

# TransLink Quarterly Board Meeting

September 27, 2023





# Opening Remarks

Lorraine Cunningham,  
Board Chair

# Safety Minute





# Public Delegations

# TransLink Management Report

Kevin Quinn, CEO  
September 27, 2023





# **Truth and Reconciliation Week**

**September 25 – 30**

**TransLink stands in solidarity with Indigenous communities, acknowledging residential schools' painful legacy and ongoing impacts and are committed to the important work that supports lasting and meaningful reconciliation.**





**New murals at King George Station acknowledge rich culture and histories of Indigenous Nations.**

# Promoting car-free transportation across the region this summer.

450,000+ attendees at Car Free Days  
12,000+ Car Free Pledges gathered





# Tap in to Win Sweepstakes are back!



We're encouraging people to choose transit for a chance to win weekly prizes.

Visit [translink.ca/tapintowin](https://translink.ca/tapintowin).





T

Free public Wi-Fi is now available on all five **RapidBus** routes.

Wi-Fi is also available on other articulated buses, most SeaBus vessels, some SkyTrain cars, and at several transit hubs around the region.

**We're preparing the SkyTrain network for significant expansion in the coming years.**



**T**

We've increased service on **22 bus routes** to better connect customers to business hubs and post-secondary schools this fall.



# We urgently need more transit – one third of the region uses transit **weekly**.



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- We have surpassed **90%** ridership recovery – a post-pandemic high.
- Bus ridership in Surrey has grown **20%** over 2019 levels.
- **50,000** new people coming to Metro Vancouver every year, meaning transit expansion is needed now.

# We launched our first- ever **Accessibility Plan**.

The Plan outlines 32 actions that ensure our services, facilities, and communications channels meet the diverse needs of customers and employees.



Thank you, Chief Jones!



T

Thank you





# BC Rapid Transit Company

Sany Zein  
President & General Manager

September 27, 2023



# BCRTC Update

- **Deliver Excellent Service**
- **Achieve Future Readiness**
- **A Healthy, Motivated, & Fulfilled Team**



# First Year Reflection

- Listen, learn, lead
- Passionate colleagues
- Extensive knowledge base
- Focused on daily delivery of service and readying ourselves for the future
- United in our common goals
- Strong TransLink support



# Deliver Excellent Service

## *Ridership*

- Ridership recovery rebounding faster than other metros
- 25M boardings - best quarter since 2020
- Average boarding of 8.3M for Q2 represents 87% of peak 2019 ridership

DH Daily Hive

Vancouver's SkyTrain is now the 4th busiest subway system in North America | Urbanized

Metro Vancouver's SkyTrain network is punching well above its weight in terms of passenger ridership. In fact, when it comes to average...



BIV Business in Vancouver

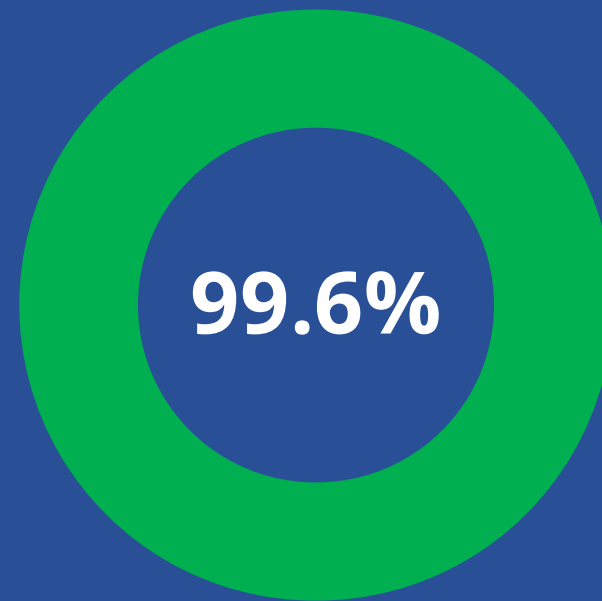
Vancouver rapid-transit ridership rebound tops North American cities

Metro Vancouver's rapid-transit ridership has rebounded to be more than 80 per cent of what it was pre-pandemic, according to new research.

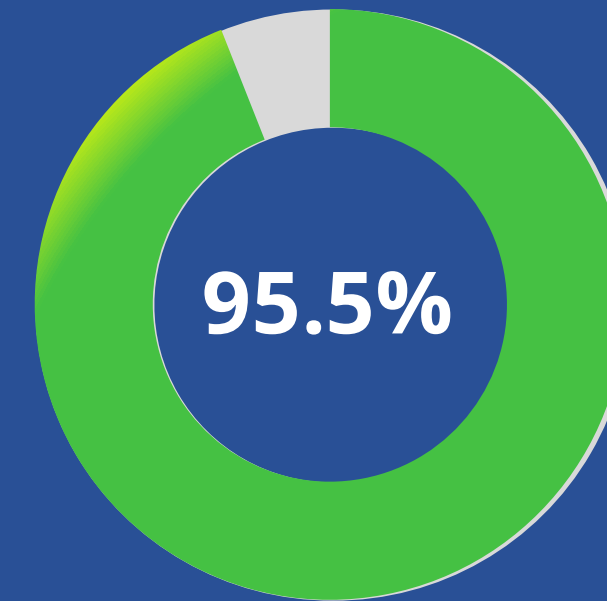


# Deliver Excellent Service

## Q2 Service Performance



Service  
Delivery



On-time  
performance



Customer  
Experience  
Rating

# Deliver Excellent Service

## *Gateway Switch Replacement Complete*

- Major collaborative effort
- Most complex single-tracking patterns in SkyTrain's history to minimize customer impacts
- Completed safely and eight days ahead of schedule



# Deliver Excellent Service

## *Community Outreach*



- Supporting our community
- Partnering with TransLink to assist SUCCESS Burnaby's newcomer program
- Focus outreach on Safety, Fares and Wayfinding



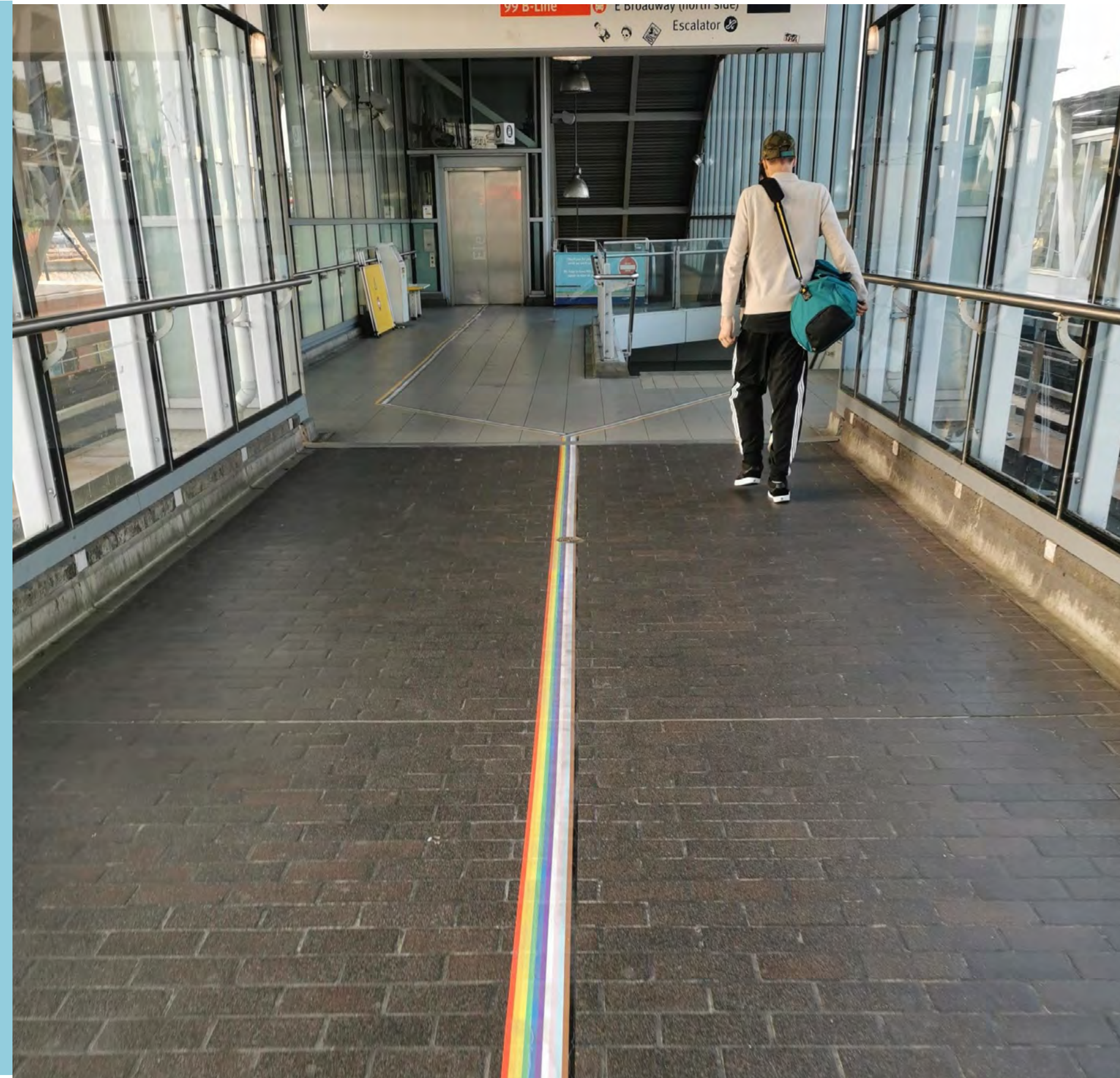
# Deliver Excellent Service

## *Refreshed Wayfinding Line*

- Refreshing a wayfinding line connecting Commercial and Broadway stations
- Supports our welcoming culture
- Employee driven initiative by our Field Operations EDI group



*bcrtc* An integrated  
Rapid Transit Company







# Achieve Future Readiness

## *Fleet*

### MK 5 testing & commissioning

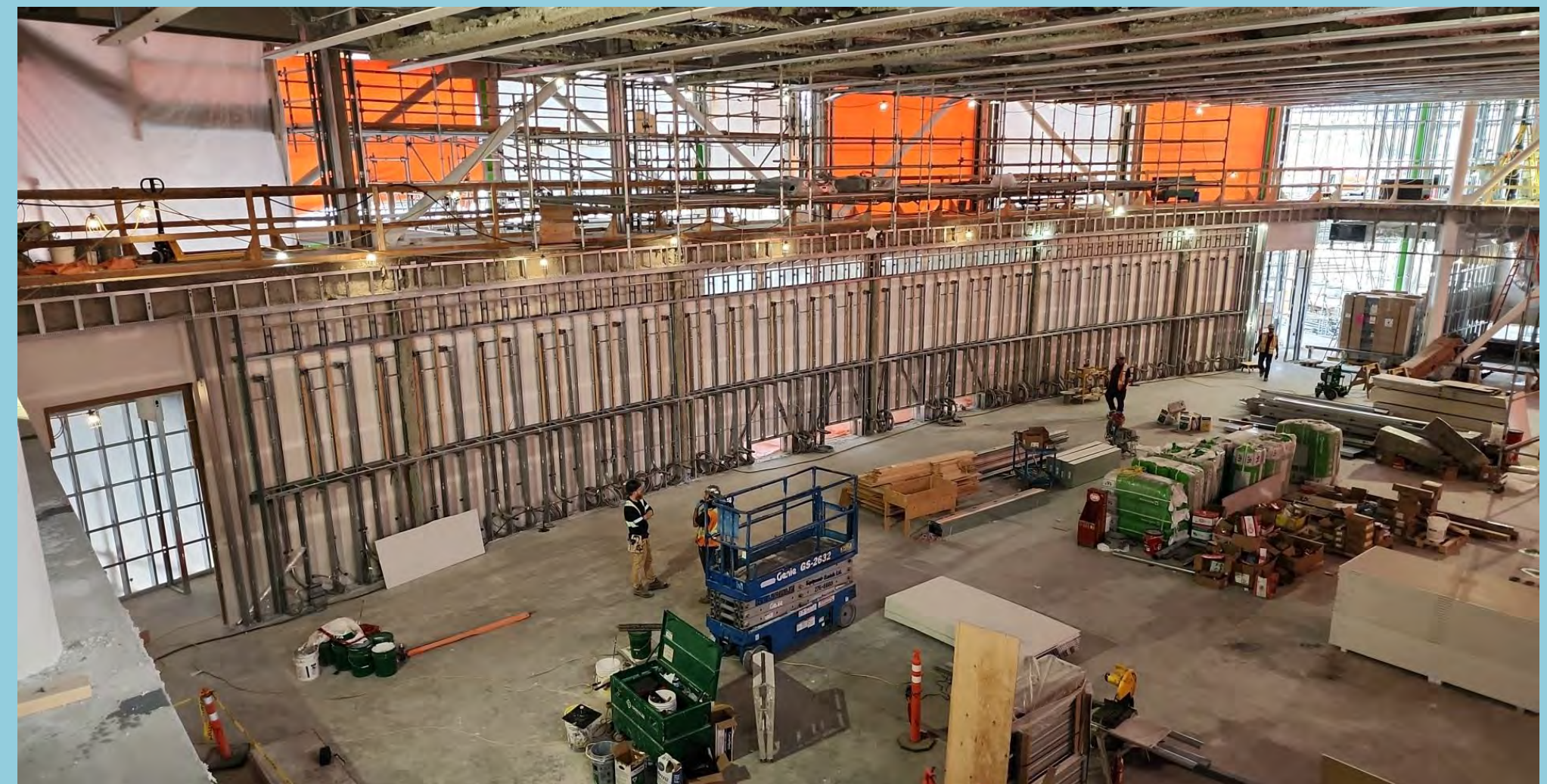
- Train 1 started static and dynamic track testing
- Train 1 to Burnaby early 2024 for extensive testing on our system
- Train 2 undergoing final fit-out



# Achieve Future Readiness

## *Burnaby Operations Control Centre*

- 50% completion milestone achieved in August
- Project remains on target to support BSP opening



# Achieve Future Readiness

## *OMC1 Upgrades*

- Nearing substantial completion of new Guideway shop with move-in day scheduled for December
- Next milestone is connection of existing track to new shop
- Expanding cleaning lanes in progress
- Construction of new vehicle maintenance shop to start Q1 2024



# A Healthy, Motivated, & Fulfilled Team

## *Employee Lost Time Injuries*

- Surpassing our company targets
- June injury incidents was lowest in two years
- Departments working closely with Safety to identify and address trends



# A Healthy, Motivated, & Fulfilled Team

## *Bargaining Successfully Completed*

- **Five-year agreement with CUPE 7000 representing over 80% of our staff**
- **Ensures stability as we deliver the biggest infrastructure and system expansion in our history**



# A Healthy, Motivated, & Fulfilled Team

## *Field Operations Recruitment Fair*

- Joint collaboration with our TransLink talent acquisition partners
- Interviewed 400 candidates
- Major part of our operational readiness for SkyTrain expansion program

# A Healthy, Motivated, & Fulfilled Team

## *Employee Engagement Events*

- **Celebrating employees**
- **Reconnecting with colleagues**



← Trains to Waterfront Platform 1      Expo Line      Trains to King George Platform 2 →

# Thank you



# Coast Mountain Bus Company

Michael McDaniel  
President and General Manager



# Agenda

- **Bus and HandyDART Service Update**
- **Women-identifying Operator Resource Guide**
- **75<sup>th</sup> anniversary of trolley buses**
- **Mechanic recruitment campaign**
- **Copper in Transit Study**
- **Wildfire Smoke Response Plan**



Together all the way



# Service update

## Conventional bus system:

- 99% of service operated
- Strong ridership demand, especially South of Fraser / Maple Ridge

## HandyDART:

- 98% of requested trips delivered
- 91% On-Time Performance



Together all the way



# Resource Guide

For women-identifying Transit Operators



- Focus groups identified need for more support
- Resource Guide launched on July 11



# Happy 75th, trolley buses!

- On August 16, we celebrated 75 years of trolley buses in Vancouver:
  - Media event
  - Sale of new Compass Minis
  - TRAMS provided rides on vintage bus
  - Employee events at all CMBC sites with extra special event at VTC
- Celebrated both the past, present, and future of trolley buses



Together all the way



# Looking for a few good Mechanics

- Recruitment campaign:
  - Digital ads
  - Radio, Spotify ads
  - Ads on bus backs and wraps
- In-person hiring event:
  - Interviews for pre-screened candidates
- 2023-2026 hiring target: **175**



Together all the way





# Copper in Transit

- Study results published on **May 18**
- Demonstrated that copper products can eliminate **99.99%** of bacteria on transit within 2 hours of contact
- **CMBC tech specifications for new bus orders updated** to request pricing for antimicrobial copper-coated stanchions as an option



*Copper II pilot photo*



Together all the way





# Wildfire Smoke Response Plan

- Updated plan to improve CMBC’s response to **elevated levels of risk** in our region
- Plan includes defined triggers and associated actions
- For example: provide non-medical masks when **Air Quality Health Index reaches 8+** (high risk)



Together all the way





T Bus Stop # 55411  
R1 King George Blvd to Guildford  
RapidBus  
Bay 3  
Looking for real-time bus arrivals?  
NH-9350

321 SCOTSDEN STN

18033  
RapidBus  
NH-9350





# Transit Police Report September 2023



METRO VANCOUVER  
**TRANSIT  
POLICE**

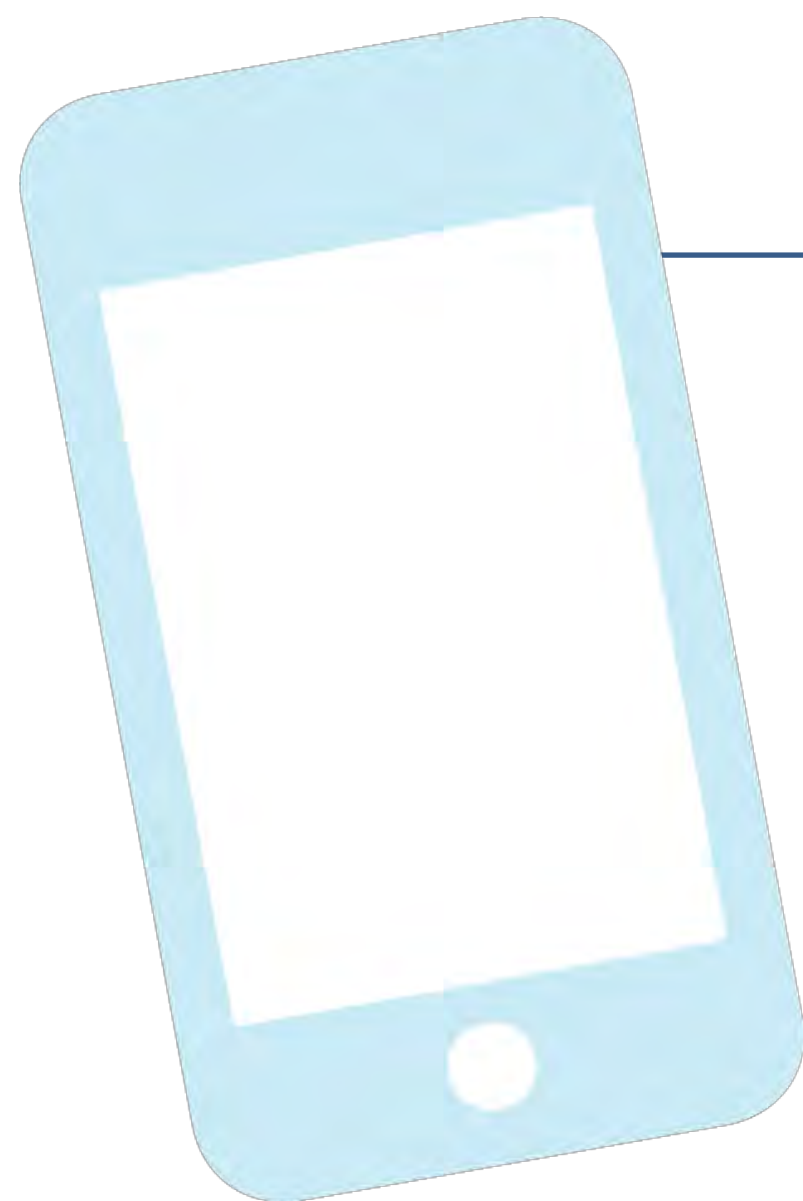
# First Community Safety Officer Class



# Community Safety Officer Training



# Text Reporting Stats – Q1/Q2 2023

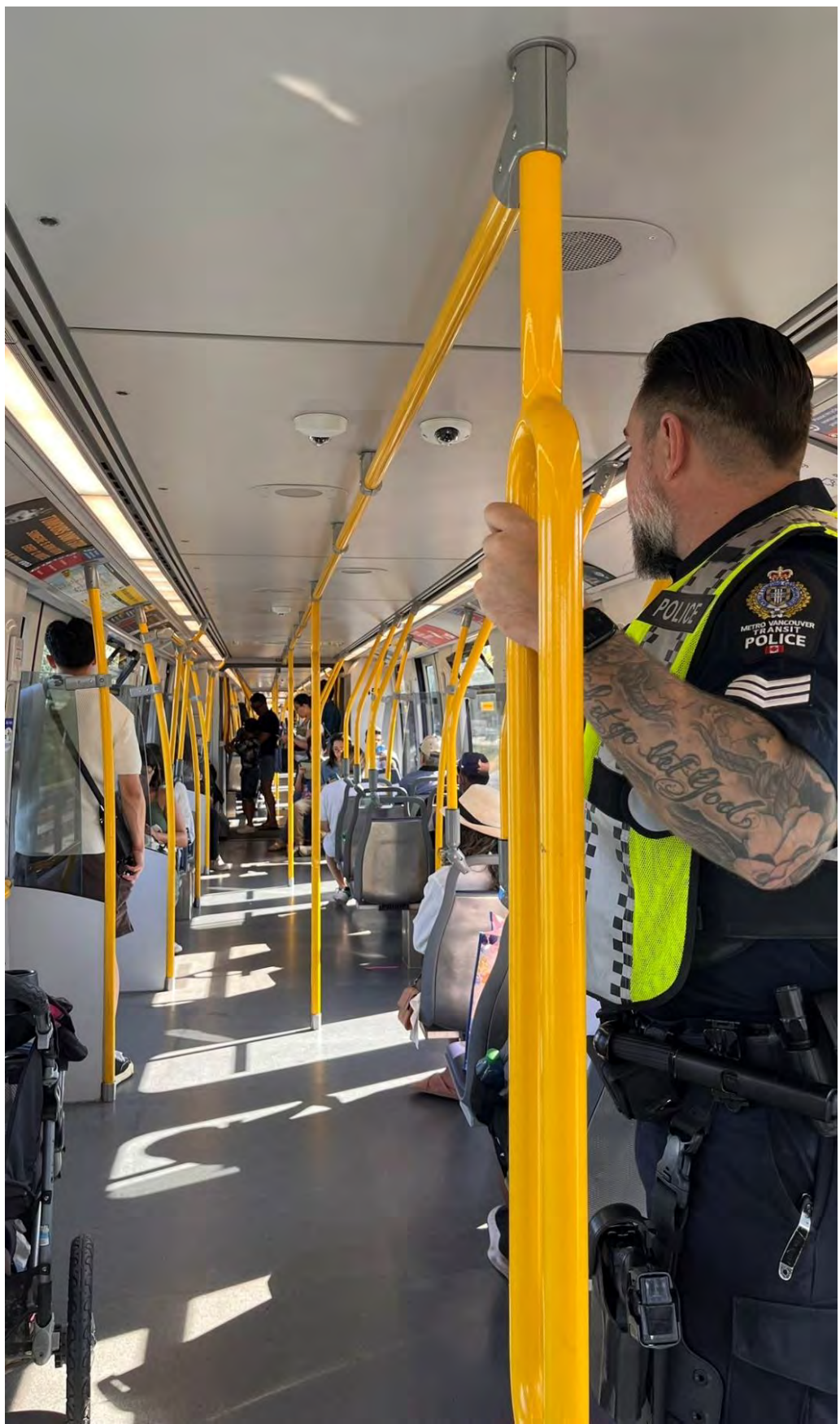


Unique SMS Text  
Conversations:  
**Up by 26%%**

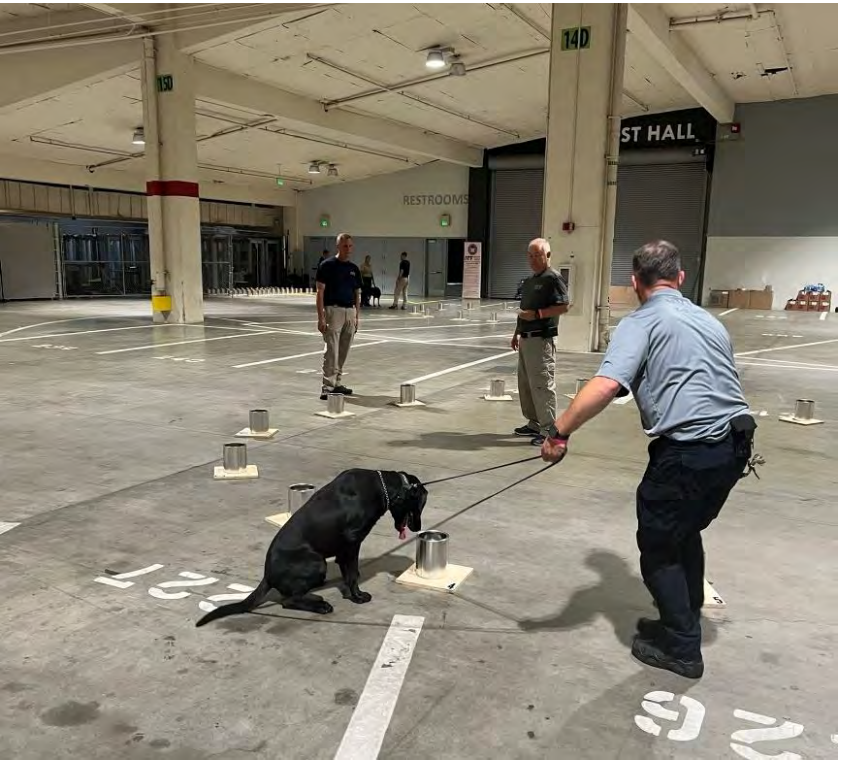
Police Files Generated  
from Text Reports: **Up  
by 1%**

# Special Events Policing

↑ 77%



# Explosive Detection Dog Team





# Naloxone Stats



Number of Naloxone  
Saves YTD: **62**

2022 TOTAL  
Naloxone Saves: **56**



# Communications Centre Recruitment



**Civilian Career Opportunity**

*Support and development through each stage of training and career growth.*

# Thank You to Chief Jones





METRO VANCOUVER  
**TRANSIT  
POLICE**

# Finance and Audit Committee Chair Report

Tracy Redies,  
Committee Chair

Exact  
coin fare  
please

Operators do not  
carry change

Transit fares

TAP YOUR COMPASS CARD HERE



Compass

TRANS LINK



# Planning, Communities and Communication Committee Chair Report

Andrea Reimer  
Committee Director

A person with a backpack looking out a train window. The person is wearing a tan coat and a dark scarf. The background is a blurred train window with green and blue light streaks.

# Human Resources and Governance Committee Chair Report

Andy Ross,  
Committee Chair



# Information Technology Committee Chair Report

Karen Horcher,  
Committee Chair



# TransLink Bridges

## *Operations, Maintenance, and Rehabilitation Update*

**Jeffrey Busby**

*Vice President, Engineering*

September 27, 2023

# TransLink owns and operates five bridges



# Westham Island Bridge Swing Span Rehabilitation

This work included replacing the slew bearing assembly and associated connections, two floor beams, multiple gusset plates, two gearboxes and a jackshaft, and replacing power cable



*New floor beam*



**Construction  
commenced in January  
2023 with most work  
completed by the end of  
August 2023**



*New gusset  
plate*



*New slew  
bearing*

# Knight Street Bridge Deck Preservation and Bearing Replacement

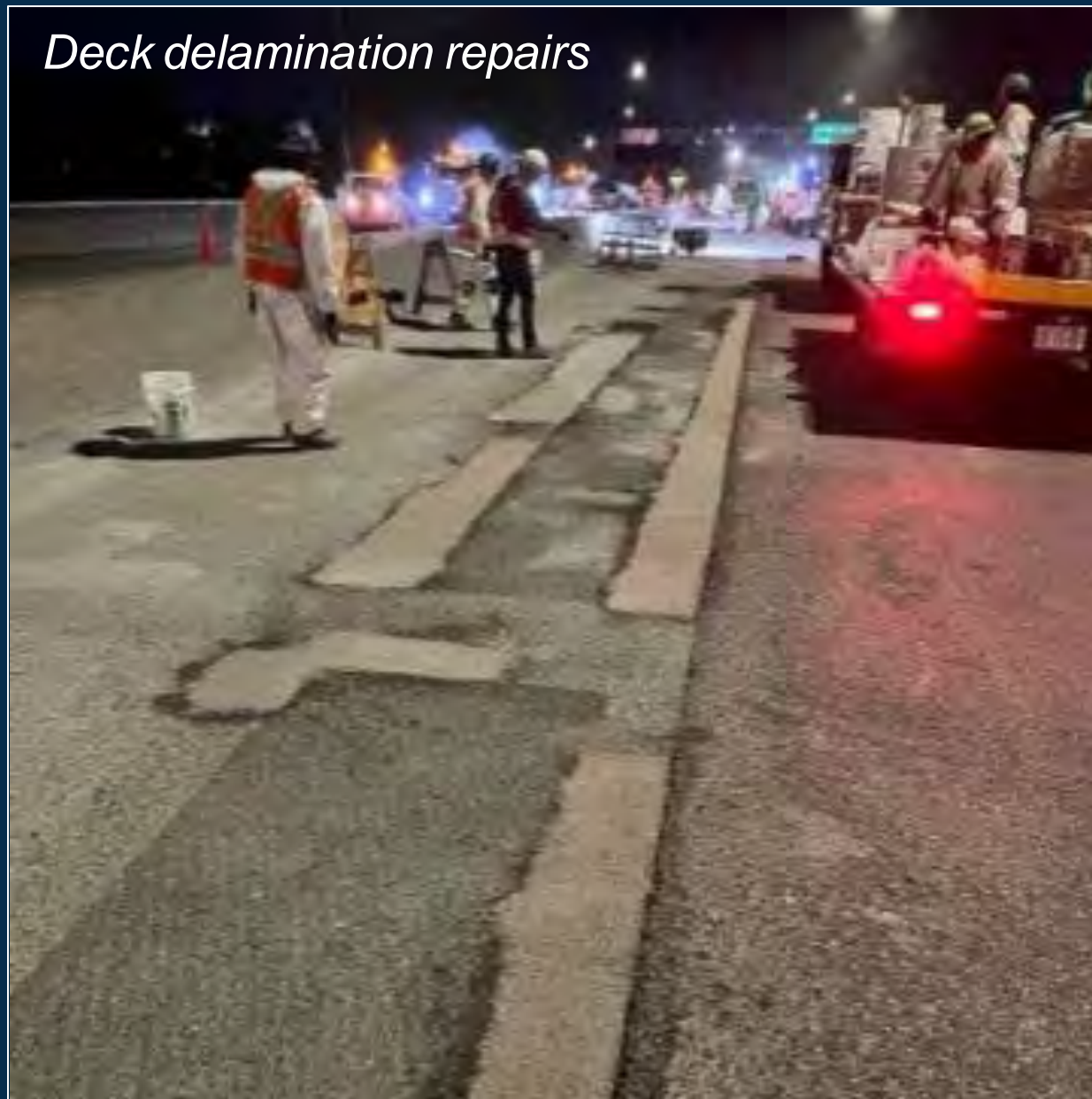
## Project scope:

1. Rehabilitate the deck and apply a polyester polymer concrete overlay to prolong its service life
2. Replace and repair deteriorated components of the bridge, including bearings, expansion joints, median barriers, and miscellaneous concrete repairs
3. Install bicycle railing between the sidewalk and the travel lanes

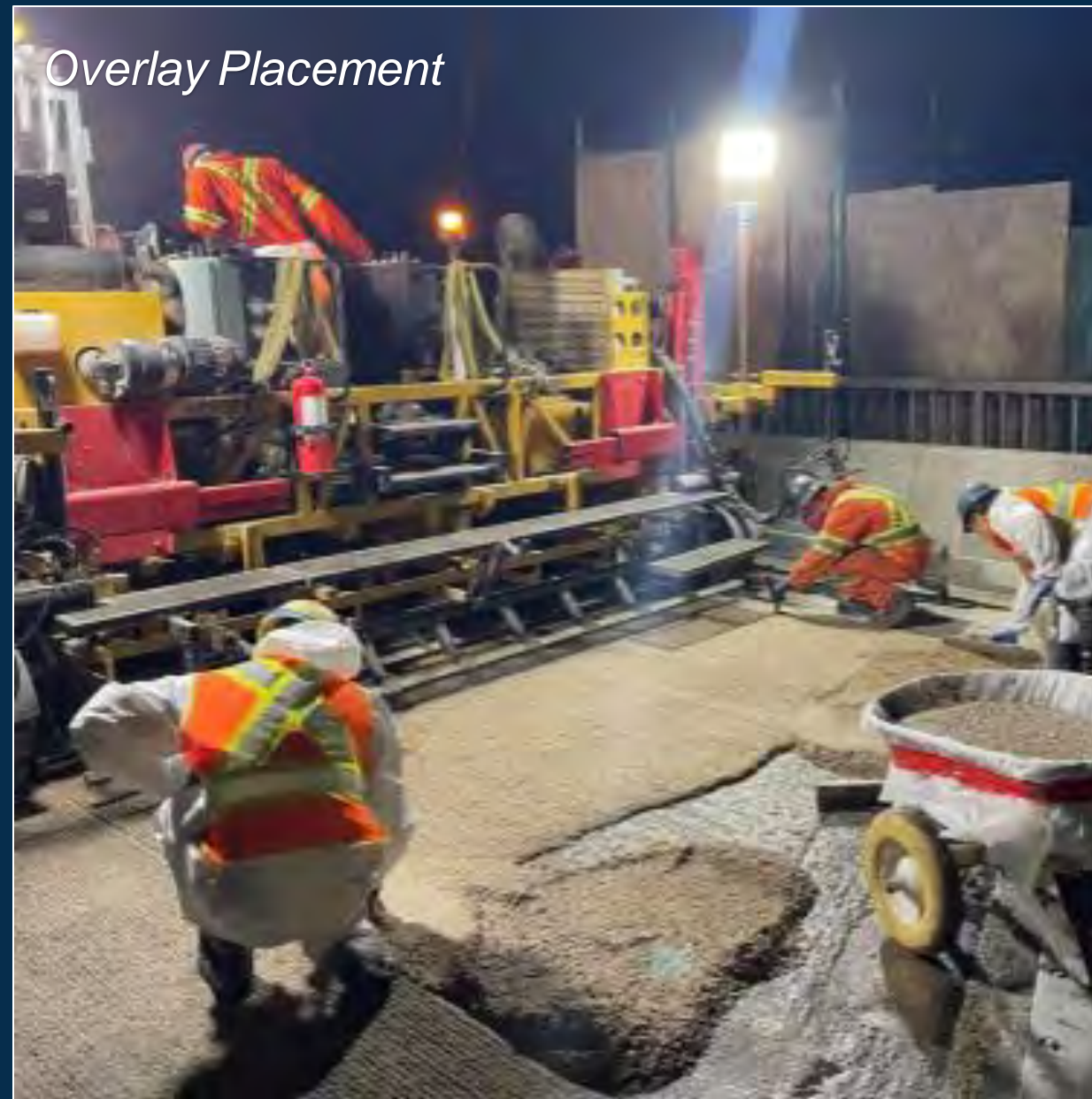
# Work on the Knight Street Bridge repaired deck delamination and applied an overlay

*Work took place overnight to minimize traffic impacts*

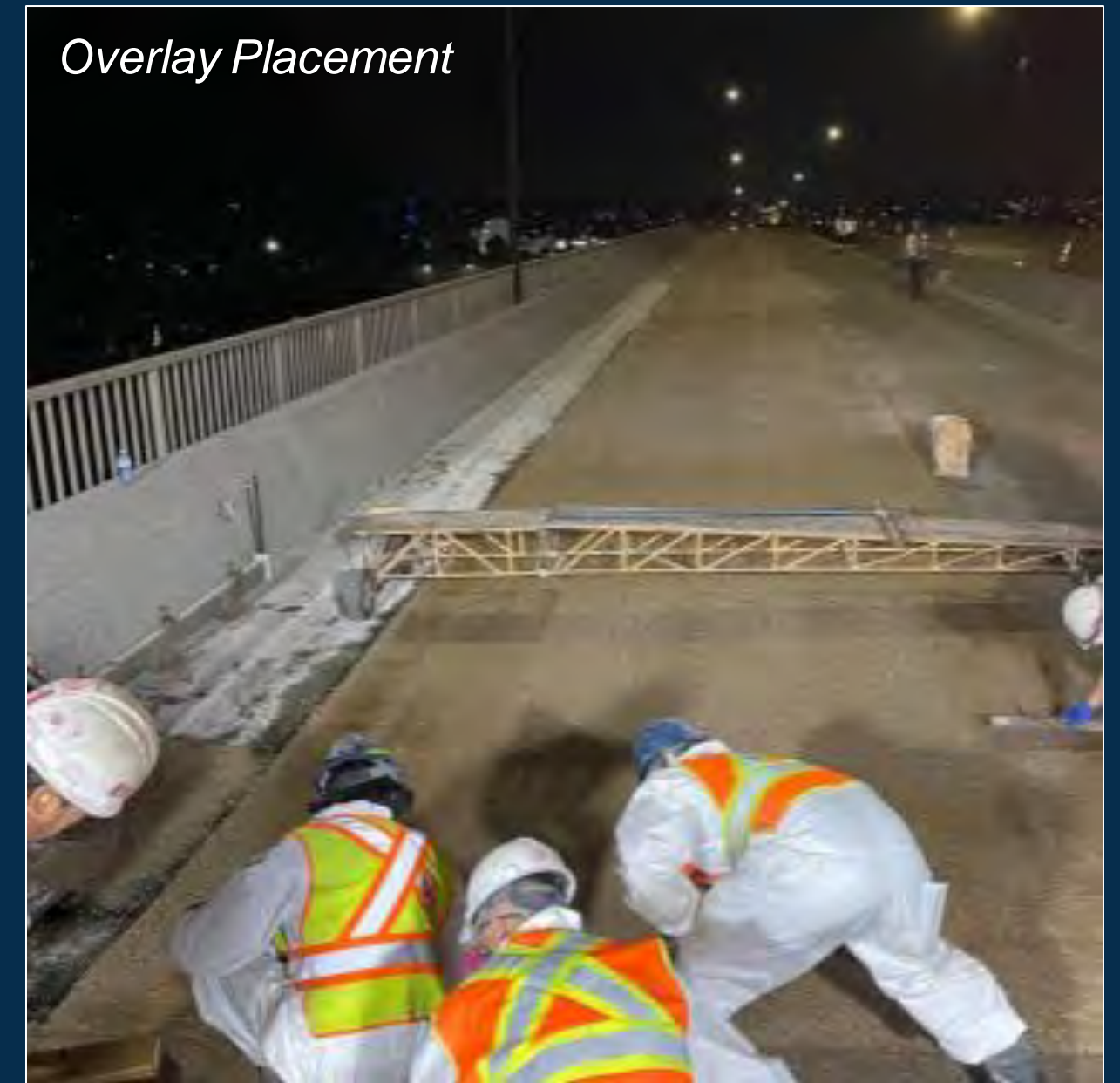
*Deck delamination repairs*



*Overlay Placement*



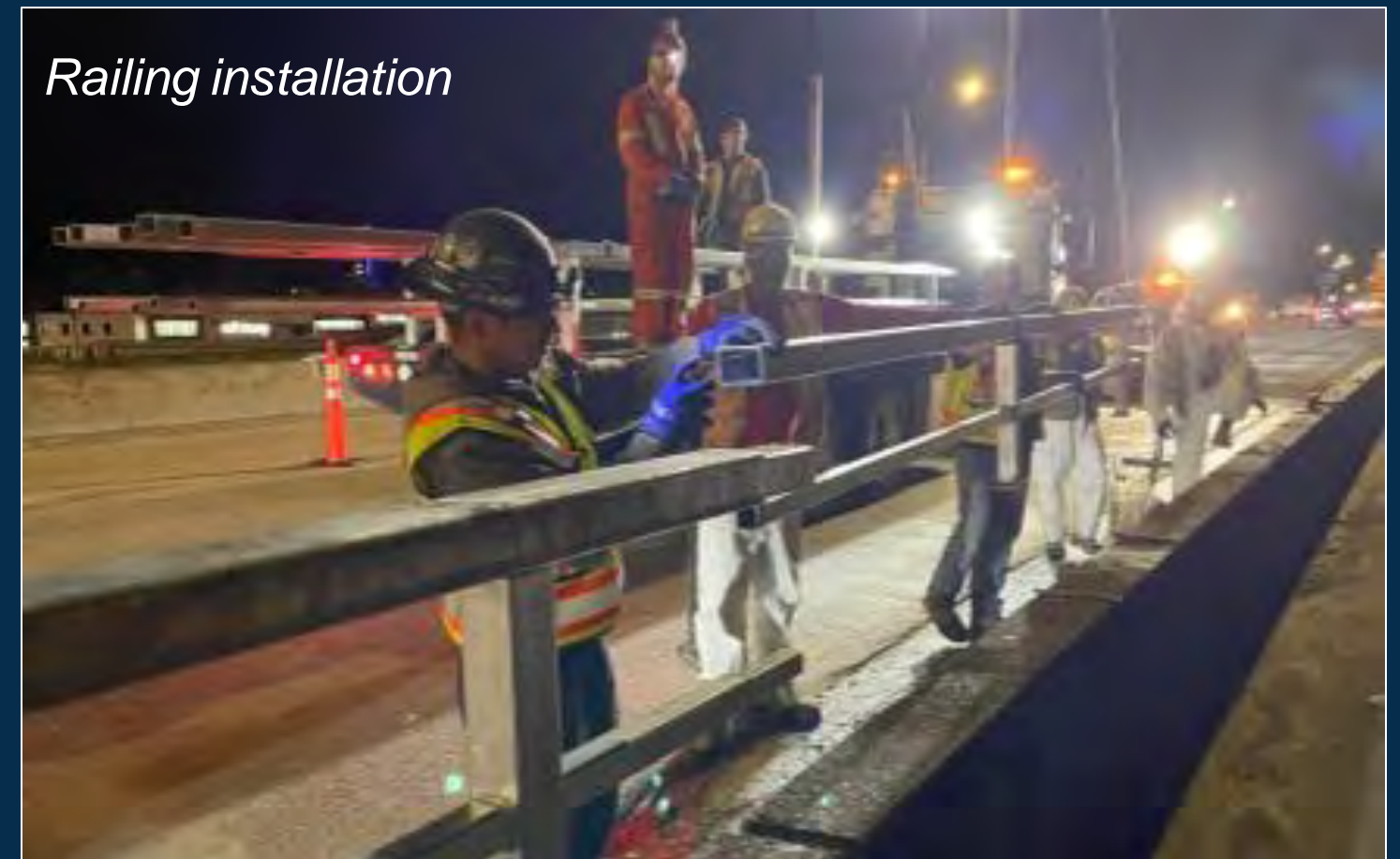
*Overlay Placement*



**Construction on the bridge commenced in February 2023 and will complete by the end of this year.**



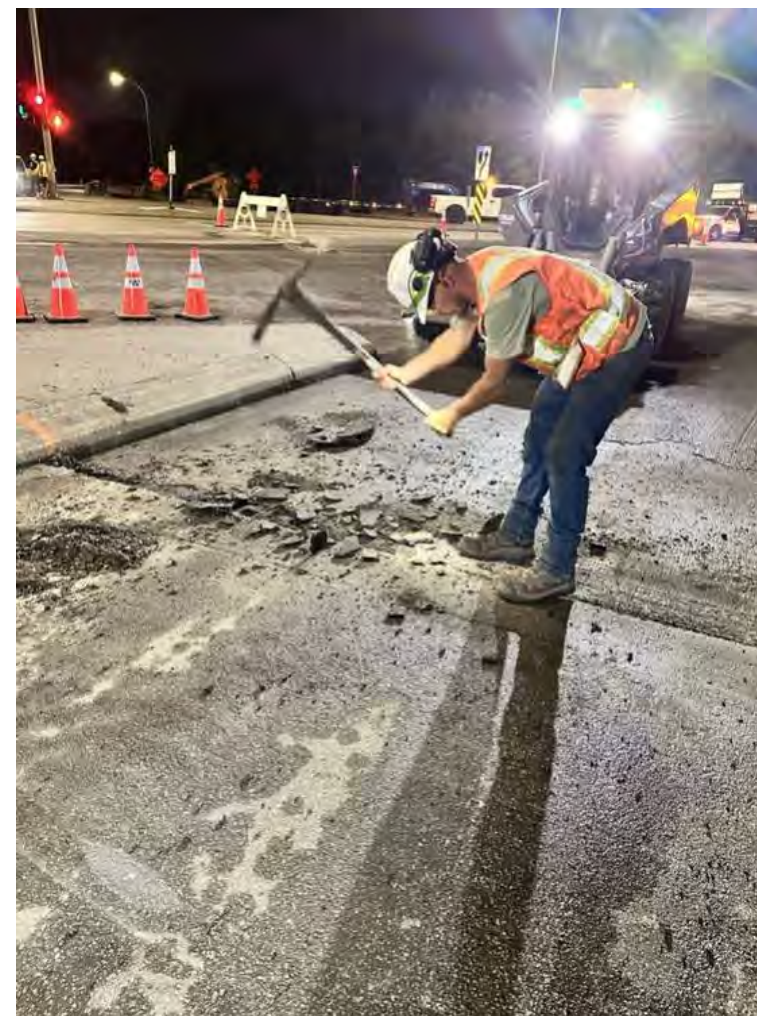
*Bicycle railing delivery*



*Railing installation*

# Golden Ears Way Pavement Rehabilitation

- Pavement rehabilitation work commenced in June 2023 and was completed in September 2023
- All work was performed outside of peak hours and mostly overnight to minimize impacts on the public





**Pavement rehabilitation extends the life of the pavement and ensures ride quality for users**



# Thank you

## Transport 2050: Reconciliation in Motion

*Mack Point, Diamond Point, and Hales Stage*

September 2022

Prepared for the Regional Council of the

Transportation Services Authority

Metropolitan Transportation Authority

Mack Point, Diamond Point, and Hales Stage

Contract # 2021-001-0000000000000000

and future work.

# TransLink's Accessibility Plan

September 27, 2023



# New Accessible BC Act

The first regulation of the Accessible BC Act (ABCA) requires that TransLink have specific elements in place by September 1, 2023. TransLink meets this regulation with the following programs and supports:

Required Initiative	Customer Programs/Supports	Employee Programs/Supports
Accessibility Committee	<ul style="list-style-type: none"> <li>• Access Transit Users' Advisory Committee (UAC)</li> <li>• HandyDART Users' Advisory Committee (HDUAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Equity Diversity and Inclusion Taskforce</li> <li>• Accessibility Employee Resource Group (ERG)</li> </ul>
Accessibility Plan	<ul style="list-style-type: none"> <li>• 2023 Accessibility Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Workplace Accessibility Strategy</li> </ul>
Public Feedback Mechanism	<ul style="list-style-type: none"> <li>• Multiple venues:               <ul style="list-style-type: none"> <li>• Customer Information/Feedback channels</li> <li>• Access Transit Customer Care</li> <li>• Access Transit inbox</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Multiple internal channels</li> </ul>

# 2023 Accessibility Plan

The 2023 Accessibility Plan is a continuation of TransLink's strong foundation of delivering accessible services, drawing actions from existing documents, plans and initiatives, and assembling these commitments to provide Access for Everyone in a single document.

Sources for actions and strategies include:

- Transport 2050
- Transport 2050: 10-year priorities
- 2022 Investment Plan
- 2022 Customer Experience Action Plan
- Enterprise workplans
- Internal Accessibility Strategy
- Previous UAC and HDUAC meeting minutes

Additionally, staff reviewed four years' worth of minutes from UAC and HDUAC to identify potential actions or barriers identified by customer advisory committees.



Together all the way



# 2023 Accessibility Plan

- Posted at <https://www.translink.ca/rider-guide/transit-accessibility/accessibility-plan>
- 32 actions identified as long term, short term, medium term or ongoing
- Categories of actions:
  - Transportation
  - Information and communications
  - Built environment
  - Service design and delivery



# Engagement & Next Steps

- In developing the plan, TransLink consulted with both the Access Transit Users' Advisory Committee and HandyDART Users' Advisory Committee on a draft of the plan
- The Plan web page encourages the public to provide feedback on Plan and any accessibility barriers – feedback received will be considered in the next Accessibility Plan
- The Plan will be reviewed and updated every three years



# TransLink Emergency Management

*Overview for the TransLink Board*

**Dorit Mason**, Director, Safety, Environment & Emergency Management

September 27, 2023







## We identify, monitor and respond to hazards.

- Annually conduct a corporate risk review
- Develop and activate emergency and business continuity plans, our Emergency Coordination Centre and trained internal teams when required





**We maintain a resilient enterprise that plans, trains, practices, and learns from events.**

- Dedicated internal committees and teams that focus on emergency management, climate adaptation, seismic standards and resiliency
- Conduct training and exercises
- Implement communications redundancies
- Conduct after action reviews and incorporate learnings





## Enterprise Integrated Security Program

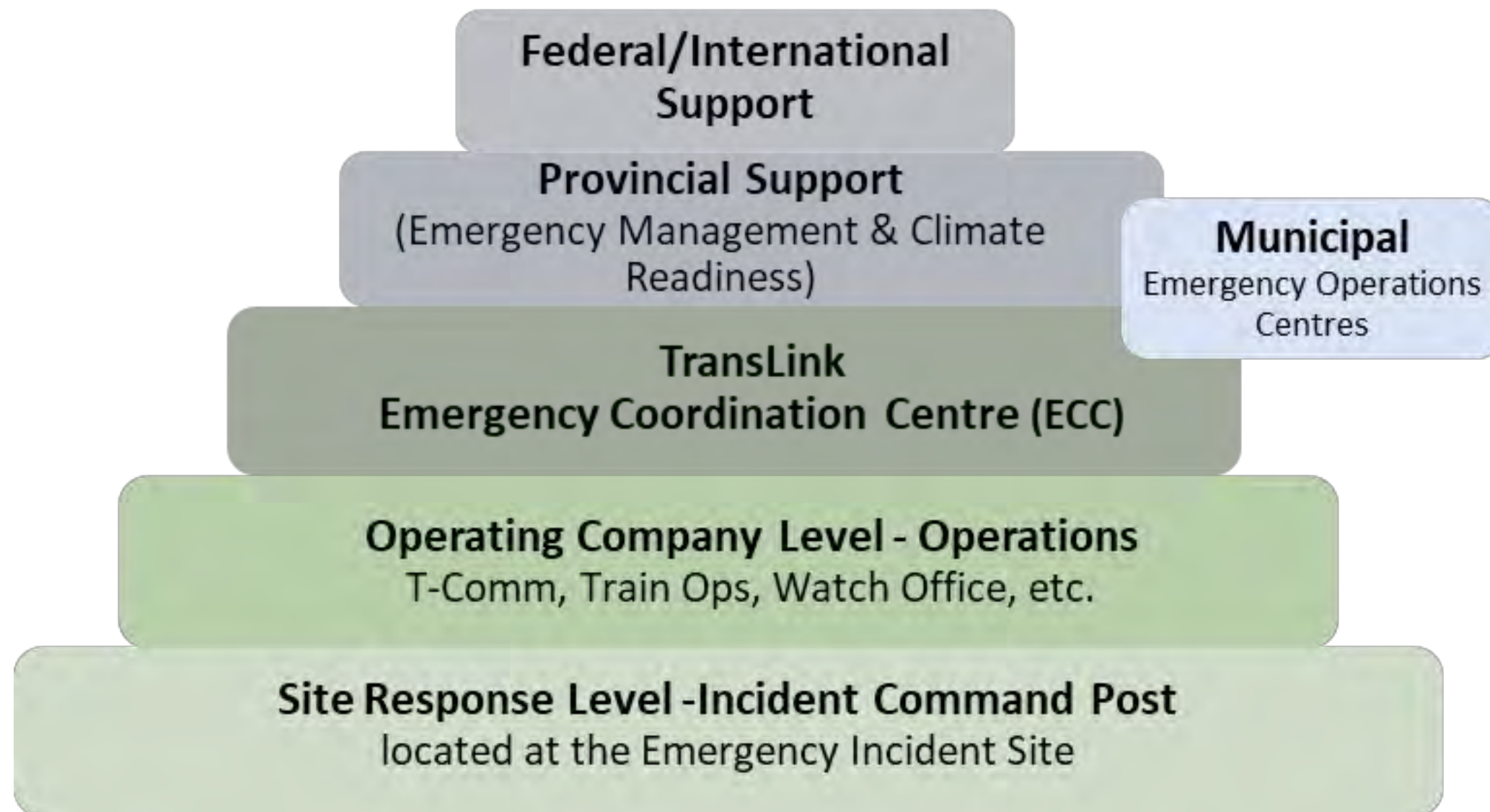
- Focused on the security and safety of customers and employees throughout the system every day
- Extra planning occurs for large events (i.e., Celebration of Lights Fireworks)

# We work with external partners.

- Engage municipalities and provincial and federal ministries
- In Metro Vancouver we are a member of the:
  - Regional Emergency Planning Committee
  - Integrated Partnership for Regional Emergency Management



# TransLink is integrated into Provincial Emergency Response & Recovery.



## Goals

- Provide for the safety and health of all responders
- Save lives
- Reduce suffering
- Protect public health
- Protect government infrastructure
- Protect property
- Protect the environment
- Reduce economic and social losses



# We support communities in times of need.

- Shelter buses for evacuees provided to municipal Emergency Support Services
- Vaccine Bus during COVID-19



Safety is everyone's responsibility.

**Make sure you're personally prepared.**



Make a plan.



Build a kit.



Stay informed.



**Together, we  
ensure a safe and  
disaster resilient  
TransLink**





