



TransLink Quarterly Board Meeting

September 25, 2019

Opening Remarks

Tony Gugliotta,
Board Chair



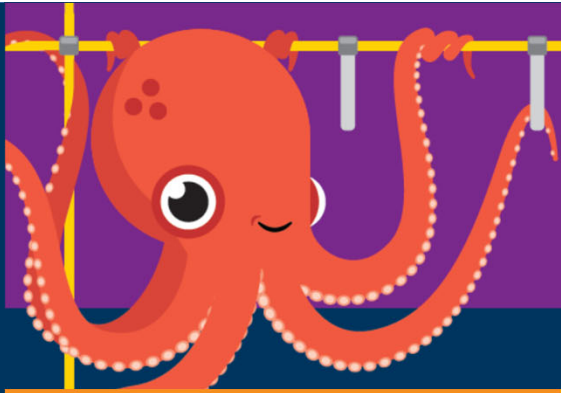


Public Delegations



CEO Report

Kevin Desmond



**Always hold on while
the bus is in motion.**

Safety starts with you.

T translink.ca



**Take it sloooow.
Please stay seated until
the bus has stopped.**

Safety starts with you.

T translink.ca



**Please hang on to the
handrail while using
the stairs.**

Safety starts with you.

T translink.ca



BC Rapid Transit Company

Michel Ladrak, President & General Manager



- 
- Introduction
 - Safety Indicators
 - On-Time Performance
 - State of Good Repair
 - Mark III Update
 - Joyce-Collingwood Station Completed
 - Summer Events



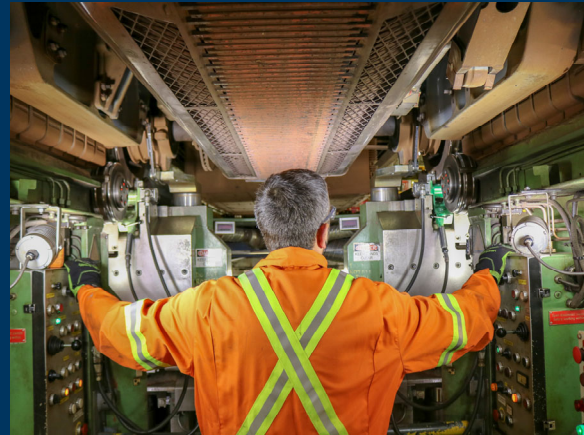
Together all the way

bcrtc An Integrated
Rapid Transit Company

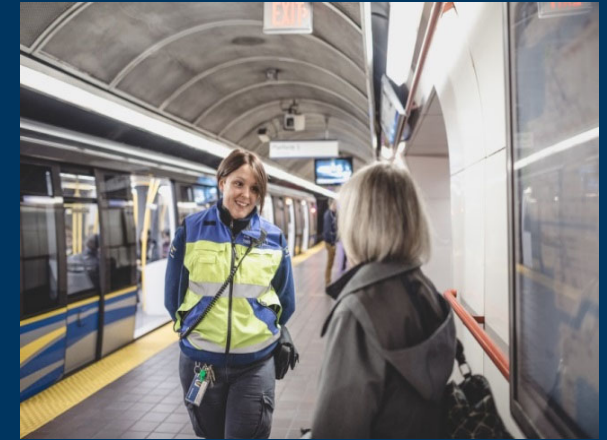
Introduction



Safety



People



Performance

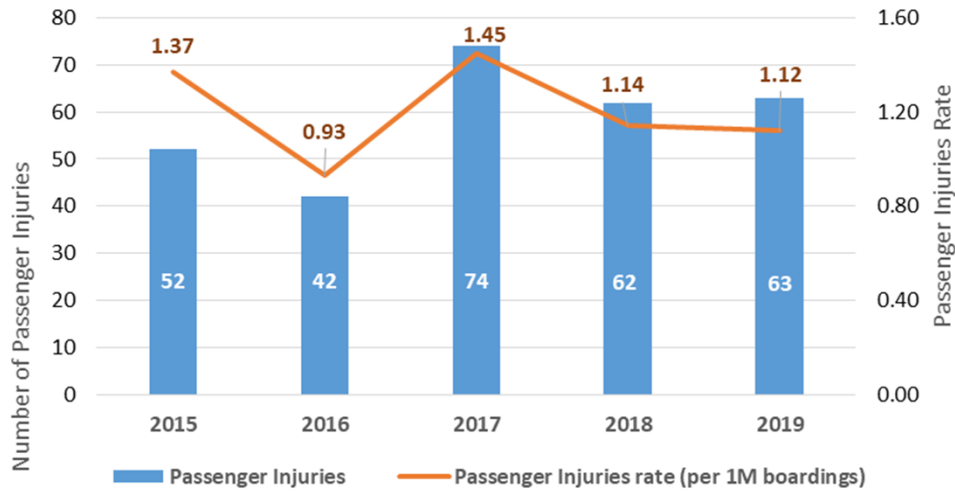
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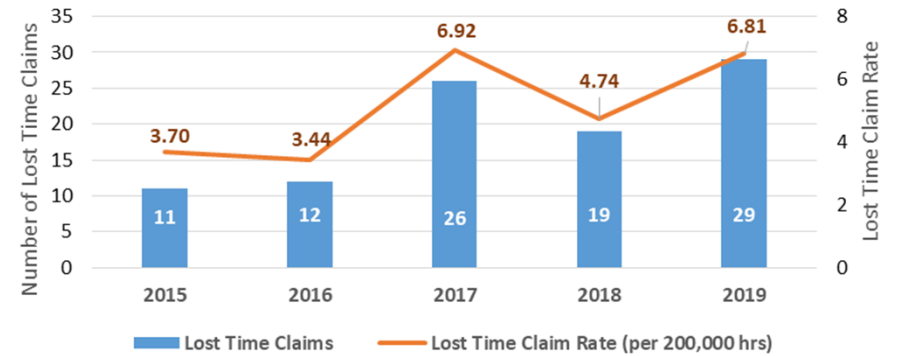
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Passenger & Employee Safety

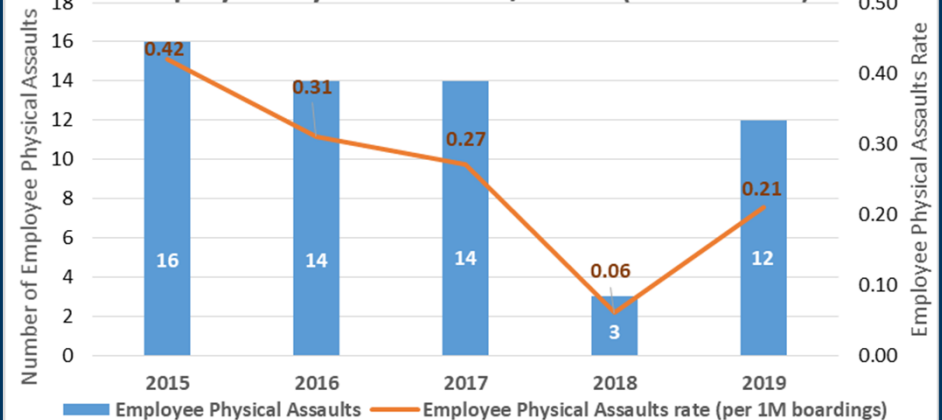
Passenger Injuries (YTD June 30)



WorkSafeBC Lost Time Claims (YTD June 30)



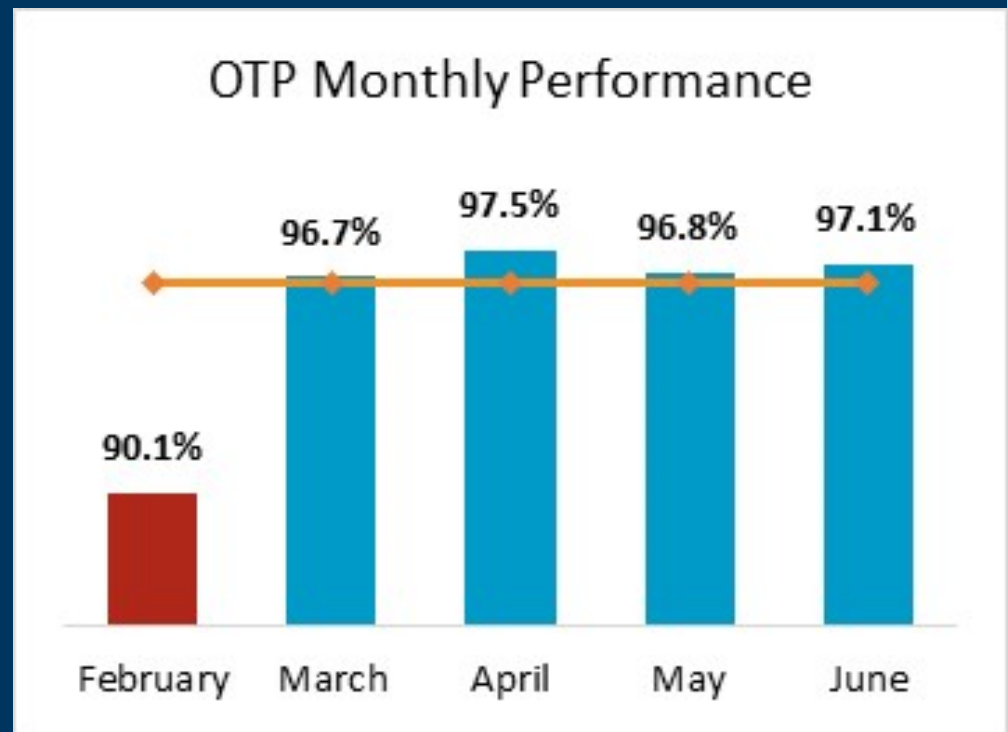
Employee Physical Assaults/EV 2-5 (YTD June 30)



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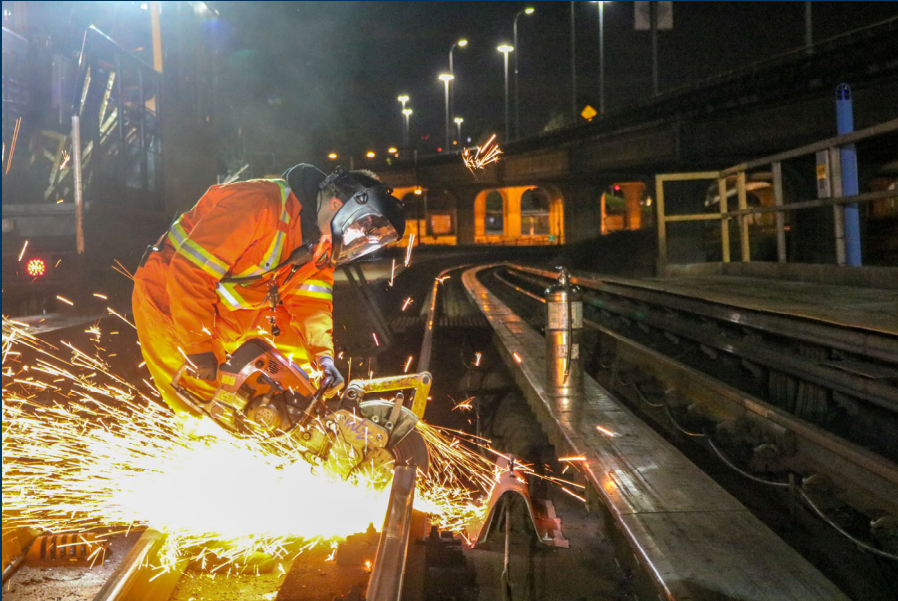
On-Time Performance

- Since February's snow storm which significantly affected OTP, SkyTrain on-time performance has been above target every month.
- >30 minute delays dropped from 6 in Q1 to 2 in Q2.
- Delays 16-30 minutes have decrease 32% compared to Q1.



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State of Good Repair – Guideway Maintenance



Grinding:

- Mainline track: 11.6 km
- Switches: 22

Replacements:

- Full turnouts: 4
- 3 20ft. rail plugs
- LIM Rail lowered in 18 track sections



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State of Good Repair – Vehicle Maintenance

Inspections:

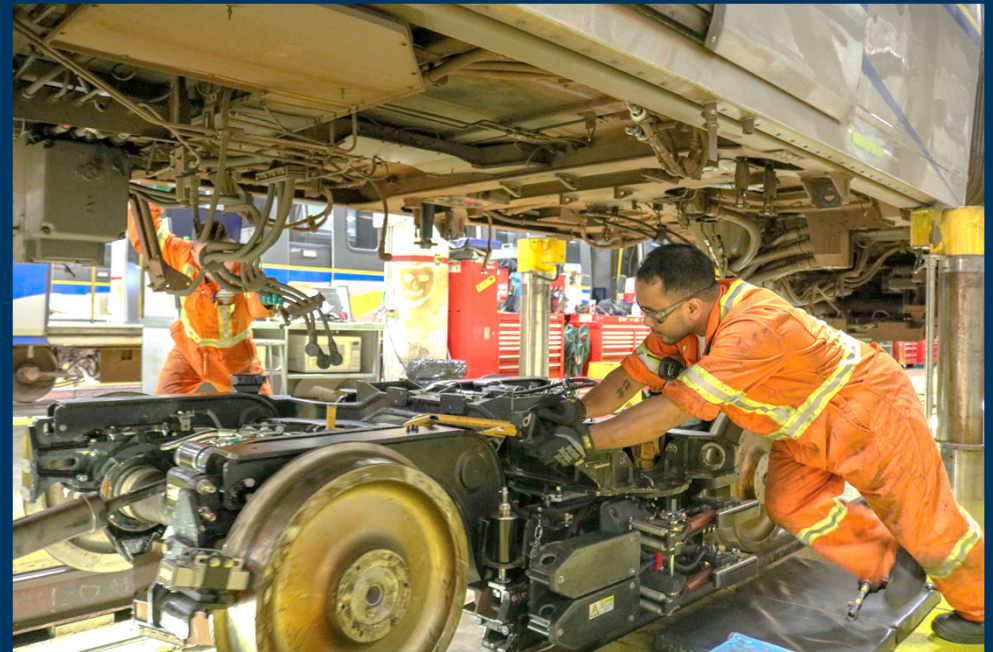
- 327 train cars inspected. Inspections are performed every 20,000 kilometres.

Refurbishment:

- 12 MKI cars (floors/seats/stanchions)

Replacements:

- 134 wheelsets lathed/turned
- 106 door operators
- 33 wheelsets changed out
- 8 trucks changed out



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Mark III Procurement Status Update

- Train 2 entered revenue service in Q2
- Trains 3-7 entered revenue service in Q3.
- Increased rush hour service started September 3



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Joyce-Collingwood Station Completed

Phase II upgrades were completed in June. Improvements include:

Enhanced amenities

- ✓ New elevator and escalator to improve passenger access

Upgraded look and feel

- ✓ Improved lighting, extended roof, new platform tiling

Better customer experience

- ✓ New customer information signs, including exterior signs that provide real-time service information



Summer Special Events – Celebration of Light

- Twice the number of trains in service
- Utilized rush hour frequency
- More staff to manage crowds and provide customer service



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Thank you



Together all the way



Coast Mountain Bus Company

Michael McDaniel
President and General Manager

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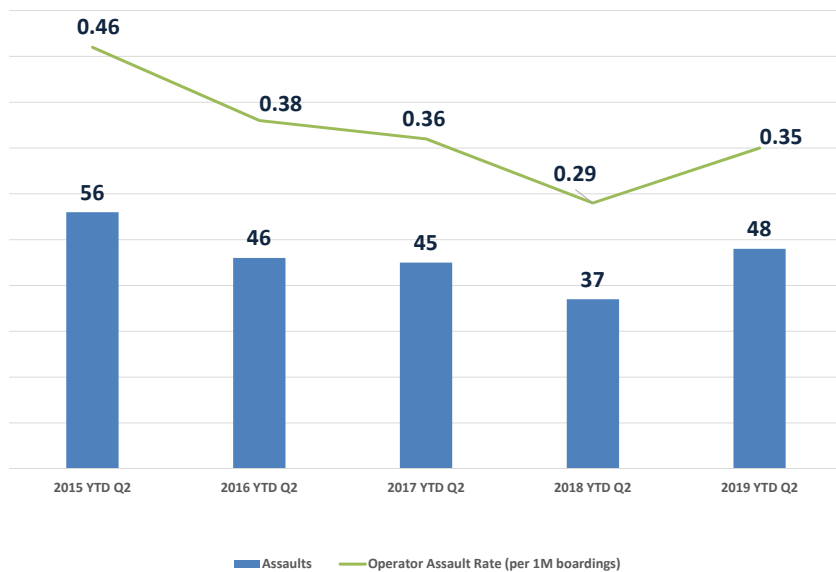
Agenda

- Safety trends
- Accessibility
- Double-decker buses
- Battery-electric bus pilot
- SeaBus update



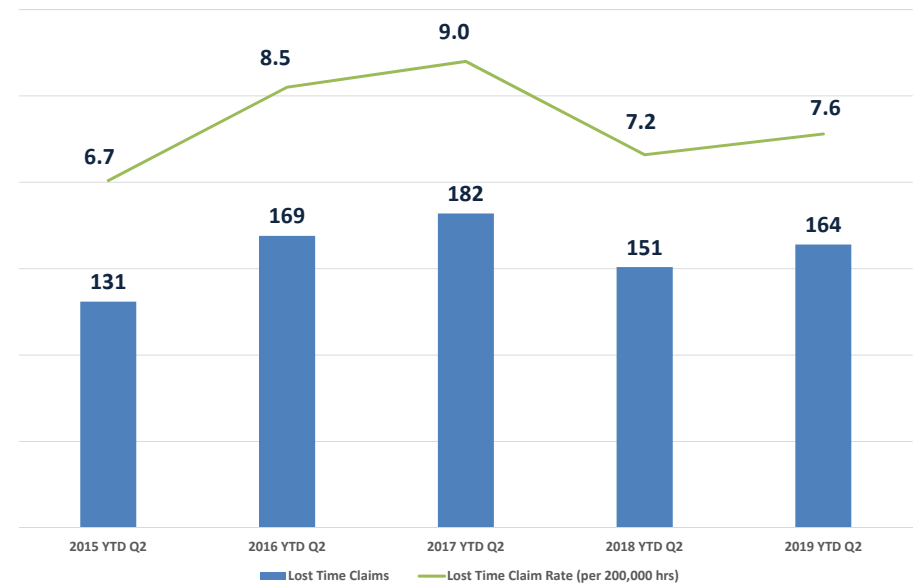
Employee Safety

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



- Increase of 11 year-over-year, but on track to end year with fewer total assaults.

WorkSafeBC Lost Time Claims (YTD June 30)



- Increase of 13 year-over-year and 0.4 increase in rate per 200,000 hours.

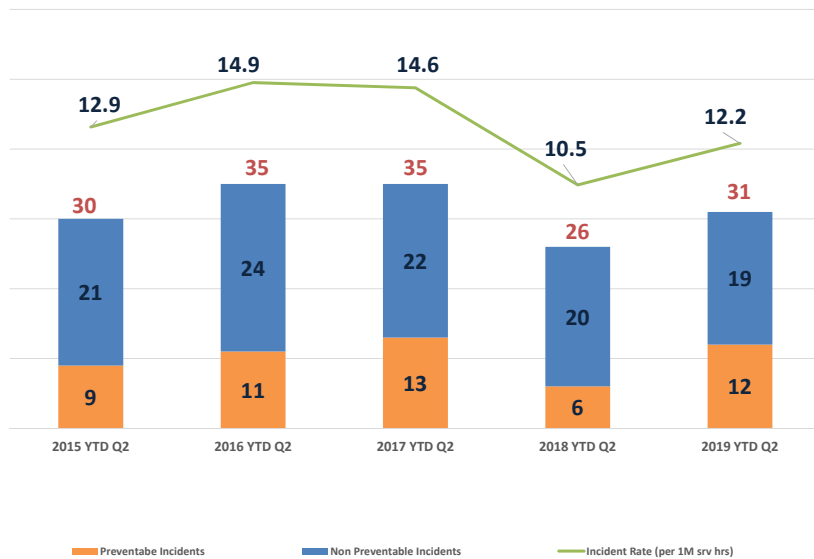


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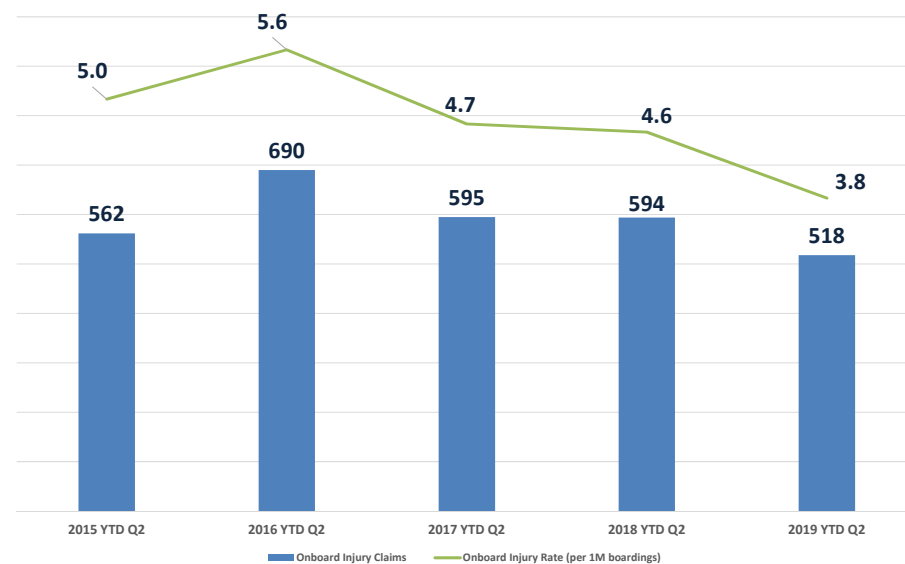
Customer Safety

Pedestrian Incidents with Verified Contact (YTD June 30)



- 31 incidents so far this year. Slightly above low of 26 seen in first half of last year.

Onboard Injury Claims (YTD June 30)



- Total of 518 claims accepted this year so far. Steady downward trend over past three years.



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Accessibility

Access Transit update

- HandyDART vehicles brought to June Riders' Alliance/ATSD meeting to review concerns and issues

Travel Training

- 38 sessions so far in 2019

Low-floor Community Shuttles

- 49 new low-floor Community Shuttle replacements at HTC
- Low-floor improves access for those with mobility challenges, strollers, etc.



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Double-decker buses arriving

- First two of order of 32 arrived in early August
- Remaining buses arriving six per month through December
- Safety review completed in early September
- Operator Training is ongoing
- Service begins in October on Routes 301 and 620 (RTC)



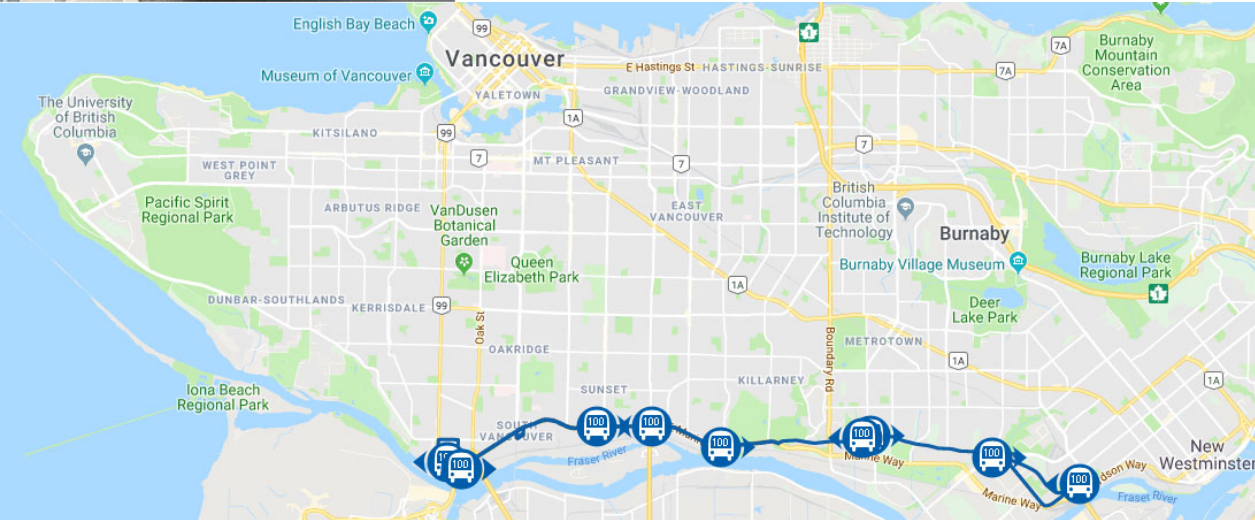
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Battery-electric pilot begins

- Pilot began September 11 and will run for 2.5 years
- Route 100 from 22nd Street Station to Marpole Loop
- Buses fully charge at each end of route (4-7 minutes)
- Collecting data:
 - Performance
 - Maintenance
 - Customer experience



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Update on new SeaBus vessel

- *Burrard Chinook* underwent sea trials in the Burrard Inlet
- Final modifications of the vessel will occur before entering service
- Modification work will improve handling capabilities
- No customer impact
 - 10-minute, three-vessel service began Sept. 3



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St Johns St

6-8:30 AM
MON-FRI

WITKOVES, INC. CPA

CLS

P14001

PNE

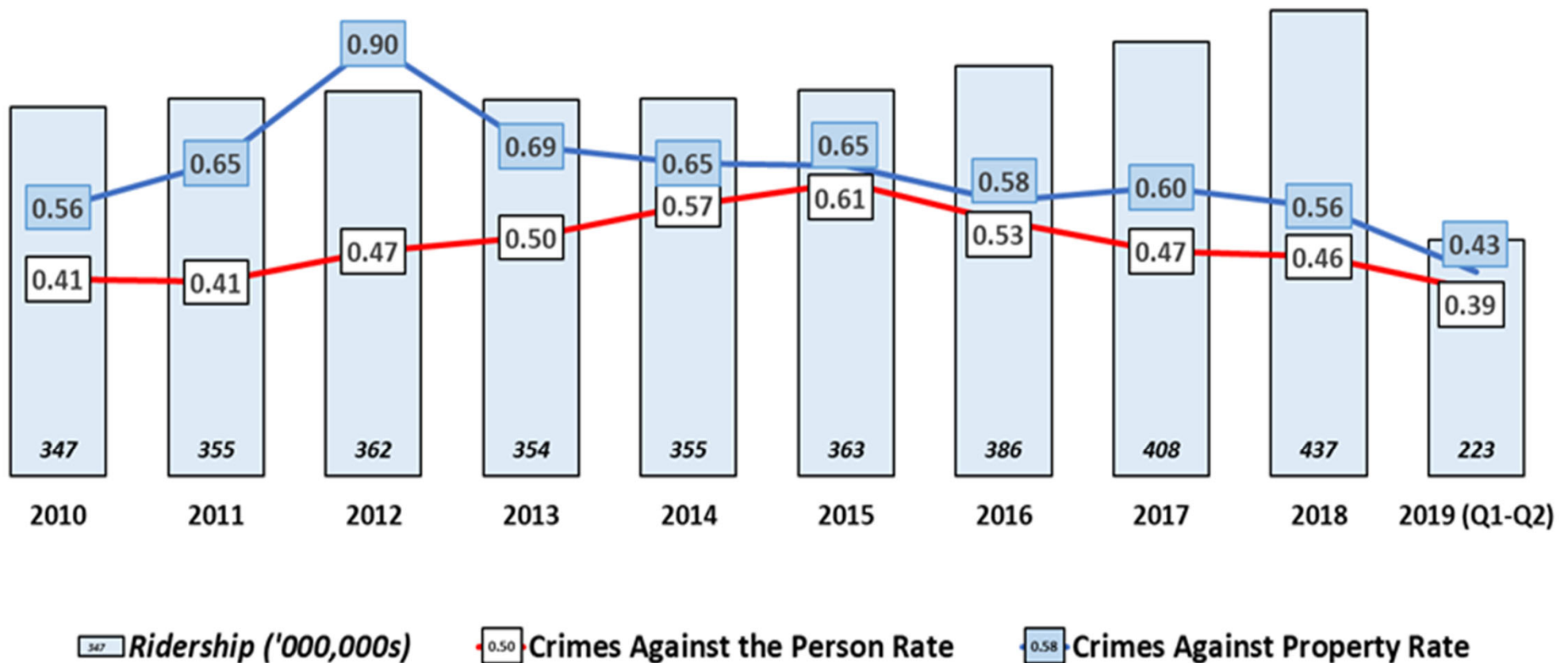


TransLink Board Update September 25, 2019



METRO VANCOUVER
**TRANSIT
POLICE**

Crime Rates ↓ YTD



IALEP Project of the Year Award



You have the right to be safe.

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

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

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

Ontario Visor Card

(presented at Police Leadership Conference)

I am Deaf

This card is to help us communicate with each other.

Quick communication tips:
 Get my attention first by getting into my line of sight or tapping my shoulder.
 Make eye contact when you speak.
 I may need to communicate through a qualified sign language interpreter.
 I cannot lip-read everything you say.
 A hearing aid or cochlear implant does NOT allow me to understand everything you say.
 Shining a flashlight in my face may make it hard for me to see your face for communication purposes.

The best way to communicate with me is:

WRITING

TEXTING

ASSISTIVE LISTENING DEVICE

LIP-READ

NO LIP-READ

INTERPRETER

Ontario Interpreting Services

Phone: 1-866-518-0000 Text/SMS: 416-712-6637
 Email: urgent@chs.ca TTY: 1-877-215-9530

*Emergency Interpreting Services may not be available at all times in all regions.

Developed by Endorsed by

Please point to the pictures that help me understand what you want.

I need to see your:

ID

INSURANCE

REGISTRATION

I stopped you for:

MAXIMUM 50 km/h

STOP

DON'T DRIVE DISTRACTED

CARELESS

OTHER EQUIPMENT

OTHER

HELP:

FLAT TIRE

LOST

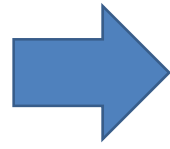
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FLAT TIRE

OTHER

For an original copy, please contact office@deafontario.ca

Developed by Endorsed by



NEW - Transit Police Communication Card

Communication Card for the Deaf and Hard of Hearing

This card is to help us communicate with each other.

Please indicate the best way(s) to communicate for you:

Writing

Texting

Lip Read

Assistive Listening Device

Interpreter

I need to see your:

Compass Card / Ticket

Identification Card

Western Institute for the Deaf and Hard of Hearing

PHONE/TEXT/SMS: 1-888-736-2527
 EMAIL: info@widh.com

How may I assist you?

- Directions to your destination
- Hospital / medical attention
- Other

I stopped you for:

- Causing a disturbance
- Check for correct fare
- Ensuring your health / well-being
- Open alcohol
- Panhandling
- Improper use of emergency exit
- Pushing through or following someone through a fare gate
- Other

For assistance, text Transit Police at 87-77-77

www.transitpolice.ca

Bait Bike Program



- Targeted placement of monitored bait bikes at or surrounding transit facilities.
- Surveillance at bike storage facilities.
- Support for the Project 529 bike registration program in Metro Vancouver.



See something? Say something.

SILENT ALARM ↓ Text **87.77.77** or press the yellow strip below for assistance ↓ SILENT ALARM



See something? Say something.

SILENT ALARM ↓ Text **87.77.77** or press the yellow strip below for assistance ↓ SILENT ALARM



For Your Safety - Please Hold On

HYWEMA

SkyTrain

Safety Education & Outreach



Cst. Ponsioen
and Cst. Chung
Korean Cultural
Festival



Sgt. Simpkin
and Cst. Rattray
National
Indigenous Day



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**TRANSIT
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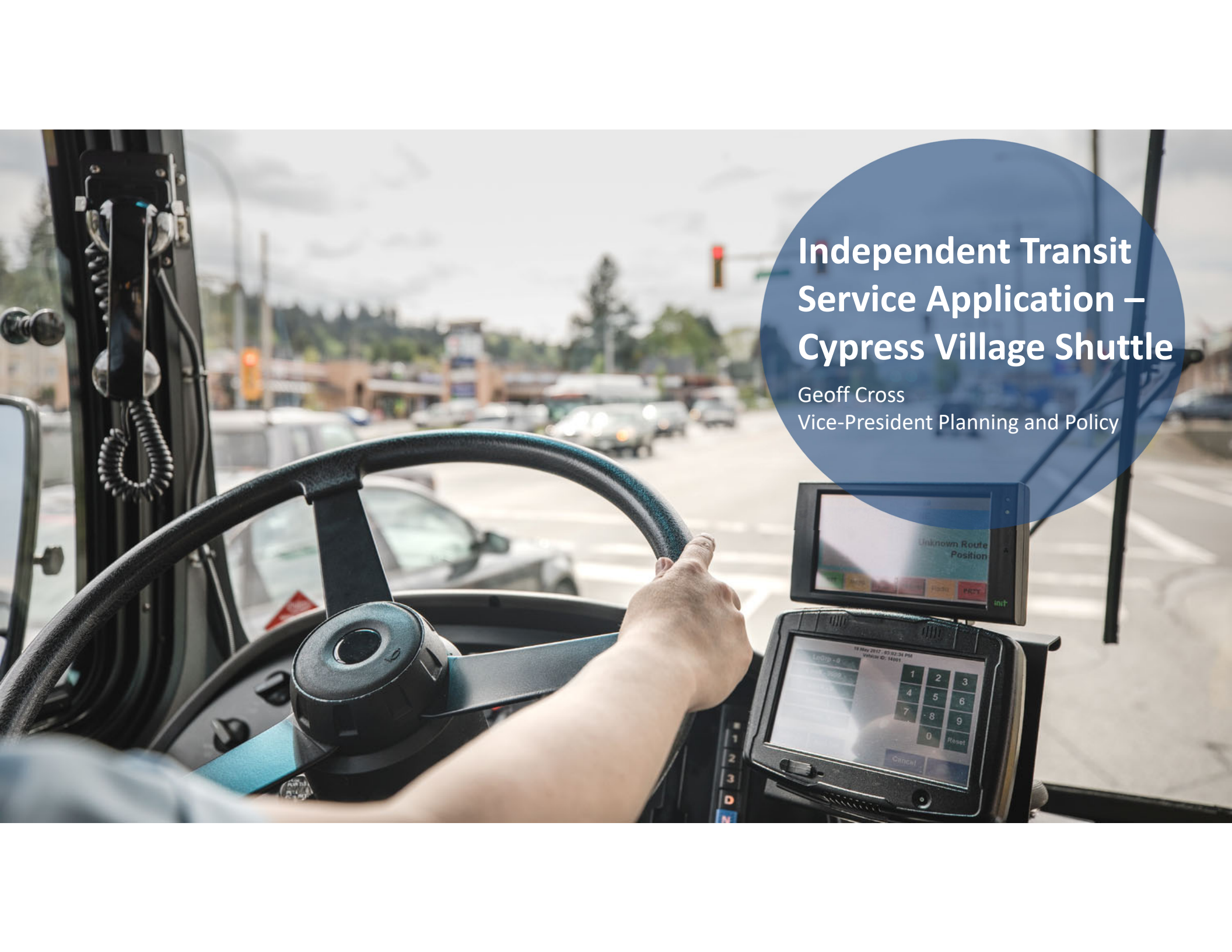
Finance and Audit Committee Chair Report

Anne Giardini,
Committee Chair



Planning and Stakeholder Committee Chair Report

Larry Beasley,
Committee Chair



Independent Transit Service Application – Cypress Village Shuttle

Geoff Cross
Vice-President Planning and Policy



Insights from the 2017 Regional Trip Diary

Geoff Cross, VP, Transportation Planning and Policy

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TRANS LINK

Introduction and Background

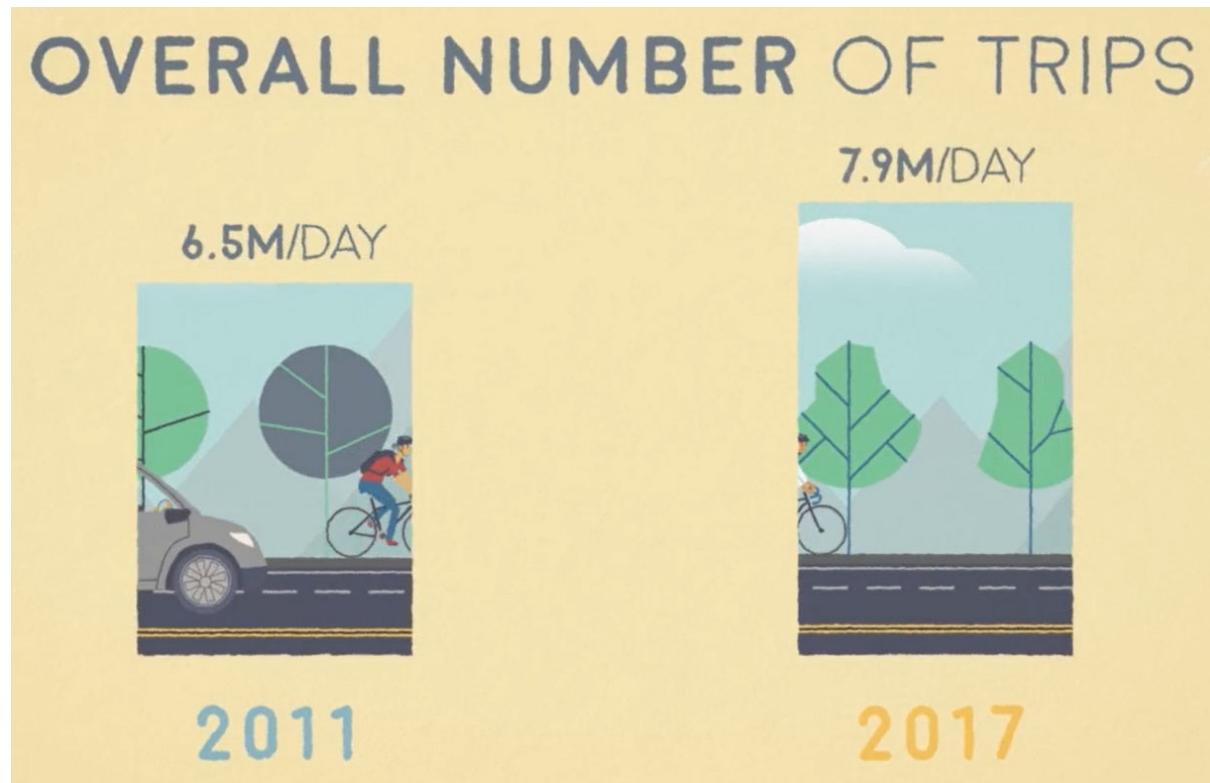
- Trip Diary is an in-depth look at how residents move around Metro Vancouver
- Trip Diary 2017 is the latest set, the last Trip Diary was in 2011
- Data used for evidence-based planning:
 - Track overall trends
 - Gauge progress towards performance targets
 - Provide input for planning, and
 - Inform transportation modeling
- Since 2011, the region saw:
 - Significant population and employment growth
 - A robust economy
 - A number of key transportation network changes but only limited transit expansion



A growing region and strong economy inherently mean more trips



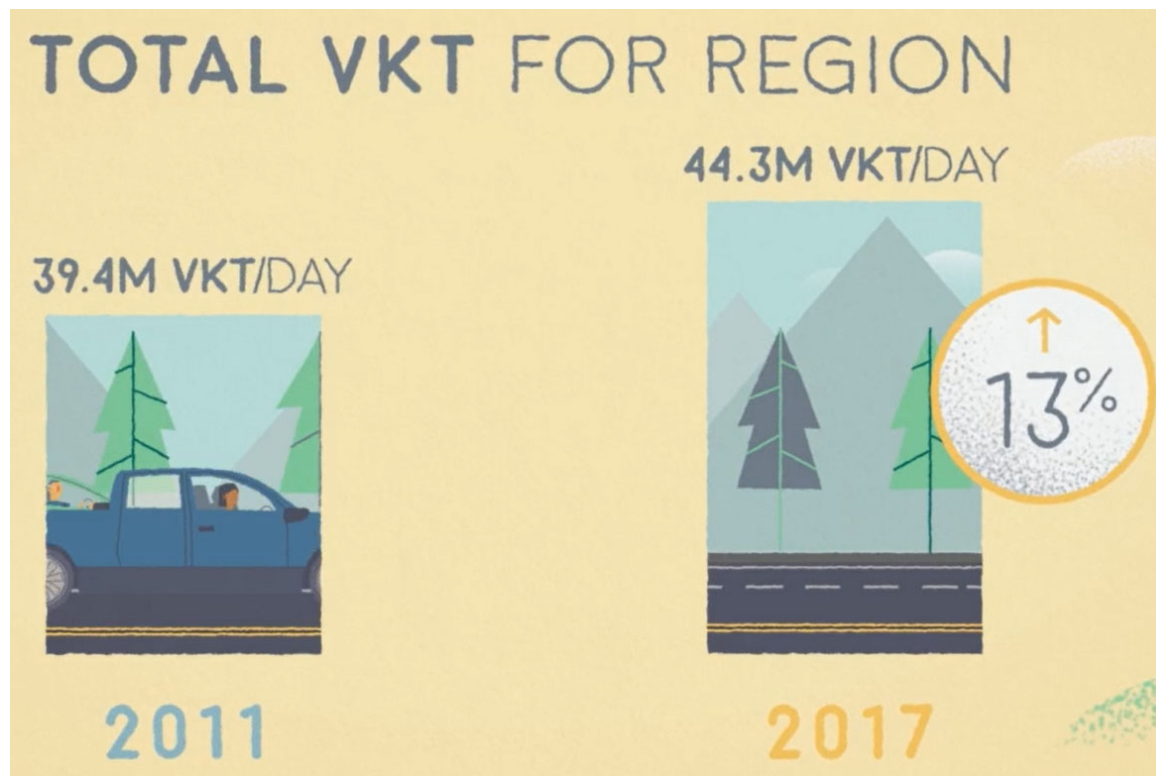
Significant efforts required just to keep pace



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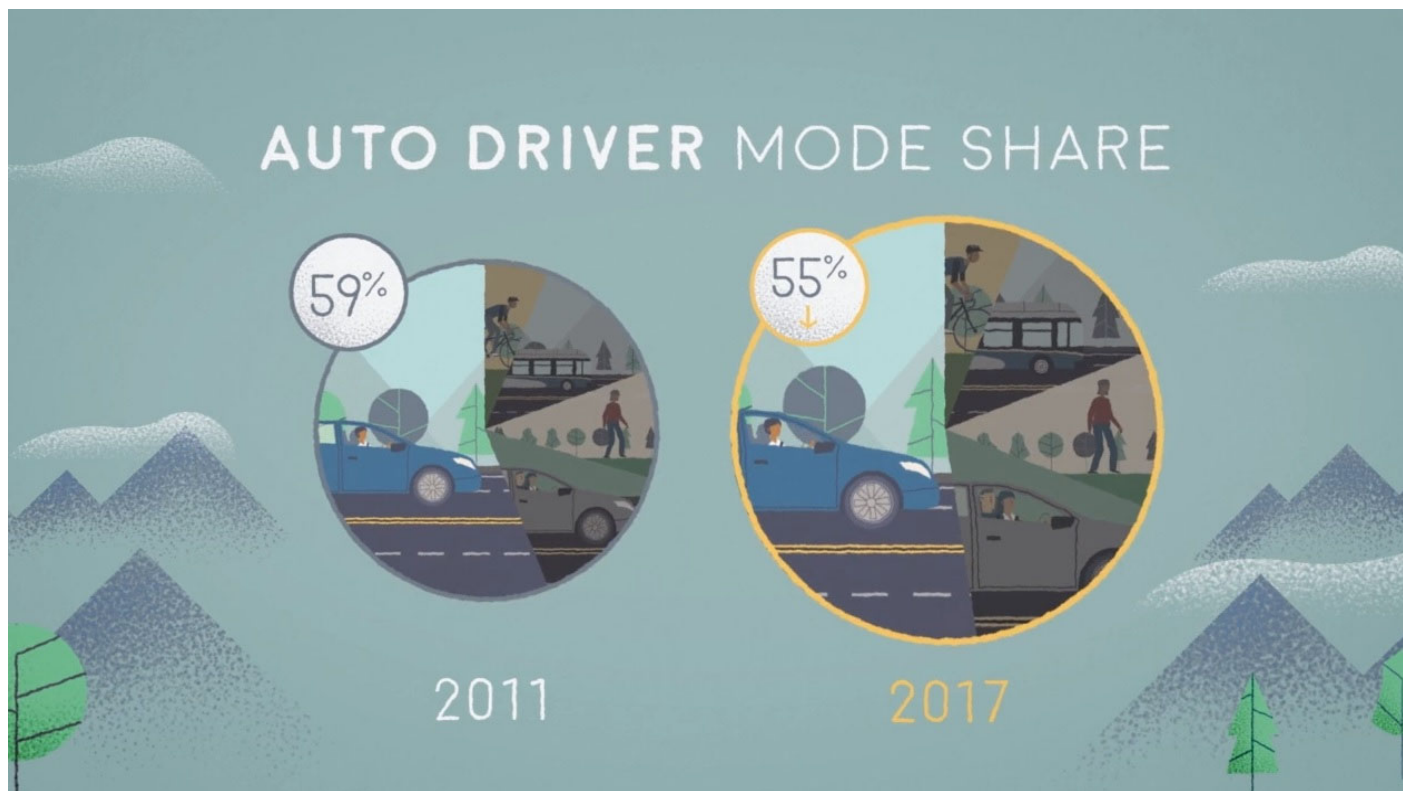
Overall driving increased



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Though driving trip share decreased



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Travel is proportionately more sustainable



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Results will be on TransLink website

TRANS LINK Getting you everywhere you want to go in Metro Vancouver

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Alerts, Trip Planner

Fares
Compass Card

Rider Guide
Transit 101, Accessibility

Getting Around
Cycling, Driving

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Transport Planning

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Strategies & Plans
Regional Transportation Strategy
The 10-Year Investment Plan
Area Planning

Programs & Studies
Broadway Subway Project
Surrey Langley Line
TransLink Tomorrow
Transit Fare Review

Projects
Station & Exchange Improvements
Maintenance and Repair Program
Roads and Bridges

Data & Information
Transportation Surveys
Accountability Centre

Accountability Centre
Find out what indicators we use to guide our decisions.

Trip Planner Next Bus Google Transit

Departing from? Enter an address, intersection, landmark or stop number.

Going to? See list of locations... More search tips... Transit Maps...

Departing Arriving

9:50 AM 09-20-2019

Depart/Arrive Within 30 Minutes of Re

Plan My Trip

Get Schedules:

Bus SkyTrain SeaBus West Coast Express Airport

We're taking your commute to the next level
Starting Sept. 3

- Highlights video
- Interactive data tool

2017 METRO VANCOUVER
REGIONAL TRIP DIARY

www.translink.ca/Plans-and-Projects/Transportation-Surveys



Human Resources and Governance Committee Chair Report

Marcella Szel,
Committee Chair

