



Cyberattack Recovery

- TransLink's IT systems and related CMBC applications were taken offline due to a cyberattack on December 1, 2020.
- Through December during the network disruption, all CMBC departments ran in 'fallback mode' with manual processes. For example: assigning Transit Operators to buses, parts order tracking and maintenance planning, capital projects approval, and activities to support Access Transit customers were all handled via phone, paper, and pen.
- As part of the ongoing recovery efforts, key CMBC systems have been brought back on-line and this work continues on a system priority basis.

TransLink Strategic Priority: CUSTOMER EXPERIENCE AND PUBLIC SUPPORT

CUSTOMER EXPERIENCE

Reindeer Bus

- In December 2020, five additional Reindeer Buses were staged for the holidays, bringing the total to seven. One conventional bus for each depot and one Community Shuttle running out of Port Coquitlam Transit Centre spread cheer throughout the holiday season.

Winter Service Changes

- Signage was installed across the system to notify customers about Winter Service Changes that went into effect on January 4, 2021. Bus service levels across the region were adjusted to provide more space and reliable trips on busier routes.

Winter Weather Response and Readiness

- Transit Communications (TComm) continues to be in frequent communication with all Metro Vancouver municipalities to ensure transit routes and all priority corridors are maintained during snowy conditions.
- All municipalities, universities, and snow removal contractors shared their COVID-19 response and readiness plans with TComm.
- Information was gathered from internal and external stakeholders to create a snow removal map to identify areas where snow can be piled to mitigate stacking of buses.
- Testing of the weather stations and contractor call-out system was successfully completed.
- CMBC successfully implemented the Winter Weather Plans for the first and second snowstorm of the season without any service impacts.

Re-allocation of Bus Service

- As a result of the COVID-19 pandemic, ridership has significantly decreased, but not in a uniform manner. For example, industrial routes and routes serving construction areas have seen less of a decrease versus routes serving universities. To combat the unpredictability of ridership and attempt to prevent overcrowding, some service was reallocated to the Spareboard so it could be dispatched on an ad-hoc basis. This data was recorded and informed our decisions on service allocations for January 2021.

Brighthouse Loop

- The updated Brighthouse Loop in Richmond officially opened on November 9, 2020. During the project phase, Operations worked with Transit Operators, Transit Supervisors and liaised with multiple stakeholders including TransLink and the City of Richmond to address issues regarding getting in and out of the loop safely. One key element of the updated loop, for example, was the implementation of an “advance green light,” allowing buses to depart the loop while other traffic is held at a red light.

Fare Revenue

- There was a slight increase in physical cash and coin counts during the holiday season in December. However, in January 2021, ridership returned back to the levels previously seen during the pandemic prior to the holidays.
- Cash-paying customers will see a change in paper transfers by Q3 2021. CMBC will move to a transfer that uses thinner paper stock, resulting in overall cost savings.

Access Transit Service Delivery (ATSD)

- *Ridership* – Although trips dipped to 35% of budget in December, the year ended with an average of 44% of trips being delivered. About 95% of trips have two or fewer customers, allowing for proper physical distancing.
- *Flettner vents* – Working with Maintenance and Corporate Safety, an air venting system that circulates fresh air into the vehicle on a regular basis was identified. These small rooftop vents will be installed on the full HandyDART fleet of 340 vehicles by the end of May 2021.
- *Resource planning* – Working with Access Transit Planning and a third party consultant, a forecasting tool was built for the HandyDART service. This tool will help forecast fleet, operators, and facility needs into the future.
- *Replacement for North Road depot* – The North Road HandyDART depot will be moving to a new site to accommodate the development of BCRTC’s OMC IV. Work is underway to secure a promising property in Coquitlam near the existing site. HandyDART must vacate the North Road location on July 31, 2021.

Wheelchair-accessible Bus Stops

- CMBC is currently at 80.3% for bus stop wheelchair accessibility with 6,663 accessible stops across the system.

COVID-19 Testing Sites

- CMBC and TransLink worked with Fraser Health and internal stakeholders to set-up COVID-19 testing sites at South Surrey Park & Ride and Coquitlam Central. These sites will remain operational until December 31, 2021.

Customer Information Call Centre

- Monthly call volume has continued to decline by approximately 3% monthly since August 2020. This is likely due to the ongoing pandemic, and its effect on ridership across the transit system. Proactive communications via all available customer-facing channels have also increased recently with more Twitter posts and chats, alerts on translink.ca, and an update for translink.ca that placed NextBus and Google Trip Planner directly on the homepage.
- The number of customer complaints received has continued to trend downward. Complaints have focused mainly on concerns over physical distancing, mask compliance, and bus pass-ups.

Hand Sanitizer Dispenser Pilot

- The hand sanitizer pilot on 10 RapidBuses at Burnaby Transit Centre and 10 RapidBuses at Hamilton Transit Centre concluded on December 31, 2020. Following the pilot, a review was conducted, and it was decided that due to minimal usage and high cost, CMBC will not implement hand sanitizer across the fleet.

SAFETY

Electrical Safety Program

- CMBC worked with an external consultant to provide a framework for its updated Electrical Safety Program. The external consultant provided best practices and specific recommendations to improve electrical safety at CMBC, which is critically important as we move towards electrification of the fleet and on-route/in-depot charging. To continue developing the program, a working group comprised of representatives from Maintenance, Operations, Training, and Corporate Safety has been created.

Certificate of Recognition (COR) Audit

- CMBC passed WorkSafe BC's COR Audit in October 2020, achieving 86% for the Safety Audit and 96% for Injury Management including Stay at Work/Return to Work.
- The Safety score was the same as 2019 and Injury Management improved by 3%. WorkSafeBC allowed the COR Auditors to recognize COVID-19 impacts to regular operations during 2020.
- 2021 will be the final year of the Injury Management portion of the COR Audit. WorkSafeBC will be focusing on Return to Work programs and initiatives that provide the best outcomes for injured workers. CMBC has also recently formed a working committee on Return to Work programs.

Health & Safety Software

- The Health and Safety Software project, intended to modernize safety processes, incident management, Return to Work tracking, corrective actions, and performance reporting is now well into the development phase. Enterprise workshops to establish new, more efficient and effective safety processes are underway. These processes will be embedded in the software, with roll-out and training expected to begin in 2022. A change management plan is being developed to support the successful implementation of the project.

Responding to the COVID-19 Pandemic: Our Employees

- *Mask policy* – In early November 2020, the CMBC internal mask policy was updated, making masks mandatory for all employees while moving around inside our facilities. Mask protocols are being continuously reviewed and updated as best practices and recommendations from public health officials change.
- *Daily health screening* – CMBC established daily COVID-19 Health Screening processes for employees at all CMBC work locations in accordance with the Ministerial Order of November 2020. The screening is completed via the BC Government’s COVID-19 Support App shown at the worksite door or by verbally answering health and travel-related questions. Screening stations at all depots and garages operate 24/7.
- *Facility COVID-19 Safety Plans* – Plans continue to be updated as needed. The most recent updates include the requirement for Event Safety Plans. This type of plan is necessary when an event occurs that either does not regularly occur and significantly increases the facility occupancy or is a temporary change in business operations. Examples of such events may include Transit Operator Sign-up, media events, employee appreciation days, or special projects where an increased number of individuals attend the facility for a period of time.
- *Safety Compliance and Screening Audits* – Corporate Safety and TransLink Internal Audit are conducting reviews of COVID-19 Safety Plans and screening processes to ensure compliance. Minor deficiencies are rectified with site management immediately.
- *Hotline* – The employee hotline saw consistent call volumes in Q4 2020 with 67 inquiries. Employees with questions can speak with their manager, call the hotline, use the employee inquiry e-mail address, or contact Occupational Health.

COVID-19 Infection Control Initiatives

- To explore new and innovative ways to improve health and safety on transit, a pilot to test Photocatalytic Oxidation devices which actively clean the air began in early March. The pilot includes buses out of Richmond Transit Centre including two double-decker buses and one articulated 60’ bus. The four-week testing period began in early March 2021.
- In addition, CMBC participated in a research project with Teck Resources, Vancouver Coastal Health, UBC and others, to test copper and organosilane products on high-touch surfaces. The pilot included two trolley buses and two SkyTrain cars and ran for four weeks ending on December 15, 2020. A detailed data analysis was completed, and results are expected to be released in March 2021.
- The twice weekly enhanced cleaning and disinfection schedule for vehicles, vessels, and CMBC facilities implemented at the start of the pandemic continues.

Transit Security Presence and Visibility

- Transit Security Officers continue to provide high-visibility security presence throughout the transit system focusing on high visibility and high passenger volume locations.
- Regarding face mask compliance on transit, Transit Security has been working collaboratively with the Transit Police Enforcement Team. On average, mask compliance on the CMBC system has been steady around 98%.
- Transit Security joined the West Vancouver Police Department to work collaboratively in the Park Royal and Horseshoe Bay areas. Transit Security Officers have been focusing on proactive patrols of loops, exchanges, and buses, as well as mask compliance, fare enforcement, as well

as assisting CMBC employees and customers. This collaboration has been well received.

Employee Workplace Injuries / Accepted Lost Time Claims

- In 2020, CMBC recorded 332 accepted lost time claims at a rate of 7.6 claims per 200,000 hours worked, lower than the 352 claims and rate of 8.1 achieved in 2019.
- Motor Vehicle Incidents (MVI) are the leading cause of injuries (18% of all lost time claims), followed by Falls on the Same Level (17%), Overexertion (15%), Acts of Violence (15%), and Other Bodily Motion incidents (10%).
- The trend for claims registered with WorkSafe BC and days lost due to injury are heading in different directions. Claims registered show improvement over the last five years, with a 19% decrease in the number of claims registered and a 25% decrease in the rate. Specifically, in 2019 there were 729 claims registered at 18.3 claims per 200,000 hours worked, compared to 2020 with only 591 claims registered and rate of 13.6 claims per 200,000 hours worked. However, over this time period, days lost due to injury has climbed from 17,715 to 23,380 per year. CMBC has established a working group to address this issue.

Please note: Due to the cyberattack and limited data availability, the rates above are based on estimated number of boardings and hours worked. The results will be verified once our regular systems are fully operational.

Transit Operator Assaults

- In 2020, CMBC recorded 63 total Transit Operator assaults (including spitting, physical, and others) at a rate of 0.45 assaults per 1 million boardings. Year-over-year comparison between 2019 and 2020 shows a 26% decrease in the number of assaults (63 vs. 85 incidents). However, the assault rate was higher (0.45 vs. 0.31) as boardings dropped due to the COVID-19 pandemic.
- CMBC's multi-year retrofit of Operator Protection Barriers for the bus fleet was accelerated due to the COVID-19 pandemic. In mid-2020, all 1,505 buses were equipped with either a plexiglass or temporary vinyl barrier.

ENVIRONMENTAL STEWARDSHIP

Low Carbon Fleet Strategy (LCFS)

- Work on the future Marpole Transit Centre continues to move forward. The transit centre is intended to house a primarily battery-electric fleet. Buses are expected to begin arriving in 2024.
- TransLink has requested funding from the Greater Vancouver Regional Fund for a capital project to purchase 57 on-route charged battery electric buses and their supporting infrastructure for Port Coquitlam Transit Centre. If funding is approved, procurement of the vehicles and infrastructure could begin in late 2021.
- The notice of award to Nova Bus for the fabrication of 15 additional battery-electric buses was announced in January. These buses will fully electrify Route 100 (22nd Street/Marpole Loop). A pilot bus is expected to arrive in Q2 2022 ahead of the 14 remaining buses which will arrive after testing is complete.

Battery-Electric Bus Pilot

- The previously reported communication issues between the battery-electric buses and charger have been resolved and reliability has improved for the charging infrastructure. All four buses

- are performing well.
- The quarterly technical report on performance from CUTRIC was released in January 2021.

Energy Management Program

- In January, FortisBC published an article on the Vancouver Transit Centre energy retrofit project in *BC Business* magazine. The article covers the heat recovery project that saves 13,290 GJ/year (148 home equivalent) and for which FortisBC provided \$255,000 in capital incentive funding to reduce payback from 4.9 to 2.4 years
- In 2020, LED lighting retrofits were completed at Surrey Transit Centre and Port Coquitlam Transit Centre. These two projects are expected to save approximately 715,000 kWh of electricity per year, equivalent to the usage of approximately 45 households.

Corporate Climate Action Plan

- CMBC continues to provide support and input into the development of TransLink's Corporate Climate Action Plan. This enterprise-wide plan will outline mitigation measures to reduce greenhouse gas emissions and adaptation measures to protect assets from future climate change impacts. Meetings have been held with internal stakeholders and the plan is expected to be published by September 2021.

Spills KPI Target

- The 2020 year-end spill rate is estimated at 1.5 spills/Mkm which is well below the 2020 target of 2.9. (Note: due to the cyberattack and lack of data availability, this rate is estimated.)
- The 2021 spill target has been set at 2.0 spills/Mkm.
- A Lean project was conducted to identify ways to streamline the spill reporting and investigation process. This will be reviewed with stakeholders for implementation in 2021.

TransLink Strategic Priority: ENSURE STATE OF GOOD REPAIR

OUR PEOPLE

45-minute Guaranteed Recovery

- In the new Collective Agreement between Unifor 111 and CMBC, Transit Operators receive a minimum of 45 minutes of recovery time per run. This program went into effect on January 4, 2021.

Resource Planning: Operations & Contracted Services

- As a result of the COVID-19 pandemic and to support physical distancing, CMBC suspended five new Transit Operator classes in the spring of 2020, leaving a shortfall in Operators required for June 2020. Classes were reinstated in June with COVID-19 safety protocols, ensuring the September 2020 and January 2021 sheets were adequately staffed. Plans are in place to sufficiently support service needs throughout 2021.
- Last year, a Training Task Force developed a new syllabus for Conventional Operator Training aimed at increasing the graduation rate. The new syllabus took effect in November 2019 with various changes including increased drive time prior to critical testing as well as increased total

drive time. Throughout 2020, CMBC observed a considerable increase in the graduation rate (projected average of 81% for 2020 vs. 70% in 2019).

Online Transit Operator Hiring Fair

- A Transit Operator hiring event was held on December 12, 2020 with Operations Supervisors conducting interviews remotely with candidates.
- Operations Supervisors interviewed 124 candidates for Community Shuttle and Conventional positions. Seventy-eight candidates passed the interview (63% pass rate) and moved onto the next phase of the hiring process. The last in-person hiring event was held in early March 2020 with 278 candidates interviewed and a pass rate of 77%.
- CMBC aims to hire 348 Conventional Operators and 72 Community Shuttle Operators in 2021.

Apprentice Program

- The Apprentice Program in Maintenance has been successfully operating at normal capacity since August 2020 with the implementation of extensive COVID-19 safety plans as well specific safety procedures for Apprentices and Journeypersons.
- In 2020, 20 Apprentices graduated from the program and were immediately hired into full-time positions. In 2021, seven are expected to graduate with 16 continuing in the program.

OUR ASSETS

Bus Fleet and Facility Capacity

- Final reports for both the Burnaby Transit Centre and Port Coquitlam Transit Centre facilities expansion feasibility studies are almost complete and will be used to prepare business cases for the design phase of each project scheduled for 2021.
- Led by TransLink Planning, the Bus Storage and Maintenance Plan team completed its review of bus storage expansion strategies and a draft report is currently being finalized.

Onboard Technology Assets Program (OTAP)

- The OTAP pilot included four main projects: replacing radio systems for improved connection and better coverage; replacing onboard computers and touchscreens with a larger screen and better visuals; adding new routers to improve data communication with Transit Communication (TComm); and installing new hardware to improve camera feeds to Security.
- The pilot ended on August 31, 2020. At that time, 94 buses were equipped with OTAP equipment across all depots.
- Revenue fleet roll-out started in December 2020 and completion is expected in Q4 2022.

Collision Avoidance System Installation

- CMBC is piloting collision avoidance technology with three vendors: Mobileye, Lucerix, and Seon. At no cost to CMBC, Lucerix and Seon have each provided six systems and Mobileye has provided three. The pilot will run until April 2021 with the final report expected in Q2 2021. Operator feedback is being collected throughout the trial.

DOMS

- Daily Operator Management System (DOMS), the dispatch and payroll system for Transit Operators, is reaching end-of-life. The DOMS replacement project is progressing with the vendor, GIRO. This is a multi-year project with an expected completion date of Q1 2024.

FLEET

Fleet Procurement (2021-2023)

- Based on approval of the 2021 Capital Portfolio in December 2020, specific project approval for Conventional Bus, Community Shuttle, HandyDART and Service Support Vehicles will take place by summer 2021. Refinement of the 2022 Fleet Capital projects to be submitted for approval in principle will take place through the annual capital planning cycle starting in Q2 2021. Additionally, future fleet requirements will be reviewed and updated as required through the development of the new 10-year Capital Plan.

Farebox Replacement Project

- As of December 31, 2020, 475 out of 1,500 TAG fareboxes had been fully installed and put in service. About 100 fareboxes are received and installed every month. The project is still on track to meet the Q4 2021 target completion date.

New SeaBus Vessel

- In October 2020, the *Burrard Chinook* made a voyage to Point Hope Shipyard in Victoria for planned modifications. When the work is complete, the vessel will sail back to Vancouver and continue with preparatory work before going into revenue service.

KEY PERFORMANCE INDICATORS – NOT YET AVAILABLE (FEB 2021)

As a result of preventative network systems outages due to the cyber attack, data input and retrieval were delayed. CMBC will provide year-end 2020 and 2021 year to date Key Performance Indicators at the June 2021 meeting of the TransLink Board of Directors.

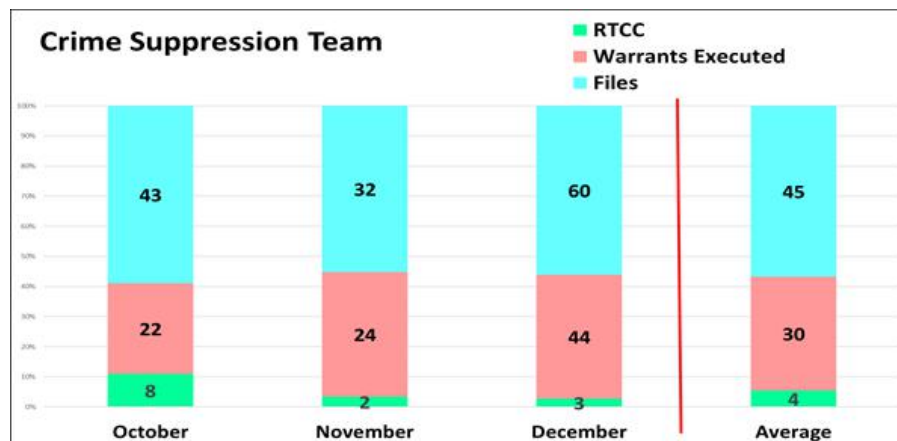


METRO VANCOUVER TRANSIT POLICE REPORT FOR MARCH 2021 TRANSLINK BOARD MEETING

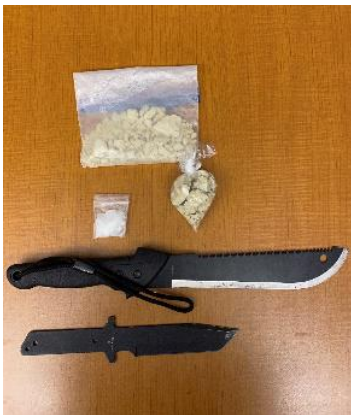
TransLink Strategic Priority: Customer First

- **Transit Police – Crime Suppression Team**

In summer 2020, Transit Police launched a six-month pilot of a Crime Suppression Team (“CST”). In February 2021, CST was made a permanent unit within the Transit Police. This unit evolved from a pilot project that initially focused on joint enforcement initiatives with the North Vancouver RCMP, to a very successful initiative that will now support Transit Police in reducing crime across the entire transit system in Metro Vancouver. An example of previous three month file production [Report to Crown Counsel (“RTCC”), warrant arrests and police files] follows:



The permanent CST is composed of a Sergeant and five constables. Its mandate is to conduct targeted, intelligence-led proactive enforcement in and around the public transportation system throughout Metro Vancouver. This includes the enforcement of the *Criminal Code*,



Federal Statutes, Provincial Statutes and applicable Bylaws.

The CST will continue to liaise and partner with officers within the Transit Police Operations Division and Jurisdictional Police Departments to identify crime suppression opportunities and accomplish extensive investigations and joint-force operations. This collaborative work will help reduce crime and enhance safety of both the regional transit system and the surrounding communities.

Some of the key accomplishments of the CST over the past several months include:

- Liaised with Ridge Meadows RCMP Street Crimes Unit and the Langley RCMP;
- Entered into an extensive drug investigation with the Ridge Meadows RCMP Street Crimes Unit, resulting in a search warrant execution; and
- 'Hot Spot' patrols (plain clothes and uniformed officers) of the Haney Bus Loop, Pitt Meadows Station, Maple Meadows Station, Lougheed Highway corridor, Dewdney Trunk Road and Langley City (Logan Bus Loop, Carvolth Exchange).

- **Transit Police - Waterfront Community Policing Center Opens**

The Transit Police – Waterfront Community Policing Centre (“CPC”) officially opened its doors at Waterfront Station on February 2, 2021. Under coordination of Transit Police Neighbourhood Police Officer (Julien Ponsioen), volunteers will work out of the Waterfront office. The CPC will work in partnership with Transit Police Officers, Vancouver Police, and BC Rapid Transit Company and Coast Mountain Bus Company frontline staff to help ensure safety in and around Waterfront Station, and the surrounding neighbourhood.



The CPC is based in the current Transit Police Office at Waterfront Station, located just across from the A&W. Chief Jones, Superintendent Furlan and Deputy Cumberworth officially opened the Waterfront CPC. The volunteers will be working Tuesdays, Thursdays and Saturdays, from noon until 5pm. Eventually, once COVID restrictions are lifted, the plan is for the CPC office to be open to the public during these times. Until then, volunteers will focus on assisting the public through proactive patrols and joint projects with policing and community partners.

The Transit Police Executive recognizes the hard work of the Community Engagement Team and Transit Police Communications Section, and the volunteers, to launch this initiative during a pandemic. Further, Transit Police appreciates the support from TransLink to help acquire the necessary funding.

- **Protecting Transit Riders and Staff**

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 incidents follow, which demonstrate how Transit Police works in close collaboration with police and transit partners to assist vulnerable persons and protect the public and transit system.

Violent Assault of SkyTrain Custodian – Late evening of Jan. 25, 2021, a SkyTrain custodian was working onboard a SkyTrain when he was approached by a man who, allegedly, without provocation, violently punched him in the face. The transit employee was struck so hard that he lost multiple teeth and began bleeding heavily from the mouth. Transit Police were on scene within minutes and the suspect was arrested on a SkyTrain car at VCC Clark Station. Paramedics brought the employee to hospital for treatment for injuries. The suspect was charged with ‘Assault Causing Bodily Harm’ and remanded in custody for court. Reducing frontline workplace assaults is a priority for the Transit Police and no one should ever be subject to violence at work.

Breach of Release Conditions – On Feb. 11, 2021 on a SkyTrain at Production Way Station, a SkyTrain Attendant recognized a male passenger who had recently assaulted another SkyTrain Attendant. The observing SkyTrain attendant was aware that the male had conditions not to be on SkyTrain. Transit Police were contacted and they confirmed the offender’s condition of earlier release. Transit Police then checked the train at 29th Avenue Station in Vancouver, at which time they were able to locate the male on board, in violation of his release condition. He was arrested for the breach and transported to the Vancouver Jail, where he was held for court.



Missing Person – On Feb. 21, 2021, Transit Police Officers were mobile and observed a male in a bus shelter (Cordova Street in Vancouver), who was displaying apparent signs of drug use. The Officers stopped to check on the young male’s wellbeing and recognized him as a chronic missing person. A CPIC check confirmed that the teen was a subject of a current missing person report by Surrey RCMP. The teen was subsequently transported by Transit Police to his Grandmother's residence and she assumed custody.

Mental Health Crisis – Near midnight on Feb. 21, 2021, a male called a crisis line and was yelling that he was going to jump into the tracks at Granville Station. Transit Police were advised of the situation. Through contact with the SkyTrain control centre, Transit Police were able to confirm (via the platform CCTV) that the distressed person was on the platform and trains were being held from entering the station. Transit Police Officers responded to the scene and were able to apprehend the male, without incident, under section 28 of the *Mental Health Act*. The male was then transported by the Officers to hospital, where he was certified by a physician. Transit Police Officers receive a variety of training on response to emotionally disturbed persons and crisis de-escalation and defusing. In 2020, Transit Police made 181 section 28 apprehensions under the *Mental Health Act*. Transit Police also has a dedicated Mental Health Client Services Constable who works to support transit clients with mental health issues.

Outstanding Warrants – On Jan. 31, 2021, two Transit Police Officers observed a male, who was not wearing a face mask, onboard a Canada Line train at Bridgeport Station. One of the Officers recognized the male from Transit Police intelligence reports and recalled that the offender had conditions not to be on SkyTrain. The male was escorted off the train and a CPIC check confirmed the ‘no-go SkyTrain’ release condition. The Officers also found that the male

had seven outstanding warrants related to Assault with a Weapon, Assault Police Officer and Theft. The offender was arrested without incident for the breach and warrants, and transported to Richmond RCMP cells.

Vulnerable Indigenous Senior – In the early evening of Feb. 21. 2021, a SkyTrain Attendant (“STA”) located a senior at the King George Station, who was cold, lost and confused. The senior told the STA that he was hoping to take the train to White Rock. The STA asked for Transit Police assistance as the person was 76 years old and barely able to move, even with the assistance of a walker, and there is no train to White Rock. A Transit Police Sergeant (“Sgt.”) attended and spoke with the senior, who was shivering and unable to answer basic questions. The Sgt. had the male sit in his police car to warm up, after which the senior was able to produce a BCID card, with a Vancouver Island address. The senior explained that he now lived in Washington (USA) and he produced an Indigenous Status card, which the Sgt. knew is valid ID that allows Indigenous people of Canada to enter and live in the US by right. The senior had been visiting family on Vancouver Island. The senior also had a business card for a person to be contacted by the senior prior to his boarding the ferry, so that person could travel to Canada and pick him up at the terminal. Such contact had not occurred as planned and the senior had left the Island in morning and then had been riding public transit for an unknown length of time. Due to the cold temperature and vulnerability of the senior, the Sgt. offered to drive him to the Peace Arch Border Crossing and the Sgt. arranged with the Canadian Border Crossing office to allow the senior to wait in their office until the person from the US arrived to take the senior home to Washington.

Drug Offence and Warrant Arrests – On Dec. 28, 2020 at Main Street SkyTrain Station, Transit Police Officers were standing on the platform when an Officer observed a male on board a train with what appeared to be a lighter and tin foil, and who was actively heating up the tin foil, which is consistent with drug use. The male was escorted off the train, without incident. Drug paraphernalia was observed in plain sight and the Officers arrested the male for possession of a controlled substance. When trying to ascertain the male’s identity, false information and identity was provided by him. This resulted in the male being arrested for obstructing a police officer. Eventually, the male’s true identity was learned and the CPIC records check revealed five outstanding warrants from various police agencies in BC. Consequently, the offender was arrested for the outstanding warrants and transported to Vancouver Police cells. In 2020, Transit Police made arrests for 778 outstanding warrants.



Theft from Transit Passenger – On Jan. 8, 2021, a female passenger was travelling on a SkyTrain approaching King George Station when a male rider sat beside her and asked her if she wanted to hug him. The female passenger climbed over the seat to get away from him; however, she left her backpack. The male took the backpack and left the station. Transit Police attended and located the backpack outside the station, but it was missing the cash. Transit Police made patrols around the area and the suspect was located at a gas station, where he was arrested for the theft.

Missing Senior – On Feb. 9, 2021, Transit Police were made aware of a missing person report to a SkyTrain Attendant. The SkyTrain Attendant had been approached by a male who reported that his elderly uncle (99 years old) was missing. The Officers attended Nanaimo Station and spoke to the nephew, who advised that his uncle frequented Metrotown to do laps and some shopping at the T&T or Superstore before returning home. It happened that the senior had been located at LaFarge Lake Station by another Transit Police Officer two nights earlier, and the senior had appeared confused and lost. An official missing person's report was lodged with the police of jurisdiction (Vancouver). A number of investigative actions were taken, including broadcasts made by the SkyTrain control centre. Given the cold weather conditions, this incident was made a priority and multiple Transit Police Officers searched miles of potential bus routes and stations for hours. The Transit Police - Operations Communication Centre also liaised with the CMBC control centre to track down bus locations. A Transit Police Sergeant located the missing senior at the Edmonds bus loop. Transit Police Officers transported the senior home, where he was turned over to the care of his family (who were in the company of the Vancouver Police Department). Protecting and supporting vulnerable persons is a key strategic objective within the Transit Police Strategic Plan, and coordination with jurisdictional police is critical in high-risk missing person files.

Attempted Theft and Assault – On Jan. 5, 2021, a male passenger (“victim”) was standing on the platform waiting for a SkyTrain at Surrey Central station when another male (“suspect”) attempted to snatch the iPhone 12 out of the victim’s hand. While the victim was able to retain his phone and place it securely in his pocket, the suspect produced a can of bear spray and sprayed the passenger in the face, and then fled the station. A bystander called 911 and a suspect description was broadcast. Transit Police and Surrey RCMP both responded; however, the suspect was not located at the time. Transit Police continued with the investigation and were able to obtain a picture of the suspect from SkyTrain CCTV footage of the platform. A couple of hours later, Transit Police located the suspect in front of a nearby restaurant. The suspect was arrested and found to be in possession of a can of bear spray.

TransLink Strategic Priority: State of Good Repair

- **Training Simulator for Critical Decision Making**

In 2019, Transit Police partnered with four other local police agencies to acquire a state of the art “Judgmental Use of Force Simulator” to augment conventional use of force training practices. The purpose of using this high-tech simulator is to increase the effectiveness and efficiency of the delivery of de-escalation and use-of-force decision-making training. The simulator is housed in a new shared training facility at the Delta Police Department. Transit Police Officers began scenario simulator training in the latter part of 2020. Police

officers’ decisions specific to de-escalation and the appropriate use-of-force can be the most life altering decisions with which they may ever be confronted. This training is extremely beneficial to improving critical decision-making skills and an effective method to help Officers become proficient at de-escalation and rendering appropriate use-of-force decisions, thereby



maximizing their ability to protect their own lives and the lives of others. Further, high-quality training provides officers with the enhanced ability to understand, recall, and effectively explain their use-of-force decisions and the situational factors preceding their use-of-force judgements.

- **Performance Measurement Culture**

Transit Police is an intelligence-led and data-driven police agency, and gathers comprehensive statistics in relation to crime and organizational performance. Transit Police shares statistical and performance information with the public, TransLink and stakeholders through a variety of tools. A snapshot of key statistics for 2020 as compared to 2019 follows:

Transit Crime and Safety Statistics	2019	2020	% Change
Crimes Against Persons/100,000 Boarded Passengers <i>(primary and assists)</i>	.369	.668	81%
Crimes Against Property/100,000 Boarded Passengers <i>(primary and assists)</i>	.430	.750	75%
Other Criminal Code Violations/100,000 Boarded Passengers¹ <i>(primary and assists)</i>	.263	.422	60%
Provincial Violation Tickets (“VTs”)	15,666	6,142	-61%
Arrests - Warrants Executed (All)	1086	778	-28%
Arrests - New Charges²	734	708	-3%
Total S. 28 Mental Health Act Apprehension Files	231	181	-22%
Sexual Offences <i>(primary and assists)</i>	212	125	-41%
SCBCTA Fare Bylaw Infractions	16,443	<i>Not yet available</i>	--

As a result of the COVID-19 pandemic, for 2020 the number of transit Boarded Passengers dropped by 51%, while there was only a 36% decrease in Transit Police total files (largely fewer Violation Ticket files). Notwithstanding the drastic impact of the pandemic on regular ridership level, criminals continued to use the transit system and target transit riders. This is demonstrated in the 2020 year-end rate of both Crimes Against Persons per 100,000 Boarded Passengers (up 81%) and Crimes Against Property per 100,000 Boarded Passengers (up 75%). These are significant rate increases and an anomaly to historical trending prior to 2020.

The actual number of Crimes Against Persons in 2020 was 1,456, as compared to 1,670 for 2019; this is only a 13% decrease. The actual number of Crimes Against Property in 2020 was 1,635, as compared to 1,946 for 2019; this is a 16% decrease.

¹ Other Criminal Code Violations: Includes such offences as weapons, disturbing the peace, child pornography, obstruct peace officer, possess break and enter instruments, intimidation and threats, breach/bail violations, indecent acts/exposing, and counterfeiting.

² Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

The number of sexual offence files (primary and assists) for the 2020 was 41% lower than in 2019. This may be attributed, in part, to the lower ridership during the pandemic and greater visibility for a person if they were to commit a sexual offence.

Criminal Warrant Arrests

Reducing crime and disorder on transit and the surrounding community is Strategic Objective #1 of the Transit Police Strategic Plan. In 2020, Transit Police Officers made 778 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere. The number of warrant arrests for the 2020 is 28% lower than in 2019. However, given that the ridership dropped 51%, this ridership decrease did not translate to an equivalent decrease in warrant arrests or new charge arrests. (In terms of the volume of warrant arrests, the total continues to be significant when compared to the historical rate of 591 in 2015).

Many warrant arrests arise from on-view work of Transit Police Officers in their Community Service Areas (assigned patrol area), 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 offenders wanted through law enforcement intelligence sharing, regional BOLF (Be on the Look Out For), and the Transit Police Offender Management Program.



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

In comparing 2020 to 2019, there was a 61% decrease in the number of Violation Tickets (“VTs”). (Note: The Fare Infraction Notices (“FINs”) year-end total is not yet available.) This decrease is reflective of the lower ridership and it may be partly attributed to an adjustment to Transit Police operational deployment models and policing practices during the pandemic. (Issuance of VTs is associated to Transit Police Officers’ active observations and enforcement of the provincial offences regarding the misuse of fare gates³, which was new legislation in 2017.) Of critical importance to the safety of transit customers and staff, and the general public, is how the process of confirming an offender’s identity allows Transit Police to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. Executing outstanding warrants contributes positively to the work of our

³ The amended *Greater Vancouver 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. 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.

Jurisdictional Police partners and their offender management and community safety and crime reduction efforts.

Mask and Fare Enforcement – On Feb. 10, 2021, a Transit Police Officer observed a SkyTrain passenger who was not wearing a mask. The Officer stopped the male passenger at King George Station for the Emergency Program Act (“EPA”) offence. The male was also checked for the required transit fare, which he was unable to produce. False identification information was then provided by the male, which led to an Obstruct Fare Officer warning and arrest. The male was transported to the Surrey RCMP D1 office where his prints were taken. This resulted in his true name being confirmed as well as the CPIC check revealing that he was wanted on warrants for Theft and Breach of Probation. The offender was transported to Surrey Cells where he was held in custody on the warrants and new charges of Obstruction and Personation.

This quarter BCRTC continued to deliver its maintenance and rail services despite the constraints of the COVID-19 pandemic and the cyberattack. BCRTC's Q4 business plan activities and accomplishments reflect the company's commitment to our employees and customers. The leadership team finalized initiatives and actions for our 2021 business plan, and continued to deliver our Get Well and capital and major business project commitments.

BCRTC Business Plan 2021
Just because we are serious, doesn't mean we are boring!

SKYTRAIN & WEST COAST EXPRESS ARE IMPORTANT.
We bring people together. When customers use our trains, we give them one less thing to worry about.

OUR MISSION
TOGETHER BE BETTER EVERY DAY

JUST CULTURE
BCRTC aims to create a Just Culture. In a Just Culture we accept that people make mistakes; that makes them human. However, they also have an obligation to deliver an outcome, follow process and not hurt anyone. If we want to move forward, we need to try new things but also be honest and own our mistakes. That can be painful, but we never said it would be easy. We will always support you. Sometimes it may not feel that way, and yes, leaders make mistakes too, but we promise to try hard and build strong relationships.

OUR DUTIES
All employees, no matter who, contributes in some way to the customer experience. We serve the customer through our people. If we fail our colleagues, we fail our customers. Everybody has an obligation to deliver and improve. We must stop the vicious cycle of firefighting, because it is wasted energy and leads to frustration. 'Quality' is not doing what we always did; it is raising the standards by involving people, challenging beliefs, aiming for continuous improvement, sharing information and holding each other accountable.

THE CHECKLIST

- Budget: \$350 million
- Love transit
- Work on a Just Culture and Zero Harm
- Create better, accountable leaders
- Prioritize what adds value to the business; we can only focus on so many things to make an impact - Choose!
- Set up a Quality Management System
- Strengthen Foundation: deliver 'Get Well' and EAM
- Deliver some big projects with a strong & capable program organization

ZERO HARM
THINK SAFE. MAKE ZER HARM POSSIBLE. GO HOME SAFE.

We care about the people who make BCRTC happen. That's why we want to keep them safe from harm. ZERO HARM. We also love our customers: our city, our favourite tree & the ocean.

We value excellent performance and take pride in delivering a smooth and flawless experience. 100% on-time performance & 100% reliability.

We value that we are a team. That's why we aim to help everyone succeed. (And by everyone we mean everyone)

OUR LEADERSHIP:
Michel, President; Dan, V.P. Maintenance; Mike, V.P. Ops; Tracy, Exec. Dir Corporate Services

P.S. We also have a serious version with bullet points and graphs.

The December cyberattack has severely affected much of TransLink and CMBC's business functions. As much of BCRTC's operating systems are on separate networks, our day-to-day business has not been as affected to the same extent. However, certain applications have been unavailable and this has affected our ability to provide many of the KPI's in this report.

TransLink Strategic Priority: Implement the Mayors' Vision

Fleet and Infrastructure

Phase 2 Mark III status update:

In Q4, the final four Mark III trains were commissioned at our Burnaby maintenance facility and on our network and successfully passed testing phases. All 14 Mark IIIs that make up this phase of the fleet expansion have been fully commissioned and are being deployed into revenue service.

Our current SkyTrain Mark III fleet now includes 21 higher capacity trains (84 cars), delivering safer, more reliable and sustainable service to our customers.

Modernize infrastructure to increase capacity and accommodate growth

With the need to get back our riders, future network expansion on the horizon and the long-term growth, it remains vital to modernize the system's infrastructure to make it future proof, ensure resiliency and reliability of the service BCRTC provides and maintain the customers' trust.

- In Q4, the 2020 running rail replacement project work continued in the area between 22nd Street to New West Station. 4,193 linear metres of running rail was replaced and 10,489 rail pads between the two stations. Rail pads are used to fasten, and support running rail to the guideway and help to reduce shock and vibration on the system. Running rail and rail pad replacement work is critical to the resiliency and reliability of SkyTrain's rail infrastructure.
- Work continues for a new Operations Control Centre (OCC) with the 90% design submission achieved in Q4. The building permit application to the City of Burnaby follows the receipt of the 90% submission package. The next reading in the application process is expected in Q1 2021.

Elevating devices

The Expo Line Escalator Replacement program progressed successfully in Q4. When finished, this project will replace 37 escalators at 13 Expo Line stations by the end of 2023. Replacing escalators on the Expo Line is critical maintenance to accommodate the four-fold increase in ridership since these devices were installed over 30 years ago. These new, heavier-duty escalators will be able to accommodate higher passenger volumes and improve their safety and reliability. This critical investment in the system will enhance the customer experience well into the future. Eight escalators were successfully replaced in Q4 as part of this replacement project. Escalators replaced include:

- In Q4 escalators successfully replaced include three at Waterfront, two at Broadway, one at Columbia, one at Gateway and one at Nanaimo stations.
- Six escalator replacement projects were started in Q4 and are currently on schedule. These include one at Gateway, two at Waterfront, one at King George, one at Surrey Central, and one at Scott Road.

Fleet expansion and management

- In Q4, TransLink announced Bombardier (now Alstom) as the successful proponent to deliver and expand our train fleet by 205 cars. This order of trains will be used to retire original Mark I cars and ensure SkyTrain is ready to deliver the service required for Broadway Subway and Surrey-Langley SkyTrain and the anticipated ridership growth.
- TransLink has begun the process of acquiring a used locomotive for West Coast Express through contractor Progress Rail to enable required upgrades of the existing locomotives. This locomotive is expected to be available to undergo refurbishment in March 2021 and completed by October 2021.

Capital and major business projects

- The OMC1 power system upgrade project continued in Q4. When complete, the project will provide an upgrade to our on-site power, but also increase our system's redundancy (meaning improved system performance and reliability) and provide an extra back up in case of power failure. In 2020, the project achieved 70% completion. Due to COVID-19 measures and build complexity including multiple cutovers, the project is anticipated to be completed by June of this year. This is a few months past its original February timeline for completion.

Completed initiatives of the project in 2020 include:

- BC Hydro second (new) incomer – installation 100% complete and energized
- Underground Civil and Utilities – 100% complete
- New Substation Building – 100% complete
- BC Hydro first (Original) incomer – re-routing and installation 100% complete, ready for energization

TransLink Strategic Priority: Maintain a State of Good Repair

Safety, Environment and Emergency Management

Employee and passenger safety on our system and in our workplace continues to be our top priority. Zero Harm and Just Culture continue to be a focus of the department with a particular focus on Just Culture, which is a values-supportive system of learning from incidents and accepting it is human nature to make mistakes, yet also holding people accountable for producing an outcome and not doing harm.

- Safety and Employee Communications worked to develop a Zero Harm logo to illustrate the company's commitment to making Zero Harm possible – Think Safe, Work Safe, Go Home Safe. Safety Advisors continue to work with departments to support injury reduction.
- The department is also investigating Human Factors to support the Zero Harm initiative. Research was conducted to identify recommendations to minimize the risk of employee injuries that can be mitigated by introducing a human factor approach into our Safety Management System (SMS). A number of engagement sessions were held to get feedback from stakeholders. The current plan is to pilot the human factor methodology in two departments (Power & Facilities Maintenance) this year.
- SkyTrain assisted with TransLink's network wide Winter Safety campaign. This initiative includes posters installed on trains and stations encouraging passengers to hang on and slow down as slips, trips and falls continue to be the main source of passenger injuries.
- All action items for 2020 were completed for BCRTC to develop an Environmental Management System. The EMS consists of nine program areas (Hazardous Materials, Spill Response, Waste and Recycling, Water Quality, Air Quality and Noise, Vegetation and Wildlife, Energy Use and Resources, Construction Management, Sustainable Procurement) with framework and structure applied to all nine areas.



Lost Time Incidents (LTI)

In Q4, there were 11 LTI claims accepted by WorkSafeBC, compared to 12 the previous quarter, including 1 mental health claim and 11 physical injury claims. BCRTC's Q4 (5.08) and overall 2020 (4.55) LTI frequency rate continues to be better than target (5.2) for this category. This is a marked improvement over 2019 LTI of 5.9 and a testament to the efforts of staff and the Safety department.

2020 Lost Time Injury Frequency was the lowest since 2017, a 24% improvement over 2019 and 17% improvement over 2018.

Zero Harm strategies and frameworks have been developed based on six components: awareness/branding, training, communication, human factors, safety management system and engagement. Various initiatives and revisions to existing programs are underway, including:

- Piloting the SafeStart program, which supports zero harm vision and focuses on actions and providing employees the tools to think about safety before starting tasks
- Prime Contractor Obligations training
- Development of a Fatigue Management program and a Mental Health Strategy
- Updated PPE program

Maintenance

Despite the constraints of physical distancing, the important work of maintaining and repairing trains, track, systems and infrastructure by our rolling stock and guideway teams continued in Q4. Percentage of hours allocated to preventative maintenance activities in Q4 was in line with Q3 and Q2 at 56%.

Railway infrastructure maintenance activities this quarter:

Replacements:

- One complete track switch replacement at Joyce station
- One track switch component replacement at Production Way station
- Thirteen scheduled switch machine replacement due to end of life. Three were replaced in October, four in November and six in December

For 2020, the guideway department was able to perform 17 of 20 planned switch machine replacements and all three turnout replacements. While under plan by three switch machines, all critical or high-priority machines were included in the 17 machines replaced. The three remaining machines will make up part of the 2021 allotment. Turnout and switch machine maintenance is critical to the resiliency and reliability of our service.

Grinding:

- 5.8 kilometres of running rail on the Expo and Millennium lines
- Three switches

Other:

- Three track sections of linear induction motor (LIM) rail lowered

Maintenance training

Four employees graduated from our Tech in Training program in the Guideway Department while another class of five started in December. Guideway's Tech In Training program is completely curated in-house to introduce Guideway Technicians into the more detailed elements of the position and provide a grounded understanding of many technicalities that dictate how our railway operates. The nine-month course covers the essential elements of guideway management with modules focusing on switch machines, special track work, LIM rail and running rail.

Rolling stock maintenance activities this quarter:

Replacements in line with our annual maintenance plans:

- 126 wheelsets lathed/turned
- 44 wheelsets changed out
- 12 cars had truck change outs
- Seven cars received door operator change outs

Inspections:

- 325 train cars inspected. Inspections are performed every 20,000 kilometres which complies with industry standards.

Training

Leadership and accountability are central themes to our business plan and our philosophy of a Just Culture BCRTC wants to build. In Q4, the Training department was able to complete its supervisory training classes to nearly all supervisors at BCRTC. Moving forward, successful completion of supervisory skills training is a prerequisite for all new employees moving into supervisory roles within the company. Other training activities in Q4 include:

- Continued to adjust training schedule to support more, smaller classes. As an example, pre-COVID, we offered 2-3 classes of up to 20 students or contractors a week. Due to the need to reduce class sizes, we changed it to daily classes of 6 students. And after expanding a room, daily classes could accommodate 10-12 students. In 2020, 1,841 contractors were trained, compared to 1,652 in 2019, an 11.4% increase of 189 students
- Delivered STA training to 12 new hires over two sessions in Q4
- To avoid class disruption in the event of instructor illness, updated new hire STA curriculum to better support relief instructors

- Despite challenges presented by COVID19 and vacancies in the Training department, completed the year with 90% of required priority courses training for the year with plans to address outstanding training in early 2021
- Delivered Occupational First Aid Level 1 training to STAs during the Q4 refresher training
- Provided refresher training to Critical Incident Stress Management team members to enhance their skills of supporting colleagues after a traumatic incident
- Developed mental health and resiliency course that will be delivered to STAs in Q1 2021
- Hired a new Training Manager who started in December 2020 after the initial hiring freeze
- As part of our drive to improve the quality of our operational and maintenance delivery, stop firefighting, increase safety, ensure consistency, continuous improvement, and facilitate the transfer of knowledge, BCRTC has determined the need for introducing a competency management system. In Q4 the framework to deliver this important development was developed, with the expectation that implementation will start in Q1 of 2021 within a newly created quality management division. It is a five-year program that supports our future operations and rail expansion program and the maintenance of key skills

Capital & Major Business Projects

State of good repair

- OMC1 office space expansion continued in Q4. Due to COVID-19 workplace guidelines, work is now expected to be completed in Q1 2021. Staff relocation into this new workspace is still scheduled to occur in Q1.
- Preparatory work for Edmonds OMC facility upgrade occurred in Q4. The infield warehouse will be the first structure demolished in the first month of Q1 2021. When completed, the new infield buildings will include two maintenance bays for the rail borne equipment, two storage lanes for rail borne equipment, two rolling stock maintenance bays, and supporting warehousing and office spaces. The new rolling stock maintenance bays are specifically designed to allow maintenance of the future five-car train fleet. An additional 30,000 ft² of warehouse space has been leased to accommodate this upgrade.

Capital projects

20 capital projects were completed in 2020. A few of the completed projects include:

- Implementation of vehicle radio system in phase 1 of the SkyTrain Advanced Radio System (STARS) project
- Successful completion of the design phase of the Broadway Subway Project (BSP) fibre optic cable installation connecting OMC1 to Lougheed in preparation of BSP
- Phase 2 of the Mark III vehicle procurement and successful commissioning of 14 new Mark III cars.

Currently there are 64 active projects being performed or supported by BCRTC staff, including 32 projects in implementation stage, 11 projects in the feasibility phase, 16 in design stage and five in design and construction.

Highlights from Q4 include:

- Rotary Grinder #1: First design review completed
- Rail Borne Equipment Replacement: Technical specs completed
- ATC Existing Equipment Replacement Program: Completion of major power shutdown works in order to bring power to Computer Room at OMC1
- Substantial completion of the OMC2 upgrades for the OMC1 Upgrade project
- Payroll & Timekeeping Project: Workforce Management (WFM) RFP was awarded to Ceridian to leverage their Dayforce WFM module and contracts were executed. The design phase was completed
- Roof Replacement completion at Columbia and Scott Road Substations, and Broadway Station

TransLink Strategic Priority: Enhance Customer Experience

Expo and Millennium SkyTrain Service

Due to COVID-19 and the impact of public health directives, SkyTrain ridership was significantly impacted. With fewer passengers on the system, on-time performance (OTP) and service availability were less affected by passenger-related delays. The following statistics are estimations due to the ongoing IT issues experienced by the enterprise which has affected the reporting for November and December.

Service Delivery

- In Q4, it is estimated that BCRTC delivered 99.7% of scheduled service which matches the target of 99.7%.

On-time performance

- Estimated Q4 OTP of 96.9% was slightly above the target of 96.5%. YTD OTP of 95.6% continues to be lower than target due the extreme weather event experienced in January. However, each month has seen a rebound closer to the performances we have been delivering for the past several years.

SkyTrain service delays

- In total, SkyTrain experienced 30 major delays in this quarter with the most serious related to medical emergencies, vehicle and wayside issues and a trespass incident. In Q3, there were 23 major delays.
- There were 20 service incidents in the 16-30-minute delay category in Q4, compared to 16 in Q3.
- There were 10 delays over 30 minutes in Q4 compared to seven in Q3.

Ridership

SkyTrain ridership continues to be far below the totals experienced prior to the pandemic. However, due to the Province's BC Restart Plan, ridership has steadily increased since May. Totals estimated by TransLink for 2020 indicates that there was just over 54 million boardings on the Expo and Millennium lines, 20 million on Canada Line and 800,000 on West Coast Express. For all rail services, this represents 61% less ridership in 2020 than 2019, where we experienced record high passenger numbers.

Due to the cyberattack, TransLink estimated December ridership numbers utilizing external data sources as a proxy until internal data sources come back online. These totals may change or be adjusted once full network functionality is returned.

Customer experience

- BCRTC continues to provide a very responsive and agile approach to noise complaints. We try and respond almost immediately to noise complaints by validating the complaint on site and then determining the best course of action to mitigate the noise. Despite the challenge experienced by COVID-19, the Guideway department was still able to perform 94% of planned rail grinding.
- SkyTrain Customer Survey score for Q4 was 8.7, which was above the target of 8.3 and the highest quarterly score since 2011. The 2020 overall score of 8.5 is the highest over the last five years. In Q4 rating, almost all attributes were improved over Q3 rating. Delay announcement rating improved from 6.4 to 7.1, staff helpfulness improved from 6.4 to 7.1.
- The Pigeon Control OVO pilot program for SkyTrain station was successfully completed in 2020 and is continuing in 2021. The SPCA has jointly funded a UBC Student in the Applied Animal Biology program to conduct a study of the effectiveness of OVO Control measure at eight station sites. Pilot stations included Metrotown, Renfrew, Stadium and VCC Clark. More traditional control measures such as netting and spiking, were fully completed at two stations and maintenance measures occurred at eight other stations.

Implementation of McNeil recommendations

An important part of the McNeil Report was the recommendation to improve customer communications during delays. This recommendation includes upgrades to digital displays (platforms, entrances, general), public address (PA) systems and closed-circuit TV (CCTV), which were aging and had not been upgraded since the beginning of

SkyTrain. All these measures provide a better daily customer experience while also being a valuable communications tool during delays.

- The PIDS/CCTV/PA customer communications project continued in Q4. The project is 90% complete and is expected to be completed before the end of Q1 2021. In Q4, the project performed installations at 10 SkyTrain stations.
- Lamar digital touch screen kiosk installed systemwide as of Q4.
- Hyperspike communications project was successfully implemented at key locations, communicating safety, etiquette and customer experience messaging to passengers at key stations and at stairs, escalators and platforms. The taskforce will continue to meet quarterly, becoming part of regular business.

COVID-19 measures

BCRTC has implemented several measures to help slow the spread of the COVID-19 virus in stations and staff work areas since the pandemic started. These measures continue to follow the advice of the provincial health authority to clean and sanitize high touch area and promote physical distancing.

- At all our operations and maintenance centres, we have issued daily health checks at our guardhouses before employees can enter the building
- Implemented mask policy for all common areas, hallways and lunchrooms
- Extended work from home initiative for all employees that are operationally able to do so and continued with physically distancing and other measures recommended by the Public Health Officer
- STAs and guideway staff continue to report from alternate locations to avoid 'over-crowding' at traditional report locations
- Enhanced COVID-19 cleaning continued in Q4 at all stations and trains. BCRTC implemented additional spraying of trains during end-of-service reduction at Lougheed Station and worked with TransLink to pilot a copper project on train and bus designed to see how utilizing copper on transit can limit the spread of COVID-19 and bring back ridership. BCRTC's rolling stock team assisted with installation of copper decals on train stanchions.

Winter Preparedness

BCRTC's snow plan for SkyTrain and West Coast Express was finalized in October. The plan was updated to reflect lessons learned from the 2020 winter season. Implemented key mitigation measures for Train and Field operations, and guideway and rolling stock maintenance. Some of the new measures being implemented ahead of snow season include:

- De-icing trains moving through pocket tracks
- Power rail posts cleaned and regularly inspected
- Teams of up to 8 Technicians clearing doors at key locations
- Stations stocked with de-icing products and equipment
- MKIIs configured into 4-car trains and swap MKIIs onto Millennium Line
- Improved method for dispatching and tracking snow clearing contractors

Due to the recent TransLink cyber attack and the network shutdown, certain information shaded in yellow is not currently available as of the report preparation date. Where available through BCRTC systems, the KPIs are provided below.

Metrics marked with a "***" are preliminary estimates based on our best available data at time of reporting. Once finalized data is available, a restatement of these preliminary metrics will take place. We anticipate that the difference between the preliminary and final metrics will be minor in nature.

Key Performance Indicators – as of December 30, 2020	SkyTrain (excluding Canada Line)						West Coast Express							
	Q4 Target	Q4 Actual	Q4 2019		Dec. YTD Target	Dec. YTD Actual	Dec. YTD 2019	Q4 Target	Q4 Actual	Q4 2019		Dec. YTD Target	Dec. YTD Actual	Dec. YTD 2019
Customer Experience							Customer Experience							
Customer Service Performance Survey – SkyTrain Service Overall ¹	8.3	8.7	8.3		8.3	8.5	8.2	-	-	-		8.6	8.9	9.0
Boarded Passengers (in thousands) ^{2 **}	30,117	11,082	28,808		120,180	54,305	114,854	680	93	641		2,713	790	2,607
Customer Complaints (per million boarded passengers)	14.8	N/A*	10.9		14.8	N/A*	13.8	95.0	N/A*	76.4		95.0	N/A*	89.0
Safety							Safety							
Major Passenger Injuries (per million boarded passengers)	1.00	N/A*	0.73		1.00	N/A*	0.91	0.4	0	0		0.4	0	0.4
Employee Lost Time Frequency (per 200,000 hours worked) ³	5.2	5.1	5.0		5.2	4.4	5.9	0	0	0		0	0	0
Physical Assaults (per 200,000 hours worked)	2.0	N/A*	2.3		2.0	N/A*	2.1	0	0	0		0	0	0
Total Recordable Incident Frequency	-	N/A*	29.6		-	N/A*	38.5	-	-	-		-	-	-
WSBC Inspections / Orders	-	N/A*	N/A*		-	N/A*	N/A*	-	-	-		-	-	-
Operations							Operations							
On-Time Performance (OTP) ^{4 **}	96.5%	96.9%	95.9%		96.5%	95.6%	96.1%	97.8%	95.3%	98.7%		97.8%	96.7%	93.1%
Percentage of Scheduled Service Delivered ^{4 **}	99.7%	99.7%	99.7%		99.7%	99.2%	99.4%	99.9%	100%	100%		99.9%	98.2%	100%
Incidents with duration 16 – 30 min ⁴	16	20	19		48	70	66	-	-	-		-	-	-
Incidents with duration over 30 min ⁴	7	10	9		21	46	32	-	-	-		-	-	-

¹The TransLink Customer Service Performance survey is completed quarterly for Expo/Millennium Lines and bi-annually (March and September) for West Coast Express.

The Q4 score for Expo/Millennium was the highest quarterly rating since 2011, and BCRTC also achieved the highest yearly score since 2011. Compared to Q3 2020, the delay announcement rating improved from 6.4 to 7.1, staff helpfulness improved from 6.4 to 7.1. Other attributes were all improved except for staff availability, which was the lowest score and stayed the same as Q3 rating. The score on staff availability is in line with the increasing trends in complaints about staff ability to enforce mask-wearing.

There was no survey conducted for WCE in this reporting period.

"2 The COVID-19 pandemic continued to impact our ridership. With the Province's BC Restart plan, ridership has steadily increased since May and plateaued in Q3 and Q4. Q4 ridership declined slightly compared to Q3.

Expo/Millennium Q4 2020 ridership was less than Q3 ridership by about 7.5%. 2020 ridership was 52.7% less than 2019's.

WCE ridership dropped most of the three lines in 2020. Many of WCE's passengers are downtown Vancouver office workers who were able to work from home during the pandemic. The ridership was down 69.7% at the end of 2020 compared to 2019. WCE continues to track ridership daily to closely monitor the number of people travelling and to add cars back into service effectively.

"3 WSBC accepted eleven claims from BCRTC in Q4 2020, including one mental health claim and ten physical injury claims.

There were no Lost Time Incident claims for WCE in 2020 and have been none since 2017.

"4 Expo/Millennium Q4 Service Delivery and OTP both achieved targets. December 2020 was the second-best performing month in 2020 (98.2%). Nine days in December achieved 100% service delivery and over 99% OTP. The excellent performance is attributed to improved vehicle performance, and less external factors caused delay events. 2020 yearly Service Delivery and OTP were significantly impacted by snow events in early January, which caused about 0.5% of yearly Service Delivery loss and 0.5% of yearly OTP loss. 2021 February snow plan's preliminary results show that customer experience was significantly improved over 2020 snow event, although the snowfall was smaller than last year. In 2020, the operational performance under normal weather condition were on par with 2018 and 2019 results.

In Q4 2020, there were 20 delay incidents with 16-30 minutes duration and 10 incidents over 30 minutes duration. Incident duration measures the time between the incident start time until the system is capable of resuming normal operation. In Q4, the incidents over 15 min are comprised of 18 vehicle issues, 8 wayside issues, 1 trespassing, 1 passenger fell into guideway, 1 train human-contact and 1 fire incident at New Westminster Station. 2020 full-year delay events are significantly higher than 2019, and the main reason was the multiple long delay events that occurred during snow week in January 2020.

WCE Service Delivery in Q4 2020 was on target at 100%. Due to the significant drop in ridership, WCE is operating at a reduced service level since April. Service delivery calculation has been adjusted to reflect the reduction in scheduled service. 2020 yearly performance was impacted by significant service disruptions in Q1 (including locomotive failures in January and protestor blockage in February). WCE maintains a daily ridership count and introduces more train cars into the service as needed.

WCE Q4 OTP was 95.3%, mostly due to delays caused by CP Rail annual grain movement (representing 68% of the quarter's total delay), which hit a record tonnage. CP Rail's system and infrastructure issues caused 30% of the delay, and a CP Rail incident caused 2% of the delay. OTP calculation is based on the percentage of on-time arrivals among the actual trips delivered. Therefore, the OTP calculation fluctuates more with a smaller number of scheduled trips. It is also worth noting that the target was based on the pre-pandemic service level. 2020 yearly performance was impacted by CP Rail's annual track maintenance program and the grain movement. Although CP Rail has been working diligently to ensure minimal impact to WCE Operation, in 2020, WCE had 35% more CP Rail issue-related delays than in 2019, especially during the springtime annual track maintenance.

TO: Board of Directors

FROM: Geoff Cross, VP, Transportation Planning and Policy

DATE: March 2, 2021

SUBJECT: Response to COVID-19 Impacts – Progress Update on Near Term Actions

EXECUTIVE SUMMARY

The COVID-19 pandemic has presented a need to proactively build upon the positive impacts that support our region’s long-held city-building and sustainable transportation objectives and mitigate the negative impacts that run counter to our region’s goals.

To achieve this, TransLink Management presented a list of possible near-term actions in September 2020 that support the emerging goals of Transport 2050 and respond to the impacts of COVID-19 on the regional transportation system. These impacts include: reduced transit ridership, increased walking and cycling, increased driving, increased remote work and remote learning, increased e-commerce, and increased unemployment and household financial strain.

Since September, we have made good progress on several of the near-term actions. These include: the rapid deployment and expansion of sustainable transportation infrastructure to increase transit ridership and support walking and cycling, shared mobility pilots to discourage more driving, and collaborative programs to support remote work and to provide affordable transportation solutions. Staff will continue to advance these actions as well as those that have not yet commenced over the coming months.

Regular updates on the near-term actions will be provided until COVID impacts have been adequately addressed and the endorsed near-term actions have been advanced and/or delivered.

PURPOSE

To provide a progress update on actions endorsed by the Board and Mayors’ Council in September 2020 from the report titled “Transport 2050: COVID-19 Impacts and Opportunities – Update on Near Term Actions”. This report is for information purposes only.

BACKGROUND

In June 2020, the Board received a report titled “Transport 2050: COVID-19 Impacts and Opportunities” which described the impact that COVID-19 has had on the region’s transportation objectives. The report highlighted the need to proactively seize this temporary window of openness to change to accelerate the positive pandemic impacts that support our region’s long-held city-building and sustainable transportation objectives and to mitigate the negative impacts that run counter to our region’s goals.

In September 2020, Management presented a list of possible near-term actions that are achievable within the next one to three years and which support the emerging goals of Transport 2050 and respond to the impacts of COVID-19 on the regional transportation system. Out of this list of near-term actions, TransLink,

together with its partners, have made progress on initiatives as detailed in this report. The full list of near-term actions that was endorsed in September 2020 is in **Attachment 1**.

DISCUSSION

The near-term initiatives identified respond to six key observations on ways the pandemic has impacted the regional transportation system.

These six observations are:

1. Reduced transit ridership
2. Increased walking and cycling
3. Increased driving
4. Increased remote work and remote learning
5. Increased e-commerce
6. Increased unemployment & household financial strain

1. Rebuilding Transit Ridership

As transit ridership slowly recovers, continued efforts to improve customer experience are required to ensure new and returning customers feel safe and comfortable riding transit, while supporting public health objectives. Improving transit reliability and travel time continue to be key initiatives to ensure transit remains competitive with cars and help recover transit ridership across the region.

Rebuild trust in transit with the Safe Operating Action Plan (SOAP)

In May 2020 TransLink introduced the Safe Operating Action Plan featuring increased cleaning and sanitizing, physical space management and access control measures, and active monitoring of passenger loads. Management continues to expand on these initiatives, including a pilot now underway featuring the use of bacteria and virus killing copper on high-touch transit surfaces.

Make transit more reliable and competitive with rapid deployment of bus priority measures

Since July, TransLink has worked with municipal partners to advance near-term, quick-win opportunities to reduce delay for bus customers using bus priority measures. Several projects were delivered in fall and winter of 2020 with additional bus priority projects anticipated to be completed in 2021.

A report titled “Progress update for Improving Travel Times for Bus Customers: Bus Priority Rapid Response Assessment” that provides a comprehensive update on the completed and anticipated bus priority projects was presented to the New Mobility Committee on February 11, 2021.

Projects completed in fall/winter 2020 include:

Project Category	City	Corridor	Location	Bus Network Kms (or # of Projects)
Priority Lane	Vancouver	Georgia St *	Nicola St to Richards St (WB), Denman to Hornby (EB)	2.8 kms
Priority Lane	Vancouver	Granville St	SW Marine Dr to 16th Ave	11 kms
Priority Lane	Vancouver	Kingsway & Main St	Fraser St to Terminal Ave	4.5 km
Tactical	Vancouver	49th Ave	Main St to Boundary Rd	3.5 km
Tactical	Burnaby	Edmonds St	Griffiths Dr to Canada Way	3.4 kms
Bus Bulb	City of North Vancouver	Lonsdale Ave	15th to 18 th St	(3)
Bus Bulb	New Westminster	8 th St	8 th Ave	(1)
Bus Stop Balancing	Vancouver	Macdonald	Line 2 - Downtown Vancouver via Macdonald	(1)

*project under development prior to pandemic

Set the stage for post-pandemic ridership growth

TravelSmart is developing new programs in early 2021 to engage businesses and developers in helping rebuild longer-term transit ridership growth, including:

- Transportation Demand Management (TDM) toolkits tailored to individual businesses
- *TDM Guidelines for New Developments* (completed by Q2 2021) with guidance for developers and municipal development approvals processes.

2. Supporting Walking and Cycling

As many people continue to work from home, walking and cycling for discretionary trips continue to be popular as a safe and physically distanced activity. The following actions are intended to leverage this momentum and further encourage walking and cycling during and after the pandemic.

Rapidly expand safe infrastructure for active transportation

In December 2020 TransLink worked with municipal staff to assess opportunities for rapid deployment of separated bikeway networks in Urban Centres and along the Major Bikeway Network. Through this work, rapid deployment concepts were developed for fine-grained bikeway networks in 6 Urban Centres and for filling 29 strategic gaps in the Major Bike Network that would see eight major bikeway corridors completed. Work is underway to amend existing walking and cycling capital cost-sharing program guidelines to prioritize 2021 regional cost-share funding towards such rapid deployment projects.

To support municipalities in this rapid deployment approach, in 2020 the TravelSmart team produced a *Tactical Urbanism Toolkit*. In addition to design guidance, the toolkit provides ideas for promotion activities to boost usage of new projects.

Make e-bikes more widely accessible

In 2021, the North Shore municipalities are aiming to launch an e-bike-sharing pilot. TransLink has provided some support and is actively working to ensure these shared bike docking stations are well integrated with transit facilities. A shared micromobility roundtable will be held quarterly with interested

municipalities to continue inter-municipal coordination on topics including data sharing, payment, and cross-boundary operation.

Invest in data collection to track use of active modes

To ensure data-driven active transportation planning, TransLink is coordinating the installation of pedestrian and bicycle counters across the region, including 15 counters in the first phase in Q1 2021.

3. Discouraging More Driving

Travel data reveals that traffic volumes are down about 10%¹ while transit ridership is down about 60% which implies that some shifting away from transit towards personal automobiles may be occurring. This movement is understandable given public concerns around virus transmission on shared modes of transportation. A key regional priority is to minimize the number of people who resort to purchasing an automobile as a result of the pandemic, given that auto ownership is the single greatest predictor of traffic levels and transit ridership. Once you own a car, you are much more likely to use it and much less likely to use transit for many years into the future.

Increase access to automobile travel without needing to own a car

Management is building on the successful 10-van vanpool prototype currently in operation at UBC in partnership with Modo and piloting a customer-facing app that provides vanpool participant matching and payment solutions.

Make it easier to use and seamlessly transition between all shared-mobility options

Building on a prototype in 2020, the Shared Mobility Compass Card pilot will launch in the second half of 2021. This pilot aims to provide pilot participants with a single app and a seamless experience for planning, booking, paying, and transferring between transit, walking, biking, bike-share and car-share services.

4. Supporting Digital Trip Substitution

If employees and students are able to work or learn remotely for even one day per week, they reduce their transportation demand by 20%. If we can work with workplaces and schools to coordinate and synchronize these practices on a regional level after the pandemic – we can ensure we’re making best use of our transportation capacity moving forward.

Expand free public Wi-Fi networks across the region.

On October 1, 2020, the Mayors’ Council passed a resolution to “send a letter to Metro Vancouver to request that it engage in a discussion on the development of a regional public Wi-Fi network.” This letter has been sent and follow-up discussions are being scheduled.

Work with employers to support and coordinate remote working.

TransLink has developed a Remote and Flexible Work Toolkit which includes resources for businesses and post-secondary institutions to implement effective remote work programs. TransLink staff also coordinated with the Province to support development of their provincial TDM guidelines.

5. Ensuring E-Commerce is Delivered Smartly and with Less Impact

¹ Based on traffic counts over the Golden Ears, Knight Street, and Pattullo bridges comparing summer 2020 over summer 2019.

E-commerce and home deliveries have rapidly increased since the beginning of the pandemic. As this trend continues, more effective regulation is needed to help ensure best use of scarce transportation system capacity, reduce neighbourhood and curb-side impacts, and help support brick-and-mortar retail establishments which are the foundation of walkable 15-minute neighbourhoods.

Centralize e-commerce deliveries in neighbourhood hubs

From early 2020 to mid-2021, TransLink is partnering with Pigeon Box, a local logistics company, to pilot the technical feasibility and public interest in having home deliveries shipped instead to a safe and secure locker at a convenient nearby transit station.

More effectively manage the curb-side.

An approach to digital curb management is being developed in collaboration with researchers at UBC. As part of this project, pilots are underway with municipalities including North Vancouver, New Westminster, and the City of Vancouver to implement digital tools to manage curb-side parking and pick-up and drop-off for all users.

6. Mitigating the Negative Household Financial Impacts of COVID-19

Public health restrictions have led to an economic slowdown, with the unemployment rate remaining high at 8% compared to the same time last year (4.5%). Households are feeling the financial strain.

Ensure that transit remains affordable.

Last December the Board endorsed the recommendation to enhance TransLink's supports for low-income individuals. Further work to explore this recommendation is currently underway. Furthermore, TransLink's relief funding Contribution Agreement with the Province includes funding support to keep fare increases from 2021 through 2024 at inflationary levels.

Deliver free bikes, bike repair services, and rebates to low-income individuals.

The Bike Parkade cleanout is a program that removes and donates bicycles that have been abandoned or discarded in TransLink's bike parkades. As part of the program, 21 bikes were donated to the PEDAL Society's Pedals for the People Program. Online and in-person beginner maintenance tutorials and free tune-ups at events and activations were also completed to promote cycling.

CONCLUSION

In June 2020, the Board received a report titled "Transport 2050: COVID-19 Impacts and Opportunities" which described the impact that COVID-19 has had on the region's transportation and land use objectives. In September 2020, management proposed a list of concrete near-term actions responding to COVID-19 impacts, which was endorsed by the Board and Mayors' Council. From the list of near-term actions, this update highlights actions that have been advanced with significant progress since September 2020. Staff intends to return with regular updates on the near-term actions until COVID impacts have been adequately addressed and the endorsed near-term actions have been advanced and/or delivered.

ATTACHMENTS

Attachment 1 – Response to COVID-19 Impacts – Near-Term Actions

ATTACHMENT 1: Response to COVID-19 Impacts – Near-Term Actions

1. Reduced transit ridership

Actions	TL Urgent, Short-Term Initiatives	Status
1.1 Customer Experience Action Plan 2.0	Develop a 5-year strategy and roadmap for customer experience that will help rebuild ridership and establish long-term customer experience priorities	Underway
1.2 TDM Plans for Business and Development	Develop TDM plans, resources and programs to support ridership and engage with businesses and developers.	Underway
1.3 Bus Priority Rapid Response Assessment	Quick win projects including: Bus priority lanes, bus bulbs, tactical changes & bus stop balancing	2020 projects completed; additional projects identified for 2021

2. Increased walking and cycling

Actions	TL Urgent, Short-Term Initiatives	Status
2.1 Build out infrastructure for active modes	Support municipalities (through funding, increased cost-share, and planning/design support) to rapidly deploy slow streets through tactical urbanism	Underway
	Creation of 3-5 cycling showcases in the region (would involve rapid deployment of separated bikeway networks and bike parking within three to five Urban Centres)	Underway
	Identifying 3-5 Major Bikeway Network corridors that are "low hanging fruit" for completion, and fund rapid deployment to complete segments with either permanent or temporary (tactical) infrastructure	Underway
	Increasing Bike and Walking Costshare programs, BICCS/WITT, funding (or cost share percentage) and promote awareness of funded projects	Underway
	Funding for pedestrian safety improvements addressing worst intersections for pedestrian collisions within Urban Centres	Underway
	Advocating to the Province for new funding to build more cycling infrastructure, such as separated and protected routes, secured bike parking, e-bike charging, and tactical (low-cost) interventions. In particular, funding to support infrastructure for students and youth walking and cycling to school and other destinations is critical post-pandemic.	To be addressed

ATTACHMENT 1: Response to COVID-19 Impacts – Near-Term Actions

	Coordinate with municipalities on deploying more slow speed zones in urban centres across the region	Underway
2.2 E-bike awareness, sharing and incentives	Provide e-bike training and education	Underway
	Advocate for BC Clean Energy Vehicle (CEV) rebate program to be expanded to include e-bikes	To be addressed
	Facilitate e-bike/e-scooter sharing across the region through active coordination of municipal initiatives to introduce e-bike and e-scooter sharing systems	Underway
2.3 Data collection of active modes	Invest in data collection to track use of active modes	Underway

3. Increased driving (including ride-hailing)

Actions	TL Urgent, Short-Term Initiatives	Status
3.1 Increase access to a vehicle without needing to own one	Partner with industry to co-promote solutions and increase access to membership (e.g. for non-English speakers, newer drivers, etc.)	To be addressed
	Work with municipalities to allocate more free or low-cost on-street parking for car share vehicles, particularly in neighbourhoods that are underserved	To be addressed
	Advance digital solutions that allow for easy transition between modes (e.g. expanding TransLink's MaaS pilot)	Underway
	Increase availability of vanpool and carpools	Underway
3.2 Support vehicle electrification	Investigate challenges and opportunities for transitioning to zero emission Medium- and Heavy-Duty Vehicles (MHDVs) and advocate for the provincial zero emissions vehicle (ZEV) mandate to be accelerated and expanded to include more vehicle classes (namely, MHDVs)	Underway
	Advocate for provincial right-to-charge legislation which guarantees fair access to electric vehicle charging for condo-dwellers, who make up about half of Metro Vancouver residents	To be addressed
	Advocate for the BCs Scrap-It Program to be expanded to include newer vehicles.	Underway
3.3 Create financial disincentives to drive in peak conditions	Partner with a municipality to undertake a voluntary pilot to understand impacts and effectiveness of mobility pricing, or a Low Emissions Zone	To be addressed
3.4 Work with municipalities to develop a regional approach to on-street parking allocation		To be addressed

4. Increased trip substitution via digitization, telework, telemedicine, and e-learning

Actions	TL Urgent, Short-Term Initiatives	Status
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ATTACHMENT 1: Response to COVID-19 Impacts – Near-Term Actions

4.1 Support remote work and remote learning post-pandemic	Address policy barriers to supporting remote work - identify policy barriers to remote work and advocate to the appropriate governing bodies to address those	To be addressed
	Create incentives to encourage remote work - advocate for tax credits, grants or other forms of incentives can support employers by offsetting costs associated with underutilized office space and increased expenses to support employees working from home	To be addressed
	Work with employers to encourage remote work	Completed
	Gather spatial data on remote work patterns to support transit service allocation and manage negative impacts (e.g. empty office buildings)	To be addressed
	Work with cities to expand free public Wi-Fi networks across the region	Underway

5. Increased reliance on e-commerce

Actions	TL Urgent, Short-Term Initiatives	Status
	Work with municipalities to regulate the urban freight delivery sector through street and traffic bylaws	To be addressed
	Increase access to urban freight deliveries by biking, walking or transit, through efforts such as the potential to increase the number of commercial lockers at TransLink stations	Underway
	Pilot, with municipalities or at TransLink stations, digitally managed curbs across the region	Underway
	Pilot an e-freight hub with industry and municipality where vehicles can transfer to low emissions, right-sized or active mode delivery vehicles for last mile distribution	Underway

6. Increased unemployment & household financial strain

Actions	TL Urgent, Short-Term Initiatives	Status
6.1 Mitigate the effects of unemployment	Ensure that transit remains affordable through sustainable funding sources that does not depend as heavily on fare revenues	Underway
	Advocate to the province for free or discounted transit passes for low income individuals	Underway
	Deliver free bikes, bike repair services and rebates to low-income individuals	Completed
	Prioritize quick-build transit infrastructure to support economy recovery in the region	To be addressed

TO: Board of Directors

FROM: Geoff Cross, Vice-President, Transportation Planning & Policy

DATE: March 1, 2021

SUBJECT: New Mobility Program Update

EXECUTIVE SUMMARY

As a result of COVID-19 budgetary challenges, the 2021 New Mobility program budget was decreased by almost half, with several planned initiatives scaled back or deferred as a result. This report is a status update on the initiatives that are still underway in 2021, including: the Shared Mobility Compass Card pilot, Vanpool pilot and several possible pilots coming from the most recent Open Innovation Call focused on welcoming customers back to public transit.

PURPOSE

The purpose of this report is to provide the Board of Directors with an update on key active initiatives under the banner of the TransLink Tomorrow program.

BACKGROUND

To stay relevant and competitive in a rapidly changing mobility landscape, it is critical for TransLink to be continuously considering new ideas for better ways to do business to help people and goods move around our region. For this reason, the Mayors' 10-Year Vision outlined funding to support an innovation-oriented program that was subsequently funded in the Phase 1 and Phase 2 Investment Plans.

This funding established a New Mobility program within TransLink to help coordinate the development, prototyping, piloting, evaluation, and potential scaling of promising new ideas, technologies, partnerships, and business models. The New Mobility program provides incubator and trial resources rather than long-term funding. Initiatives that come through the prototyping and then piloting phases and have demonstrated a good business case for full scale implementation will be candidates for future funding in the budget or Investment Plan.

Since its inception in 2017, the program has directed approximately \$3.8M towards a variety of projects and initiatives as described in this report. In response to COVID-19 budgetary challenges, the 2021 New Mobility program budget was decreased by almost a half to \$1.7M, with several planned initiatives scaled back or deferred as a result.

DISCUSSION

[Open Innovation Call](#)

The Open Call for Innovation seeks innovative ideas that respond to an identified regional transportation need. For each Call, TransLink issues a challenge statement and solicits project proposals that respond to that challenge. Participation is open to individuals, established companies, start-ups, entrepreneurs, consultants and academics. The Open Call is a cost-effective way to conduct market scans, establish new partnerships, and help TransLink more nimbly experiment with new ideas and scale the promising ones. Successful participants who are able to work with TransLink to implement their idea may be offered:

- co-funding and other support to help further develop ideas (for pre-commercialized ideas);
- access to TransLink assets to test or demonstrate ideas (for near-commercialized ideas); or
- opportunity to pilot ideas on a larger scale in partnership with TransLink (for market-ready ideas).

2020 Open Innovation Call

TransLink pivoted from the previously approved theme *Our Ageing Society* to focus the 2020 Open Innovation Call on Covid-19 pandemic recovery. The Call, themed *Our Region's Recovery – How can we improve health, safety, and public trust as we welcome customers back to the public transit system in the context of the Covid-19 pandemic*, was publicly announced in June 2020 and elicited 89 submissions. An internal evaluation panel has been shortlisting and advancing potential partnerships through late 2020. Further details will be available in the coming months on partnerships coming out of the 2020 Call.

2019 Open Innovation Call

The 2019 Open Call for Innovation closed on April 30, 2019. The challenge statement for this call was: *How can we make the customer experience at TransLink's stops, stations and exchanges more enjoyable?* More specifically, the 2019 Call welcomed ideas on how innovative technologies, solutions, processes, business models and partnerships can enhance the customer experience at transit stops, stations and exchanges. TransLink received 45 submissions to this Call and an evaluation panel short-listed these down to three. The two successful submissions leading to pilot and prototype partnerships were:

- **Pigeon Box:** installing locker boxes at three SkyTrain stations which can be used for goods delivery through any e-commerce sites. The Pigeon Box pilot, publicly announced in June 2020, provides locker boxes at Joyce-Collingwood, Stadium-Chinatown and Commercial-Broadway stations, and was originally planned to conclude in Spring 2021. The project team is working closely with Pigeon Box to evaluate utilization, customer satisfaction, and potential to refine or continue the offering.
- **UmbraCity:** Umbrella-share company with 40 kiosks through the Metro Vancouver region, expanding to offer kiosks at SkyTrain stations. The UmbraCity pilot was temporarily paused in recognition of public concerns about sharing hand-held items in the context of the Covid-19 pandemic.

2018 Open Innovation Call

In 2018, TransLink's Open Call for Innovation was themed around 'Seamless Mobility' to explore how public and private transportation services can work in collaboration to achieve more seamless multimodal travel where it simple and easy travel and spontaneously switch between any transport mode or service. The partnership emerging from this Call was:

- **Shared Mobility Compass Card (SMCC) Prototype**, a joint initiative with Evo Car Share, Mobi by ShawGo, and Modo Co-operative.

The objective was to develop and prototype a minimal viable product allowing seamless and integrated trip booking, vehicle access, invoicing, and payment for all four transport services with one card and from one account. Launching this prototype in a closed business setting, with a small group of 161 employees from 13 employers and for work-based travel only, allowed us to use the employers' payroll and administrative systems to simulate a seamless Mobility-as-a-Service experience with only minimal technology investments. The objectives were to learn if such a product appealed to customers and influenced mode choice, as well as the operational processes and procedures required to operate an integrated transportation service like this one.

From November 2019 to August 2020, approximately 6,000 trips were made using the special Compass Card, averaging one trip per user per week. User surveys revealed that almost 60 per cent of survey respondents replaced a personal vehicle trip with public transit, carshare, or bikeshare for work-related travel due to the program. 56 per cent indicated that they tried a new form of transportation for the first time or tried combining different modes into one journey for the first time. Notwithstanding the small size of this prototype group, these early findings are significant in terms of behavior change.

Drawing lessons from this prototype stage, Management is currently working to develop a larger-scale pilot that would be open to members of the general public.

Flexible Mobility Services

Shared-Use Vanpooling

In February 2019, TransLink launched a Vanpool prototype in partnership with Modo as the supplier of the shared vehicles. The target employee group for this preliminary limited scale prototype is maintenance staff at University of British Columbia. The initial 10-van Vanpool Prototype has been operating during COVID-19, continuing to help maintenance workers at UBC get to work.

In order to address the lessons learned in this initial prototype phase, including reliance on manual matching of riders into vans and limited payment and pricing options, Management is currently working to finalize a new contract for a vanpool fleet operator and software vendor.

After much preliminary tweaking of the Vanpool concept, we now appear to have a product offering that is an attractive, lower cost, and more social alternative for long-distance car commuters. It is suited to groups of employees (3-8 persons per vehicle) commuting longer distances from areas with poorer transit options into a common employer or an area with concentrations of several employers. If a larger pilot/scale-up proves to produce a promising long-term service offering, it would be brought forward as an expansion opportunity for funding in a future Investment Plan.

On-Demand Transit

On-demand transit is a potential service solution for times and locations of low ridership demand (e.g. less than 10 trips per service hour) such as very low-density areas, very late at night, first/last mile, and paratransit. Our prototype of on-demand transit on Bowen Island in 2019 was intended to help us *understand which use cases have the best potential to improve customer experience, add new ridership,*

and reduce wait times for about the same or lower cost as compared to fixed-route, fixed-schedule service and might be contemplated as part of our ongoing service offering.

Building on lessons from the prototype stage, work had been underway to pilot in multiple locations over a longer period of time. Due to COVID-19 budgetary pressures, any further on-demand piloting efforts have been paused for the time being.

The New Mobility Lab academic outreach program

In 2018, TransLink created the New Mobility Lab research grant program. The purpose of this program is to support applied and locally relevant research into key New Mobility topics of high interest within our region. The research grants are up to \$50,000 for well-defined proposals undertaken by Canadian post-secondary researchers. Eight grants have been awarded since the Lab launched in 2018, delivering data-driven insights, analysis and policy, design and implementation recommendations on the following topics:

- Implications of the growth in new types of human-electric hybrid vehicles for street design;
- How to monitor intersection safety of all road-users in real-time using artificial intelligence;
- Understanding the needs of vulnerable groups in our region, in the context of new mobility;
- How we can best realize a thriving Mobility-as-a-Service ecosystem in our region (via open data);
- Consumer awareness, perception and response to a variety of New Mobility options in our region;
- Perceived comfort and safety of road users in real interactions with Automated Vehicles;
- Designing the digital curb-side to best adapt to rapidly evolving and competing demands; and
- Public perceptions, readiness, and barriers to adopting shared micromobility in our region.

In 2020, the New Mobility Lab hosted several virtual webinars and workshops on the above research to ensure knowledge translation and high value for local practitioners. The annual New Mobility Research Dialogue was held as a virtual event with over 130 participants at the end of 2020 that featured presentations on the above research, followed by a workshop session with academics and local, regional, and Provincial staff to identify future research needs and priorities.

CONCLUSION

Several key initiatives within the New Mobility portfolio are proceeding in 2021, albeit with more restricted funding compared to pre-COVID plans. The two major piloting activities in 2021 will focus on the next phase of the Shared Mobility Compass Card and Shared-Use Vanpooling.

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer

DATE: March 1, 2021

SUBJECT: 2021 Property Tax Bylaw and 2021 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 2021 Property Tax Bylaw Number 137-2021” attached as Attachment 1 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.
- B. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2021 Property Tax Bylaw Number 137-2021” attached as Attachment 1 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.

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 2021 Replacement Tax Bylaw Number 138-2021” attached as Attachment 2 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.
- D. That the TransLink Board of Directors reconsiders and finally adopts the “South Coast British Columbia Transportation Authority 2021 Replacement Tax Bylaw Number 138-2021” attached as Attachment 2 to the report dated March 1, 2021 titled “2021 Property Tax Bylaw and 2021 Replacement Tax Bylaw”.

EXECUTIVE SUMMARY

Property and Replacement Tax revenues help fund the investments and services that TransLink provides to the region and the property and replacement tax rates, and increases contemplated to those rates, are set out in the Phase Two Investment Plan.

The property and replacement tax rates for 2021 are set to target:

- Property tax revenue of \$417.3 million – amount is set based on a 4.2% increase (3% annual statutory increase + 1.2% actual Development Growth) over previous year’s planned property tax revenue.
- Replacement tax revenue of \$18 million – this is a fixed annual amount.
- Year over year consistency in average taxes assessed – while meeting the prescribed British Columbia Hospital District Act Regulation ratio requirements.

The administration of these two taxes is different and therefore separate bylaws are required.

Overall assessed property values increased by 3.9%. To achieve current years’ target property tax revenue, property tax rates increased in all property classes except for Light Industry.

PURPOSE

The purpose of the attached report is to establish property and replacement tax rates for 2021 and for the Board to enact the bylaws to bring these rates into effect.

BACKGROUND

Property and Replacement Tax revenues help fund the investments and services that TransLink provides to the region. The approved Phase Two Investment Plan includes a 3 per cent increase in Property Tax revenues plus an estimated development growth rate for the region each year.

TransLink's 2021 budget includes revenues of \$417.7 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").

The administration of the property tax and replacement tax is different and therefore separate bylaws are required.

DISCUSSION

TransLink has received and reviewed the 2021 completed property tax assessment rolls from BC Assessment (BCA).

Property Tax

In accordance with the approved Investment Plan, the 2021 property tax revenue to be collected through the rate setting process of \$417.3 million increased from previous year's planned property tax revenue by 4.2% due to the following 2 factors:

- 3.0% is the annual statutory increase allowable under the SCBCTA Act; and
- 1.2% accounts for actual Development Growth (including new construction and zoning) to better reflect growth and development in the region.

The amount to be collected through the rate setting process of \$417.3 million is less than the budgeted amount of \$417.7 million due to the actual Development Growth Rate (1.2%) in the region being lower than budgeted (1.5%) which results in \$1.2 million less revenue. This is somewhat offset by a net increase of \$800K from estimated assessment appeals less expected payments-in-lieu of taxation.

Table 1 – Summary of Property Value Changes by Class:

Property Class	2021 Completed Roll (\$ millions)	2020 Revised Roll (\$ millions)	Total Increase/ (Decrease) (\$ millions)	Year over Year		
				Develop- ment Change	Market Change	Total Change
01 Residential	967,427	922,603	44,824	1.2%	3.6%	4.9%
02 Utilities	2,074	2,037	37	1.0%	0.8%	1.8%
04 Major Industry	3,070	3,020	50	-0.3%	1.9%	1.7%
05 Light Industry	23,778	21,859	1,919	-0.1%	8.9%	8.8%
06 Business and Other	175,857	179,006	(3,149)	1.0%	-2.8%	-1.8%
08 Rec/Non-Profit	1,961	1,985	(24)	2.7%	-3.9%	-1.2%
09 Farm	100	101	(1)	-4.0%	3.3%	-0.7%
Total	\$1,174,267	\$1,130,611	\$43,656	1.2%	2.7%	3.9%

*Some amounts may not add due to rounding

Comparing the 2021 completed roll to the 2020 revised roll, the largest increases in value were in the Residential and Light Industry classes. Other classes had small increases or declined in value.

With regards to Development Growth, most property classes experienced little to negative growth.

The recommended 2021 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 change on property owners' average tax bills.

Table 2 – Property Tax Revenues Summary:

Property Class	2021 Completed Roll (\$000s)	2021 Property Tax Rate (per \$1000)	2020 Property Tax Rate (per \$1000)	Increase / (Decrease) in Property Tax Rates	2021 Revenue Forecast (\$000s)	2020 Revenue Invoiced (\$000s)
01 Residential	\$967,427,393	\$0.2563	\$0.2494	\$0.0069	\$247,950	\$230,097
02 Utilities	\$2,074,189	\$2.2752	\$2.2511	\$0.0241	\$4,719	\$4,587
04 Major Industry	\$3,070,434	\$1.4343	\$1.4108	\$0.0235	\$4,404	\$4,261
05 Light Industry	\$23,777,719	\$0.8619	\$0.8814	(\$0.0195)	\$20,493	\$19,267
06 Business and Other	\$175,856,864	\$0.7924	\$0.7755	\$0.0169	\$139,349	\$138,819
08 Rec/Non-Profit	\$1,961,290	\$0.1888	\$0.1819	\$0.0069	\$370	\$361
09 Farm	\$100,303	\$0.3563	\$0.3494	\$0.0069	\$36	\$35
Total					\$417,321	\$397,427

*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 2021 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 2021 replacement tax rates have been set to minimize the impact on the average tax bills of property owners. In all property classes, the 2021 replacement tax rate is higher than the 2020 rate except for Residential, which was unchanged.

Table 3 – Replacement Tax Revenues Summary:

Property Class	2021 Completed Roll (\$000s)	2021 Repl Tax Rate (per \$1,000)	2020 Repl Tax Rate (per \$1,000)	Increase / (Decrease) in Repl Tax Rates	2021 Revenue Forecast (\$000s)	2020 Revenue Invoiced (\$000s)
01 Residential	\$967,427,393	\$0.0023	\$0.0023	\$0.0000	\$2,233	\$2,122
02 Utilities	\$2,074,189	\$0.0877	\$0.0874	\$0.0003	\$182	\$178
04 Major Industry	\$3,070,434	\$0.0911	\$0.0908	\$0.0003	\$280	\$274
05 Light Industry	\$23,777,719	\$0.0774	\$0.0771	\$0.0003	\$1,840	\$1,685
06 Business and Other	\$175,856,864	\$0.0766	\$0.0763	\$0.0003	\$13,465	\$13,658
Total					\$18,000	\$17,917

*Some amounts may not add due to rounding

Table 4 – Summary of Combined Property and Replacement Tax impacts:

Property Class	2021 Average Assessment	2020 Average Assessment	2021 Average Property & Repl Tax	2020 Average Property & Repl Tax	\$ Change In Average Tax	% Change In Average Tax
01 Residential	\$1,169,532	\$1,131,017	\$303	\$285	\$18	6%
02 Utilities	\$1,821,062	\$1,798,308	\$4,303	\$4,205	\$98	2%
04 Major Industry	\$20,200,223	\$18,996,214	\$30,813	\$28,525	\$2,288	8%
05 Light Industry	\$6,163,224	\$5,680,647	\$5,789	\$5,445	\$344	6%
06 Business and Other	\$4,225,602	\$4,335,120	\$3,672	\$3,693	(\$21)	-1%
08 Rec/Non-Profit	\$2,750,757	\$2,761,225	\$519	\$502	\$17	3%
09 Farm	\$19,548	\$19,722	\$7	\$7	\$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 combined tax rates per thousand dollars of assessed values.

The overall impact of the 2021 tax rates (both property tax and replacement tax) for an average residential property will be an increase of approximately \$18 (or 6%) over the prior year. An average business class property will experience a decrease of approximately \$21 (or -1%) over the prior year.

RECOMMENDATION

It is recommended that the Board approve and adopt the attached bylaws effective January 1, 2021.

ATTACHMENTS:

Attachment 1: Property Tax Bylaw # 137-2021

Attachment 2: Replacement Bylaw # 138-2021

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 137-2021

A Bylaw imposing Property Tax for the year 2021

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 137-2021

A Bylaw imposing Property Tax for the year 2021

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 2021 Property Tax Bylaw Number 137-2021.”
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, 2021.

READ A FIRST, SECOND AND THIRD TIME this March 25, 2021.

RECONSIDERED, PASSED AND FINALLY ADOPTED this March 25, 2021.

Tony Gugliotta, Chair

Jennifer Breeze, Corporate Secretary

SCHEDULE 1 attached to and forming part of
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
2021 PROPERTY TAX BYLAW NUMBER 137-2021

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.2563
02	Utilities	2.2752
04	Major Industry	1.4343
05	Light Industry	0.8619
06	Business/Other	0.7924
08	Recreational and Non-Profit	0.1888
09	Farm	0.3563

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 138-2021

A Bylaw imposing Replacement Tax for the year 2021

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

BYLAW NUMBER 138-2021

A Bylaw imposing Replacement Tax for the year 2021

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 2021 Replacement Tax Bylaw Number 138-2021.”
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, 2021.

READ A FIRST, SECOND AND THIRD TIME this March 25, 2021.

RECONSIDERED, PASSED AND FINALLY ADOPTED this March 25, 2021.

Tony Gugliotta, Chair

Jennifer Breeze, Corporate Secretary

SCHEDULE 1 attached to and forming part of
SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
2021 REPLACEMENT TAX BYLAW NUMBER 138-2021

<u>PROPERTY CLASS</u>		<u>TAX RATES</u> <u>DOLLARS OF TAX PER \$1,000</u>
01	Residential	0.0023
02	Utilities	0.0877
04	Major Industry	0.0911
05	Light Industry	0.0774
06	Business/Other	0.0766

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer

DATE: February 22, 2021

SUBJECT: Transit Tariff Amendment – effective July 1, 2021

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 Tariff Bylaw Number 139-2021*, attached to this report as Attachment 1, effective July 1, 2021; and
- B. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 139-2021*.

EXECUTIVE SUMMARY

The 2018-2027 Phase Two Investment Plan (“10-Year Investment Plan”) contemplated fare increases of 4.6% in 2020 and 4.1% in 2021, to support system expansion. With the onset of the COVID-19 pandemic, in March 2020 the TransLink Board of Directors (“Board”) deferred the approval of the Transit Tariff Amendment for the July 1, 2020 fare increase as contemplated in the 10-Year Investment Plan.

As a result of COVID-19, transit ridership plummeted to a low of 17% of normal levels in April 2020, recovered to about 42% of pre-COVID 19 ridership levels by September 2020 and continued to be at just above 40% for the remainder of the year. Under all recovery scenarios, we anticipate ridership demand and therefore fare revenue to continue to be depressed in 2021.

The Province announced the BC Safe Restart Agreement, which included a one-time Senior Government operating relief funding to TransLink of \$644 million. Pursuant to the terms of the Contribution Agreement, a portion of this funding is to support lower fare increases than what was contemplated in the Phase Two Investment Plan over 2021-2024, i.e. at the 2.3% average annual fare increase level. This lower fare increase supports affordability of fares for TransLink’s customers and economic recovery objectives.

The proposed TransLink Transit Tariff amendment will enact a fare increase of 2.3% as of July 1, 2021.

PURPOSE

The purpose of this Report is to seek the approval of the Board of Directors to amend the South Coast British Columbia Transportation Authority Transit Tariff (the “Transit Tariff”) to implement the proposed 2021 fare increase effective July 1, 2021.

BACKGROUND

Fare increases of 4.6% in 2020 and 4.1% in 2021 were approved by the Board and Mayors' Council in the 2018-2027 Phase Two Investment Plan ("10-Year Investment Plan") to help pay for the service increases in those years. However, in light of the COVID_19 pandemic, in March 2020, the TransLink Board of Directors ("Board") deferred the approval of the Transit Tariff Amendment for the July 1, 2020 fare increase as contemplated in the 10-Year Investment Plan.

As a result of COVID-19, transit ridership plummeted to a low of 17% of normal levels in April 2020, recovered to about 42% of pre-COVID 19 ridership levels by September 2020 and continued to be at just above 40% for the remainder of the year. Under all recovery scenarios, we anticipate ridership demand and therefore fare revenue to continue to be lower than anticipated in 2021. The economic situation and forecast are key considerations for the timing and magnitude of future fare increases.

On September 18, 2020, the Province announced the BC Safe Restart Agreement, which included a one-time Senior Government operating relief funding to TransLink of \$644 million. Pursuant to the terms of the Contribution Agreement, a portion of this funding is to support lower average annual fare increases at 2.3% over the 2021-2024 period, rather than the higher increases contemplated in the Phase Two Investment Plan over 2021-2024.

Lower ridership and fare revenue has dropped TransLink's cost recovery rate significantly and this fare increase is necessary to permit TransLink to maintain our service levels. However, this lower fare increase than what was originally provided for in the Phase Two Investment Plan supports affordability of fares for TransLink's customers and economic recovery objectives.

DISCUSSION

This Transit Tariff amendment incorporates a 2.3% increase to the regular and discounted fares effective July 1, 2021. This increase will generate an estimated \$4 million per year.

The Transit Tariff amendment set out in Bylaw Amendment 139-2021 included as Attachment 1, is effective July 1, 2021. A blacklined version of the proposed July 1, 2021 Transit Tariff, compared to the current July 1, 2019 Transit Tariff, is included as Attachment 2 for reference.

Transit Fare Rate Summary

REGULAR, SHORT TERM FARE			2020	2021	nominal increase	percentage increase
Conventional Transit						
Cash / Compass Ticket	Adult	1-Zone	\$3.00	\$3.05	\$0.05	1.67%
		2-Zone	\$4.25	\$4.35	\$0.10	2.35%
		3-Zone	\$5.75	\$5.90	\$0.15	2.61%
Daypass	Concession	1-Zone	\$1.95	\$2.00	\$0.05	2.56%
		2-Zone	\$2.95	\$3.00	\$0.05	1.69%
		3-Zone	\$3.95	\$4.05	\$0.10	2.53%
	Adult	All zones	\$10.50	\$10.75	\$0.25	2.38%
		Concession All zones	\$8.25	\$8.45	\$0.20	2.42%
	Canada Line YVR AddFare		\$5.00	\$5.00	\$0.00	0.00%
Custom Transit	Cash	All Zones	\$3.00	\$3.05	\$0.05	1.67%
DISCOUNTED, SHORT TERM FARE						
Conventional Transit						
Compass Card Single Trip (Stored Value)	Adult	1-zone	\$2.40	\$2.45	\$0.05	2.08%
		2-zone	\$3.45	\$3.55	\$0.10	2.90%
		3-zone	\$4.50	\$4.60	\$0.10	2.22%
	Concession	1-zone	\$1.95	\$2.00	\$0.05	2.56%
		2-zone	\$2.95	\$3.00	\$0.05	1.69%
		3-zone	\$3.95	\$4.05	\$0.10	2.53%
Custom Transit						
FareSaver / Compass Card Single Trip		All zones	\$2.40	\$2.45	\$0.05	2.08%
NON-SHORT TERM FARES						
Conventional Transit Monthly Pass						
	Adult	1-zone	\$98.00	\$100.25	\$2.25	2.30%
		2-zone	\$131.00	\$134.00	\$3.00	2.29%
		3-zone	\$177.00	\$181.05	\$4.05	2.29%
	Concession	All zones	\$56.00	\$57.30	\$1.30	2.32%
		Monthly Pass	All zones	\$98.00	\$100.25	\$2.25
	Custom Transit					

TRANSIT FARE RATES – WEST COAST EXPRESS

SHORT TERM FARE PRODUCTS			2020	2021	nominal increase	percentage increase	
One-Way Compass Ticket (Cash)	Adult	1- or 2-Zone	\$5.75	\$5.90	\$0.15	2.61%	
		3-Zone	\$7.50	\$7.65	\$0.15	2.00%	
		4-Zone	\$9.25	\$9.45	\$0.20	2.16%	
		5-Zone	\$12.50	\$12.80	\$0.30	2.40%	
		Concession	1- or 2-Zone	\$3.45	\$3.55	\$0.10	2.90%
Return Compass Ticket (Cash)	Adult	3-Zone	\$4.45	\$4.55	\$0.10	2.25%	
		4-Zone	\$5.70	\$5.85	\$0.15	2.63%	
		5-Zone	\$7.70	\$7.90	\$0.20	2.60%	
		1- or 2-Zone	\$11.00	\$11.25	\$0.25	2.27%	
		3-Zone	\$14.50	\$14.85	\$0.35	2.41%	
	Concession	4-Zone	\$17.75	\$18.15	\$0.40	2.25%	
		5-Zone	\$23.75	\$24.30	\$0.55	2.32%	
		1- or 2-Zone	\$7.00	\$7.15	\$0.15	2.14%	
		3-Zone	\$9.00	\$9.20	\$0.20	2.22%	
		4-Zone	\$11.25	\$11.50	\$0.25	2.22%	
5-Zone	\$15.25	\$15.60	\$0.35	2.30%			
DISCOUNTED, SHORT TERM FARES							
One-Way Compass Card (Stored Value)	Adult	1- or 2-Zone	\$4.90	\$5.00	\$0.10	2.04%	
		3-zone	\$6.35	\$6.50	\$0.15	2.36%	
		4-zone	\$7.75	\$7.95	\$0.20	2.58%	
		5-zone	\$10.50	\$10.75	\$0.25	2.38%	
		Concession	1/2-zone	\$2.90	\$2.95	\$0.05	1.72%
Return Compass Card (Stored Value)	Adult	3-zone	\$3.70	\$3.80	\$0.10	2.70%	
		4-zone	\$4.80	\$4.90	\$0.10	2.08%	
		5-zone	\$6.45	\$6.60	\$0.15	2.33%	
		1/2-zone	\$10.75	\$11.00	\$0.25	2.33%	
		3-zone	\$13.75	\$14.05	\$0.30	2.18%	
	Concession	4-zone	\$17.00	\$17.40	\$0.40	2.35%	
		5-zone	\$22.75	\$23.25	\$0.50	2.20%	
		1/2-zone	\$6.75	\$6.90	\$0.15	2.22%	
		3-zone	\$8.50	\$8.70	\$0.20	2.35%	
		4-zone	\$10.75	\$11.00	\$0.25	2.33%	
5-zone	\$14.50	\$14.85	\$0.35	2.41%			
NON- SHORT TERM FARES							
Monthly Pass	Adult	1/2-zone	\$158.75	\$162.40	\$3.65	2.30%	
		3-zone	\$208.00	\$212.80	\$4.80	2.31%	
		4-zone	\$251.00	\$256.75	\$5.75	2.29%	
		5-zone	\$342.75	\$350.65	\$7.90	2.30%	
		Concession	1/2-zone	\$97.00	\$99.25	\$2.25	2.32%
		3-zone	\$128.50	\$131.45	\$2.95	2.30%	
		4-zone	\$158.25	\$161.90	\$3.65	2.31%	
		5-zone	\$221.25	\$226.35	\$5.10	2.31%	

CONCLUSION

It is recommended that the Board approve and adopt the South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number **139-2021**.

ATTACHMENTS

Attachment 1: South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 139-2021

Attachment 2: South Coast British Columbia Transportation Authority Tariff Bylaw (*Blacklined*)

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 139-2021

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 139-2021."
2. The South Coast British Columbia Transportation Authority 2018 Tariff Bylaw Number 122-2018 is amended as follows:
 - (a) 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, 2021.

READ A FIRST, SECOND AND THIRD TIME this 25th day of March, 2021. __

RECONSIDERED, PASSED AND FINALLY ADOPTED this 25th day of March, 2021.

Tony Gugliotta, Chair

Jennifer Breeze, Interim 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 \$10.75		No	Valid for unlimited travel through all Zones		\$3.05 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 \$8.45		No	Valid for unlimited travel through all Zones		\$2.00 credit toward WCE applicable fare	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**

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
Exit Ticket* (45 min. Transfer Time, - 120 min. In-System Time)	Purchaser who holds a valid Exit Ticket to exit a Fare Paid Zone	\$5.90	\$3.05	No	Valid for unlimited travel through all Zones during the Hours paid for	\$3.05 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 - \$100.25 per month)		Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all	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**

		Conventional Bus and HandyDART: 2 Zone FareCard - \$134.00 per month 3 Zone FareCard - \$181.05 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).						HandyDART Zones	
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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**

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, \$24.50))	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, \$35.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$46.00) (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, \$20.00)	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 - \$100.25 per month	Conventional Bus: All Zones - \$100.25 per month	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through 1 Zone	\$3.05 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 - \$100.25 2 Zones - \$134.00 3 Zones - \$181.05 per month	Conventional SkyTrain and SeaBus: All Zones - \$100.25 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 - \$57.30 per month	Yes	Valid for unlimited travel through all Zones		\$2.00 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 \$7.00 per pass (if > 500 passes purchased per day); \$6.00 per pass (if > 5,000 purchased per day)	No	Valid for unlimited travel through all Zones		\$3.05 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 \$3.05	Conventional Bus: Cash or Contactless Payment: All Zones \$3.05	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: \$3.05 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 \$2.45	Conventional Bus: Stored Value ¹ : All Zones \$2.45							Stored Value: \$2.45 credit toward WCE applicable fare
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.05 2 Zones \$4.35 3 Zones \$5.90	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.05				Valid for unlimited travel during the Hours and through the number of Zones paid for			
		Conventional SkyTrain and SeaBus: Stored Value ¹ : 1 Zone \$2.45 2 Zones \$3.55 3 Zones \$4.60	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.45							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 \$2.00	Conventional Bus: Cash: All Zones \$2.00	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: \$2.00 credit toward WCE applicable fare	Not valid	Conventional Bus: No Add-Fare required
		Conventional Bus: Stored Value: All Zones \$2.00	Conventional Bus: Stored Value: All Zones \$2.00				Stored Value: \$2.00 credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.00 2 Zones \$3.00 3 Zones \$4.05	Conventional SkyTrain and SeaBus: Cash: All Zones \$2.00			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 \$2.00 2 Zones \$3.00 3 Zones \$4.05	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2.00				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 \$3.05 (cash only)	All Zones \$3.05 (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 \$2.00 (cash only)	All Zones \$2.00 (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	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	No	Valid for unlimited travel through all Zones	Valid toward purchase of a WCE Monthly U-Pass or \$3.05 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	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 - \$162.40 ¹ , 3 Zones - \$212.80 ¹ , 4 Zones - \$256.75 ¹ , 5 Zones - \$350.65 ¹	Yes	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 - \$99.25 ¹ , 3 Zones - \$131.45 ¹ , 4 Zones - \$161.90 ¹ , 5 Zones - \$226.35 ¹	Yes	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 - \$102.30 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 - \$5.90 3 Zones - \$7.65 4 Zones - \$9.45 5 Zones - \$12.80	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**	
		Stored Value ¹ : 1 or 2 Zones: \$5.00 3 Zones: \$6.50 4 Zones: \$7.95 5 Zones: \$10.75						
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 - \$3.55 3 Zones - \$4.55 4 Zones - \$5.85 5 Zones - \$7.90	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**	
		Stored Value ¹ : 1 or 2 Zones: \$2.95 3 Zones: \$3.80 4 Zones: \$4.90 5 Zones: \$6.60						

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 - \$11.25 3 Zones - \$14.85 4 Zones - \$18.15 5 Zones - \$24.30	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: \$11.00 3 Zones: \$ 14.05 4 Zones: \$17.40 5 Zones: \$23.25							
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 - \$7.15 3 Zones - \$9.20 4 Zones - \$11.50 5 Zones - \$15.60	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: \$6.90 3 Zones: \$8.70 4 Zones: \$11.00 5 Zones: \$14.85							
HandyDART Service (10 Zones)									
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones - \$3.05	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 July 1, ~~2019~~2021

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.

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	Fare required to: <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 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.
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 .
Compass Customer Service	Customer service that can be reached by calling 604.398.2042, by emailing 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.
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); (iv) 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); (v) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999; (vi) a spouse of a person described in paragraph (iii) or (iv) above; (vii) a full-time employee of a HandyDART Operating Company; <p>or</p> <ul style="list-style-type: none"> (viii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes, <p>and has been issued an Employee Pass as set out in Appendix “2”.</p>
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.
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: <ul style="list-style-type: none"> (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.

Maximum Fare	<p>If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:</p> <ul style="list-style-type: none"> (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, <p>as set out in Appendix “2”.</p> <p>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”.</p> <p>If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:</p> <ul style="list-style-type: none"> (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, <p>as set out in Appendix “2”.</p>
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.
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.
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	<p>Coupons that may be:</p> <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	<p>The time from:</p> <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, <p>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.</p>
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.
U-Pass BC Student	<p>Person who:</p> <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	<p>Person who:</p> <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

- (b) This Tariff is authorized by and made pursuant to the *BC South Coast British Columbia Transportation Authority Act*.
- (c) 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-GUARANTEES

- (d) Transit services operated by or on 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.
- (e) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.
- (f) 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

- (g) 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

- (h) 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 Maximum Fare being deducted from a Compass Card or charged to a Contactless Payment, if applicable.

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- (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:
- (vii) 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
 - (viii) 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.

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 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.

- (a) 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.
- (o) 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.
- (p) 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.

6. FARES OTHER THAN ADULT FARES

- (q) 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.

- (r) 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.
- (s) 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.
- (t) 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

- (u) 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
- (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.

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- (v) Passengers must retain upgraded Proof of Payment while in a Fare Paid Zone.

8. EXEMPTIONS FROM PAYMENT/DISCOUNTS

- (w) 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.
- (x) 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.
- (y) 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.
- (z) 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.
- (aa) 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 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

- (bb) 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 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.

2. FARESAVER VALIDATION (CONVENTIONAL BUS OR HANDYDART ONLY)

- (cc) 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.

3. BULK COMPASS TICKETS

- (dd) 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.

4. INITIAL SYSTEM CHARGE

- (ee) 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:

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- (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.
- (ff) 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.
- (gg) 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.

5. COMPASS CARD REGISTRATION

- (hh) 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.

6. REFUND POLICY

- (ii) 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.
- (jj) **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.

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- (kk) **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.
- (ll) **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.
- (mm) **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.
- (nn) **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.
- (oo) **FareSavers and FareCards** - FareSavers and FareCards are not refundable.
- (pp) **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.
- (qq) **TaxiSaver Coupons** - TransLink will (through the Access Transit Office) refund TaxiSaver coupons at 50% of face value to the HandyCard Holder.
- (rr) **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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(ss) 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.

The above provisions are not applicable to holders of program passes on Compass Cards, as set out in Appendix “2”.

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- (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.

7. ACCESSIBILITY

- (a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:
- (vi) 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.

8. 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.
- (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.

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- (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.

9. 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.

APPENDIX “1”**FARE ZONES****Conventional Transit****Zone 1**

City of Vancouver
University Endowment Lands

Zone 2

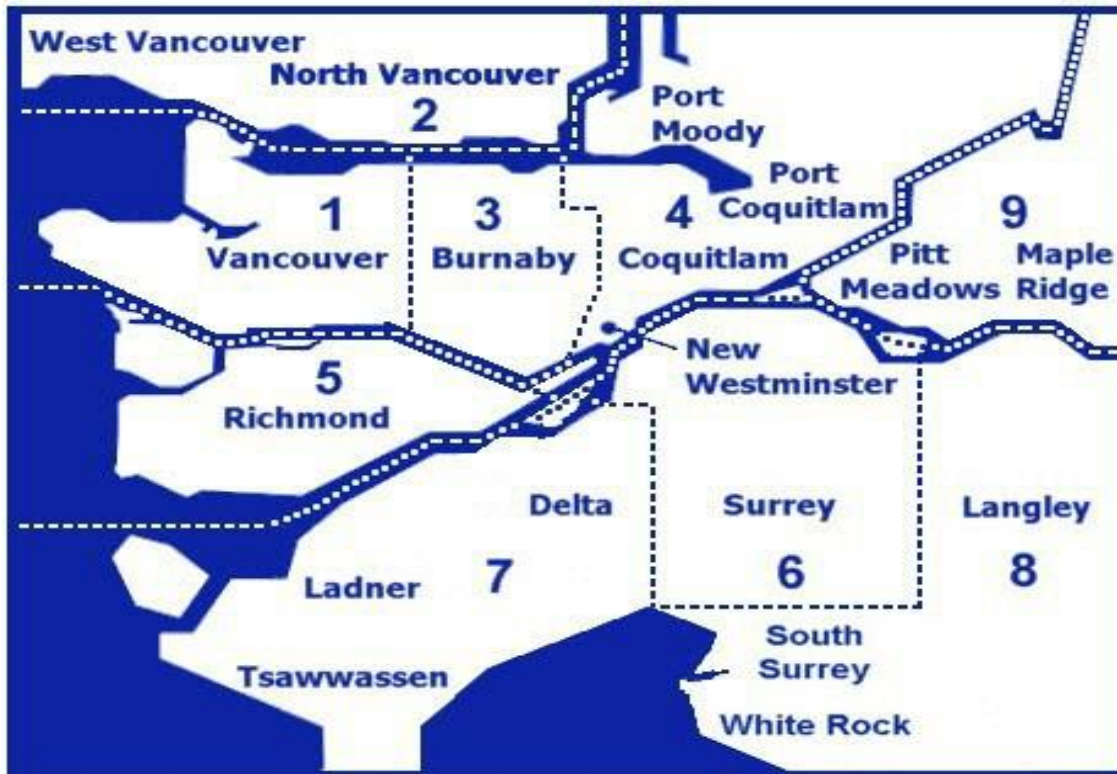
District of West Vancouver
District of North Vancouver
City of North Vancouver
City of Burnaby
Bus stops located on Barnet Highway at the Petro-Canada refinery
City of New Westminster
Annacis Island (“*Suburban Zone Boundary (Zones 2 and 3)*”)
City of Richmond
Village of Lions Bay
Bowen Island

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

Conventional Transit – Fare Zone Map



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

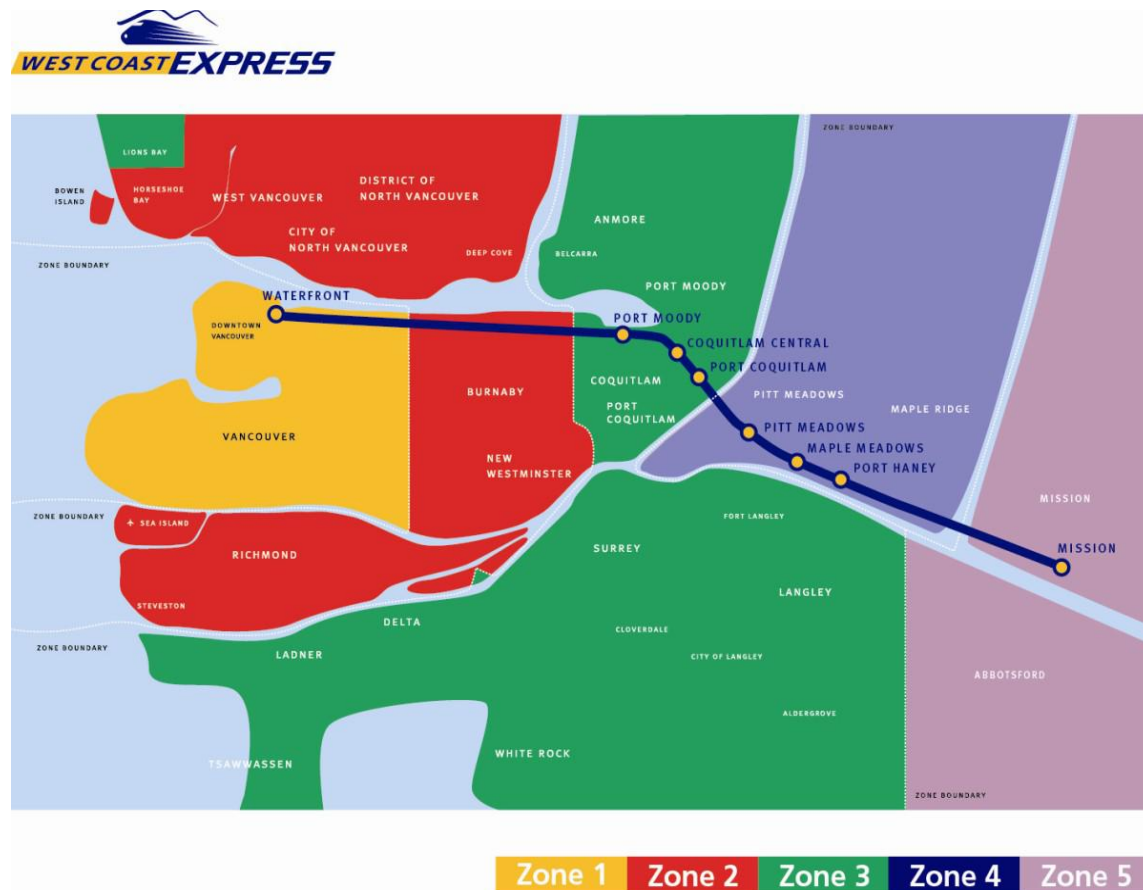
Zone 10

(not shown on above map) Horseshoe Bay, Lion’s Bay (Bowen Island excluded)

West Coast Express

- Zone 1 Vancouver station (Waterfront station)
- Zone 2 Burnaby [no station yet];
- Zone 3 Port Moody, Coquitlam and Port Coquitlam stations;
- Zone 4 Pitt Meadows, Maple Meadows and Port Haney stations;
- Zone 5 Mission station.

West Coast Express – Fare Zone Map



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. 59 <u>75</u>		No	Valid for unlimited travel through all Zones	\$3. 00 <u>05</u> credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	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**

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 45		No	Valid for unlimited travel through all Zones	\$ 42.95 00 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
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 90	\$3. 00 05	No	Valid for unlimited travel through all Zones during the Hours paid for	\$3. 00 05 credit toward WCE applicable fare	Not valid, except for Eligible HandyDART Users transferring from Conventional Transit to HandyDART	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**

FareCard* – Adult (calendar month)	Eligible HandyDART User who displays a valid Adult FareCard	Conventional Bus and HandyDART: All Zones (1 Zone FareCard - \$98 <u>100.00-25</u> per month	Yes	Valid for unlimited travel through all Zones	Not valid****	Not valid****	For an Eligible HandyDART User, valid in all HandyDART Zones	Not Valid
		Conventional Bus and HandyDART: 2 Zone FareCard - \$131 <u>134.00</u> per month 3 Zone FareCard - \$177 <u>181.00-05</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).						

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 50))	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 35 .50) 3 Zone FareSaver – 1 green ticket (book of 10, \$45 46 .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, \$1920.5000)		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 - \$98100.00-25 per month	Conventional Bus: All Zones - \$98100.00-25 per month	Yes	Valid for unlimited travel through all Zones	Valid for unlimited travel through 1 Zone	\$3.00-05 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 - \$98 100.00-25 2 Zones - \$134.134.00 3 Zones - \$477 181.00-05 per month	Conventional SkyTrain and SeaBus: All Zones - \$98 100.00-25 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 - \$657 .00-30 per month		Yes	Valid for unlimited travel through all Zones		\$42 .95-00 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 \$67 .85-00 per pass (if > 500 passes purchased per day); \$56 .85-00 per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel through all Zones		\$3 .00-05 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 <u>05</u>	Conventional Bus: Cash or Contactless Payment: All Zones \$3.00 <u>05</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: \$3.00 <u>05</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 \$2.40 <u>45</u>	Conventional Bus: Stored Value ¹ : All Zones \$2.40 <u>45</u>				Stored Value: \$2.40 <u>45</u> credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.00 <u>05</u> 2 Zones \$4.25 <u>35</u> 3 Zones \$5.75 <u>90</u>	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.00 <u>05</u>			Valid for unlimited travel during the Hours and through the number of Zones paid for	Conventional SkyTrain and SeaBus: Cash and Contactless Payment: 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: Stored Value¹: 1 Zone \$2. 4045 2 Zones \$3. 4555 3 Zones \$4. 5060	Conventional SkyTrain and SeaBus: Stored Value¹: All Zones \$2. 4045						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>\$12.95-00</u>	Conventional Bus: Cash: All Zones <u>\$12.9500</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>\$12.95-00</u> credit toward WCE applicable fare	Not valid	Conventional Bus: No Add-Fare required	
		Conventional Bus: Stored Value: All Zones <u>\$12.9500</u>	Conventional Bus: Stored Value: All Zones <u>\$12.9500</u>							Stored Value: <u>\$12.95-00</u> credit toward WCE applicable fare
		Conventional SkyTrain and SeaBus: Cash: 1 Zone <u>\$12.9500</u> 2 Zones <u>\$23.9500</u> 3 Zones <u>\$34.9505</u>	Conventional SkyTrain and SeaBus: Cash: All Zones <u>\$12.9500</u>				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 <u>\$12.9500</u> 2 Zones <u>\$23.9500</u> 3 Zones <u>\$34.9505</u>	Conventional SkyTrain and SeaBus: Stored Value: All Zones <u>\$12.9500</u>							

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 \$3.0005 (cash only)	All Zones \$3.0005 (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 \$2.9500 (cash only)	All Zones \$2.9500 (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 ⁰⁵ 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 - \$ 158162.75 ⁴⁰ ¹ , 3 Zones - \$ 208212.00 ⁸⁰ ¹ , 4 Zones - \$ 254256.00 ⁷⁵ ¹ , 5 Zones - \$ 342350.75 ⁶⁵ 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 - \$ 9799.00 ²⁵ ¹ , 3 Zones - \$ 128131.50 ⁴⁵ ¹ , 4 Zones - \$ 158161.25 ⁹⁰ ¹ , 5 Zones - \$ 224226.25 ³⁵ 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 - \$ 400 <u>102.00-30</u> 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 - \$ 7.50 <u>7.590</u> 3 Zones - \$ 7.50 <u>7.545</u> 4 Zones - \$ 9.25 <u>9.245</u> 5 Zones - \$ 12.50 <u>12.5080</u> Stored Value! 1 or 2 Zones: \$ 45.90 <u>45.9000</u> 3 Zones: \$ 6.35 <u>6.3550</u> 4 Zones: \$ 7.75 <u>7.7595</u> 5 Zones: \$ 10.50 <u>10.5075</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 - \$ 3.45 <u>3.4555</u> 3 Zones - \$ 4.45 <u>4.4555</u> 4 Zones - \$ 5.70 <u>5.7085</u> 5 Zones - \$ 7.70 <u>7.7090</u> Stored Value! 1 or 2 Zones: \$ 2.90 <u>2.9095</u> 3 Zones: \$ 3.70 <u>3.7080</u> 4 Zones: \$ 4.80 <u>4.8090</u> 5 Zones: \$ 6.45 <u>6.4560</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 - \$11. 00 <u>25</u> 3 Zones - \$14. 50 <u>85</u> 4 Zones - \$ 17 <u>18.75</u> <u>15</u> 5 Zones - \$ 23 <u>24.75</u> <u>30</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: \$ 40 <u>11.75</u> <u>00</u> 3 Zones: \$ 43 <u>14.75</u> <u>05</u> 4 Zones: \$17. 00 <u>40</u> 5 Zones: \$ 22 <u>23.75</u> <u>25</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 - \$7. 00 <u>15</u> 3 Zones - \$9. 00 <u>20</u> 4 Zones - \$11. 25 <u>50</u> 5 Zones - \$15. 25 <u>60</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. 75 <u>90</u> 3 Zones: \$8. 50 <u>70</u> 4 Zones: \$ 40 <u>11.75</u> <u>00</u> 5 Zones: \$14. 50 <u>85</u>						
HandyDART Service (10 Zones)								
Cash fare on HandyDART (one-way trip)	Eligible HandyDART User	All Zones - \$3. 00 <u>05</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	
<i>Conventional Bus, Community Shuttle and HandyDART Vehicle</i> (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: Gigi Chen-Kuo, Interim Chief Executive Officer

DATE: March 16, 2021

SUBJECT: Public Delegations at the September 28, 2020 and December 17, 2020 Board of Directors Meetings

EXECUTIVE SUMMARY

The Board received one written submission and one request to speak from public delegations at its September 28, 2020 Board meeting. The Board received three requests to speak from public delegations at its December 17, 2020 Board meeting. Management followed up with the delegations after the meetings.

On September 28, 2020, the Board received two public delegations, one in writing and one in person, on the following topics:

- **Arbutus Bus Loop**
 - A delegate shared concerns with the Board about the future location of a bus loop at Arbutus and Broadway given its proximity to St. Augustine's school. The delegate discussed risks resulting from diesel emissions and requested that TransLink have a health impact assessment carried out to evaluate the emission levels, and that TransLink reconsider the bus loop design to minimize impacts to the nearby school.
 - After the Board meeting, Management met with representatives of the St. Augustine school who have raised concerns regarding safe emission levels from diesel buses at the future Arbutus Station bus loop. Three separate committees have been established to hear and address concerns, and TransLink has confirmed that the 99 B-Line bus route will be serviced by a fleet of hybrid-diesel buses and it will continue to seek funding opportunities to electrify its bus fleet. TransLink has also initiated a technical study to quantify potential emissions and noise impacts and identify appropriate mitigations.

- **SkyTrain Noise Levels**
 - The delegate raised concerns in writing relating to SkyTrain track noise between Nanaimo and Broadway stations. Steps being implemented to study and reduce noise levels were acknowledged but the delegate inquired as to when some of the noise mitigation measures may be implemented.
 - Management responded in writing to provide updated information on timing of track maintenance and rail grinding in the Nanaimo to Broadway corridor and noted that, unfortunately, some of this work was delayed due to the COVID-19 pandemic. Information on the Expo Line and Rail Replacement Project was also provided.

On December 17, 2020, the Board received three public delegations on the following topics:

- **Downtown Waterfront Development**

- A delegate spoke to the Board about a proposed office tower development at 555 West Cordova Street near to Waterfront Station in the City of Vancouver. Concerns were conveyed to the Board regarding the potential impact to Waterfront Station and access to transit.
- Management followed up in writing to confirm that TransLink has been in contact with the City of Vancouver on the proposed development and will continue to provide input as it relates to TransLink's mandate.

- **Start Me Up BC**

- One delegate raised with the Board the opportunity to support the "Start Me Up BC" campaign, which has the goal to provide 1,000 publicly accessible Automated External Defibrillator stands to help save lives from cardiac arrests. These stands could potentially be placed at transit hubs.
- After the meeting, Management contacted the delegate to request additional information regarding various aspects of the initiative and how it could be considered within the transit system.

- **Future of Transit**

- The Board received a submission from a delegate speaking in favour of the Surrey Langley SkyTrain project and the importance of transit in the Metro Vancouver region.

TO: Board of Directors

FROM: Sany Zein, Vice President, Infrastructure Management & Engineering

DATE: February 19, 2021

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 include:

- *Condition Inspection* by Mott MacDonald Canada Limited;
- *Railing Inspection and Repairs* by Mott MacDonald Canada Ltd., and Mainroad Contracting Ltd;
- *Concrete Debris Netting Repair* by Mainroad Contracting Ltd.;
- *Deck Condition Monitoring and Repairs* by Mainroad Contracting Ltd. and WSP;
- *Winter Monitoring and Survey* by Northwest Hydraulic Consultants; and,
- *Coordination with Pattullo Bridge Replacement Project.*

PURPOSE

This Board Report is a recurring status report that provides an information update on condition monitoring activities on the Pattullo Bridge. The previous report was issued in November 2020.

BACKGROUND

The Pattullo Bridge is 83 years old. Most of the structural components have passed the predicted design life, and some 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. The Province of British Columbia is leading the Pattullo Bridge Replacement Project, which will construct a new bridge as well as decommission the existing bridge.

With responsibility for the safety and operations of the existing 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 are listed in Table 1.

Table 1: November 2020 to February 2021 Pattullo Bridge Ongoing Inspections and Monitoring

REFERENCE	ACTIVITY	CONSULTANTS / PARTNERS	STATUS
1	Condition Inspection	Mott MacDonald – design consultant	2020 Inspection completed in September 2020. Snooper inspection to be scheduled for Q2 2021.
2	Railing Inspection and Repairs	Mott MacDonald – design consultant Mainroad Contracting - bridge operations and maintenance contractor	Repairs began in Q4 2020 and will be completed in Q2 2021. Inspection to be scheduled late Q2/early Q3 2021.
3	Deck Condition Monitoring and Repairs	Mainroad Contracting WSP – deck consultant	Monthly deck monitoring - ongoing
4	Concrete Debris Netting Repair	Mainroad Contracting	Repairs completed in December 2020.
5	Winter Monitoring Survey	Northwest Hydraulic Consultants	Monthly monitoring – ongoing Winter Survey – completed in January 2021
6	Pattullo Bridge Replacement Project	Province of British Columbia	Forecast In Service – Q4 2023

1. Condition Inspection

A visual inspection was conducted by Mott in September 2020 to identify rehabilitation/repair items for the remaining service life of the Bridge. The findings remain consistent with the 2019 inspection report prepared by the BC Ministry of Transportation and Infrastructure (BCMoTI); no new deterioration was identified. Given the scheduled bridge decommissioning by 2023, TransLink’s objective is to keep the bridge operational until replacement, rather than long-term asset preservation. A snooper truck inspection will be scheduled in Q2 2021 to conduct a close proximity inspection of structural elements under the bridge deck. Inspection will be completed at night to minimize traffic impacts.

2. Railing Inspection

A new inspection of the Pattullo Bridge railings was performed by Mott in June 2020, and the new railing condition report identifies repair items to be addressed by Mainroad Contracting. Repairs started in Q4 2020 and currently, all railing repairs required on the west side of the Bridge have been completed. Work on the east side railings will be completed in Q2 2021. Some of the remaining work will require the use of a snooper truck. To make use of the snooper truck, the railing repairs will be coordinated with the Condition Inspection (see item #1).

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. The 2021 railing inspection will be scheduled for late Q2/early Q3 2021.

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 deck remains functional and safe for operations, deck experts from WSP conduct monthly walk-through inspections from the deck, ground and catwalk levels. In the recent surveys, WSP has confirmed no concrete deck repairs are required at the moment, and therefore, no significant deck repairs requiring full closure of the Bridge are anticipated in Q4 2020 and Q1 2021. Additional targeted inspections are scheduled in 2021 to continually monitor the condition of the bridge 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 visual inspection will be conducted on the Main Span using a snoop truck at night in Q2 2021 (see also Item 1).

4. Concrete Debris Netting Repair

Netting is in place below the Pattullo Bridge to catch concrete debris falling from the underside of the deck. In October 2020, the bi-weekly inspections of the netting conducted by Mainroad revealed damage to the netting under the north end of the Bridge that required repair. Repair work began and was completed in December 2020.

5. Winter Monitoring and Survey

The Pattullo Bridge is situated in the narrowest part of the river, which experiences large tidal fluctuations. This elevates scour and erosion risks. Changing river hydraulics are monitored through bi-annual surveys conducted by Northwest Hydraulic Consultants Ltd (NHC). The 2020 freshet monitoring survey was conducted in July 2020 and the report was submitted to TransLink in Q4 2020. The key findings of the freshet monitoring survey include:

- Launching of riprap material may have occurred at Pier 4 and Pier 5 of the Pattullo Bridge. However, the riprap protection remains effective. NHC recommends that the piers continue to be monitored for the time being. Further scouring around Pier 6 of the Pattullo Bridge is occurring. However, the situation is not of immediate concern and NHC recommends that the pier be closely monitored in future surveys.

The winter monitoring survey was conducted in January 2021. A draft report is expected in late Q1/early Q2 2021.

Due to upcoming in-river works required for the Pattullo Bridge Replacement Project and improvements to the CN Rail Bridge, NHC has been conducting monthly bathymetric surveys since February 2019 in the area of the existing bridge. Any substantive changes to riverbed conditions at the bridge piers are reported

to TransLink. Based on results of the freshet survey, the pier protection currently in place remains effective. NHC will continue to closely monitor the aforementioned piers and notify TransLink if there are any issues of concern. During in river work of the Replacement Project, frequency of monitoring will

increase to biweekly; the frequency of data collection will be revisited and updated if required throughout the construction period.

6. Coordination with Pattullo Bridge Replacement Project

Efforts to identify a long-term solution for the Pattullo Bridge have been underway since 2006. While TransLink led the project through the conceptual development and planning phases, the Province is delivering the Pattullo Bridge Replacement Project. Management continues to coordinate with the Province as needed for the Replacement Project.

In Q1 2020, the Fraser Crossing Partners (FCP) consortium was selected to design and construct the new Pattullo Bridge. TransLink staff meet regularly with Fraser Crossing Partners and the Province to provide support and coordination.

Work to date has had minimal impacts on TransLink's customers. Upcoming work will have various interfaces with Skytrain infrastructure and the existing Pattullo Bridge. TransLink and BCRTC will continue to work with Fraser Crossing Partners as required to ensure impacts on assets, infrastructure and customers are proactively managed.

Customer Impact

To minimize impacts on the public, all activities requiring lane and bridge closures are generally scheduled between 10:00 pm and 5:00 am, when volumes on the bridge are lowest. A robust communications plan has been developed to utilize all available channels in support of any closures that impact the public. Inquiries related to the Pattullo Bridge Replacement Project are directed to the Province's 24hr project information line and the Province's project website.

Financial Impact

All monitoring, inspection, and repair work is being performed under existing approved operating and capital funds.

TO: Board of Directors

FROM: Jeffrey Busby, Acting Vice President, Infrastructure Management and Engineering
Geoff Cross, Vice President, Transportation Planning and Policy

DATE: March 1, 2021

SUBJECT: Surrey Langley SkyTrain Project Update

EXECUTIVE SUMMARY

In December 2018, the Board and the Mayors' Council requested that Management develop a project for a SkyTrain extension on Fraser Highway and to initiate a planning process to refresh the South of Fraser Rapid Transit Plan. The available budget for this work is \$30 million.

In January 2020 the Board and the Mayors' Council endorsed the final draft Business Case and directed it to be submitted to senior government for their approval. The draft Business Case describes the full Surrey to Langley project, and recommends construction in stages consistent with available funding. Starting in December 2020, Management has been working to facilitate transition project delivery to the Province, a process expected to be completed by Q2 2021.

PURPOSE

This report is for information and provides an update on the Surrey Langley SkyTrain (SLS) Project.

BACKGROUND

In December 2018, the Mayors' Council and Board requested that Management proceed with development work for the Surrey Langley SkyTrain project, and to initiate a planning process to refresh the overall South of Fraser Rapid Transit Plan. A budget of \$30 million was approved for this purpose in January 2019.

The outcomes of the project development phase have been documented in the project draft Business Case. In January 2020, the Board and the Mayors' Council endorsed the final draft Business Case and directed Management to submit it to senior government for approval. The draft Business Case describes the full Surrey to Langley project, and recommends construction in stages consistent with available funding. Stage 1 extends SkyTrain approximately 7 kilometers from King George to Fleetwood with four new stations at a cost of \$1.63 billion to be delivered using a Design Build Finance (DBF) procurement model.

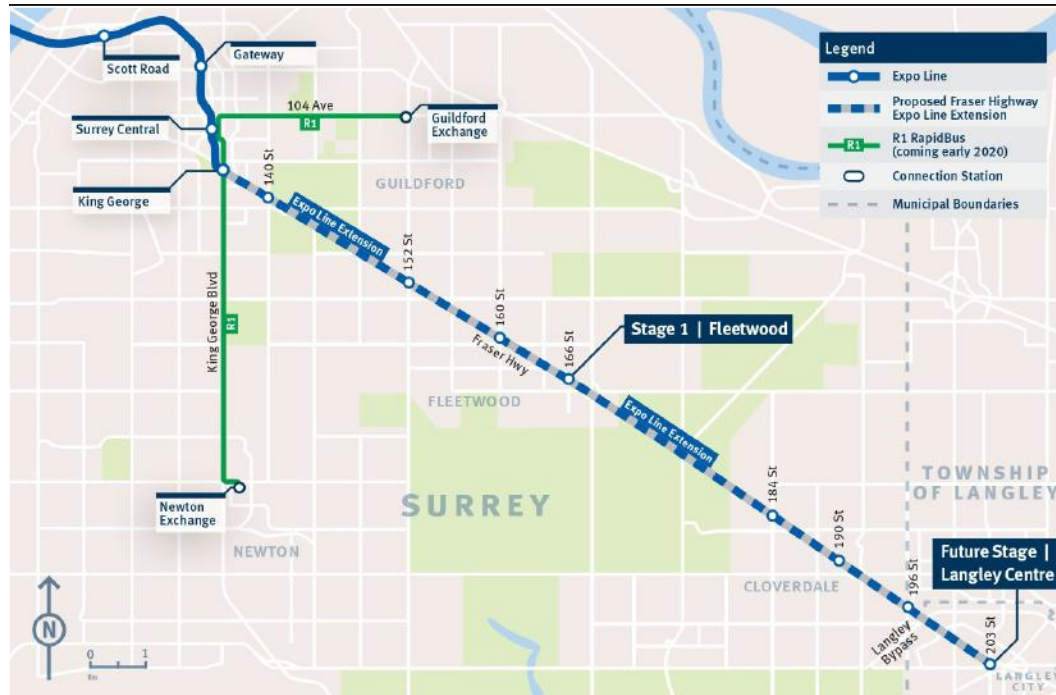


Figure 1 – Proposed extensions with stages and station locations

Stage 1 is proposed to be funded through the Investing in Canada Infrastructure Program (ICIP) with up to 40% of eligible costs funded by Canada. This requires approval of the Business Case by the Federal and Provincial governments. Stage 1 requires Board and Mayors' Council approval through the adoption of an enabling Investment Plan.

DISCUSSION

Project development work to prepare for project procurement is generally complete. Ongoing activities include:

- Refining the reference design concept;
- Negotiating a Municipal Access Agreement with the City of Surrey;
- Coordinating with BC Hydro on the design of transmission tower relocations at two locations;
- Finalizing the project environmental screening review; and
- Coordinating with parallel projects including those being delivered in the Expo and Millennium Line Upgrade Program (EMUP) and the Broadway Subway Project.

Approval Status

The *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) requires that major capital projects over \$50 million be identified in a fully-funded Investment Plan. At the outset of the project development phase, it was anticipated that the SLS Stage 1 could be approved under a "Phase Two Update" Investment Plan to, amongst other items, replace the suspended Surrey Newton Guildford LRT project with SLS. This update, originally targeted for approval in July 2020, was interrupted by financial, ridership and other uncertainties associated with the COVID-10 pandemic. Further to the October 2020 provincial election and mandate letters to new ministers, Management is working to transition responsibility for project delivery to the Province.

Communications

Future public engagement processes are expected to be led by the Province. TransLink will provide support as appropriate.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: February 23, 2021

SUBJECT: Update on Surrey Langley SkyTrain Supportive Policies Agreements

EXECUTIVE SUMMARY

In early 2020, TransLink and the City of Surrey signed a Supportive Policies Agreement (SPA) committing both parties to actions which are beyond the scope of the future Surrey Langley SkyTrain (SLS) Project, yet key to advancing the Project objectives. Work is now underway between the partner agencies involved in that process (TransLink, City of Surrey, the Province, and Metro Vancouver) to implement the SPA commitments and begin considering the process for future SPA monitoring.

SPAs will also need to be executed with the City and Township of Langley and submitted along with the future updated business case for the Project to address the extension to Langley. This is consistent with other major capital projects. The SPAs would also need to be completed prior to the inclusion of the Project (or phase of the Project) in an approved Investment Plan.

PURPOSE

The purpose of this report is to provide the Board with information on the status of the existing and future Surrey Langley SkyTrain (SLS) Supportive Policies Agreements (SPAs), and to confirm that new SPAs with the City and Township of Langley will be required for extending the SLS Project to Langley Centre.

BACKGROUND

The Mayors' Council's 10-Year Vision for Metro Vancouver transportation calls for Project Partnership Agreements between TransLink and local governments whenever the region is making major investment decision that 1) involve significant cost and risk, and 2) require higher degrees of coordination and collaboration between the multiple partners. In the case of rapid transit projects, the realization of the objectives for the business case- financial, transportation and city-building- rely upon the host municipalities putting into place the conditions for success. Project Partnership Agreements are comprised of multiple agreements, with one key component being the Supportive Policies Agreement (SPA).

The scope of a SPA addresses commitments related to land use planning, housing policy, urban design, parking, transportation demand management, transit priority, and active transportation – i.e. those things which are outside the direct scope of a major project but which have a significant influence over achieving its objectives.

In January 2020, the Mayors' Council and TransLink Board endorsed the SLS SPA (Attachment 1) which is the agreement that addresses this scope for that portion of the SLS Project located within City of Surrey.

The SLS SPA with Surrey was developed through 2019, involving significant partner engagement and TransLink staff resources. In February 2020, following Board direction, the SLS SPA was executed by TransLink and the City of Surrey, to support approval processes by senior governments and the region for Stage 1 of the project to Fleetwood. Also signed in January 2020 were two SLS Project Memoranda of Understanding (MOUs) - one with the City of Langley and one with Township of Langley. Each MOU spoke broadly to TransLink and the respective municipality working together on the SLS Project and, among other commitments, specified agreement to work together to develop future SPAs for the Project. (See Attachment 2 for SLS Project Corridor.)

DISCUSSION

Future SPAs with the City and Township of Langley

SPAs will need to be executed with the City and Township of Langley and submitted along with the future updated business case for the Project to address the extension to Langley. This is consistent with other major capital projects. The SPAs would also need to be completed prior to the inclusion of the Project (or phase of the Project) in an approved Investment Plan.

The SLS SPA with Surrey was signed by TransLink and the City and was included in the SLS Project business case submission to the Province. The MOUs signed with Langley City and Township in Feb 2020 (which spoke to developing the SPAs) were executed between TransLink and the municipalities.

TransLink staff have briefed Langley staff and Langley City Council on the scope of these agreements and the expectations. Both municipalities have committed to advance land use planning that will support the objectives of the Project, with Langley City in the process of updating their OCP with “key directions” speaking to transit-oriented development and prioritization of SkyTrain.

Existing SPA with the City of Surrey

The SLS SPA with the City of Surrey covers the entire geographic scope of the SLS within Surrey. As such, no new SPA will be required with Surrey for the approval of the full Project to Langley. According to the agreement wording, the SLS SPA is considered ‘in effect’ following the inclusion of the SLS Project in an approved Investment Plan, which has yet to occur.

Given that the City’s work on the corridor land use plans is proceeding, TransLink and Surrey staff have begun proactively collaborating (with the involvement of the Province and Metro Vancouver staff) to complete the commitments laid out in the SLS SPA. Such collaboration includes key discussions such as the development of Surrey’s Fleetwood Plan, being reviewed through the SLS SPA Monitoring Subcommittee, and the City’s Housing Needs Report, for which TransLink, the Province and Metro Vancouver sit on the Project Advisory Committee.

While this work has begun, all SPA partners have acknowledged that adjustments will be needed to some of the timing point commitments, due to both the impacts of the pandemic and the anticipated changes to the Project delivery. To date no major adjustments have been flagged and based on the agreement wording the SLS SPA Monitoring Committee (comprised of senior staff from TransLink, City of Surrey, the Province, and Metro) has the ability to review and approve adjustments with the agreement of the TransLink and City representatives to the Monitoring Committee. Adjustments would be documented in the formal SPA monitoring reports to be delivered to decision-makers in the future.

In terms of the Project's extension east of Fleetwood, the existing SLS SPA already anticipated this extension and includes commitments to update land use plans for Clayton which is an area expected to evolve rapidly to support the Project.

CONCLUSION

The information contained in this report was provided to the Mayors' Council in February. TransLink staff will continue to update both the Board and the Mayors' Council on the progress of the SLS SPAs, both the implementation of the existing SPA with Surrey as well as the future development of the SPAs with Langley City and Township, as more information is confirmed with the Province relating to the status of SLS Project. Once initiated, the development of the SPAs with Langley City and Township is expected to take a minimum of six months, with timing dependent on signatories and other process details to be confirmed in the coming months.

ATTACHMENTS

Attachment 1 - Supportive Policies Agreement Surrey-Langley SkyTrain Project (signed by TransLink and City of Surrey)

Attachment 2 - SLS Project Corridor

SUPPORTIVE POLICIES AGREEMENT
SURREY-LANGLEY SKYTRAIN PROJECT

THIS SUPPORTIVE POLICIES AGREEMENT made on the 11 day of February 2020

BETWEEN:

**SOUTH COAST BRITISH COLUMBIA TRANSPORTATION
AUTHORITY**, an entity continued under the *South Coast British
Columbia Transportation Authority Act* (British Columbia)
400-287 Nelson's Court, New Westminster, BC V3L 0E7

("TransLink")

AND:

CITY OF SURREY
13450 - 104 Avenue, Surrey, BC V3T 1V8

(the "City")

WHEREAS:

- A. TransLink, as the regional transportation authority, has the mandate to plan, prioritize, secure funding and deliver transportation and transit projects and create an integrated transportation and transit system within the Greater Vancouver Regional District pursuant to the *South Coast British Columbia Transportation Authority Act* (British Columbia);
- B. In the 2014 Mayors' Council Regional Transportation Investments, a Vision for Metro Vancouver report (the "**Mayors' Vision**"), the Mayors' Council identified a South of Fraser Light Rail Transit network (the "**LRT Project**") as a priority to ensure that the transportation needs of the region are met;
- C. At the City's request, TransLink and the Mayors' Council have agreed to suspend the LRT Project and instead move forward with planning and development of a 16-kilometre extension of the existing SkyTrain Expo Line from King George Station to Langley Centre along the Fraser Highway (the "**Proposed Extension**");
- D. The Proposed Extension will provide an alternative to traffic congestion, increase transit network capacity and offer new housing development opportunities, including Affordable Housing, to help meet the transportation and housing goals for the region and the Province;
- E. The City, as the host municipality of the Proposed Extension within the boundaries of the city of Surrey, has the mandate to provide good governance within its municipal boundaries pertaining to the exercise of powers and duties provided to it pursuant to the *Local Government Act*;
- F. The Mayors' Vision calls on the parties to enter into Project Partnership Agreements (the "**PPAs**"), one of which is this Supportive Policies Agreement, whenever the region is making a major investment involving significant cost and risk, the success of which depends on higher degrees of coordination, collaboration and mutually supportive actions by multiple partners;

- G. TransLink and the City have significant roles and responsibilities with respect to the portion of the Proposed Extension within the boundaries of the city of Surrey (such portion being referred to herein as the “Project”);
- H. The City and TransLink, recognizing that multiple partners that are not signatories to this Agreement will have close involvement in the Agreement’s implementation, will act in good faith and make best efforts to undertake the actions, cooperation and support described in this Agreement, acknowledging that achieving the objectives of this Agreement could also be influenced by the potential future actions that may be taken by these non-signatory partners; and
- I. TransLink and the City are committed to implementing the Project.

NOW THEREFORE:

The Parties hereby acknowledge, confirm and agree as follows:

1. INTERPRETATION

1.1 Definitions

In this Agreement, including the Recitals and Schedules hereto, unless otherwise specified or the context otherwise requires, the following words and expressions have the following meanings:

- (a) “**Adjacent and Integrated Development**” means TransLink’s review process of the same name;
- (b) “**Affordable Housing Fund**” means financial contributions collected from development projects under requirements introduced through the City’s Affordable Housing Strategy (adopted in April 2018);
- (c) “**Affordable Housing Policies**” has the meaning set out in Section 6.1;
- (d) “**Affordable Housing**” means a range of housing options which are affordable to households with a range of incomes. This definition will be further refined under the work outlined in Section 6.1
- (e) “**Agreement**” means this Supportive Policies Agreement;
- (f) “**Annual Dashboard**” has the meaning set out in Section 11.1(a);
- (g) “**Bus Network Integration Plan**” has the meaning set out in Section 7.1(a);
- (h) “**City Council**” means the council of the City, the governing body of the city of Surrey;
- (i) “**Collaborate**” means to work in close partnership regarding a decision or initiative, including the development of alternatives and identification of a preferred solution. The lead agency incorporates the advice and recommendations of partner agencies into decisions, to the maximum extent possible;
- (j) “**Fraser Highway SkyTrain Corridor Planning Areas**” means the areas described as such in the OCP;

- (k) “**Inclusionary Housing Policy**” means a suite of policy tools to help incentivize private developers to build affordable market rental housing at below market rents;
- (l) “**Invest Surrey Economic Investment Plan**” means the plan by the same name developed by the City and dated 2017;
- (m) “**Land Use Plans**” has the meaning set out in Section 5.1(a);
- (n) “**LRT Project**” has the meaning set out in Recital B;
- (o) “**Master Plan for Housing the Homeless**” is the plan by the same name, adopted by City Council in 2013;
- (p) “**Mayors’ Council**” means the Mayors’ Council on Regional Transportation as established under the *South Coast British Columbia Transportation Authority Act*;
- (q) “**Mayors’ Vision**” has the meaning set out in Recital B;
- (r) “**Metro Vancouver**” means the Metro Vancouver Regional District;
- (s) “**Metro Vancouver Board**” means the board of directors of Metro Vancouver as the same may be modified from time to time;
- (t) “**Metro Vancouver Transit-Oriented Affordable Housing Study**” means the 2017 study undertaken by Metro Vancouver and as further described in Section 2.4(e);
- (u) “**Monitoring Committee**” has the meaning set out in Section 10.1;
- (v) “**Official Community Plan**” or “**OCP**” means the Official Community Plan of the City adopted on October 20, 2014 under the authority of the *Local Government Act* (British Columbia);
- (w) “**Opening Day**” means the first day upon which the Project opens for service to the public;
- (x) “**Parks, Recreation and Culture Plan**” means the strategic plan dated for 2018 to 2027 by the same name by the City;
- (y) “**Party**” means TransLink or the City, and “**Parties**” means TransLink and the City together;
- (z) “**Performance Measures**” has the meaning set out in Section 10.3(b);
- (aa) “**Performance Report**” has the meaning set out in Section 11.1;
- (bb) “**PPAs**” has the meaning set out in Recital F;
- (cc) “**Project**” has the meaning set out in Recital G;
- (dd) “**Proposed Extension**” has the meaning set out in Recital C;
- (ee) “**Province**” means the Province of British Columbia;

- (ff) “**Regional Affordable Housing Strategy**” has the meaning set out in Section 2.4(d);
- (gg) “**Regional Growth Strategy**” has the meaning set out in Section 2.4(c);
- (hh) “**Regional Transportation Strategy**” has the meaning set out in Section 2.4(b);
- (ii) “**SLS SkyTrain Service**” means the rail rapid transit services provided to customers by way of the Project during the Project’s operations and maintenance stage;
- (jj) “**SLS SkyTrain Station**” means a location along the SLS SkyTrain Service for passenger boarding and alighting;
- (kk) “**SLS Transit Corridor**” means the corridor along which the SLS SkyTrain Service will be operated, as shown on the map attached hereto as Schedule A;
- (ll) “**South of Fraser Rapid Transit Refresh**” means the report of the same name developed by TransLink, dated 2019;
- (mm) “**South of Fraser Area Transit Plan**” means the plan of the same name developed by TransLink;
- (nn) “**Subcommittee**” has the meaning set out in Section 10.3(g);
- (oo) “**Surrey Affordable Housing Strategy**” means the strategy by the same name developed by the City and dated 2018;
- (pp) “**Surrey City Centre**” is the area identified as such in the Surrey City Centre Plan;
- (qq) “**Surrey City Centre Plan**” means the plan by the same name developed by the City and dated January 2017;
- (rr) “**TDM**” has the meaning set out in Section 2.3(f);
- (ss) “**Transit-Oriented Communities Design Guidelines**” means the design guidelines developed by TransLink in consultation with municipal, Metro Vancouver and provincial government stakeholders, published in July 2012;
- (tt) “**Transport 2050**” means the strategy of the same name under development by TransLink and set out in a Phase 1 report dated December 2019; and
- (uu) “**Transportation Strategic Plan**” means the plan by the same name developed by the City and dated 2008.

1.2 Recitals and Schedules

The Recitals and all Schedules to this Agreement are incorporated into and form an integral part of this Agreement.

1.3 Number and Gender

In this Agreement, words importing the singular number include the plural and vice versa and words importing the neuter, masculine or feminine genders include all genders.

1.4 Headings

The headings in this Agreement have been inserted for convenience of reference only and will not affect in any way the meaning or interpretation of this Agreement.

1.5 Statutory References

Each reference in this Agreement to an enactment is deemed to be a reference to that enactment, and to the regulations made under that enactment, as the same may be amended or re-enacted from time to time.

1.6 References to Plans

Each reference in this Agreement to a plan or similar document, such as the Official Community Plan or the Regional Growth Strategy, is deemed to be a reference to that plan or document as the same may be amended from time to time.

1.7 Status of Agreement

As governmental or public authorities, the Parties are documenting their good faith commitments to each other to undertake the actions, cooperation and support described in this Agreement in a diligent and timely manner to achieve the Project objectives described below in Section 2. As governmental or public authorities, each Party acknowledges that it is governed by officials who are duty-bound to enact by-laws and policies in accordance with the mandates stipulated in each Party's governing legislation. As such, and despite any other term of this Agreement to the contrary, the Parties acknowledge and agree that this Agreement is not intended to, and will not operate so as to, create legally binding rights and obligations nor to fetter the lawful discretion and powers of either Party with respect to the subject matter of this Agreement.

1.8 Effective Date

Notwithstanding the execution date of this Agreement, the effective date of this Agreement is the date upon which the Mayors' Council approves an investment plan (as defined in and required by the *South Coast British Columbia Transportation Authority Act*) that includes the implementation of the Project.

2. PRINCIPLES AND OBJECTIVES

2.1 Objective of this Agreement

The central objective of this Agreement is to confirm and provide certainty regarding the policy commitments of TransLink and the City which are mainly outside the direct scope of the Project, but which will have a significant impact on the achievement of the Project's objectives. These commitments are intended to be interpreted and applied having regard to the Project objectives (as set out in section 2.2), Project principles (as set out in section 2.3) and broad policy objectives (as set out in section 2.4).

2.2 Project Objectives

The Project objectives, as fully supported by the Parties, are to:

- (a) provide fast, frequent, reliable and convenient transportation, together with a great user experience;

- (b) use public funds efficiently to maximize the span of the Project and ultimately the Proposed Extension, all in a manner that will result in a constructible and operable Project that is acceptable to the public;
- (c) provide a high-quality urban design that will support, and integrate with, current and future land uses along the Project corridor;
- (d) increase affordable access to various opportunities such as employment, schools, and a range of housing options and services;
- (e) support healthy communities and a healthy environment by managing various Project impacts; and
- (f) advance local and regional prosperity by facilitating movement of people and goods.

2.3 Agreement Principles

The success of this major regional investment is dependent on each Party clearly prioritizing, within their respective agencies, the allocation of resources and alignment of policy in the SLS Transit Corridor. The key elements to successful transportation system performance for this Project include transit-supportive land use along the entire corridor, Affordable Housing policies, a complete street approach, and urban design. The Parties affirm their commitment to advancing the principles of the Transit-Oriented Communities Design Guidelines and Surrey Official Community Plan in the planning, design and implementation of the Project as follows:

- (a) **Destinations:** the coordination of land use and transportation, focusing on high demand destinations along the SLS Transit Corridor;
- (b) **Distance:** the continued development of a pedestrian and bicycle-friendly street network to support transit use;
- (c) **Design:** the design of a public realm accessible to people of all ages and abilities, whether they be walking, cycling, using transit, pushing a stroller, or using a mobility device;
- (d) **Density:** the concentration of homes, jobs, and key activities within walking distance of SLS SkyTrain Stations at a level appropriate to support the transit investment;
- (e) **Diversity:** the provision of diverse land uses and housing for a range of types, residential tenures and household incomes; and
- (f) **Demand Management:** the use of transportation demand management ("TDM") measures like parking pricing and reduced parking requirements to promote walking, cycling and transit in the SLS Transit Corridor.

2.4 Broad Policy Objectives

Throughout the lifecycle of the Project, the Parties will continue to support the following regional and provincial initiatives and policies:

- (a) provincial government initiatives to improve public transit in the transportation service region and to increase the net new supply of Affordable Housing while preserving current residents' access to Affordable Housing stock;
- (b) regional transportation policies as contained in the current regional transportation strategy (the "**Regional Transportation Strategy**"), which identified the SLS Transit Corridor as a Regional Priority in 2013 and was adopted by the TransLink Board of Directors;
- (c) regional growth management policies as contained in the current Metro Vancouver Regional Growth Strategy adopted by the Metro Vancouver Board of Directors (the "**Regional Growth Strategy**");
- (d) regional Affordable Housing policies as contained in the Regional Affordable Housing Strategy, which was adopted by the Metro Vancouver Board of Directors in 2016 (the "**Regional Affordable Housing Strategy**"), and which recognizes the shortage of Affordable Housing in Metro Vancouver and includes a goal of increasing the supply of rental housing along TransLink's Frequent Transit Network (a network of corridors where transit service runs at least every 15 minutes in both directions throughout the day and into the evening, 7 days a week);
- (e) the Metro Vancouver Transit-Oriented Affordable Housing Study, the intent of which is to expand the knowledge of practitioners and decision-makers about the challenges and opportunities to increase the net new affordable rental housing supply near the region's Frequent Transit Network; and
- (f) the Transit-Oriented Communities Design Guidelines, the key elements of which inform the structure of this Agreement and which demonstrate the fundamentality of community design to the promotion of transit, walking, cycling, and place-making.

3. CONTINUATION OF EXISTING PLANS AND INITIATIVES

3.1 Existing City Plans and Initiatives

The City has previously completed or initiated a significant amount of work in preparation for the Project and toward the achievement of the objectives and principles described in section 2. For the continuation of that work, the City hereby commits to maintain in place and/or follow through with the implementation of the following:

- (a) an updated Official Community Plan to designate transit-supportive density in Surrey City Centre and the Fraser Highway SkyTrain Corridor Planning Areas, including policy statements that prioritize rapid transit corridors and urban centres as locations for higher density residential, commercial and institutional development (such policy statements include Objective A2, Policies A1.3(a), A1.5(a), A2.1, A2.6, A2.6(a), Objective B3, Policies B3.1, B3.2, B3.5, B3.6, B3.9, B3.10, Objective C2, Policy C2.24 of the OCP);

- (b) the update to the Surrey City Centre Plan to reinforce transit-supportive densities, transit-oriented land uses, urban design and street standards;
- (c) various approved supporting plans and strategies including the Invest Surrey Economic Investment Plan;
- (d) the constructed new civic precinct within Surrey City Centre as a catalyst for the further development of Surrey City Centre;
- (e) housing initiatives, including: (i) the Master Plan for Housing the Homeless; (ii) the Surrey Affordable Housing Strategy and (iii) related city housing policies;
- (f) the comprehensive Parks, Recreation and Culture Plan, which provides for significant investment in cultural facilities in the SLS Transit Corridor;
- (g) the identification in the OCP of the boundaries of the Fraser Highway SkyTrain Corridor Planning Areas (March 2019);
- (h) the inclusion of statements in the OCP demonstrating the City's commitment to the SLS Transit Corridor as a priority area for development within the City, with the objective of the SLS Transit Corridor accommodating an increasing proportion of the City's growth (March 2019);
- (i) the ongoing development and adoption of Land Use Plans within the Fraser Highway SkyTrain Corridor Planning Areas, including an updated plan for Fleetwood and a new land use plan in East Cloverdale, with the objective of stimulating transit-oriented development. Transportation planning for these areas, including cycling and walking, will be incorporated into the land use plans;
- (j) the development of a City-wide housing needs report, describing current and anticipated housing needs, as required under the *Local Government Act*;
- (k) the ongoing update of the Transportation Strategic Plan, which will replace existing plans, including the City's walking and cycling plans; and
- (l) the finalization of a memorandum of understanding with Simon Fraser University (Surrey Campus) to support the growth and expansion of Simon Fraser University in Surrey City Centre.

4. DESTINATIONS: COORDINATE LAND USE AND TRANSPORTATION

4.1 Frequent Transit Development Areas

By Opening Day:

- (a) the City will, in collaboration with TransLink and Metro Vancouver, identify and designate appropriate segments of the SLS Transit Corridor as Frequent Transit Development Areas (as defined by Metro Vancouver) for incorporation into the City's Regional Context Statement (a document required to be approved by the Metro Vancouver Board); and

- (b) TransLink will Collaborate with the City to identify and endorse appropriate segments of the SLS Transit Corridor as Frequent Transit Development Areas.

4.2 **Developments around SLS SkyTrain Stations**

- (a) The City will seek TransLink and the Province's input as early as possible in the planning process on applications for developments in close proximity to SLS SkyTrain Stations to achieve the best possible land use, housing, transportation and design outcomes. The precise geographic limit will be agreed upon by the City and TransLink based on planning considerations such as transit passenger movements, other transportation mode needs and government owned lands. For clarity, this responsibility is in addition to the requirements of the City to seek TransLink input on developments that have implications for the regional transportation system and to direct developers to engage in the Adjacent and Integrated Development review process.
- (b) TransLink will provide input to the City on proposed developments in close proximity to SLS SkyTrain Stations to ensure the best possible land use, housing, transportation and design outcomes, allocating staff and in-kind resources consistent with the City's development review schedules and sufficient for their desired level of involvement. The precise geographic limit will be agreed upon by the City and TransLink based on planning considerations such as transit passenger movements, other transportation mode needs and government owned lands. For clarity, this responsibility is in addition to the requirements of TransLink to provide input to municipalities on developments that have implications for the regional transportation system and to engage developers in the Adjacent and Integrated Development review process.
- (c) The City and TransLink will, concurrent with or subsequent to the development of the Land Use Plans, Collaborate on details regarding the public realm to identify transit, street and other related improvements in close proximity to SLS SkyTrain Stations. The precise geographic limit will be agreed upon by the City and TransLink based on planning considerations such as transit passenger movements, other transportation mode needs and government owned lands. For clarity, this responsibility is in addition to the requirement of the City to seek TransLink input, and the requirement of TransLink to provide input, on plans that have implications for the regional transportation system.

5. **DENSITY: CONCENTRATE AND INTENSIFY ACTIVITIES IN TRANSIT CORRIDOR**

5.1 **Land Use Plans**

- (a) The City intends to prepare and adopt the following Land Use Plans by the dates set out beside each Land Use Plan below:
 - (i) Surrey City Centre Plan update – complete by end of 2021;
 - (ii) Fleetwood Plan – complete by the end of summer of 2022;
 - (iii) West Clayton Plan update – complete by end of 2022;
 - (iv) East Clayton Plan update – complete by end of 2022;

- (v) East Cloverdale Plan – complete by end of 2023;
(collectively, the “Land Use Plans”).
- (b) Each of the Land Use Plans will:
 - (i) incorporate land uses, densities and forms of residential tenure which result in planned population and job growth that exceeds the population and job projections used in the approved SLS Business Case ridership forecasts for those land use plan areas, as shown in Schedule B; and
 - (ii) meet or exceed the objectives of the Regional Growth Strategy.
- (c) As a component of each Land Use Plan and upon the same timeline and boundaries as set out for each respective Land Use Plan, the City will prepare dwelling unit and employment targets consistent with the targets set out in the Regional Growth Strategy and the OCP from the year in which Opening Day occurs to the year 2045.
- (d) The City will Collaborate with TransLink and the Province on the development of Land Use Plans to achieve integrated land use and transportation planning, recognizing that it is the City’s responsibility and mandate under the *Local Government Act* to develop and approve its Land Use Plans, housing needs reports, and housing policies. TransLink and the Province’s involvement will focus on input towards the identification of dwelling unit and employment targets that support ridership in the SLS Transit Corridor. The dwelling unit and employment targets will be consistent with the targets set out in the Regional Growth Strategy, the OCP, and the current and anticipated housing needs identified in the City’s housing needs report. Affordable Housing targets for the corridor will be developed using this information prior to transit line construction beginning, recognizing that changes to permitted density, zoning, other land use policies, as well as external funding support, will also be needed.
- (e) TransLink will Collaborate with the City to develop the Land Use Plans and allocate staff and in-kind resources consistent with the City’s Land Use Plan production schedules and sufficient for their desired level of involvement.

5.2 Land Use Plan Reviews

- (a) Approximately every five years, the City will consider a review of the Land Use Plans to identify opportunities for transit-oriented development, reflect current market conditions and respond to the most recent housing needs report.
- (b) TransLink will Collaborate with the City with respect to such reviews of the Land Use Plans.

5.3 OCP Amendment

Within six (6) months of City Council approval of each Land Use Plan, the City will implement amendments to the OCP which reflect and enshrine all approved Land Use Plans for the SLS Transit Corridor.

6. DIVERSITY: ENCOURAGE MIXED USES, INCLUDING HOUSING TYPES AND RESIDENTIAL TENURES

6.1 Affordable Housing Policies

- (a) In an effort to ensure that residents of all income groups benefit from this significant public transit investment, and in recognition that the housing market is unlikely to deliver housing that is affordable to lower income renters without direction and support from all levels of government, the private and the non-profit sectors, the signatories agree to work together to encourage net new supply in the SLS Transit Corridor to meet housing targets set out in the “Affordable Housing Policies.”
- (b) As part of the City’s process to adopt new and updated Land Use Plans for the SLS Transit Corridor, the City will develop and adopt, in the context of the Surrey Affordable Housing Strategy, the City’s future housing needs report and housing demand estimates, the Regional Growth Strategy and the Regional Affordable Housing Strategy, and Affordable Housing policies (“Affordable Housing Policies”) for the SLS Transit Corridor.
- (c) the Affordable Housing Policies for the SLS Transit Corridor will set out affordable housing targets and associated external funding needs where appropriate. These will be defined by housing structure type, unit size and tenure, as identified in the City’s housing needs report.
- (d) The Affordable Housing Policies will encourage and support an appropriate range of affordability levels, unit sizes, residential tenures, levels of support for residents, and types of structures, including specialized housing as identified in the housing needs report. The policies will also include approaches to preserving and/or replacing existing rental housing stock.
- (e) As part of development of the Affordable Housing Policies for the SLS Transit Corridor, the City will develop a set of performance measures and indicators to assist in tracking progress toward meeting Affordable Housing targets and associated external funding needs, within the SLS Transit Corridor.
- (f) The City will Collaborate with TransLink, Metro Vancouver and the Province on the development of the Affordable Housing Policies, which will be developed concurrently with the City’s housing needs report initiating in 2020 and completed by end of 2021.
- (g) TransLink will Collaborate with the City, Metro Vancouver and the Province on the development of the Affordable Housing Policies and will contribute technical information and analysis to the planning process as available and as appropriate.

6.2 Purpose-Built Rental Housing,

- (a) As part of development of the Affordable Housing Policies for the SLS Transit Corridor, and in line with Surrey’s Affordable Housing Strategy and densities outlined in the SLS Business Case, the City will create policies to incentivize purpose-built rental in the SLS Transit Corridor. The City will take all reasonable steps within its

authority to include in the Affordable Housing Policies actions and measures for the SLS corridor that:

- (i) preserve existing residents' access to affordable rental housing, and particularly non-market rental housing, through rental replacement policies;
- (ii) encourage the retention and increase the supply of purpose-built rental housing, and particularly affordable and non-market family housing;
- (iii) provide incentives such as development cost charge reductions, density bonuses, parking requirement reductions and other means to encourage the development of affordable rental housing;
- (iv) leverage tools such as the City's Affordable Housing Fund to contribute towards cost-sharing for below-market, affordable purpose-built rental housing;
- (v) explore the use of tools such as the recently-approved rental tenure zoning and housing agreements; and
- (vi) evaluate and consider the implementation of an Inclusionary Housing Policy in order to help meet demand for affordable rental housing.

6.3 Government and Non-Profit-Owned Sites

- (a) The City will:
 - (i) through the Subcommittee, Collaborate with TransLink, the Province, Metro Vancouver, the federal government, Fraser Health Authority, the non-market housing sector and, at the City's discretion, any other institutional partners to determine, for the purpose of development of Affordable Housing, the feasibility of land assembly, existing large sites in the SLS Transit Corridor, and government- or Crown corporation-owned property; and
 - (ii) ensure the Subcommittee reports on findings by the end of 2021.
- (b) TransLink will:
 - (i) participate in this work through the Subcommittee;
 - (ii) by the end of 2020, complete a market assessment and review of opportunities for land assembly, sale or redevelopment for Affordable Housing of TransLink-owned sites in the SLS Transit Corridor; and
 - (iii) explore any new opportunities related to Affordable Housing stemming from TransLink's real estate explorations around property development.

6.4 Retail and Office Development

The City will:

- (a) continue to prioritize the advancement of Surrey City Centre as the preferred location for major office space and institutions, as identified in the OCP and Regional Growth Strategy;
- (b) continue to Collaborate with the Province, Metro Vancouver and industry groups to examine necessary market conditions for the attraction of major public and private sector office space in Surrey City Centre, as identified in the Invest Surrey Economic Investment Plan;
- (c) continue to encourage major retail facilities, including destination retail, and other office uses in Surrey City Centre, as identified in the OCP; and
- (d) designate in each Land Use Plan land uses that will provide opportunities for local services at appropriate locations, including Fleetwood Town Centre and at SLS SkyTrain Stations.

6.5 Industrial and Mixed Employment

The City will ensure that land designated as “Industrial and Mixed Employment” in the Regional Growth Strategy will be reserved for industrial and mixed employment uses and intensified for jobs as appropriate.

6.6 Agricultural Lands and Urban Containment

The City will ensure the ongoing protection of existing agricultural lands for permitted agricultural uses and the containment of new residential and employment growth inside the Urban Containment Boundary (as identified by Metro Vancouver), consistent with the provisions of the Regional Growth Strategy.

6.7 Institutional and Community Services

- (a) The City will:
 - (i) identify in each Land Use Plan locations for institutional facilities and community services;
 - (ii) Collaborate with regional and senior levels of government and other public institutions to identify, in each Land Use Plan, opportunities to locate institutional and public facilities along the SLS Transit Corridor; and
 - (iii) following approval of the Land Use Plans, update as needed the approved capital facilities identified in the Parks, Recreation and Culture Strategic Plan for the SLS Transit Corridor.
- (b) TransLink will, as part of the transit system-wide review of customer washroom facilities completed in 2018, identify potential opportunities for providing access to washrooms at SLS SkyTrain Stations.

7. DISTANCE: CREATE A WELL-CONNECTED STREET AND BUS NETWORK

7.1 Bus Network Integration

- (a) TransLink will prepare a bus network integration plan (the “**Bus Network Integration Plan**”) that identifies modifications to bus connections to new SLS SkyTrain Stations. TransLink will complete this planning work by the end of 2023 and implement the modifications by Opening Day.
- (b) The City will Collaborate with TransLink on the preparation of the Bus Network Integration Plan to ensure that it reflects the City’s long-term vision for the future of transit in Surrey.
- (c) The Bus Network Integration Plan will:
 - (i) identify routes to be removed to reduce duplication;
 - (ii) identify how service hours will be reallocated toward connecting bus services, with the assumption that all saved resources will be reinvested in the City of Surrey;
 - (iii) modify levels of service, hours of operation, operating patterns and stop locations, as necessary, to ensure direct connections to SLS SkyTrain Stations on Opening Day, with broader network changes to be addressed through a future update of the South of Fraser Area Transit Plan;
 - (iv) identify opportunities to maintain or enhance the speed and reliability of existing bus service through transit priority measures, including measures that may be implemented prior to Opening Day; and
 - (v) provide coordination with other plans and projects, including the 2020-2029 Investment Plan, the South of Fraser Rapid Transit Refresh, Transport 2050 and the future update of the South of Fraser Area Transit Plan.
- (d) TransLink will provide cost-sharing opportunities for the foregoing transit priority measures based on the regional funding contained in TransLink’s 2018-2027 Investment Plan and any relevant future investment plans.
- (e) The City will consider the SLS Transit Corridor one of the high priority routes when applying for regional funding and if the City’s application is approved, the City will be required to cost-share as appropriate.
- (f) TransLink will monitor service changes implemented and incorporate the results into service planning and the future update of the South of Fraser Area Transit Plan.

7.2 Cycling Strategy

- (a) The City will, as a component of each Land Use Plan:
 - (i) prepare a fully-costed set of recommended cycling improvements for connections to SLS SkyTrain Stations, separated cycling infrastructure along the SLS Transit Corridor, and bicycle parking;

- (ii) consider opportunities for early delivery of cycling improvements prior to Opening Day;
 - (iii) seek cost-sharing opportunities from TransLink for the implementation of the cycling improvements.
- (b) The City will incorporate recommended cycling improvements into its Transportation Strategic Plan, capital improvement programs and other transportation plans, as appropriate.
 - (c) The City will seek opportunities to implement cycling improvements through the rezoning and redevelopment of private property.
 - (d) TransLink will contribute technical support to the development of the recommended cycling improvements, as requested by the City.
 - (e) To contribute to the implementation of secure, publicly-accessible bicycle parking at those SLS stations where such parking is not delivered by the Project:
 - (i) The City will assess opportunities for development to contribute toward publicly-accessible bicycle parking on a site-specific basis through parking relaxations, where appropriate.
 - (ii) TransLink will provide cost-share opportunities for publicly-accessible bicycle parking in accordance with the existing Bicycle Infrastructure Capital Cost Sharing (BICCS) and Major Road Network and Bike (MRNB) allocated and competitive funding programs and will assess opportunities to fund these improvements through the regional cycling infrastructure budget.
 - (iii) TransLink will provide ongoing operation and maintenance for those sites owned by TransLink, as consistent with existing facilities, or as otherwise agreed for sites not owned by TransLink.
 - (f) TransLink will provide cost-share opportunities for cycling improvements in accordance with the existing Bicycle Infrastructure Capital Cost Sharing (BICCS) and Major Road Network and Bike (MRNB) allocated and competitive funding programs. Separated cycling infrastructure along SkyTrain corridors is an important component of TransLink's cycling goals. As such, these works would be viewed favourably for TransLink's competitive funding and would be eligible for up to 75 percent TransLink cost sharing.
 - (g) TransLink will investigate other funding opportunities and, if available, will include such funding opportunities in future versions of TransLink's investment plan (as defined in and required by the *South Coast British Columbia Transportation Authority Act*).

7.3 Pedestrian Strategy

- (a) The City will, as a component of each Land Use Plan:
 - (i) prepare a fully-costed set of recommended pedestrian improvements for connections to SLS SkyTrain Stations, including pedestrian facilities along the SLS Transit Corridor;
 - (ii) consider opportunities for early delivery of pedestrian improvements prior to Opening Day;
 - (iii) seek cost-sharing opportunities from TransLink for the implementation of the pedestrian improvements;
- (b) The City will incorporate recommended pedestrian improvements into its Transportation Strategic Plan, capital improvement programs and other transportation plans, as appropriate.
- (c) The City will seek opportunities to implement pedestrian improvements through the rezoning and redevelopment of private property.
- (d) TransLink will contribute technical support to the development of the recommended pedestrian improvements, as requested by the City.
- (e) TransLink will provide cost-share opportunities for pedestrian improvements in accordance with the existing Walking Infrastructure to Transit (WITT) allocated and competitive funding program. Pedestrian infrastructure around SLS SkyTrain Stations is an important component of TransLink's walking goals. As such, these works would be viewed favourably for TransLink's competitive funding. Improvements near SLS SkyTrain Stations would be eligible for at least 50 percent TransLink cost sharing, with up to 75 percent cost sharing available if the improvement is also located in an Urban Centre or Frequent Transit Development Area.
- (f) TransLink will investigate other funding opportunities and, if available, will include such funding opportunities in future versions of TransLink's investment plan (as defined in and required by the *South Coast British Columbia Transportation Authority Act*).

8. DESIGN: CREATE PLACES FOR PEOPLE

8.1 Urban Design Considerations

- (a) As a component of the Land Use Plans, the City will develop, with input from TransLink, urban design and streetscape guidelines to advance place-making for the SLS Transit Corridor, as informed by the City's OCP and the Surrey City Centre Plan design guidelines and street standards.
- (b) Recognizing that the Project will introduce a new source of noise to the environment along the SLS Transit Corridor:

- (i) The City will enact, in consultation with TransLink, development guidelines for noise mitigation for building facades that face the SLS SkyTrain Service.
- (ii) TransLink will utilize noise thresholds in transit infrastructure design to mitigate ambient noise impacts associated with the SLS SkyTrain Service.

8.2 OCP Development Permit Provisions

By the end of 2021, the City will review and revise as needed the development permit guidelines in the OCP to support transit-oriented development in the SLS Transit Corridor.

9. DEMAND MANAGEMENT: DISCOURAGE UNNECESSARY DRIVING

9.1 Parking

- (a) The City will, as a component of each Land Use Plan:
 - (i) develop appropriate off-street parking requirements for new developments along the SLS Transit Corridor;
 - (ii) explore options for further parking reductions along the SLS Transit Corridor; and
 - (iii) consider parking supply and demand management for residential uses, including rental housing, and for retail and office uses, which will build upon the reduced parking rates in Surrey City Centre that were based on transit accessibility.
- (b) The City will:
 - (i) within 18 months of establishing the new parking requirements as set out in 9.1(a)(i) above, amend the existing City parking bylaw to implement the requirements; and
 - (ii) complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites by 2022.
- (c) TransLink and the City will Collaborate to advance research and recommendations on passenger zone management near SLS SkyTrain Stations to support pick-up and drop-off.

9.2 Transportation Demand Management

TransLink and the City will work together to implement a range of TDM initiatives for the SLS Transit Corridor, as part of TransLink's TravelSmart program. TransLink will implement such TDM initiatives at the commencement of construction of the Project.

10. MONITORING COMMITTEE

10.1 Monitoring Committee

Before the end of 2020, the City and TransLink will establish a multi-stakeholder committee (the "Monitoring Committee") to: (i) review the performance of land use and transportation outcomes for the

SLS Transit Corridor; and (ii) monitor compliance by each Party with the commitments and responsibilities set out in this Agreement.

10.2 Composition

The Monitoring Committee will be comprised of, at a minimum, one or more senior representatives from the Parties, the Province, and such other members as the Parties may agree from time to time. The City and TransLink will invite and encourage senior representatives from Metro Vancouver to be represented on the Monitoring Committee. The Monitoring Committee will be chaired by a TransLink representative.

10.3 Duties and Responsibilities

The duties and responsibilities of the Monitoring Committee will include:

- (a) establishing its “Terms of Reference” based on the direction provided in the Agreement and on the timeline determined at the initial meeting;
- (b) measuring the effectiveness of this Agreement by monitoring changes along the SLS Transit Corridor across the following areas:
 - (i) population and employment growth;
 - (ii) net new Affordable Housing supply;
 - (iii) transit performance;
 - (iv) mode split;
 - (v) cycling performance; and
 - (vi) pedestrian performance;(collectively, the “Performance Measures”)
- (c) defining specific metrics for the Performance Measures, and refining these Performance Measures and metrics, as and when needed, with consideration to data availability, with the intent that the Performance Measures inform the Annual Dashboard and Performance Report (as defined below);
- (d) monitoring and evaluating the outcomes of the Performance Measures, including the associated metrics, and the commitments of each Party as set out in this Agreement;
- (e) provide City Council, the Mayors’ Council and the TransLink Board of Directors with the Annual Dashboard (as defined below);
- (f) provide City Council, the Mayors’ Council and the TransLink Board of Directors with the Performance Report (as defined below);
- (g) establishing a staff subcommittee (the “Subcommittee”) comprised of staff from those agencies represented on the Monitoring Committee, to report to the Monitoring Committee and support the Monitoring Committee’s duties and responsibilities; and
- (h) consider such other matters that the members deem advisable.

10.4 Meetings

- (a) The Monitoring Committee will hold a meeting, at a location specified by the City and TransLink, at least once each year, and from time to time, as necessary and agreed by the Parties.
- (b) Meetings of the Monitoring Committee should be scheduled to align (i) to the extent possible with release times for relevant data sources and other planning milestones (including, without limitation, Census, Trip Diary, Regional Context Statement update), recognizing the need to prioritize in the case of multiple events in any given year, and (ii) with key milestones for the Project and related future phases of the Project, and the meeting schedule will include:
 - (i) a meeting prior to Opening Day;
 - (ii) a meeting prior to the issuance of the Request for Qualifications and a subsequent meeting prior to the issuance of the Request for Proposals for related future phases of the Project and for future rapid transit projects in the City;
 - (iii) such other meetings which align with other key milestones for the Project, as identified by the members of the Monitoring Committee.
- (c) TransLink will keep minutes of all recommendations and meetings of the Monitoring Committee and circulate such minutes to the City within such time period specified in the Terms of Reference for the Committee.
- (d) The City and TransLink will work together to produce the following materials in connection with each meeting of the Monitoring Committee:
 - (i) a joint report from TransLink and City staff to the Monitoring Committee;
 - (ii) presentation materials, if applicable;
 - (iii) meeting minutes for the previous meeting; and
 - (iv) status of action items identified at previous meetings.
- (e) The Monitoring Committee will hold its initial meeting before the end of the year 2020. In such initial meeting the Monitoring Committee will:
 - (i) discuss timelines on which it will (i) establish its "Terms of Reference", and (ii) define detailed processes for how it will carry out its mandate as set out in this Agreement;
 - (ii) discuss and set an appropriate meeting schedule, addressing the meetings schedule needs set out in section 10.4(b);
 - (iii) discuss and set the timing for the delivery of the first Annual Dashboard and first Performance Report;
 - (iv) discuss a role for Metro Vancouver in providing data reporting coordination for the Annual Dashboard and Performance Report.

11. PERFORMANCE REPORTING, DOCUMENTATION AND REVIEW OF PROCESS

11.1 Monitoring Committee Annual Dashboard

- (a) The City and TransLink will work jointly and cooperatively to prepare an Annual Dashboard that highlights the outcomes of the Performance Measures and reports on the tracking of the Agreement commitments, with high level commentary rather than in-depth analysis (the "Annual Dashboard").

11.2 Monitoring Committee Performance Report

- (a) The City and TransLink will work jointly and cooperatively to prepare a comprehensive report every three to five years documenting (i) the progress on the Performance Measures, (ii) progress on all commitments and responsibilities of each Party as set out in this Agreement, and (iii) any other relevant data or measures identified by members of the Monitoring Committee (the "Performance Report").
- (b) The Performance Report will also include actions recommended by the Monitoring Committee to address any unmet commitments or responsibilities in this Agreement and any concerns with respect to land use or transportation outcomes. The City will present the Performance Report to City Council and TransLink will present the Performance Report to the TransLink Board of Directors and to the Mayors' Council.
- (c) The Monitoring Committee will decide at its first meeting in 2020 the frequency of the Performance Report, which should be between three and five years, and the timing for the first Annual Dashboard and first Performance Report.

11.3 Monitoring Committee Timeline

The Monitoring Committee will be responsible for meeting and creating Performance Reports and Annual Dashboards until twenty years after Opening Day, or 2045, whichever is later. The Monitoring Committee will cease to exist after this time unless an extension is agreed to by both parties.

11.4 Review and Assessment

The City and TransLink will work jointly and cooperatively to review and assess over time the structure of the Monitoring Committee and the overall monitoring process set out in this Agreement. Any changes to be made to the Monitoring Committee or the overall monitoring process herein stated must have the agreement of the representatives of TransLink and the City on the Monitoring Committee.

For clarity, the opportunity for review set out in the preceding paragraph is based on the recognition of expected changes over time related to data availability, organizational structures, project planning and implementation, and other factors not necessarily known to the Parties at the outset of this Agreement. In addition, it may be appropriate to reduce over time the frequency of the meetings of the Monitoring Committee or delivery of Performance Reports.

11.5 Information and Data Collection

- (a) The default geographic scope for Performance Measures data collection will be those boundaries as defined by the Land Use Plans. Where appropriate, the Monitoring Committee shall consider data collection at a narrower or broader geographic scope

so as to be either more focused where needed, or to capture other potential development and housing opportunities, as well as connecting multi-modal transportation networks.

- (b) The City and TransLink shall collect, document and provide to the Monitoring Committee, in advance of each meeting of the Monitoring Committee, the most current available data outcomes for those metrics in the Performance Measures framework to be fully defined by the Monitoring Committee per section 10.3(c).

12. MISCELLANEOUS

12.1 General

The parties will revisit this Agreement as is necessary to ensure the Agreement continues to meet the Project needs.

This Agreement is a statement of intent to summarize the collective wishes of the parties and to illustrate the parties' mutual support of the Project.

This Agreement may be executed in counterparts, and when counterparts have been executed by the parties, each originally executed counterpart, whether a facsimile, photocopy, PDF or original, will be effective as if one original copy had been executed by the parties.

As governmental or public authorities, the Parties are documenting their good faith commitments to each other to undertake the actions, cooperation and support described in this Agreement in a diligent and timely manner to achieve the Project objectives.

As governmental or public authorities, each party acknowledges that it is governed by officials who are duty-bound to enact by-laws and policies in accordance with the mandates stipulated in each Party's governing legislation. As such, and despite any other term of this Agreement to the contrary, the Parties acknowledge and agree that this Agreement is not intended to, and will not operate so as to, create legally binding rights and obligations nor to fetter the lawful discretion and powers of either party with respect to the subject matter of this Agreement.

12.2 Dispute Resolution

As noted in section 1.7, but subject to the limitations on this Agreement noted in section 1.7, each Party is fully committed to pursue in good faith the adoption, implementation, continuation and maintenance of the policies, plans, initiatives, tasks and actions they have each respectively agreed to in this Agreement.

In the event the Parties at the Monitoring Committee level are not able to resolve a disagreement over the interpretation or application of any Agreement provision in any circumstance, or in the event one Party has not performed an obligation or followed through with a commitment set out in this Agreement and the Parties cannot agree on what measures or steps should be taken, and by who, to rectify or remedy the situation, and to mitigate the potential adverse impacts to the Project, the Parties will immediately refer the matter in dispute to the Vice President of Transportation Planning and Policy at TransLink and the General Manager, Engineering at the City, who will meet in person on a priority basis to diligently discuss in good faith a possible resolution. If such individuals cannot resolve the matter in dispute within 15 days of meeting in person (or such other time as the Parties agree), the Parties will immediately refer the matter in dispute to the CEO of TransLink and the City Manager of the City for resolution.

12.3 Amendments

This Agreement may not be modified or amended except by an instrument in writing signed by each of the Parties.

12.4 Further Assurances

Each of the Parties will work cooperatively with each other and do all further acts and things as may be reasonably required in support of the commitments in this Agreement.

12.5 Notice


All notices required or permitted to be given under the terms of this Agreement will be in writing and may be delivered personally, by email, by courier or may be forwarded by first class prepaid registered mail to the addresses set forth on page 1 of this Agreement or at such other addresses as may from time to time be notified in writing by the Parties. Any notice delivered will be deemed to have been given and received at the time of delivery.

12.6 Assignment

This Agreement and the rights, duties and obligations of any Party under this Agreement will not be assigned by any Party without the prior written consent of the other Party, which consent may be arbitrarily or unreasonably withheld, and any attempt to assign the rights, duties or obligations under this Agreement without such prior written consent will be of no effect.

IN WITNESS WHEREOF the Parties have executed this Agreement on the day and year first above written:

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION AUTHORITY**, by its
authorized signatory


By:  _____

Name: **KEVIN DESMOND**
Title: **Chief Executive Officer**

TransLink
CITY OF SURREY, by its authorized signatory

By:  _____

Doug McCallum
Mayor

By:  _____

Jennifer Ficocelli
City Clerk

**SCHEDULE A:
SLS TRANSIT CORRIDOR MAP**

See attached.



SCHEDULE B:

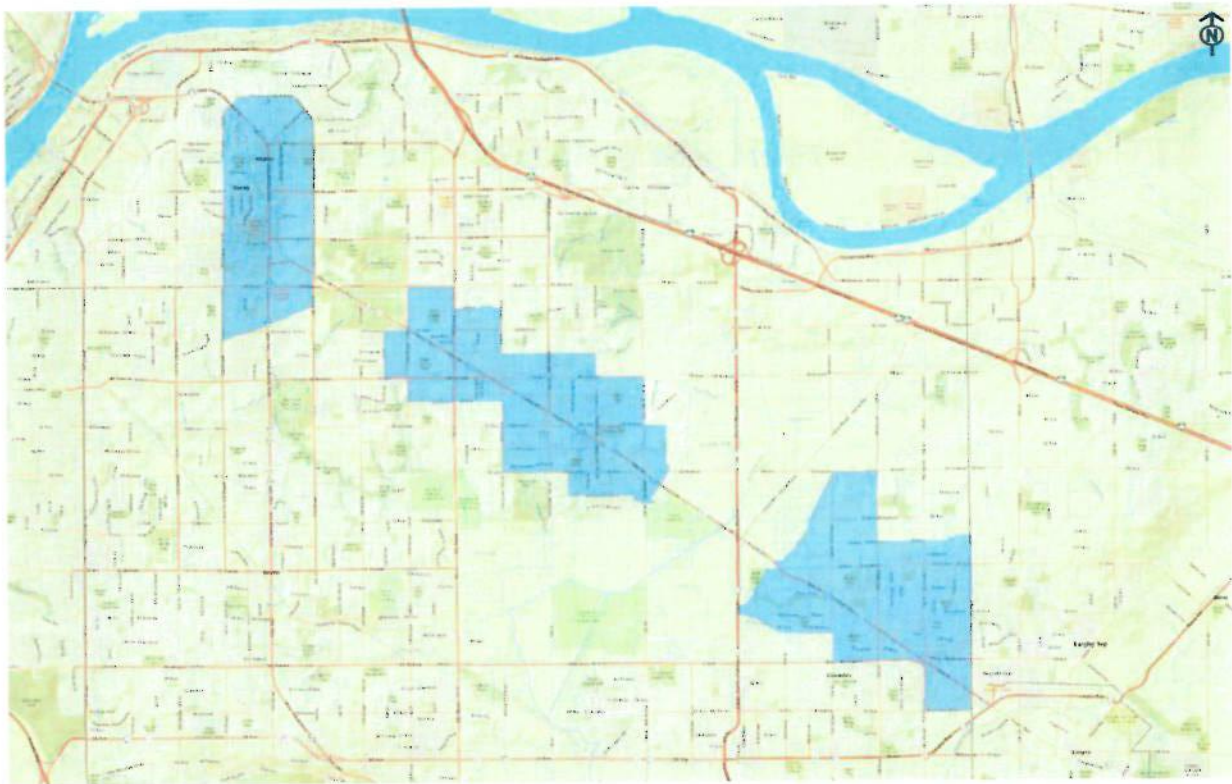
Population and Employment Projections To Be Exceeded in the Planned Growth for the SLS Corridor Land Use Plans Area

Further to section 5.1(b)(i), the following are the population and employment projections that the City commits to exceed in the planned growth for the SLS Transit Corridor Land Use Plans area*:

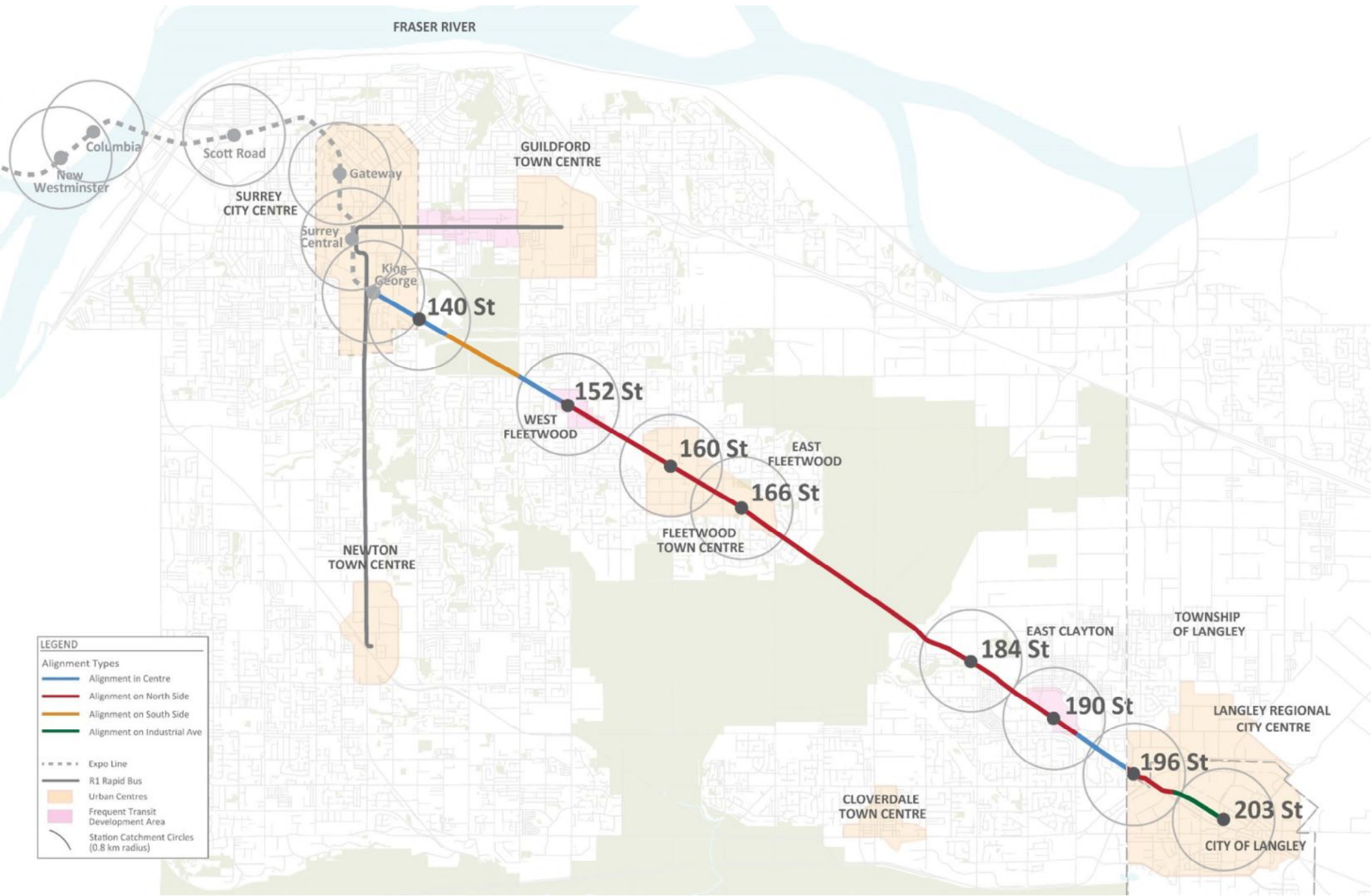
	Population		Employment	
	2035	2050	2035	2050
GEOGRAPHY				
SLS Transit Corridor – <i>City of Surrey Land Use Plans area*</i>	161,400	201,400	53,900	62,300

The above figures are derived from a broader set of population and employment projections provided by Metro Vancouver, which are used to develop the SLS Project ridership forecast in the SLS Business Case, as well as the transportation-related benefits as described in the Business Case Multiple Account Evaluation (MAE).

* The Land Use Plans area is comprised of the collective and amalgamated boundaries of the City of Surrey Land Use Plans, as defined in section 5.1(a) and as shown below:



ATTACHMENT 2: SLS Project Corridor



TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: February 18, 2021

SUBJECT: Update on the Implementation of the Custom Transit Service Delivery Review

EXECUTIVE SUMMARY

TransLink and Coast Mountain Bus Company Ltd. (CMBC) have substantially completed or advanced most of the recommendations from the 2017 Board-endorsed Custom Transit Service Delivery Review (CTSDR). However, impacts of the COVID 19 pandemic, combined with the recent cyber incident, have slowed progress on initiatives that are dependant on close customer interaction and software updates, such as travel training and online trip booking. In order to provide support during this challenging time, Access Transit Customer Care staff completed nearly 10,000 wellness and recovery calls with HandyDART customer to check in that they had access to appropriate supports and resources. TransLink, CMBC and TransLink's HandyDART service provider First Transit will continue implementing the remaining CTSDR recommendations to improve the service while working closely with stakeholders.

PURPOSE

This report provides an update on the implementation status of the CTSDR recommendations.

BACKGROUND

In June 2016, the TransLink Board committed to undertake a review of the policies and delivery model for HandyDART, TransLink's custom transit service. On March 30, 2017, the Board endorsed 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 annually.

DISCUSSION

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 the HandyDART customer experience.

Thirteen of the nineteen recommendations are fully complete and a further four are expected to be completed between the end of 2021 and sometime in 2022. The remaining two are initiatives where significant work has been undertaken and will remain a focus for the organization in the years to come. Ensuring the long-term sustainability of HandyDART trips is a significant challenge, particularly given the forecasted increase in demand for the service this decade due to an aging population. Since 2017, we have expanded HandyDART trips through the Phase One and Two Investment Plans, continue to

advocate for additional funding, have established a travel training program, and are making improvements to the accessibility of the conventional system as part of TransLink’s ongoing work. Establishing a registration process that supports a family of services approach is a foundational component to ensure that HandyDART trips are available. Work is underway to develop a proposed refreshed registration process, and to get customer and stakeholder feedback on the proposal alongside other proposed updates to HandyDART.

Impacts of the COVID 19 pandemic, and the recent cyber incident, have slowed progress on initiatives dependant on close customer interaction and software updates, such as travel training and online trip booking. As the pandemic passes and ridership rebounds, we will resume these activities.

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 in 2017 (see November 2017 Board report for further details)</i>
Continue to pursue online booking options and determine the financial implications.	Due to the recent cyber incident, software upgrades to existing Trapeze systems have been delayed and online booking options are now expected in Q1 2022

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 in 2017 (see November 2017 Board report for further details)</i>
Add wait times to the TransLink Accountability Dashboard by end of 2017.	<i>Completed in 2017 (see November 2017 Board report for further details)</i>
Complete a feasibility assessment to reduce wait times by end of 2017.	<i>Feasibility assessment completed in 2017</i> In order to further reduce wait times, updates to the HandyDART reservation software are needed but have been delayed due to the cyber incident. New software is expected to be online in Q1 2022.

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 bus system.	<i>Feasibility assessment completed in 2017</i> In November 2019, the Capital Management Committee approved the funds to acquire new Trapeze scheduling software that can identify trips that exceed 1.5 times the duration of the same trip on the conventional bus

	<p>system.</p> <p>This software update has been delayed due to the cyber incident and a revised timeline for implementation has not been determined.</p>
Continuing improvements to dispatching.	<i>Completed in 2020 (see March 2020 Board Report for details)</i>
Engage a specialist to review all parameter settings in the scheduling software by the end of 2017.	<p><i>Completed in 2018</i></p> <p>Trapeze professionals reviewed all parameters in scheduling software. A software upgrade from version 14 to version 18, which has been delayed due to the cyber incident, will improve software functionality. New software modules (Itinerary Planner and Viewpoint) will also improve scheduling.</p>

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 made available to all taxi companies. Taxi driver training is included in the renegotiation of the service contracts with both the Vancouver Taxi Association and the BC Taxi Association. Final contract negotiations are ongoing and have been impacted by the pandemic.
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.	<p><i>Completed in 2018</i></p> <p>After a review was completed, the decision was made that the Taxi contracts would be managed by First Transit with TransLink oversight. Contract negotiations are currently underway but have been delayed due to the pandemic and its significant impact on the Taxi industry.</p>
Exploration of technical solutions to integrate HandyDART and taxi scheduling software for tracking customer pick-up/drop-off information be completed by early 2018.	Technical solutions to integrate HandyDART and taxi scheduling software will be examined and recommended as part of a study to be completed in 2021. One of the key barriers to any immediate solution is the different scheduling software used among the 21 taxi companies that operate in the Lower Mainland, including differences among software versions and functionality.
Implement policy by end of 2017 making	Thirteen of twenty-one local taxi companies use high

<p>high-visibility signage mandatory for all taxis performing HandyDART trips.</p>	<p>visibility vests that are made available to them. Staff are advancing new protocols that prioritize high visibility signage for taxis.</p>
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OBJECTIVE: Ensure HandyDART trips are Available for Customers When They Need to use the HandyDART System

Action	Progress
<p>Deliver sufficient HandyDART trips to meet customer demand.</p>	<p>The most recent increase was approved through the Phase 2 Investment Plan and included an additional 7% increase in service hours for 2020 and 2021. This represents a total funded increase in HandyDART service of 22% over 2016 budgeted levels.</p> <p>HandyDART demand is approximately 60% lower as a result of the pandemic. Since the start of the pandemic, the already low trip denial rates have fallen even further compared to pre-pandemic levels (0.08% in 2019 and 0.05% in 2020).</p>
<p>Develop an implementation strategy for the Family of Services approach and include a phased, multi-year rollout.</p>	<p>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, including preparing to engage with customers and stakeholders on proposed changes to the registration process.</p>
<p>Develop an implementation plan for a Travel Training program in 2017 and implement the program in 2018.</p>	<p><i>Completed</i></p> <p>Travel Training saw a decline in demand in 2020 due to COVID-19 related safety protocols. A shift from traditional in-person information sessions to webinars occurred. Over 1,000 customers were engaged through 39 online webinars with limited in-person sessions.</p> <p>Travel Training also introduced several online learning tools. Eight travel training videos were introduced in March in English, American Sign Language, and 5 additional languages (Audio Described Video, Cantonese, French, Mandarin and Punjabi). In September, a 360 degree virtual tour of a conventional bus came online. Through 2020, the 360 degree virtual tour recorded over 1,500 visits, and the different versions of the travel training videos received over 13,000 views.</p>

	<p>Travel Training continues to explore options for introducing additional forms of in-person and virtual travel training, with the goal to accommodate possible needs resulting from an updated registration process.</p>
<p>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.</p>	<p><i>Ongoing</i></p> <p>TransLink continues making improvements to conventional services on an ongoing basis. Recent initiatives include:</p> <ul style="list-style-type: none"> • Receiving ongoing advice from the Access Transit Users' Advisory Committee on TransLink's plans and policies. • Adjusting protocols to continue to provide as many services as possible in compliance with public health advice, including modifying the station assistance for customers with sight loss to allow for physical distancing. • Implemented changes to SkyTrain announcements, to make train destination announcements shorter to allow more time to board after the destination is announced, and announcements to indicate which side of the train doors will open on when arriving at a station. • Braille & tactile signage installation at all bus stops (anticipated completion January 1, 2023). • Tactile Walking Surface Indicators (TWSI) at bus stops on TransLink owned/leased property (anticipated completion January 1, 2023). • Regional coordination with municipalities to implement a consistent approach to TWSI at bus stops on municipal property regionwide.
<p>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.</p>	<p><i>Completed in 2019 (see March 2020 Board report for further details)</i></p> <p>The HandyDART Users' Advisory Committee (HDUAC) continues to be engaged on work to implement these recommendations.</p>

OBJECTIVE: Ensure that HandyDART is appropriately funded.

Action	Progress
Continue to advance analysis on how best to forecast demand for HandyDART service.	<i>Completed</i> HandyDART demand is largely driven by demographics, medical appointments, and day programs. Demand forecasts have been updated to reflect COVID impacts. While demand has dropped as a result of COVID, updated forecasting indicates potential for a strong rebound and is anticipated to continue to put pressure on long term demand, driven largely by the region's aging population.
Work with senior government and agencies and develop opportunities for funding solutions for HandyDART and other accessibility improvements.	<i>Completed in 2018 (see March 2019 Board report for further details)</i> Staff continue to coordinate with the Province and BC Transit on improvements to HandyDART and other accessibility programs.

Stakeholder and Customer Engagement

We continue to progress on several outreach initiatives to hear directly from customers regarding HandyDART service. Examples include:

- The HandyDART Users' Advisory Committee continued to provide advice and guidance on HandyDART plans, programs and other initiatives.
- Travel training virtual sessions were held with stakeholders and business partners.
- The HandyDART newsletter is distributed quarterly and is made available digitally and onboard HandyDART vehicles to provide updates and information to customers.
- The annual HandyDART Customer Service Performance study was completed in late October, providing insights from a sample group of customers who have recently used the service.
- Access Transit Customer Care staff completed nearly 10,000 wellness and recovery calls with HandyDART customer to ensure they had access to appropriate supports and resources and a friendly voice to speak with in a time of potential social isolation.

Conclusion

Implementation of the Custom Transit Service Delivery Review has been underway since 2017. The majority of recommendations are either completed or incorporated into ongoing operations and planning work. The outstanding recommendations are primarily longer-term initiatives, such as implementation of a Family of Services approach. Management will continue regular updates to the Board on the full implementation of CTSDR as well as on the progress of individual project updates over the longer term.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: February 19, 2021

SUBJECT: Background to the 2020 HandyDART Users' Advisory Committee Annual Report

DISCUSSION

The HandyDART Users' Advisory Committee continues to provide advice and guidance on HandyDART plans, programs and other initiatives and advises TransLink, CMBC and service contractors on matters to improve HandyDART service for customers. The Committee's Annual Report to the TransLink Board of Directors is attached as Appendix A.

Management is very appreciative of the on-going advice provided by the HDUAC that ensured that TransLink's COVID response plans considered the unique needs of HandyDART customers. In addition to regular HDUAC meetings, TransLink and CMBC hosted a virtual town hall meeting for members of the HandyDART Users' Advisory Committee and Access Transit Users' Advisory Committee in early April. This was primarily an opportunity for TransLink and CMBC to provide information on the impacts to services, and to outline protocols for cleaning, measures taken to support physical distancing, and modifications to some in-person customer services. In July, an additional HDUAC meeting was also scheduled in order to allow the committee enough time to provide input on non-COVID related material which, during more regular years, is the focus of HDUAC meetings.

Through 2020, the Committee's work included input into a range of projects. Feedback from the HDUAC has been incorporated in a variety of ways, such as:

- Plans for engaging with customers and stakeholders on potential changes to the registration process were adjusted to ensure that options will be available for individuals not comfortable participating in online activities.
- The van pilot completed in early February 2021. A report is being compiled to summarize feedback received from customers, operators and the HDUAC.
- The next iteration of the HandyDART Service Performance Report will incorporate changes based on comments provided by the HDUAC.

TransLink staff look forward to continuing to work closely with this valuable advisory resource of HandyDART customers and stakeholders in 2021.

ATTACHMENT

Appendix A – 2020 HandyDART Users' Advisory Committee Annual Report

TO: Board of Directors

FROM: HandyDART Users' Advisory Committee

DATE: February 16, 2021

SUBJECT: 2020 HandyDART Users' Advisory Committee Annual Report

EXECUTIVE SUMMARY

Despite challenges and risks presented by the COVID-19 pandemic over the past year, the HandyDART Users' Advisory Committee (HDUAC) shifted to a virtual meeting platform, which allowed members to provide unique insight on the HandyDART customer experience and comfort level during the pandemic.

HDUAC also provided guidance on ongoing projects such as HandyDART Modernization, with focus on potential updates to the registration process, the HandyDART Service Performance Report, and new vehicles being trialed to potentially add to the HandyDART fleet of vehicles.

PURPOSE

The purpose of this report is to inform the TransLink Board of Directors of the HandyDART Users' Advisory Committee activities throughout 2020.

BACKGROUND

The HandyDART Users' Advisory Committee was established in 2019, at the direction of the TransLink Board, with the purpose of providing advice and guidance on HandyDART plans, programs and other initiatives and advise TransLink on matters to improve HandyDART service for customers. This also offers a forum for the exchange of ideas that allows TransLink, Coast Mountain Bus Company (CMBC) and service contractors to hear directly from HandyDART stakeholders and customers regarding systemic concerns about the service.

The committee includes 11 HandyDART customers and those representing organizations that work with customers, the Chair of the Access Transit Users' Advisory Committee, and a representative from the HandyDART Riders' Alliance. The HandyDART Users' Advisory Committee terms of reference calls for an annual report to the TransLink Board of Directors. The report was drafted by the Manager, Access Transit Planning, and approved by the Committee Chair and Vice-Chair.

DISCUSSION

The HandyDART Users' Advisory Committee's activities for 2020 are detailed below.

COVID-19 – HandyDART Protocols

The majority of content discussed at HDUAC meetings through 2020 was very focused on the COVID-19 pandemic, and measures which were being implemented to keep HandyDART customers and drivers safe and healthy. Although many HandyDART customers ceased booking rides soon after COVID arrived in the region, many riders rely on HandyDART for essential trips to chemo and dialysis appointments, and stringent protocols needed to be put into place to ensure those essential trips could continue to be delivered.

HDUAC members were continually updated on TransLink and First Transit's COVID protocols through email updates, phone calls to HandyDART customers, as well as reports and presentations at meetings. Committee members expressed concern for the added stress drivers must be under during these difficult times, while they continue to deliver service to customers that requires close physical contact with passengers. The committee was assured that drivers have support and resources available, and that overall feedback on the driver customer relationship during the pandemic has remained positive.

COVID-19 – HandyDART Recovery Planning

In early 2020, when it was announced that the Province was in a state of emergency due to COVID-19, HandyDART demand dropped significantly, delivering approximately 15% of pre-COVID trips. Many HDUAC members have not taken a ride on HandyDART in nearly a year, due to the need to remain as stringent as possible in protecting their health; so, the committee completely understands this is a big part of the reason for this severe drop in ridership. HDUAC members shared several ideas with staff on how increased demand could be managed as COVID cases hopefully decline. HDUAC showed support for HandyDART riders wearing masks, smaller vehicles being used to deliver more trips while being able to maintain physical distancing, and the possibility of putting a cap on the number of non-essential trips customers could book in a month in order to allow for more fair distribution of rides if demand reached a point that exceeded trips availability under physical distancing protocols.

Compass for HandyDART and HandyDART Registration Update

Throughout 2020, the HDUAC continued to receive updates on work being done to update the HandyDART customer registration process, as well as the implementation of Compass on HandyDART. This included a presentation in early 2020 on the results of engagement to co-create solutions to improve the registration process and to introduce Compass to HandyDART customers.

HDUAC members shared the insight that currently, without Compass, there is no easy way to purchase HandyDART tickets and passes on weekends. The introduction of Compass would be a great solution to this. Committee members also expressed that Compass wristbands and/or lanyards could be very useful for some customers.

A number of HDUAC members, as well as some community organizations they are involved with, expressed concerns about a potential shift to in-person registration for HandyDART. Some concerns around this proposed new system included:

- The potential for assessments to take longer, particularly if it were to involve a test HandyDART ride as well as an in-person interview, may be a deterrent for some applicants;
- Assessment of customers' abilities and medical restrictions by someone other than their own doctor;
- Circumstances where re-assessment is required due to the scope of someone's disability changing;
- The need for broader engagement on the proposed registration process. Because of the pandemic, members understood the necessity to do most engagement virtually, but it was important to members that other options be available, and that engagement sessions are conducted in groups rather than individual phone calls to allow for dynamic conversation and idea sharing; and
- Also, the need for there to be engagement options other than online, as many seniors and people with disabilities are not proficient technology users and leaving out that segment of customers could skew the feedback.

HandyDART Van Pilot

CMBC began working with First Transit to pilot two different style vans to assess their suitability for HandyDART service. The HDUAC was kept informed with regular updates on this pilot throughout 2020, and committee members had an opportunity to conduct an on-site review of the vehicles and provide feedback.

Recommendations to improve accessibility of these vans for customers with a variety of disabilities included:

- Being mindful of step spacing to allow for people who are shorter than average to get in and out safely;
- Grab bars and straps inside doors being easily reachable and stable, and
- Considering extending window height to allow for comfort of wheelchair and mobility aid users who are tall.

HandyDART Service Performance Review

At the December meeting, the HDUAC received a presentation on the results of the HandyDART Service Performance Review. Members were pleased with the level of detail in the report, and additional feedback was shared on how to make the PDF report more accessible to those accessing the information with screen reading software. Requests were also made for a clarification on the 3-minute average call centre wait time, as well as a desire to have this wait time expressed as a range rather than an average. It was also recommended that the number of trip denials be expressed as a whole number rather than a percentage, in order to better align with the way overall trip numbers are displayed.

CONCLUSION

In 2021, the HandyDART Users' Advisory Committee looks forward to continuing their work to provide insights and advice to TransLink, CMBC, and First Transit, the HandyDART contractor.

TO: Board of Directors

FROM: Geoff Cross, Vice President, Transportation Planning and Policy

DATE: February 19, 2021

SUBJECT: Background to the 2020 Access Transit Users' Advisory Committee Annual Report

DISCUSSION

The Access Transit Users' Advisory Committee (UAC) continues to provide critical input into TransLink plans, policies and initiatives. The Committee's annual report to the TransLink Board of Directors is attached as Appendix A.

Management is very appreciative of the on-going advice provided by the UAC that ensured that TransLink's COVID response plans considered people with disabilities. In addition to regular UAC meetings, TransLink and CMBC hosted a virtual town hall meeting for members of the Access Transit Users' Advisory Committee and HandyDART Users' Advisory Committee in early April. This was primarily an opportunity for TransLink and CMBC to provide information on impacts to services, and to outline protocols for cleaning, measures taken to support physical distancing, and modifications to some in-person customer services.

Through 2020, the Committee's input has been applied by staff on a range of projects, such as:

- The feasibility of features that would improve accessibility on SkyTrain are being explored, and some have been implemented, such as shorter train destination announcements and announcements to indicate which side of the train doors will open.
- Customer outreach on bus stop balancing was augmented to include outreach to the CNIB, as customers with sight loss are most likely to be unaware that a stop has been closed or relocated.
- Concerns raised about the challenges people with physical, cognitive and sensory disabilities may face with boarding and disembarking on the Burnaby Mountain Gondola were noted and would be explored in a future phase of the project.
- Staff recognize that people with disabilities and cyclists are both vulnerable road users with different needs. As such, infrastructure should be designed to ensure that both groups are accommodated and protected.
- The Broadway Subway Project plans include space allocation for multi-stall universally accessible washroom facilities at 2 high transfer stations (Broadway City Hall and Arbutus) where washrooms will most effectively serve customers. Future operations of these and other washrooms on the transit system will depend on funding through a future investment plan.

TransLink staff look forward to a productive year in 2021 working with this important advisory resource of transit customers across Metro Vancouver.

ATTACHMENTS

Appendix A – 2020 Access Transit Users' Advisory Committee Annual Report

TO: Board of Directors

FROM: The TransLink Access Transit Users' Advisory Committee

DATE: February 16, 2021

SUBJECT: 2020 Access Transit Users' Advisory Committee Annual Report

EXECUTIVE SUMMARY

Despite not meeting in-person for most of the year due to COVID-19, TransLink's Access Transit Users' Advisory Committee (UAC) continued its work, meeting virtually throughout 2020 and provided valuable input on a range of projects including bus stop balancing, the Burnaby Mountain Gondola, Capstan Station and the accessibility impacts of cycling infrastructure designs.

COVID-19 restrictions presented additional access challenges to conventional transit for UAC members and those they represent. The UAC provided insight on measures such: as continued safe station assistance for customers with vision loss; how to manage the inability of bus operators to secure passengers with wheelchairs due to physical distancing requirements; and the introduction of mask exemption cards.

PURPOSE

This report is for information purposes only and is to provide the TransLink Board of Directors with an overview of the Access Transit Users' Advisory Committee activities and accessibility priorities throughout 2020.

BACKGROUND

The Access Transit Users' Advisory Committee acts as an ongoing, independent customer voice to provide accessibility-related advice on TransLink plans, programs and other initiatives.

The UAC was established in 2008 and continues to meet at minimum of six times each year. In 2020 the Committee was 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. The report was drafted by the Manager, Access Transit Planning, and approved by the Committee Vice Chair, who stood in as Acting Chair for most of 2020.

DISCUSSION

The Access Transit Users' Advisory Committee's activities for 2020 are detailed below.

COVID-19 Accessibility Impacts

As a result of COVID-19, the UAC pivoted to continue its work virtually throughout 2020. TransLink staff responded by quickly moving to virtual meetings. Staff trialled different virtual platforms and on the advice of UAC members, were able to secure the use of Zoom for meetings.

The COVID-19 pandemic presented several additional challenges and risks to transit riders with disabilities, and the UAC was kept well-informed throughout 2020 of the protocols TransLink implemented to help mitigate these impacts. The UAC received regular email updates from the Manager of Access Transit Planning, outlining changes and updates to service operations, customer service and support, as well as TransLink's Safe Operating Action Plan. A number of presentations on COVID protocols and impacts were also given at UAC meetings over the course of the year. During these presentations, UAC members provided perspective on the following items:

Modified Station Assistance for Customers with Sight Loss

TransLink provides a service that allows customers with vision loss to phone ahead and request sighted guide assistance at SkyTrain and Canada Line stations. Since the standard method of providing sighted guide assistance involves close contact between the Station Attendant and the customer, this service needed to be modified in order to adhere to physical distancing guidelines. UAC members were pleased that the introduction of using a baton, that both customer and attendant hold to increase the space between them, allowed this service to continue while ensuring everyone remains safe and healthy.

Securement Assistance for Wheelchair Users on Conventional Buses

Due to physical distancing restrictions imposed by the Provincial Health Officer, in mid-2020 Bus Operators could no longer assist with the securement of passengers with wheelchairs on some buses. Most buses in CMBC's fleet have spaces where passengers can secure themselves in a backward-facing position. However, on some vehicles, there are only forward-facing securement options, which require assistance from the Operator. This temporary policy change has made certain buses not accessible for wheelchair users to ride without a personal attendant present. This has had a considerable impact on those customers with wheelchairs and mobility aids who were previously frequent and independent riders of the conventional transit system. The UAC understands the unprecedented impacts of COVID-19, but the committee urges TransLink to have this policy revert to normal operations as soon as health guidance allows.

Exemption Cards for People not Able to Wear Masks

Over the course of the year as the pandemic progressed, and public health advice developed, UAC members had different perspectives on regulations around mask use on transit. While some were very supportive of TransLink's mandatory mask policy in August, others expressed concern that those who are unable to wear a face covering would be at risk of harassment from other customers. Members of the deaf and hard of hearing community expressed further challenges of masks covering faces and hindering lip reading. The UAC provided a consistent voice in response to wearing masks and face coverings on transit. UAC's concern was that communications to customers, and the public at large, should clearly advise that some people are not able to wear masks or face coverings due to permanent disabilities or underlying health conditions which prevent them from doing so. TransLink took this feedback very sincerely, and much of this concern was put to rest with the introduction of the mask exemption card. This card was a voluntary card that customers could obtain and use on transit as a way to quietly and easily communicate their situation if they were not able to wear a mask. This program was suspended when the ministerial order for mandatory face coverings came into effect; however, the UAC commends TransLink on the speed and success of addressing this concern and implementing the exemption card program.

Projects to Improve Accessibility on SkyTrain

In March 2020, the UAC received a presentation from BCRTC staff, where committee members were encouraged to share feedback and ideas on how accessibility could be improved for SkyTrain riders with various disabilities. These suggestions included the following:

- Repeating audio train destination announcements to ensure people with sight loss who rely on them can verify that they are boarding the correct train;
- Adding different melodic tones to the audio announcements for easier identification of destinations/lines (this is done in other regions);
- Updating “next station” displays on all trains to text, rather than the maps with indicator lights, and
- Implementing a lighting system to indicate which side of the train doors will open on, as well as to indicate when doors will be closing for customers who are deaf or hard of hearing.

The committee appreciates staff receiving this feedback and looks forward to future updates on the feasibility of implementation.

TransLink Customer Access to Washrooms

Access to washrooms while riding the TransLink system has been a priority for the UAC for several years. The committee was pleased to receive an update on this work at the December meeting, and members shared feedback including concerns for safety and security within facilities, the need for enhanced accessibility amenities like adult change tables, and concerns that budgetary impacts of COVID may shift the timeline of this progress. Members also expressed disappointment that washroom facilities are not confirmed to be in operation at all of the new Broadway Subway Stations upon opening.

Cycling Infrastructure Accessibility

Early in the year, the UAC received a presentation on investments in regional cycling. Members shared feedback and concerns around the safety of pedestrians with various disabilities in spaces allocated for mixed bike lane and pedestrian use. This feedback built on suggestions provided on BC Parkway improvements including around Joyce-Collingwood in late 2019. Paths that are shared by cyclists and people who are blind or have low vision are dangerous to navigate safely, as bikes often can't be heard, and there is often no tactile separation between lanes. UAC members also advised staff that bike lanes can pose safety challenges to pedestrians who are deaf or hard of hearing, as well as people with various intellectual disabilities. One UAC member suggested that TransLink reconsider its funding of bike lanes and its support for these types of mixed-use paths, and there was further discussion about how other modes are considered in the assessment criteria, and the lack of consistent regional standards on how pedestrians and cyclists should share space.

These concerns were echoed later in the year, when the UAC received an update on the plans for Capstan Way Station, including the City of Richmond's plans for the station area. UAC members expressed significant concerns with the City's plans for a bike lane adjacent to the station, between the building and bus bays, creating a “floating” stop. Concerns were also expressed about the safety and security of the main pedestrian pathway going through the nearby park. The UAC requested that TransLink relay these comments to the City of Richmond; some UAC members also requested information on how they could engage directly with staff at the City of Richmond to ensure their concerns were heard and understood as the City progresses its own station area planning work.

Bus Stop Accessibility for Customers with Sight Loss

The UAC has continued to engage on bus stop accessibility for customers with sight loss. This project includes three main components: braille and tactile information, audio wayfinding, and tactile walking surface indicators (TWSI) on TransLink property.

The UAC's involvement this year has been focused on advising on adjacent work that TransLink is leading through the Regional Transportation Advisory Committee to work towards a more consistent approach to TWSI implementation at bus stops in Metro Vancouver. TWSI are tactile pads of raised bars, installed on the ground, that indicate to someone with sight loss that they have arrived at a bus stop. Currently, TWSI installations throughout the TransLink bus network are inconsistent, creating a confusing user experience. Some members of the UAC presented at the first meeting of the municipal working group, to provide context from their experience traveling with vision loss on TransLink's bus services.

The UAC was also provided with an in-depth presentation on the challenges and opportunities of implementing TWSI at bus stops on municipal sidewalks. Members gave specific recommendations on the size and placement of TWSI, in order to provide optimal functionality for users, as well as minimize potential impacts for customers with wheelchairs and mobility aids who could be impeded by a textured ground surface.

Bus Stop Balancing

In June, the UAC received a presentation outlining the upcoming plans to pilot bus stop balancing along the #002 route in Vancouver. The main feedback UAC provided was concerning communications and support for customers with sight loss, who would need to be informed that bus stops would be removed and/or relocated. Committee members recommended a multi-pronged approach, which included distributing information on the specific stop changes through various community channels including CNIB, as well as ensuring that Bus Operators on the route were made aware that passengers who are blind may need additional assistance during the pilot.

Discontinuation of Printed Bus Timetables

In the Fall, UAC input was requested by email on the potential discontinuation of printed bus timetables being distributed to libraries and community centres. Facility closures, due to COVID, resulted in a large quantity of timetables not getting to customers, which prompted TransLink staff to consider if printing paper copies was necessary and valuable. Many UAC members responded with support for continuing to print and distribute bus timetables, as seniors and people without access to technology rely heavily on this resource. This feedback was heard, and while quantities and distribution locations have been updated, the printing of hardcopies will continue.

Burnaby Mountain Gondola

At the October meeting, the UAC was given an overview of the proposed Burnaby Mountain Gondola and asked for feedback and initial thoughts. Several concerns were raised around the challenges of boarding and disembarking cabins that continually move for people with a variety of physical, cognitive and sensory disabilities. Navigating on and off moving vehicles is not only difficult, or even impossible, for people with mobility aids, but it is also potentially inaccessible for people with vision loss and other sensory or intellectual disabilities.

Recognizing this project is still in very early stages, UAC members suggested some ways that may help mitigate these impacts. These suggestions included:

- running the cabins through stations at a very slow speed,
- Including handrails and grab bars in doorways for people to help stabilize themselves,
- Playing an audible tone at open doors to aid in wayfinding for people with vision loss, and
- Providing a program through the Access Transit Service Delivery Travel Training department, where customers could receive instructor support during non-peak times to help familiarize them with boarding the gondola.

UAC members also cautioned that while consulting with other transit agencies for best practices can be valuable, information received pertaining to the gondola customer experience for people with disabilities should be carefully considered, as the independent use of transit in many other regions by people with disabilities is far less prevalent than on the TransLink system.

Conclusion

Despite the COVID-19 pandemic causing some changes to the regular operations of the Access Transit Users' Advisory Committee, the UAC was able to continue to work with TransLink staff in a virtual manner that has proven to have some benefits over meeting in person. The UAC maintained its previously planned meeting schedule for the year, and members provided accessibility-related advice on a wide variety of ongoing projects, as well as some COVID protocols. The UAC is continuing to meet virtually and looks forward to its work in 2021.

TO: TransLink Board of Directors

FROM: Christine Dacre, Chief Financial Officer
Sarah Buckle, Director Enterprise and Sustainability

DATE: March 1, 2021

SUBJECT: Corporate Sustainability Framework and Program

EXECUTIVE SUMMARY

The annual Corporate Sustainability update is part of the TransLink Board of Directors responsibility with respect to Enterprise Sustainability function at TransLink. The Board Governance Manual (June 2020) outlines the responsibility of the Finance and Audit Committee to assume annual oversight of the Corporate Sustainability Policy, including plans, initiatives and reporting. In addition, the Committee is to receive reports on the implementation of the Corporate Sustainability Plan, including the development of and progress against key performance indicators.

Management is soliciting the Board's feedback on the revised Corporate Sustainability Framework and Program.

PURPOSE

The primary purpose of this Corporate Sustainability report is to discuss and solicit feedback on the revised Corporate Sustainability Framework and Program.

BACKGROUND

TransLink contributes to the sustainable development of the region in two ways through the: Regional Transportation Strategy (T2050) and the Corporate Sustainability Strategy.

- The Regional Transportation Strategy and associated goals are generally externally focused initiatives to improve the quality of life and livability of the communities in the Metro Vancouver region.
- The Corporate Sustainability Strategy and associated goals are generally internally focused initiatives to improve the sustainability of our own operations and business practices.

TransLink's Sustainability Policy was revised and approved by the Board in October 2013 and a Corporate Sustainability Framework was approved by the Board in March 2014 (both documents are included in the PowerPoint presentation provided in Attachment 1).

DISCUSSION

A lot has changed since 2014 with the evolution of sustainability globally, and with the adoption of TransLink's sustainability targets, sustainable investing and green bond program, and focus on climate action to name a few. With these changes, the Corporate Sustainability Framework required updating. The Enterprise Sustainability division would like to solicit feedback from the Board on the revised Corporate Sustainability Framework and proposed key sustainability initiatives planned for the next 3-5 years.

ATTACHMENT

Attachment 1: PowerPoint Presentation: Update to Corporate Sustainability Strategy – March 2021 Board Meeting



TRANSLINK CORPORATE SUSTAINABILITY PROGRAM

BOARD OF DIRECTORS

MARCH 2021

Purpose and Outline

Purpose:

To solicit Board feedback on TransLink's Corporate Sustainability Framework and supporting Program.

Outline:

1. History of Corporate Sustainability at Translink
2. Global Sustainability Frameworks
3. TransLink's Revised Corporate Sustainability Framework and Sustainability Initiatives
4. Alignment of TL Corporate Sustainability Program and Transport 2050
5. Resource Slides

History of TransLink's Sustainability Program



2008-2009

Phase I

- Board approved TransLink's Sustainability Policy

2010-2012

Phase II

- APTA Gold Sustainability Commitment
- Published TransLink's first Sustainability Report reporting to GRI standards

2013-2016

Phase III

- Updated TL's Sustainability Policy
- Board approved Sustainability Framework (environmental, social and financial)
- APTA's Platinum Sustainability Commitment
- Published TransLink's first integrated Annual Report (Financial and Sustainability)
- Developed a Community Donations Policy and Program

2017-2019

Phase IV

- Board approved Env. Sustainability Commitments (80% reduction GHG emissions, 100% renewable energy by 2050)
- Finalized the Low Carbon Fleet Strategy and launched Ebus Pilot
- Assessed Renewable Energy options for TransLink's facilities
- Issued TransLink's first Green Bond (\$400m) and published the first Green Bond Impact Report

2020-2023

Phase V

- Update TransLink's Sustainability Policy
- Update TransLink's Corporate Sustainability Strategy
- Develop Corporate Climate Action Plan
- Develop a Sustainable Procurement Plan
- Expand reporting/ metrics to include Social Impacts

There are many global sustainability standards and frameworks to align decision making, reporting and action...

TCFD | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

 **Global Reporting Initiative™**

 **SOCIAL PURPOSE INSTITUTE**
AT UNITED WAY

 **ADVANCING PUBLIC TRANSPORT**

 **The Green Bond Principles**


SUSTAINABLE DEVELOPMENT GOALS

 **CERTIFIED ISO 14001:2015 COMPANY**

 **SASB**
SUSTAINABILITY ACCOUNTING STANDARDS BOARD™

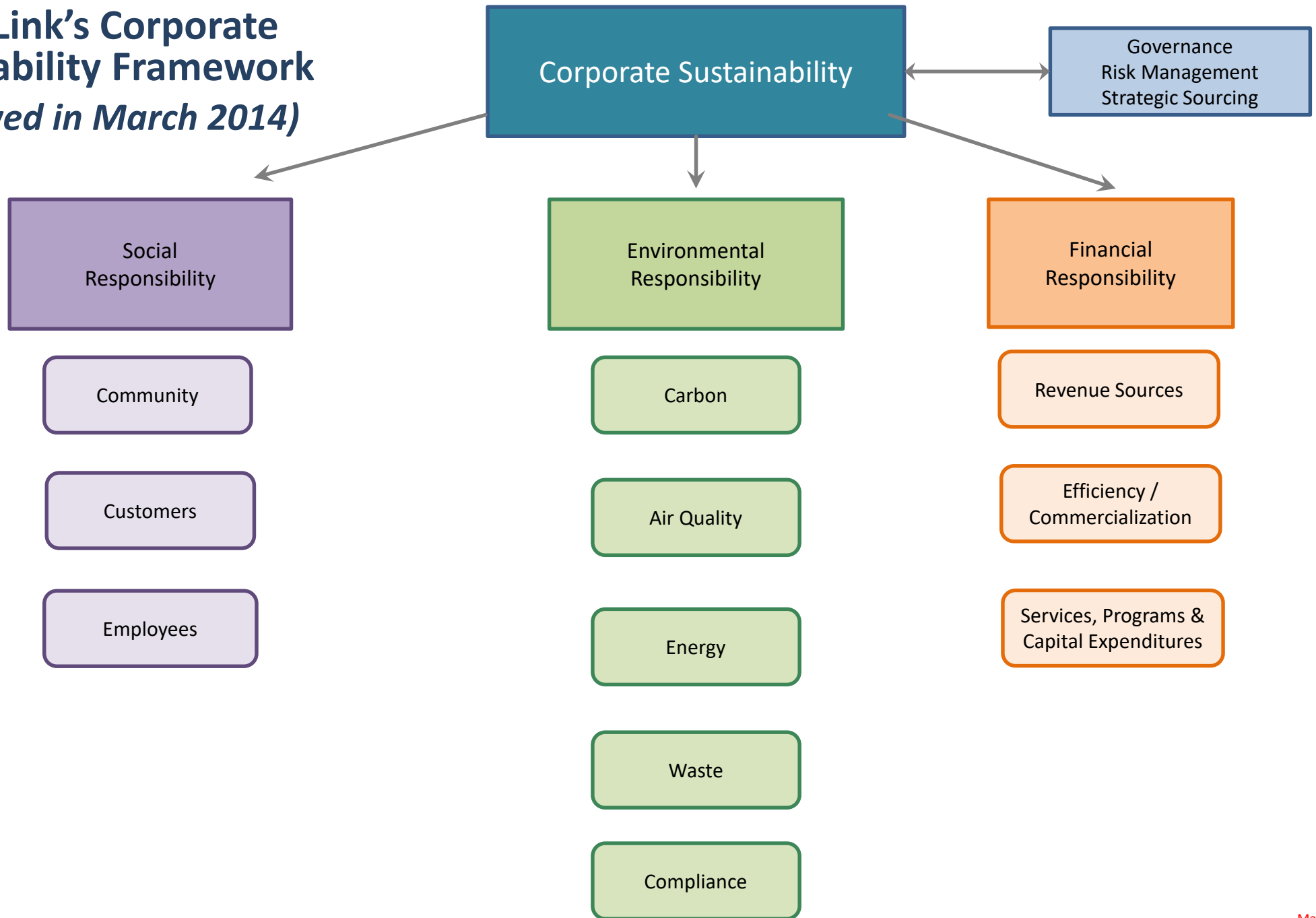
 **IR**
INTEGRATED REPORTING

 **United Nations Global Compact**

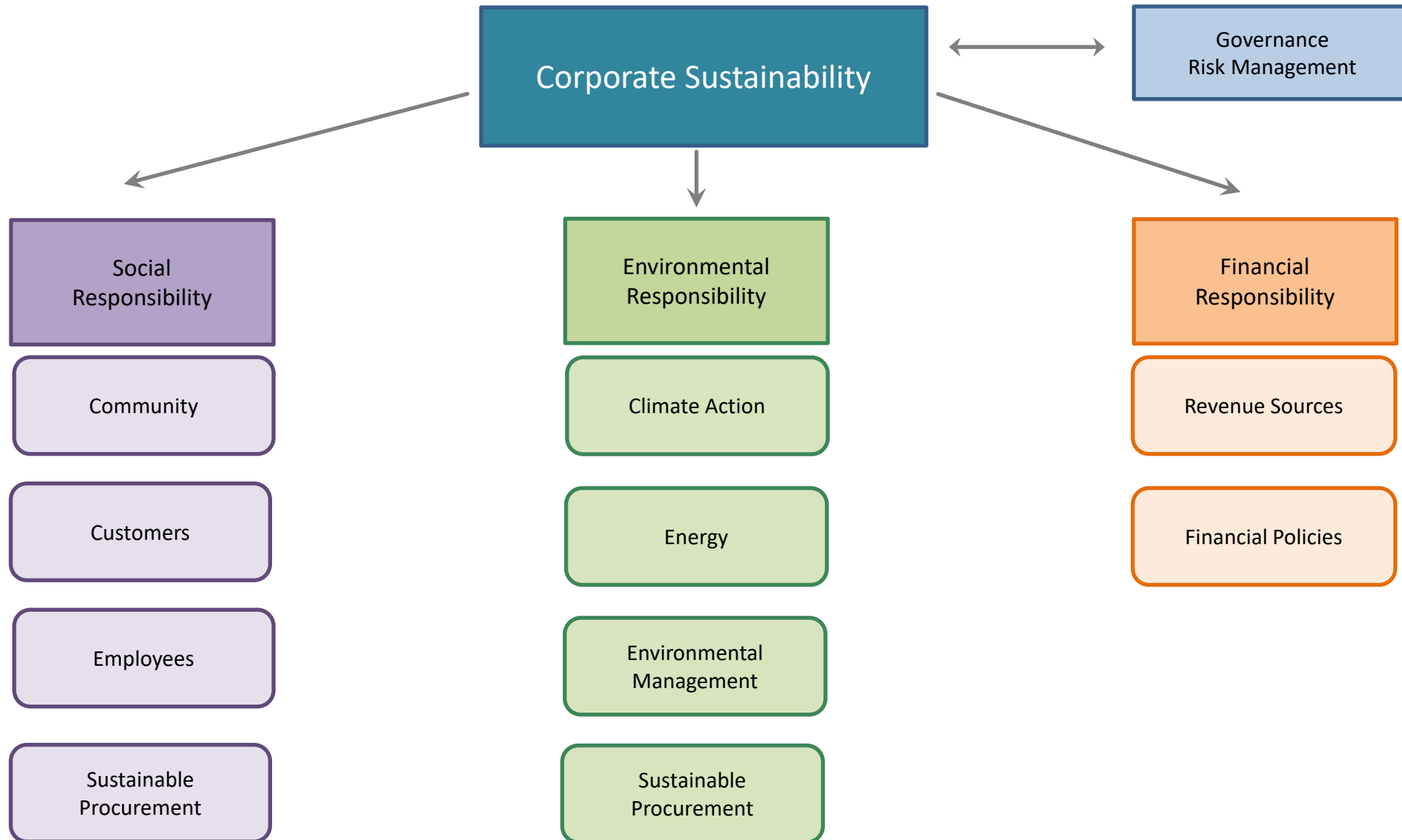
 **SUSTAINABILITY COMMITMENT PLATINUM**

TransLink's Corporate Sustainability Framework

(approved in March 2014)



Revised TransLink's Corporate Sustainability Framework



Social Responsibility

2014 Framework

Social
Responsibility

Indicators

Community

- Community Investment Program
- Sustainable Transportation Choices (RTS)
 - Accessibility (to communities / jobs)
 - VKT
 - Mode Share
 - Auto Ownership
 - Collisions
- Movement of Goods and People
 - Congestion
 - Overcrowding
 - Reliability

Customers

- Customer Satisfaction
 - Complaints per passengers
 - Overall satisfaction
- On Time / Reliable Performance
- Customer Safety

Employees

- Workforce – number of employees/ retention / union representation
- Business Resiliency
- Safety
- Leadership Training / Employee Development
- Divisional Pulse Checks
- Corporate Wellness
- Benefits / Compensation



Revised Framework

Social
Responsibility

Indicators

Community

- Community Investment and Donations
- Indigenous Relations
- Social Impact Reporting

Customers

- Customer Satisfaction
- On Time / Reliable Performance
- Customer Safety
- Customer Privacy

Employees

- Workforce – number of employees/ retention / union representation
- Equity, Diversity and Inclusion
- Employee Safety
- Employee Development

Sustainable
Procurement

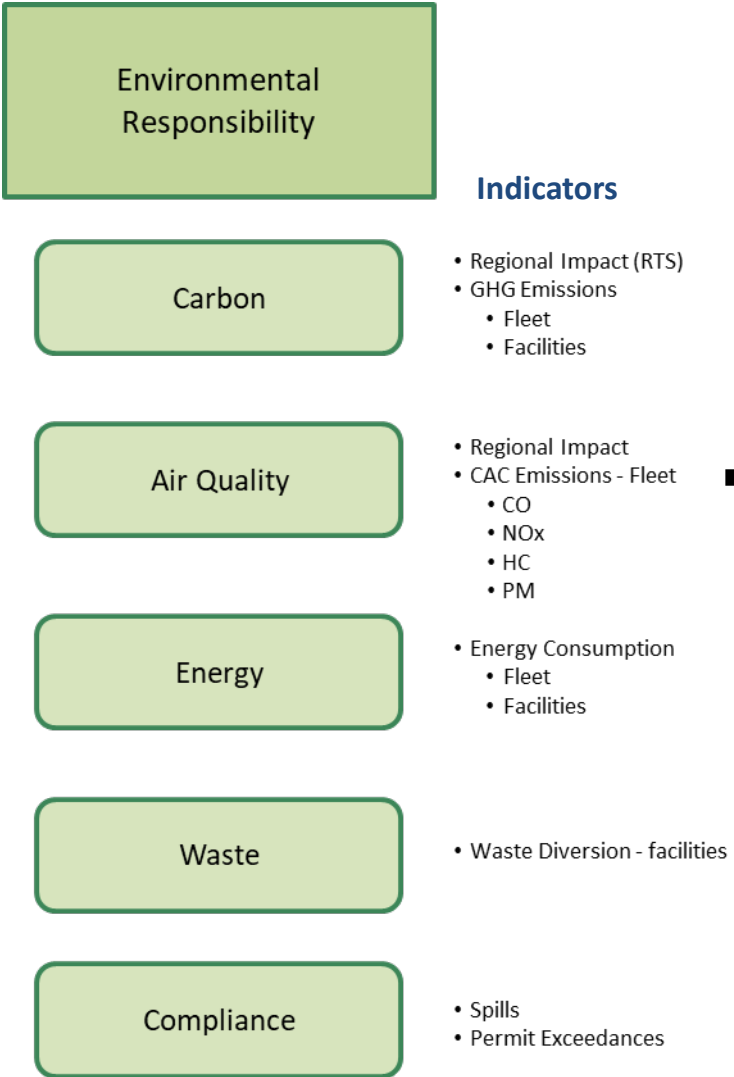
- Social stewardship (supplier code of conduct)

What's Changed

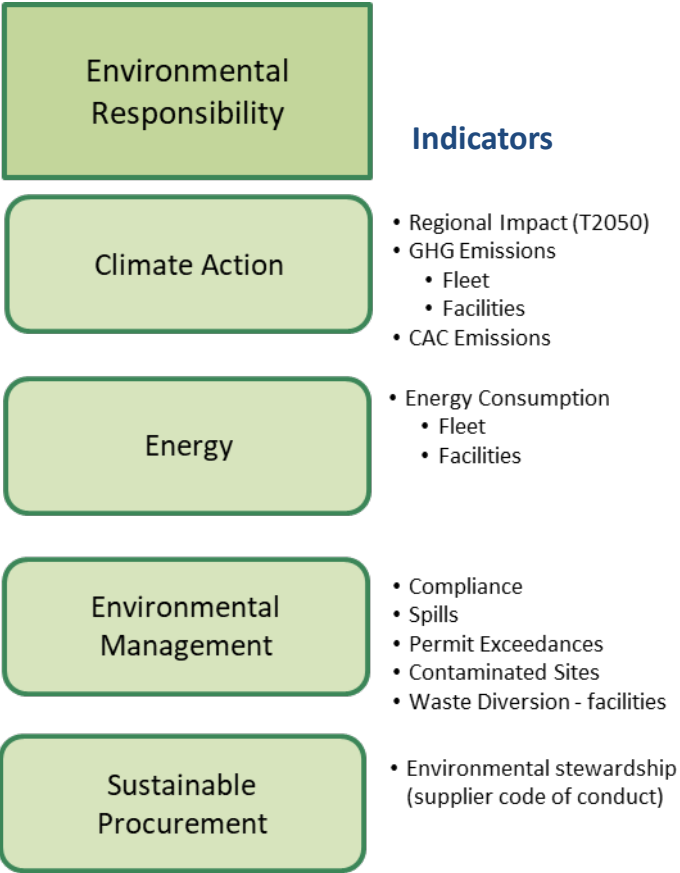
- Community focuses on internal operations and not on regional transportation (removed RTS, movement of goods and people)
- Added Indigenous Relations and Social Impact Reporting under Community
- Customer Privacy added under Customers
- Equity, Diversity and Inclusion has been added under Employees and topics have been condensed.
- Sustainable Procurement has been added

Environmental Responsibility

2014 Framework



Revised Framework



What's Changed

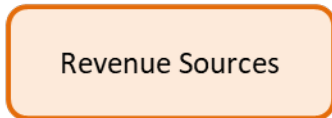
- Carbon and Air Quality have been combined under the topic of Climate Action
- A new topic Environmental Management was added which includes compliance, spills, permit exceedances, contaminated sites and waste diversion
- Sustainable Procurement has been added as a new topic

Financial Responsibility

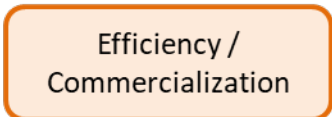
2014 Framework



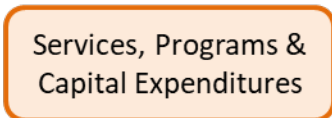
Indicators



- Funding Sources
- Revenue Passengers
- Revenue Sources



- Operating Expenses
- Commercialization of Real Estate Assets
- Park and Ride Facilities



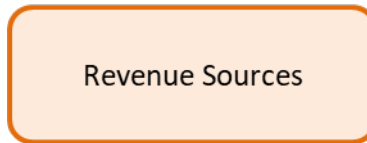
- Service Hours
- Transportation Investments
- Real Estate Investments



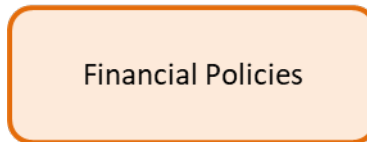
Revised Framework



Indicators



- Stable Operating Revenues
- Real Estate Development Proceeds
- Capital Funding Sources (Senior gov't, carbon credits, TL Bond Program)



- Accumulated Funding Resources & Liquidity
- Sinking Funds
- Debt Ratios
- Borrowing Limits

What's Changed

- Revised to align with how TransLink looks at our finances.
- Updated to include specific sources of capital funding, including carbon credits and TransLink's Bond Program.

Current TransLink Corporate Sustainability Projects



FLEET ELECTRIFICATION

Low Carbon Fleet Strategy
Electric Bus Pilot Project
SeaBus Electrification



COMMUNITY INVESTMENT

Community Donations Policy and Program



GREEN BONDS

Issuance of Green Bonds to Finance Environmental Projects

RENEWABLE NATURAL GAS

RNG Contract with FortisBC for buses



ACCOUNTABILITY REPORTING

Annual Reporting on Financial and Non-Financial Indicators



BUILDING ENERGY EFFICIENCY

Facility Renewable Energy Plan
Energy Management Programs / Projects (lighting upgrades)



CARBON CREDITS

Annual Carbon Credit Reporting and Sale of Credits

New 2021 Initiative: Refresh TransLink's Sustainability Policy

- TransLink's Sustainability Policy was developed in 2009 in alignment with requirements of the APTA Sustainability Commitment.
- The Policy was revised and approved by the Board in October 2013. Refer to Slide 19 for Policy.
- In 2021, Corporate Sustainability will gather input to update and refresh TransLink's Sustainability Policy. Input will be solicited from SLT, SEC and the Board.

Deliverable:	A revised Sustainability Policy for the enterprise
Benefits:	Ensures the Sustainability Policy is still relevant to the organization and that there is endorsement from Senior Executive and Board.
Key Internal Stakeholders:	Communications, SLT, SEC, Board
Key External Stakeholders:	Peer transit agencies / APTA, interested parties

New 2021 Initiative: Climate Action Planning & Implementation

- A Corporate Climate Action Plan (CCAP) is under development and will be published mid-2021.
- The CCAP will serve as a public document used by TransLink to communicate our environmental sustainability commitments and action plans to combat climate change.
- This Climate Action Plan will aim to centralize the various climate change initiatives into one comprehensive plan.
- TransLink's Corporate Climate Action Plan will focus on enterprise-wide initiatives through two broad strategies: reducing our own enterprise wide GHG emissions (climate mitigation); and adapting to potential adverse local impacts of climate change (climate adaptation)

Deliverable: Corporate Climate Action Plan

Benefits: TransLink will demonstrate leadership with climate action. The CCAP will be developed with our provincial and regional partners and will be a useful resource for our peer transit agencies.

Key Internal Stakeholders: Internal working team, KIOSC, SEC, Board, Mayors' Council

Key External Stakeholders: General public, local municipalities, peer transit agencies

New 2021 Initiative: Sustainable Procurement Plan (in collaboration with Strategic Sourcing)

- Starting mid-2021, Corporate Sustainability will be working with Strategic Sourcing to assess what sustainable procurement means to the enterprise and how we might integrate sustainable procurement into TransLink's Procurement Policy and procurement program.
- Sustainable procurement could include but not be limited to:
 - Incorporating sustainability criteria in purchasing evaluations;
 - Developing monitoring mechanisms and assessments to promote vendor compliance;
 - Stimulate innovation through specifications and piloting innovative technologies;
 - Better integration of procurement at the project design stage; and

Deliverable:	A Sustainable Procurement Plan
Benefits:	Integrating sustainable procurement into our existing program would allow the organization to evaluate the products and services we buy to ensure the lowest environmental impact and most positive social results.
Key Internal Stakeholders:	Sustainable Procurement/Finance, SLT, SEC, Board
Key External Stakeholders:	Suppliers, OEMs, peer agencies

New 2021 Initiative: Social Impact Reporting

- In recent years, there has been momentum in the field of sustainability to expand impact reporting from environmental benefits to include social benefits of projects and initiatives.
- This initiative would include developing a methodology to quantify and report on TransLink's social impacts. Social impacts could include but not be limited to: project benefits (access to accessible transportation and affordable housing), community donations, volunteering, job creation, etc.
- Once we develop a methodology for measuring social impacts, it would be worthwhile evaluating whether or not there are benefits to expanding our Green Bond Framework to a Sustainable Bond Framework (including both environmental and social projects).

Deliverable:	Methodology for evaluating and reporting on social impacts of projects and initiatives.
Benefits:	Demonstration of our leadership in sustainability and evolving our sustainability program in alignment with global trends.
Key Internal Stakeholders:	Planning and Policy, Communications and Marketing, SLT, SEC and Board
Key External Stakeholders:	Peer transit agencies, investors, NGOs, and other interested stakeholders

Discussion



1. Are there any key topics and initiatives missing from the Sustainability Framework?
2. Are there initiatives which we should focus on in the near-term vs longer-term?
3. Does the Board feel informed on Corporate Sustainability initiatives? Do you have any suggestions for improvement?