programs and initiatives and ensuring accessibility for all customers is continually improved across TransLink's services.

TO: Board of Directors

FROM: Geoff Cross, Vice-President, Transportation Planning & Policy

DATE: March 19, 2019

SUBJECT: **Rail to UBC**

PROPOSED RESOLUTION:

That the TransLink Board of Directors endorse a SkyTrain Millennium Line extension from Arbutus Street to UBC as the technology basis to advance to the next stage of project development for Rail to UBC, including development of alternative concept designs and preliminary business case inputs.

EXECUTIVE SUMMARY

This report presents a proposed resolution to endorse SkyTrain technology as the basis for the next stage of project development for Rail to UBC. Details regarding the analysis of alternatives and next steps are provided in the attached report, presentation, and technical information that was also provided to the Board through the Joint Regional Transportation Planning Committee and to the Mayors' Council.

PURPOSE

The purpose of this report is to seek direction from the Board of Directors on Rail to UBC, following the discussion and direction provided at the Joint Regional Transportation Planning Committee and the Mayors' Council.

BACKGROUND

On February 15, 2019 the Mayors' Council endorsed staff's recommendation to proceed to the next stage of project development for Rail to UBC. Preceding this, Rail to UBC was discussed at on February 6, 2019 and January 18, 2019 at the Joint Regional Transportation Planning Committee and at the Mayors' Council on January 24, 2019.

DISCUSSION

Details regarding the analysis of alternatives and next steps are provided in the attached report, presentation, and technical appendix that were also provided to the Mayors' Council. Several comments and questions were raised during the Mayors' Council meeting, including those related to, what will be studied in the next phase, addressing regional congestion, balancing regional priorities, and ensuring a competitive procurement process, among others.

The staff recommendations in the attached report were supported by the Mayors' Council. An additional resolution was also passed an additional motion: *That TransLink staff report back to the Mayors' Council with information on the proprietary nature of the SkyTrain technology and available options for expanding the project procurement process to be more competitive.* In response a report will be provided to the Mayors' Council for the April 25 meeting.

ATTACHMENTS

February 15, 2019 Mayors' Council Report
February 15, 2019 Mayors' Council Presentation
Technical Report ([Link](#))

TO: Mayors' Council on Regional Transportation
FROM: Geoff Cross, Vice-President Planning & Policy
DATE: February 6, 2019
SUBJECT: **ITEM 4.2 – Rail to UBC**

RECOMMENDATION:

That the Mayors' Council:

1. Endorse a SkyTrain Millennium Line extension from Arbutus Street to UBC as the technology basis 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.
-

PURPOSE:

The purpose of this report and attached presentation slides is to provide a recommendation to commence the next stage in project development for Rail to UBC with the technology parameters of a SkyTrain extension of the Millennium Line from Arbutus Street to the UBC Point Grey campus. This report is in follow up to a report to the January 24, 2019 meeting of the Mayors' Council and was supported unanimously at the Mayors' Council Regional Transportation Planning Committee on February 6, 2019.

BACKGROUND:

The 99 B-Line route on the Broadway Corridor is the busiest bus route in Canada and the United States, moving 60,000 transit customers a day on articulated buses that run every 3 minutes in peak times. Even with buses running this frequently, it is also the region's most overcrowded bus route. After downtown Vancouver, UBC and Central Broadway are the most significant transit destinations in the region. By 2025, when the Millennium Line extension to Arbutus is forecast to open, it is estimated that peak ridership on the 99 B-Line between Arbutus and UBC will already be essentially at the maximum that can be handled by a bus.

In 2014, after 6 years of study, the Mayors' Council 10-year Vision recommended moving forward with the Broadway Subway Project from VCC-Clark to Arbutus:

“This Vision calls for rapid transit between Commercial Drive and the University of British Columbia. The first 10 years of the Vision targets implementing the first phase: extending the Millennium Line westward from its current terminus at VCC-Clark to Arbutus, with frequent B-Line bus connections continuing to UBC from Arbutus... During the design process for the first phase, all stakeholders will work together to conclude how and when to complete the next phase of rail to the Point Grey campus.”

Phase Two of the 10-Year Vision includes \$3 million of funding for Pre-Business Case/Design Development for rapid transit to UBC to help answer the “how and when” questions. This process lays the groundwork to establish a business case, secure funding commitments and enable policy-makers to make decisions about advancing the project to procurement readiness. To initiate the next stage in project development, TransLink has worked with partners on a technical assessment of connecting rail rapid transit to UBC to determine what, if any, technology alternatives to a further SkyTrain extension could meet the forecast long-term capacity requirements, and thus warrant additional consideration as planning advances.

Input from Mayors’ Council

Information on this project was presented at the January 24th Mayors’ Council meeting for comments and feedback (see attachment for this report). Comments generally indicated support for basing the next phase of work on an extension of SkyTrain to UBC. Questions were raised as to the relative merits of this project compared to other regional priorities and how this project would contribute to regional objectives, such as increasing transit usage and reducing congestion. A request was also made to provide more background on how the current Broadway Subway project to Arbutus was planned and funded. The attached presentation slides provide more information in response to these comments and requests.

DISCUSSION:

Ridership in 2045 for a new rapid transit line from Arbutus to UBC is projected to exceed 118,000 (over 50% of whom will be residents from outside of the City of Vancouver), which for comparison’s sake is more than the current Millennium Line corridor and less than the current Canada Line corridor. Adding additional capacity along this corridor will accommodate increased use of transit by residents from across the region trying to access this area. It is expected that 50% of riders would be from outside the City of Vancouver and UBC. This, in turn, will slow the growth of vehicle use and congestion not just on this corridor but the entire regional road network. The 2013 Regional Transit Strategy and the 10-Year Mayors’ Vision identified a rail corridor between UBC and Commercial Broadway as a regional priority with benefits that residents from every corner of the region will use. However, it is not the only important transit priority in the region, and expansion of the network in other parts of the region must proceed in tandem to meet needs, avoid gaps and address bottlenecks.

Moving ahead to the next stage in Rail to UBC project development as recommended in this report will not define the project’s prioritization against other regional projects nor timeline for construction – these issues will be considered as part of the Regional Transportation Strategy update process. This report recommends that project development proceed as outlined in the Phase Two Plan, to inform future decisions about project sequencing funding and timelines. This project will then be considered together with other unfunded regional priorities as part of the Regional Transportation Strategy update in 2020.

As reported at the January 24, 2019 Mayors’ Council meeting, staff have concluded that with the Broadway Subway project underway to Arbutus, an extension of the SkyTrain Millennium Line is the only technology option that can provide sufficient capacity to meet demand beyond 2045 to meet the longer-term transportation needs of the corridor, the region. The work also provides confidence that other, potentially lower-cost, alternatives, including one or more LRT lines, have been thoroughly explored and eliminated because of capacity limitations and deliverability challenges.

NEXT STEPS:

TransLink is seeking policy direction from the Mayors' Council and TransLink Board on technology to advance into design development and pre-business case work. Funding is approved in the Phase Two Plan to complete this work. This will result in a recommendation of a preferred concept design to carry forward into the business case and procurement readiness program, which would need to be funded through a future investment plan. All decisions to advance to next stages, including business case design and project funding would be brought forward to the Mayors' Council.

Engagement with regional decision makers (including the Mayors' Council and TransLink Board), First Nations (including the MST Development Corporation), other stakeholders, and the public is anticipated to begin in early-mid 2019 as part of this next stage of work, and will initiate important discussion on issues including:

- vertical and horizontal alignment options; and
- coordination with land use planning for Broadway corridor, Jericho Lands, and UBC; and
- financial contributions and agreements from UBC, developers along the proposed corridor, the City of Vancouver, and senior governments.

It is anticipated that all background and technical work will be made available to the public through ongoing reports to the Mayors' Council. Please refer to the attached presentation for further information on the potential timeline and planning approach. The Mayors' Council and TransLink Board would provide direction at each critical decision point.

ATTACHMENTS:

- A. Staff Presentation, February 15, 2019
 - B. January 24, 2019 report to the Mayors' Council
 - C. Technical Report ([link](#))
-

Rail to UBC

Geoff Cross, VP, Planning and Policy



Recommendation

That the Mayors' Council:

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.



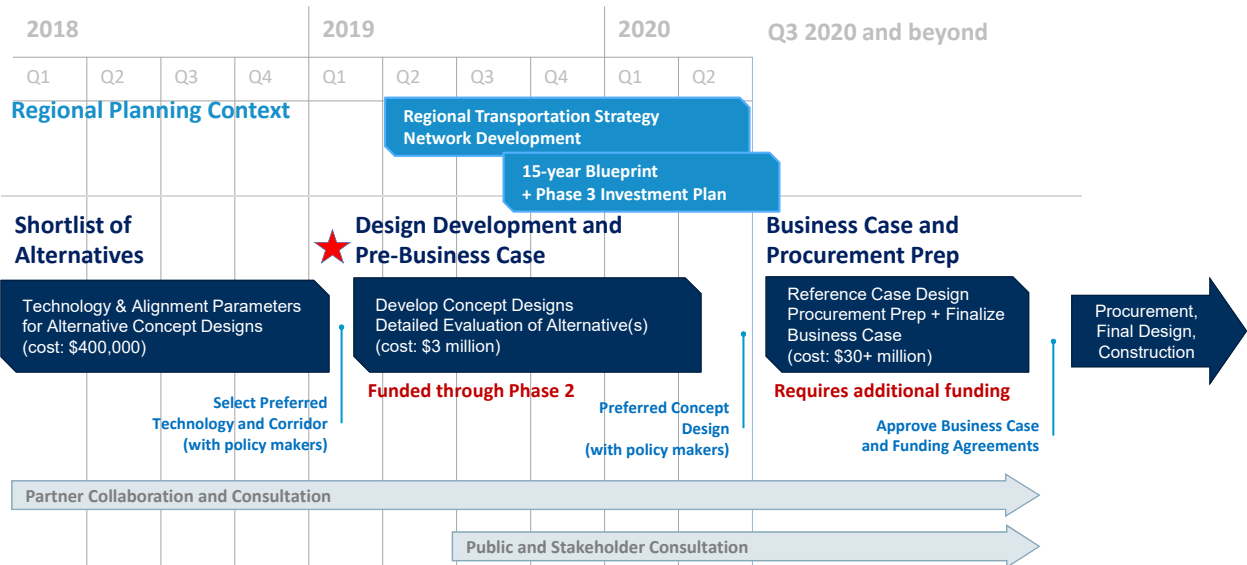
Rail to UBC Analysis Findings

- 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

T Together all the way



TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning & Policy

DATE: March 1, 2019

SUBJECT: B-Line and Bus Priority Programs Update

EXECUTIVE SUMMARY

The B-Line program has continued to develop designs for stop and terminus infrastructure, bus priority measures, and customer amenities. TransLink has supported municipal partners with public and council engagement as needed. Project delivery for B-Line infrastructure implementation on all corridors will be managed by TransLink, except in Vancouver and Surrey, who will deliver civil works within their jurisdictions. TransLink began tendering civil works in March 2019, with construction anticipated to begin in May. TransLink has been targeting fall 2019 for the launch of the three new Phase One B-Lines. The current estimated construction timelines, combined with the tight construction market, indicates that we may be in a position to launch some or all of the new B-Line routes in mid-November 2019; however, it is possible that one or more may launch in early January 2020, or other dates in early 2020 if necessary.

Community concerns about B-Line in West Vancouver have been responded to with extensive additional public engagement in February of this year, led by the District and supported by TransLink. With no acceptable plan for the Ambleside and Dunderave neighbourhoods agreed upon at this time, the western terminus of the Marine-Main B-Line will be at Park Royal at the time of the launch.

To advance transit priority measures outside of B-Line corridors, TransLink also launched the Bus Speed and Reliability municipal cost-sharing program in January 2019. Municipalities have shown strong interest in the program. Staff will recommend successful applications for funding in April to coincide with other TransLink funding programs.

PURPOSE

This report provides an update on the B-Line and Bus Priority programs.

BACKGROUND

The Mayors' 10-Year Vision for Metro Vancouver Transportation included the implementation of new "B-Line or Better" bus services, to provide fast, frequent, high-capacity bus service on a dozen corridors throughout the region. The Phase One Investment Plan funds five of these; an additional two are included in the Phase Two Investment Plan. Planning work commenced in 2017.

In 2018, Management presented B-Line transit priority concepts to the Board in June and July. In September, the Board provided input into the Investment Decision Framework that guided allocation of B-Line funds for transit priority infrastructure and non-operational stop improvements. In December, related to the decision on Rapid Transit investment south of the Fraser River, the TransLink Board of Directors and the Mayors' Council directed TransLink staff to stop working on the planned B-Line service on Fraser Highway, and instead to upgrade the 96 B-Line corridor in a manner consistent with plans for the other new B-Lines; to implement cost-effective transit priority on Fraser Highway; and to implement service improvements to address crowding on Fraser Highway.

The Mayors' 10-Year Vision also included implementation of best-practice operating strategies and capital investments to improve bus speed and reliability on the Frequent Transit Network, at major nodes, and other TransLink-identified priority areas. Management presented an overview of this program to the Board and Mayors' Council in July 2018.

DISCUSSION

B-Line Infrastructure Design & Delivery

Over the past fall and winter, the project team has been completing detailed design of B-Line bus priority measures, and stop and terminus upgrades across all corridors, in preparation for construction. Additionally, a product for real-time next-bus signs at B-Line stops was selected, and enhanced ID poles were designed to support them.

The B-Line work program also was adjusted to align with new direction from the Board and Mayors' Council about investment south of the Fraser River, as described in the "Background" section above. Design of upgrades to the 96 B-Line in Surrey are now underway, to be consistent with upgrades to the existing 95 B-Line on Hastings Street: real-time information at stops, branded service and fleet, as well as service increases to meet demand.

TransLink is managing project delivery for most B-Line corridors, collaborating with local road authorities including the BC Ministry of Transportation and Infrastructure. The exceptions are Vancouver and Surrey, which are responsible for delivering the B-Line civil works within their jurisdictions.

TransLink continues to support municipal partners with outreach to the public, stakeholders and elected officials regarding B-Line service, amenities, and transit priority measures.

Construction Tender & Implementation Timing

TransLink is now preparing for construction procurement in March, soliciting tenders from TransLink's list of prequalified contractors. Construction is anticipated to begin in late spring 2019, targeting the planned fall 2019 launch. However, there are complex projects across all the B-Line corridors; initial constructability assessments indicate that not all of the required works are likely to complete by September 2019. Furthermore, the construction market is currently very busy, and there is uncertainty about how many potential bidders will have the capacity to take this work on this year. TransLink staff will review implementation timing based on how the market responds to the request for proposals. We

are now exploring several possible target dates for some or all of the new B-Line routes, including mid-November 2019 and early January 2020, or other dates in early 2020 if necessary.

District of West Vancouver Decisions re Marine-Main B-Line

Since late 2017, TransLink has worked with the District of West Vancouver to plan the B-Line service, amenities and transit priority measures, including presentations to Council in March and July of 2018, as well as CAO and Council workshops in November and December. In November, TransLink shared designs with the public, alongside District of West Vancouver staff. The community voiced concerns about the loss of on-street parking, bus priority impacts and hours of operation, and the western terminus of the B-Line. In February, TransLink supported additional consultation on these topics, led by District staff, including TransLink staff attendance at five of the nine advertised stakeholder events, as well as at the final public town hall event. At the time of writing, TransLink awaits direction from West Vancouver Council on the proposed B-Line service, bus priority measures, and western terminus options through Ambleside and Dundarave. If the western extension is not supported, the Marine-Main B-Line will launch with its western terminus at Park Royal and, if requested, we will continue to work with West Vancouver staff, Council and the community on future opportunities to provide B-Line service further west along Marine Drive. Regardless of that decision, due to timing, the initial launch will have a western terminus at Park Royal. Any unused service hours, fleet, and infrastructure funds would be reinvested into the B-Line program to address existing unfunded B-Line priorities identified through the approved Investment Decision Framework.

Bus Speed & Reliability Program

To complement the B-Line program, TransLink also launched the Bus Speed and Reliability municipal cost-sharing program in January 2019. Following the direction in the Mayors' 10-Year Vision, the BSR program will deliver best-practice operating strategies and capital investments to improve bus speed and reliability on the Frequent Transit Network, at major nodes, and other TransLink-identified priority areas.

Phase One and Phase Two Investment Plans provide approximately \$15 million over a four-year period (2019 – 2022) for planning, development, and implementation of transit priority measures. Municipalities have already demonstrated strong interest in the BSR Program. Municipal staff endorsed the program guidelines through the Regional Transportation Advisory Committee in January 2019. TransLink has now received more than 35 applications for 2019 to fund capital improvements, pilots, planning or design for transit priority measures, and municipal staff capacity building. Staff will recommend successful applications for funding in April to coincide with other TransLink funding programs. Those projects would then be delivered starting later this year.

Financial Impact

B-Line program & Bus Speed and Reliability program both continue to work within their existing approved funding.

CONCLUSION

The B-Line program continues to advance towards implementation of five new and upgraded corridors. Staff have completed detailed designs of bus priority measures and upgraded stops in preparation for tender and are providing ongoing support to municipal partners with public and council engagement. Construction is expected to commence this spring but may not all be complete by early fall; therefore, we are looking at several possible launch dates from mid-November through early 2020. Funding for Bus Speed and Reliability projects will also be confirmed in the spring, enabling municipal partners to deliver additional bus priority projects across the region.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy
Steve Vanagas, Vice President, Customer Communications, Marketing and Public Affairs
Sany Zein, Vice President, Infrastructure Management and Engineering

DATE: February 28, 2019

SUBJECT: South of Fraser Rapid Transit Planning and Engagement Update

EXECUTIVE SUMMARY

This paper contains an update on planning and engagement around rapid transit South of the Fraser, including the refresh of the rapid transit strategy, and planning and project development for a SkyTrain on Fraser Highway.

Projects have been staffed and external resources procured. Briefings have been held with affected municipalities and First Nations. Initial meetings are being held with key stakeholders. The first round of public engagement will take place in April.

An update on reimbursement of expenditure on Surrey-Newton-Guildford LRT is planned for Joint Finance and Governance and Joint Regional Transportation Planning Committees in early April.

The first major project deliverable is for the Mayors' Council on 25 July.

PURPOSE

The purpose of this report is to provide an update on two related projects initiated by decisions of the Mayors' Council in December 2018:

- Planning and project development for a SkyTrain on Fraser Highway
- A refresh of the South of Fraser Rapid Transit Strategy.

BACKGROUND

At its meeting on 13 December 2018, the Mayors' Council carried a motion to, *"subject to the City of Surrey's specific agreement to pay compensation, no later than upon signing the MOU, all work plan costs unnecessarily expended to date" ... :*

- *"Proceed immediately with planning and project development work for a SkyTrain on Fraser Highway project"*
- *"Concurrently, initiate a planning process to refresh the South of Fraser rapid transit strategy, consistent with the 10-Year Vision of building 27 km of rapid transit on the three corridors"*
- *"Endorse the cancellation of the Fraser Highway B-Line in the Phase One Plan, and instead direct the planned resources to improving the 96 B-Line and existing services on Fraser Highway"*

Work to identify the 27km of rapid transit on three corridors – 104th Avenue, Fraser Highway and King George Boulevard – began in 2009. A multi-year study looked at more than 600 combinations of

corridors, alignments and technologies, narrowing them down to four preferred alternatives that met objectives defined through significant community and stakeholder engagement.

When the 10-Year Vision was agreed in 2014, the Mayors' Council agreed to move forward with 27km of LRT in two phases, starting with Surrey-Newton-Guildford (SNG) corridor. The emphasis was on shaping future land-use objectives. This direction was subject to limited project-specific community engagement.

On 5 November 2018, Surrey City Council passed a resolution to cancel the Surrey-Newton-Guildford LRT Project and instead extend SkyTrain along Fraser Highway toward Langley. On 15 November the Mayors' Council endorsed a TransLink recommendation to suspend the Surrey LRT Project, pausing all work and spending on it.

DISCUSSION

The attached slide deck contains an update for the two projects, including:

- overall schedule and milestones
- progress since December
- current stage of work and key issues
- upcoming engagement
- touchpoints with Mayors and Councils

In summary, key internal and external resources have been secured or are in procurement, and work is progressing well.

The two projects are working closely on communications and engagement to ensure that messages are coordinated. A communications strategy is in place. Briefing meetings have been held with directly affected municipalities and First Nations. Future touch points with municipalities have been communicated. Meetings have also been held, or are planned, with key stakeholders.

Public engagement is scheduled to begin in April, sharing information about the process, asking some high level questions about objectives and gauging general levels of support. There will be a further round of engagement on the refresh of the rapid transit strategy later in spring. Further SkyTrain engagement is planned for fall 2019, pending a decision of the Mayors' Council in July (see below).

A first discussion has been held with City of Surrey staff on principles for reimbursement of expenditure on SNG LRT. It is intended that some agreed draft principles be brought to the Joint Finance and Governance and Joint Regional Transportation Planning Committees in early April.

The first major deliverable will be to the July 25 meeting of the Mayors' Council, when the following decisions will be sought:

- decision on whether to proceed to full business case development and procurement readiness for a SkyTrain on Fraser Highway.
- memorandum of understanding on contributions from affected municipalities and reimbursement of expenses on the Surrey-Newton-Guildford (SNG) LRT project by the City of Surrey.
- memorandum of understanding on supportive policy agreement(s).

ATTACHMENTS

South of Fraser Rapid Transit Planning and Engagement Update, PowerPoint Presentation

TO: Board of Directors

FROM: Steve Vanagas, Vice President, Customer Communications & Public Affairs

DATE: March 7, 2019

SUBJECT: Community Engagement Approach for Regional Transportation Strategy

EXECUTIVE SUMMARY

TransLink has planned a broad and inclusive Public Engagement program to support the Regional Transportation Strategy. The first Phase 1.0 of engagement will begin in May 2019 and conclude in September 2019. It will gather input on regional values to support the development of a regional vision and supporting transportation strategy goals. It will also ask for bold and creative transportation ideas.

PURPOSE

To update the Board on Regional Transportation Strategy (RTS) Phase 1.0 Public Engagement activities.

BACKGROUND

The Board has directed that the next RTS should result in a robust social consensus on a desired future for regional transportation. To support this outcome, TransLink is planning broad and inclusive Public Engagement: reaching out to residents, workers and students across the region through highly-visible and creative methods, and making special efforts to hear from underrepresented voices.

Phase 1.0 Public Engagement is titled **Values, Vision & Ideas**. During this phase, the RTS Planning team is seeking regional input to:

- define a vision statement;
- set transportation goals that support delivery of this vision;
- build an evaluation framework (to use internally to evaluate ideas in a later project phase), and
- build a list of desired transportation policies, projects and programs.

TransLink has developed a strategy that will create and promote opportunities for the public, stakeholders and First Nations to provide this input. Public engagement will launch in 2019 Q2 and conclude in 2020 Q3.

DISCUSSION

The overarching goal of the engagement effort is to support the delivery of an RTS that reflects regional values and has public support. Our challenge is to make a complicated, long-term planning process relevant and accessible to the residents, workers and students of Metro Vancouver so that they are inspired to share their views and shape the RTS.

To deliver this goal our strategies are to:

- reach out beyond transportation specialists and enthusiasts by integrating consultation, marketing and community outreach activities;
- ask meaningful, fun and provocative questions; and
- demonstrate that TransLink is listening to its customers by delivering in-person activities in every community in the region.

To ensure that we reach beyond the stakeholders typically engaged in transportation planning processes, we are organizing our stakeholder efforts in three streams:

1. broad public representation from across the region;
2. new and underrepresented voices; and
3. highly-engaged transportation stakeholders.

Broad representation from the region will be generated by marketing activities driving stakeholders to a dedicated project microsite that links to an online survey, and through community outreach efforts in every municipality in the Metro Vancouver region. The Travel Smart engagement bus will be retrofitted to inspire conversation about future transportation, and project staff will accompany outreach staff to major events throughout the summer to lead RTS conversations.

Special efforts will be made to hear from diverse voices and groups who have typically been less engaged in past planning projects including youth, new Canadians and seniors. To deliver this, we are building partnerships with representative organisations and preparing to deliver in-language materials and activities.

ATTACHMENTS

Presentation: A conversation with Metro Vancouver on how they want to move and live in 2050

TO: Board of Directors

FROM: Jean Wong, Vice President, Human Resources

DATE: March 12, 2019

SUBJECT: TransLink Drug and Alcohol Policy

PROPOSED RESOLUTION:

That the TransLink Board of Directors approve TransLink’s Drug and Alcohol Policy, attached to this report as Attachment B.

EXECUTIVE SUMMARY

Under the Board Governance Manual, a Substance Abuse Policy is a corporate policy requiring the Board of Directors’ approval.

TransLink currently does not have a substance abuse policy, however an Enterprise Drug and Alcohol Policy was recently implemented in September, 2018 (the current form of which is attached as Attachment A). The Enterprise Drug and Alcohol Policy (the “Enterprise Policy”) requires TransLink and each operating company to establish and enforce a drug and alcohol policy that meets the requirements of the Enterprise Policy, as well as any regulatory requirements specific to their operation. Further, the Enterprise Policy requires each drug and alcohol policy to contain a provision for programs to support the health and wellness of employees who have an identified drug and alcohol use disorder or addiction through the Occupational Health Group.

In accordance with the Board Governance Manual Management presents for approval by the Board the TransLink Drug and Alcohol Policy, attached as Attachment B to this Report. This is a new policy applicable to TransLink’s operating environment which adheres the provisions outlined in the Enterprise Policy. This Policy incorporates many of the provisions in TransLink’s current “Consumption of Alcohol Policy at Company Sponsored and Related Events” (Attachment C).

BACKGROUND

With the legalization of recreational cannabis in October 2017, a Working Committee comprised of senior HR practitioners throughout the enterprise was formed in February 2018 to develop principles for an Enterprise Policy to support TransLink’s commitment to ensuring a safe, reliable and efficient transportation system and safe and healthy workplaces, free from impairment by drugs or alcohol. To achieve these goals, TransLink requires that all TransLink employees, employees at subsidiaries and contractors are free from impairment in the TransLink workplace and that TransLink and each operating company establish and enforce and Drug and Alcohol Policy for their organizations.

DISCUSSION

In accordance with the Enterprise Policy and in light of the legalization of recreational cannabis, each of TransLink, Coast Mountain Bus Company (“CMBC”), BC Rapid Transit Company (“BCRTC”) and Transit Police reviewed and updated existing drug and alcohol related policies. Each of CMBC, BCRTC and Transit Police updated existing drug and alcohol policies to address the legalization of cannabis and to meet the provisions of the Enterprise Policy, although many of the Enterprise Policy requirements were largely in place in the operating companies’ policies due to their focus on safety sensitive positions.

At TransLink, the existing drug and/or alcohol-related policy is the “Consumption of Alcohol at Company Sponsored and Related Events” Policy. TransLink’s Human Resources Department has developed the new TransLink Drug and Alcohol Policy and sought extensive internal feedback and input from internal stakeholders.

TransLink’s Drug and Alcohol policy:

- complies with the principles of the Enterprise Policy: and
- takes into consideration TransLink’s corporate work environment, including incorporating certain provisions of TransLink’s current Consumption of Alcohol at Company and Related Events Policy.

Highlights of TransLink’s Drug and Alcohol Policy include:

- the purpose of the Policy is:
 - to support TransLink’s commitment to providing a safe and healthy Workplace;
 - to provide the public a safe, reliable and efficient transit system;
 - to establish expectations for appropriate conduct;
 - to provide a means for supporting employees with current or emerging substance abuse problems (including drug and/or alcohol addiction);
 - to prohibit Workplace impairment; and
 - to establish consequences for non-compliance;
- the Policy requires all TransLink employees and contractors to be free from impairment, able to perform the duties of their position safely and competently;
- the Policy prohibits the consumption, possession, sale, provision or transportation of drugs or alcohol by employees or contractors while on duty or on company property (except as expressly permitted in the Policy);
- the Policy is not intended to restrict possession or the use of non-impairing legal substances when used responsibly and as recommended by the manufacturer;
- provisions confirming that it is a condition of employment that an employee or Contractor who occupies a Safety Sensitive Position (as defined in the Policy) is required to disclose to the Occupational Health Group if they know or should reasonably know that they:
 - have an addiction or a Drug and Alcohol Use Disorder;

- are not using drugs or alcohol responsibly; or
- if they know or should reasonably know that they have or will come to the Workplace impaired.

An employee or contractor who makes such a disclosure will be encouraged to seek professional help and may be referred for a medical assessment in order to determine their fitness for work;

- TransLink will support employees with an identified Drug and Alcohol Use Disorder or addiction (each as defined in the Policy) through the Occupational Health Group who will work with the employee and appropriate medical caregivers to assist the employee;
- drug or alcohol testing, including pre-employment and reasonable cause testing, for employees or contractors who occupy a Safety Sensitive Position;
- consequences of policy violations; and
- roles and responsibilities of employees, contractors, supervisors and managers for maintaining a work environment free from impairment.

Training and Communications

The Enterprise Policy was posted on TransLink's intranet site in September 2018. Upon approval by the Board, TransLink's Drug and Alcohol Policy will be added to the intranet site.

The Director, Safety and Emergency Management will be developing a workplan to identify Safety Sensitive Positions at TransLink. Additional training and orientation will be provided to employees and contractors in Safety Sensitive Positions to ensure they clearly understand and adhere to the provisions of TransLink's Drug and Alcohol Policy.

As information on the use, impact and testing of cannabis evolves, TransLink will continue to review and share with employees, as appropriate, information on the potential risks associated with the use of cannabis as it relates to the TransLink workplace.

Management recommends that the TransLink Board of Directors approve TransLink's Drug and Alcohol Policy, as attached as Attachment B.

Attachments

ATTACHMENT A: Enterprise Drug and Alcohol Policy

ATTACHMENT B. TransLink Drug and Alcohol Policy

ATTACHMENT C: TransLink Consumption of Alcohol at Company Sponsored and Related Events Policy



Drug and Alcohol Policy - ENTERPRISE POLICY -

Issued By:	TransLink VP Human Resources
Approved By:	TransLink Executive
Meeting Date:	October 12, 2018
VP, Human Resources:	Jean Wong

1. PURPOSE

To ensure a safe, reliable and efficient transportation system and safe and healthy workplaces, free from impairment by drugs or alcohol.

2. POLICY

TransLink is committed to providing safe and healthy workplaces and to promoting the general well-being of employees and the safety of the public.

In order to achieve these goals, TransLink requires that its employees be free from impairment at the workplace. TransLink also requires all subsidiaries and contractors ensure that their employees are free from impairment at the workplace. Further, TransLink will not tolerate the consumption, possession, sale, provision or transportation of drugs or alcohol by employees or contractors and/or their employees while on duty or at any TransLink workplace.

3. APPLICATION

Each TransLink Company will establish and enforce a drug and alcohol policy that meets the requirements of this enterprise policy as well as any requirements, regulatory or otherwise, specific to their operation.

TransLink requires all subsidiaries to work with their employees to accommodate disabilities requiring the possession of prescription medication in the workplace, to a point short of undue hardship.





The TransLink Family of Companies' policies will include, at a minimum:

- a requirement that employees and contractors and their employees are free from impairment at all times while on duty at TransLink workplaces;
- a definition of "on duty" or where and when the policies are applicable;
- a prohibition on consumption, possession, sale, provision or transportation of drugs or alcohol by employees or contractors and/or their employees while on duty (which may be subject to specific exclusions and conditions for the possession and transportation of potentially impairing prescription medications and self-administered over-the-counter substances);
- requirements that are intended to protect the reputation of TransLink and its subsidiaries;
- an expectation that employees and contractors know and understand the possible effects of drugs, including those prescribed by a doctor, that may cause impairment and an obligation on employees and contractors to inform their employer of any drug or alcohol use (including addiction) that may be impairing;
- programs to support the health and wellness of all employees who have disclosed current or emerging drug or alcohol use (including addiction);
- commitment to the identification and definition of safety sensitive and/or safety critical positions, with appropriate level of oversight, including drug and alcohol testing where appropriate and legally defensible;
- the communication of consequences for any breach of the policy; and
- guidelines related to Company sponsored and work-related events.

To the extent of any inconsistency among legislative requirements, any applicable collective agreements, and this policy, the legislation shall prevail first, followed by the collective agreement requirements, and finally this policy.

4. DEFINITIONS

"addiction" is characterized by a compulsive pattern of use, including overwhelming involvement, an obsession about securing a supply and inability to cease using it despite negative consequences.

"alcohol" means any impairing beverage, including beer, wine, spirits and alcohol found in other products.

"drug" means any substance, including cannabis, prescription medications, and self-administered and over-the-counter substances of any kind, the use of which has the potential to cause impairment.





“contractor” means, for the purpose of this policy anyone third party performing work for a TransLink Company including consultants, students and/or volunteers, and their employees.

“impairment” means the modification of an individual’s physical or mental function such that the performance or behaviour of the individual is affected so that they are unable to safely and acceptably perform assigned duties.

“safety critical position” and “safety sensitive position” means any position defined by legislation or defined internally in which misjudgement or incapacity due to impairment could compromise safety, result in direct or indirect risk of injury to the employee or others, or result in damage, to property or the environment.

“workplace” means any building, site, structure or vehicle, or any other premises or location whether indoors or outdoors, in which one or more employees or contractors are engaged in work for a TransLink Company. It also includes any private vehicle while being used on TransLink business.

“TransLink or TransLink Company or TransLink Family of Companies” means TransLink, British Columbia Rapid Transit Company Ltd., Coast Mountain Bus Company Ltd, South Coast British Columbia Transportation Authority Police Service, and West Coast Express Ltd.

5. REFERENCES

Worker’s Compensation Act and Occupational Health and Safety Regulation





Appendix B

- TRANSLINK POLICY – Drug and Alcohol Policy

Issued By:	Vice President, Human Resources
Approved By:	TransLink Executive
Meeting Date:	February 26, 2019
CEO Signature:	_____

1. PURPOSE

To support TransLink's commitment to providing a safe and healthy Workplace and to provide the public a safe, reliable, and efficient transit system; to establish expectations for appropriate conduct; to provide a means for supporting employees with current or emerging substance abuse problems (including drug and/or alcohol addiction); to prohibit Workplace impairment; and to establish consequences for non-compliance.

2. POLICY

Employees and Contractors are required to be free from impairment, able to perform the duties of their position safely and competently.

Except as expressly permitted in this Policy, TransLink does not tolerate the consumption, possession, sale, provision or transportation of drugs or alcohol by employees or Contractors while on duty or on company property.

TransLink will investigate if there are reasonable grounds to believe that drugs or alcohol are present in the Workplace in contravention of this Policy or if an employee or Contractor appears to be impaired.

TransLink is committed to providing a process for supporting employees who are dealing with current or emerging substance abuse challenges, including drug or alcohol addiction.



3. APPLICATION

The following standards apply to all employees and Contractors, who are expected to enforce it with their employees, sub-contractors and agents. For greater certainty, this Policy is not intended to restrict possession or use of non-impairing legal substances when used responsibly and as recommended by the manufacturer.

3.1 Impairment, Possession, and Use of Alcohol and Drugs

- (i) Any employee or Contractor who may be impaired for any reason as a result of the use of any drug or alcohol, including their after-effects, must, if at the Workplace, immediately notify their supervisor of their condition and, if not at the Workplace, report to their supervisor that they are unfit to attend at the Workplace (whether for regular duty, call-in, or overtime work).

Except as permitted under Sections 3.1(ii), 3.2 and 3.3 in this Policy, the following are prohibited while on TransLink business, during working hours (including meal and/or coffee breaks), at the Workplace, in TransLink vehicles, or while on stand-by or official on-call for work:

- impairment from any drug or alcohol;
- the use, consumption, purchase, possession distribution or sale of any drug or alcohol, except as expressly permitted by this Policy;
- the use and/or possession of prescribed drugs, if permitted under this Policy, without a legally obtained prescription; and
- the intentional misuse of drugs including altering the means of use (e.g., crushing, liquefying, injecting and/or snorting) or otherwise using a drug in a manner not intended by the prescribing physician or specified by the pharmacist.

Employees are prohibited from accepting overtime, participating in paid telephone consultations, responding to call-ins or otherwise attending to work matters while impaired by any drug or alcohol.

- (ii) Employees may responsibly store in their personal belongings on TransLink property prescription or over-the-counter drugs or alcohol, provided the containers are sealed and not visible. The use of prescribed and over-the-counter drugs is further governed in Section 4.2.





3.2 Company-Sponsored Events and Related Events

- (i) The use of alcohol at Company-Sponsored Events and Related Events is discouraged but not prohibited. TransLink will not supply or pay for alcoholic beverages at any Company-Sponsored Event. The use of drugs at Company-Sponsored Events and Related Events is prohibited.

Where the employee is representing TransLink as a host, the expense for alcohol consumed by a third party guest will be borne by TransLink only with the prior written authorization from the Chief Executive Officer. Such expense will be on an exceptional basis and must not present an unreasonable cost to TransLink.

- (ii) Employees who choose to consume alcohol must make arrangements at Company-Sponsored Events and Related Events for their transportation as follows:
- Appoint a designated driver who has not consumed any alcohol or drug to provide transportation from the event; or
 - Use public transportation, a taxi, or other similar service to get home. The expense for taxi or other similar service to get home for this purpose will be reimbursed by TransLink in accordance with the Travel and Expense Claims Policy.

3.3 Off-Duty Activity

TransLink will investigate any off-duty activity involving substance abuse, drugs and alcohol which may have negative implications for the Workplace and/or TransLink's reputation. Appropriate action will be undertaken depending on the circumstances.

Employees on travel status, at a training event, seminar or other business function who use legal drugs or alcohol after business is concluded or who are at a Company Sponsored Event or Related Event are expected to act responsibly, not return to work and to conduct themselves in a manner that does not negatively impact the reputation of TransLink and its subsidiaries.

4. DISCLOSURE AND SUPPORT

4.1 Impaired Driving Charge or Suspension

Employees and Contractors who are required to operate a Company vehicle or are in a Safety Sensitive Position as part of their employment duties, must immediately inform their Supervisor if they have been charged with an alcohol or drug-related driving offence or license suspension under any statute in any jurisdiction. Employees and Contractors must immediately inform their Supervisor of any driving suspension while driving a Company vehicle or while driving a personal vehicle while on corporate business. The Company will investigate event and make an appropriate response.



4.2 Prescribed and Over the Counter Drugs

Employees are responsible to confirm, through their physician or pharmacist that any drug, including prescribed or over the counter, will not negatively affect their cognitive or motor skills or cause impairment, including if used according to prescribed or manufacturing instructions. The use of any substance, that would normally not cause impairment if used as directed, in a manner which causes impairment is strictly prohibited.

If a prescribed or over-the-counter drug may negatively affect an employee's cognitive or motor skills or cause impairment (even if used according to prescribed or manufacturing instructions), the employee must advise the Occupational Health Group and participate in providing any necessary information to establish their fitness for duty.

4.3 Mandatory Disclosure of Drug or Alcohol Use Addictions, Issues and Disorders

It is a condition of employment that an employee or Contractor who occupies a Safety Sensitive Position disclose to the Occupational Health Group if they know or should reasonably know that they have an addiction, a Drug and Alcohol Use Disorder or are not using drugs or alcohol responsibly or if they know or should reasonably know that they have or will come to the Workplace impaired. An employee or Contractor who makes a disclosure under this section will be encouraged to seek professional help and may be referred for a medical assessment in order to determine their fitness for work.

An employee who does not make a disclosure as required by this Section, prior to breaching this Policy will be subject to discipline including consideration for termination of employment. In determining the appropriate disciplinary penalty for a breach of this Section, TransLink will place considerable weight on deterring similar conduct by others.

4.4 Support for Employees Suffering From Addiction or Drug and Alcohol Use Disorders

TransLink will support an employee with an identified Drug and Alcohol Use Disorder or addiction through the Occupational Health Group (OHG). The OHG will work with an employee and appropriate medical caregivers to help the employee. Through a coordinated effort on assessment, treatment and recovery TransLink is committed to helping its employees overcome addictions and, where appropriate, to ultimately return to work.

Employees who believe that they have a Drug and Alcohol Use Disorder or addiction are encouraged to seek professional help.

If there are reasonable grounds to believe that an employee has a Drug and Alcohol Use Disorder or addiction, depending on the circumstances, any one or a combination of the following will apply:



- The employee may be placed on a leave of absence with or without pay until the results of this assessment are received.
- The OHG will designate the employee as “to be qualified” (“TBQ”).
- TBQ status remains in effect for an employee identified by a medical specialist as having an addiction until medical clearance from the specialist has been received.
- TBQ status will be removed if TransLink receives satisfactory medical information from the medical specialist indicating that the employee does not have an addiction and can manage their use of drugs and alcohol safely and responsibly.
- The employee may be required to attend an independent medical examination (IME) with a specialist in addiction.
- If the employee refuses to attend an independent medical examination, TransLink will determine the appropriate action based on all available information. If the employee provides medical information from their physician to the OHG, that information may also be considered.

Sick leave or disability plan benefits may be available to employees during treatment periods that require the employee to be absent from work.

5. DRUG OR ALCOHOL TESTING

5.1 Pre-employment Testing

Any individual seeking assignment to a Safety Sensitive Position, either as a current employee or new hire, will be required to undergo a medical fitness for duty assessment that includes drug and alcohol testing.

5.2 Reasonable Cause Testing

An employee who occupies a Safety Sensitive Position may be required to undergo drug and alcohol testing if there are reasonable grounds to believe that the employee’s appearance, behavior, speech, motor skills, or odor is consistent with the use of drugs or alcohol or their after effects. In such a case, a drug and alcohol test will be carried out.

An employee demonstrating signs of impairment must be removed from duty pending the outcome of the investigation, including any drug and alcohol test. Underlying health issues must be considered if the employee tests negative for drugs and alcohol; such a finding may result in a medical assessment being carried out.





Employees required to undergo Reasonable Cause testing may not operate their own or a TransLink vehicle. TransLink will make provisions to transport the employee to the collection site and to the employee's residence.

Due to the risk that impaired driving poses to the safety of the employee and to the public, TransLink will contact the police if the employee refuses to accept a ride under these circumstances and attempts to operate their own or another person's vehicle.

5.3 Post Incident Testing

A drug and alcohol test may be required after a Significant Event as part of a full investigation into its cause. The purpose of post-incident drug or alcohol Testing is to rule out drug or alcohol use as a potential cause of a Significant Event.

The circumstances of each case will be taken into consideration before making the decision to test. Post-incident drug or alcohol Testing will not occur unless a preliminary investigation has been undertaken and has determined that the condition of the employee is a reasonable line of inquiry. This determination requires:

- a connection between the employee and the Significant Event;
- a determination that the employee's act(s) or omission(s) may have caused or contributed to the Significant Event;
- consideration of whether other factors (e.g., environmental conditions, mechanical failure) caused the Significant Event; and
- consideration of whether testing would assist the investigation.

A "Significant Event" includes an accident, incident, or near miss where the employee is involved in the occurrence of an event that results in:

- a fatality;
- a serious personal injury to an individual requiring medical attention, including an employee, a customer, member of the public, or any other individual;
- a reportable environmental event, including a reportable hazard or spill;
- loss or damage to property, equipment or vehicles in excess of \$1,500, as reasonably estimated by management at the time of the incident;
- a motor vehicle accident involving a Company vehicle; or
- a near-miss which, had the event not been avoided, could have reasonably resulted in one of the conditions set out above.





An employee who is involved in a Significant Event must report that event to their Supervisor as soon as possible, and must remain available for testing.

An employee involved in a Significant Event must not consume any drug or alcohol, unless prescribed by a physician or administered by a first responder, until after testing has been completed or the employee has been advised that testing is not required.

Refusal to consent to, and/or provide samples for, drug or alcohol Testing will be treated the same as a positive drug or alcohol testing result.

6.4 Return to Work and Follow-Up Testing

An employee who has an identified Drug or Alcohol Use Disorder or addiction may be required to undergo drug or alcohol testing prior to returning to work and may be required to undergo unannounced follow-up drug or alcohol Testing as recommended by a medical professional in order to ensure the employee's continued fitness for work.

7. CONSEQUENCES OF A POLICY VIOLATION

Any violation of this Policy may result in discipline up to and including dismissal. TransLink has the authority and discretion to remove from duty any individual who is believed to be in violation of this Policy pending the results of the investigation. In all such situations an investigation will be conducted to verify whether a Policy violation has occurred. An employee's individual circumstances will be considered in determining the appropriate response.

To the extent of any inconsistency among legislative requirements, any applicable collective agreements, and this policy, the legislation shall prevail first, followed by the collective agreement requirement, and finally the policy.

8. RESPONSIBILITIES

8.1 Employee and Contractors

All employees and Contractors are expected to fulfill their work duties free from impairment, and to conduct themselves in a responsible, safe and lawful manner while on duty or in the Workplace.



It is expected that employees will:

- Read and understand this Policy.
- Comply with all obligations under this Policy at all times.
- Seek the assistance of a Supervisor, Human Resources or Labour Relations if there is any doubt about a person's obligations under this Policy.
- Know and understand the possible effects of using drugs and alcohol.
- Immediately inform their Supervisor if they become aware of any conduct by another employee or Contractor that is or may be contrary to this Policy, including any conduct that may pose a threat to the safety or health of any employee, Contractor, or the public, or damage to the environment, property or equipment, or damage to TransLink's reputation. TransLink may at its discretion act on this information by carrying out an investigation, make its own determinations based on the results of the investigation, and preserve the confidentiality of the person reporting the suspected violation to the extent practicable.
- Contact OHG when prescribed any medication that may affect their cognitive or motor skills.
- Contact OHG if they believe they have an issue with drug or alcohol use, or that they have a drug or alcohol addiction.

8.2 Supervisors/Managers

It is the responsibility of every Manager and Supervisor to promote and maintain an impairment-free Workplace in the interests of health and safety.

Supervisors/Managers are expected to:

- Encourage voluntary participation in treatment programs, and where appropriate, to provide suggested and mandatory referrals to OHG.
- Require an employee in a Safety Sensitive position to follow up with the OHG if, in the course of a performance management discussion, an employee discloses they have an addiction or an alcohol or drug problem, so they can get the appropriate support.
- Require an employee in a Safety Sensitive position to follow up with the OHG, in the event of a driver's license suspension related to drugs and/or alcohol.
- Take immediate steps to investigate any possible violation of this Policy.



If a Supervisor has reasonable cause to believe that an employee or Contractor is impaired for any reason while on work duty or in the Workplace, the Supervisor will immediately remove the employee or Contractor from service and contact their manager for the purpose of commencing an investigation. Any Supervisor who fails to abide by this provision may be subject to personal disciplinary action.

8.3 Occupational Health Group

In support of this Policy the OHG will be responsible for:

- Supporting employees in seeking treatment for drug or alcohol use by arranging assessments and working with employees to ensure they receive appropriate treatment;
- Designating as “to be qualified” employees in Safety Sensitive positions who have been identified with potential or existing drug or alcohol addiction;
- Supporting management and Labour Relations in attaining and interpreting medical documentation relating to the employee’s fitness for duty while maintaining confidentiality of medical records;
- Arranging for testing as required, and ensuring that management and Labour Relations has sufficient information to make appropriate decisions while maintaining confidentiality of medical records; and
- Arranging the necessary support to ensure adherence to any recommended treatment/aftercare program including monitoring.

9. DEFINITIONS

“**addiction**” is characterized by a compulsive pattern of use, including overwhelming involvement, an obsession about securing a supply and inability to cease using it despite negative consequences.

“**alcohol**” means any impairing beverage, including beer, wine, spirits, and alcohol found in other products.

“**Company Sponsored Event**” means an employee social event that is organized by TransLink and is fully or partially funded by TransLink, such as:

- Service anniversary recognition functions (i.e. lunches, dinners);
- Work recognition functions (i.e. dinners);
- Christmas events.





“Contractors” means, for the purpose of this policy any third party performing work for a TransLink Company including consultants, students and volunteers, and their employees and Subcontractors.

“drug” means any substance, including cannabis, prescription medications, and self-administered and over-the-counter substances of any kind, the use of which has the potential to cause impairment.

“Drug and Alcohol Use Disorder” means a condition in which the recurrent use of alcohol, drugs or any other substance causes clinically and/or functionally significant impairment, such as health problems, disability, and undue interference with responsibilities at work or home.

“Impairment” means the modification of an individual’s physical or mental function such that the performance or behaviour of the individual is affected so that they are unable to safely and acceptably perform assigned duties.

“On Duty” means the hours an Employee works, is scheduled to work, is called in, or otherwise requested or required to work, and includes but is not limited to paid and unpaid breaks, and any overtime hours the Employee is required to, offers to, or does work. This includes where an employee puts him/herself ‘on duty’ in order to perform work.

“Related Event” means a business related social event, such as:

- A dinner hosted by TransLink for a business purpose;
- Conferences attended by employees representing TransLink;
- Events where TransLink is a Host;

“Safety Sensitive Position” means any position defined by legislation or defined internally in which misjudgement or incapacity due to impairment could compromise safety, result in direct or indirect risk of injury to the employee or others, or result in damage, to property or the environment.

“Workplace” means any building, site, structure or vehicle, or any other premises or location whether indoors or outdoors, in which one or more employees or Contractors are engaged in work for a TransLink Company. It also includes any private vehicle while being used on TransLink business.

“TransLink or TransLink Company or TransLink Family of Companies” means TransLink, British Columbia Rapid Transit Company Ltd., Coast Mountain Bus Company Ltd, South Coast British Columbia Transportation Authority Police Service, and West Coast Express Ltd.



5. REFERENCES

TransLink Enterprise Drug and Alcohol Policy
Travel and Expense Claims Policy
Director and Employee Code of Conduct
Collective Agreements
BC Workers Compensation Act [RSBC 1996, Chapter 492]
Cannabis Act, Health Canada [2018]
WorkSafe BC Occupational Health and Safety Regulations





Related Event means a business related social event, such as:

- A lunch or dinner hosted by TransLink for a business purpose;
- Conferences attended by employees representing TransLink;
- Events where TransLink is a Host;

Social gatherings of employees that are not funded by TransLink, and take place outside standard working hours (8:00am – 4:00pm), are excluded from the definition of a Company Sponsored Event or Related Event.

4. APPLICATION

Company Sponsored Event

Organizers will ensure that:

- TransLink does not supply or pay for any alcoholic beverages;
- A selection of non-alcoholic beverages is available as an alternative to alcoholic beverages;
- If any monies are provided by TransLink to assist in the funding of an event, none of these monies are used for the purchase of any type of alcoholic beverage in the form of refreshments, prizes, etc.
- Attendees are advised that taxi vouchers are available to attendees who have consumed alcohol and have not arranged for safe transportation from the event.

If alcohol is served at a Company-Sponsored Event, TransLink will make taxi vouchers available at TransLink's cost.

Each attendee, whether an employee or guest of an employee who attends a Company-Sponsored Event, who consumes alcoholic beverages at the event is accountable for:

- Accepting responsibility for his or her alcohol consumption;
- Moderating his or her intake of alcohol; and
- Taking public transportation or taxi from the event, or getting a ride from a designated driver who has not consumed any alcohol.

5. REFERENCES

Travel and Expense Claim Policy

Service Recognition Policy

